

MILWAUKEE COUNTY TRANSIT SYSTEM

TRANSPORTATION DEPARTMENT UPDATE

MCTS connects our community to jobs, education and life with essential transit services



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OUR VISION AND WHO WE ARE



Transportation Department

What does our vision mean to us: Providing support to create the safest, most reliable transportation system one operator at a time

Transportations oversees the following departments:

- 2 Operating Stations
- Training
- Dispatch & Street Operations
- Transit Security



STATION OPERATIONS



Support is attentive

- Re-connect Classes
- Work life balance Days off / Assignment of work
- Support inside the station
- On-going communication with station staff



TRAINING DEPARTMENT



Supporting our operators starting on Day 1 and continuing throughout their career

- Instructor Development Program
- Instructor rides with new operators
- Route training program
- Training staff in stations
- Quarterly station events

DISPATCH AND STREET SUPERVISION



Support through communication and technology on the road

- Revised policies
- Being empathetic and provide outstanding customer service to our operators
- Route supervisor wellness checks

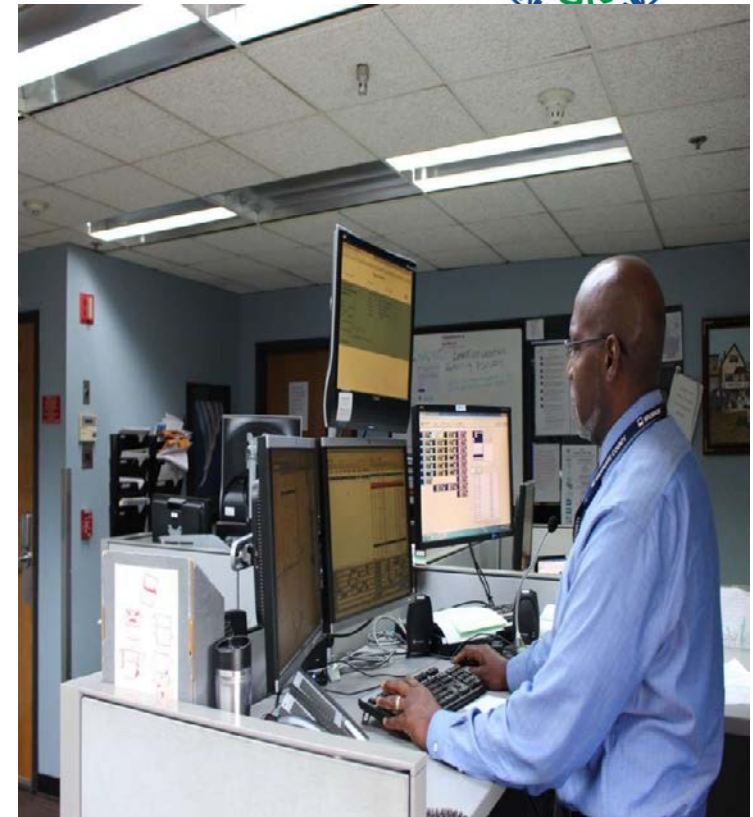


DISPATCH AND STREET SUPERVISION



Support through communication and technology in the dispatch office

- Revised dispatch codes to better analyze data and trends
- Station Visits



TRANSIT SECURITY



The safety of our passengers and operators is our number one priority

- Transit security role
- COVID
- Collaboration between operators and security officers
- Looking ahead



TRANSIT SECURITY



The safety of our passengers and operators is our number one priority within the community

- COVID



TRANSIT SECURITY



The safety of our passengers and operators is our number one priority in the stations

- Collaboration between operators and security officers



TRANSIT SECURITY



The safety of our passengers and operators is our number one priority ALWAYS

- Looking ahead



Thank You



Respect – Integrity - Excellence – Equity – Collaboration - Innovation



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