

## Commission for Persons with Disabilities

March 9, 2026

### Transit Plus report:

- Ridership: January: **29,978** rides. Impacted by extreme cold and snow events.
- OTP: January: **90.47%**, up from 85.84%, in December. Baseline goal is 93%
- Productivity: January: **1.56**. The contract productivity target is 1.70 passengers per service hour (PPSH).
- MCTS is supporting Transdev as they explore options for different paratransit scheduling software.

### WisGo Implementation on Paratransit

- WisGo usage is steadily increasing
- Transit Plus continues to work directly with long term care funding agencies and group homes on the transition to WisGo for their riders.
- \$4 ticket sales ended 2/27/26. Cash and tickets are still accepted on the vans through 2026. Riders are encouraged to use up any remaining tickets prior to paying with their new card.

### Transit Plus Same Day Pilot:

- January ridership: new high of 493 trips with 591 passengers
  - Since the pilot began in September 2024, the program has provided a total of 3,893 trips and 4,807 passengers.
- 2026 Hours of Service Modification
  - Effective March 16th, trip request can be made between 8 AM and 5:59 PM. This is a change from the previous 7 AM start time. This change was made to ensure the program can remain fully funded through 2026. The 7-8 AM hour had the lowest number of trip requests since the program began.

### MCTS Fixed Route Changes:

- Fixed route changes went into effect on March 8<sup>th</sup>:
  - **Route 11: Hampton Avenue** – Service west of 92<sup>nd</sup> St. will be eliminated
  - **Route 22: Center Street** – Service east of Humboldt Blvd. will be eliminated. Riders can transfer to Route 66 to get to UWM.
  - **Route 24: Forest Home-16th** – Service south of Southridge Mall (Greendale Village) will be eliminated.
  - **Route 80: 6th Street** – Service north of Bender Rd. will be eliminated.
  - **Route 88: Brown Deer Road** – Service south of 107<sup>th</sup> and Heather will be eliminated.
- Mobility Management team scheduling group and individual Travel Training sessions for the spring. Available to work with riders to learn how new changes will affect them.