



August 10, 2023

Dear Transit Plus Taxi Rider:

I regret to inform you that the Transit Plus taxi program will end on September 28, 2023. This program is ending because accessible trips are not available to all Transit Plus clients in accordance with the Americans with Disabilities Act (ADA).

The Federal Transit Administration (FTA) precluded any further renewal of the paratransit *taxi service* due to its inaccessibility to people with mobility impairments and other regulatory inconsistencies. While MCTS did receive an exemption from the FTA to extend the contract for this service through September 28, 2023, this is the last exemption they will allow. Given the continuing discussion with the Milwaukee County Paratransit Task Force, no alternative model was agreed upon in time to issue a Request for Proposals that could have resulted in a new on-demand service to replace the paratransit taxi service on September 28, 2023. Thus, the paratransit taxi service is ending on September 28, 2023, and there will not be a new on-demand paratransit service to take its place for the remainder of 2023.

This means that after September 28th, you will no longer be able to receive a Transit Plus subsidized ride from American United Taxi. If you wish to use taxi for your transportation needs, you will need to call 414-220-5000 and you will be required to pay the full fare on the taxi meter in cash or with a credit card. Transit Plus will no longer pay for a portion of your ride, and Transit Plus tickets will no longer be accepted as a form of payment for taxi rides.

Paratransit (Transit Plus) service is NOT ending, and all taxi users are qualified to utilize Transit Plus to get to any destination in Milwaukee County they wish to go. To schedule rides on the van service, please call your assigned van provider the day before you plan to travel. Other options include Older Adult Transportation Services (OATS) for qualified riders aged 60+, ERAS Senior Network's Volunteer Driver program for residents aged 60+, Veyo for participants that are enrolled in Medicaid for Non-Emergency Medical Transportation, and the MCTS bus system. All Transit Plus clients are eligible to ride MCTS buses for a maximum of \$2 per day using a Reduced Fare WisGo card or the UMO app. If you would like more information about the Reduced Fare program, our free bus Travel Training program, or other travel options, please contact Paula Schultz, at 414-937-3256.



TRANSITPLUS

PARATRANSIT SERVICE

1942 North 17th Street
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Despite the end of the existing taxi service under FTA requirements, the Milwaukee County Paratransit Taxi Task Force continues to meet to work through service and funding ideas and to explore options for future on-demand service which can meet federal regulations and available funding levels.

If you have any questions, please contact the Transit Plus office at 414-343-1700.

Sincerely,

A handwritten signature in cursive script that reads "Frances A Musci".

Frances Musci
Director, Transit Plus