

Transportation, Public Works and Transit Committee on 2022-05-10 9:30 AM - HYBRID MEETING

This hybrid meeting will be live-streamed on the County Legislative Information Center: <https://milwaukeecounty.legistar.com/Calendar.aspx>

Meeting Time: 05-10-22 09:30

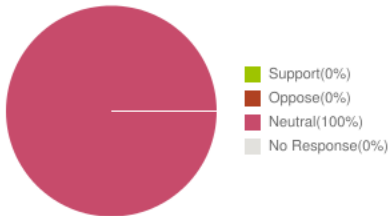
eComments Report

Meetings	Meeting Time	Agenda Items	Comments	Support	Oppose	Neutral
Transportation, Public Works and Transit Committee on 2022-05-10 9:30 AM - HYBRID MEETING This hybrid meeting will be live-streamed on the County Legislative Information Center: https://milwaukeecounty.legistar.com/Calendar.aspx	05-10-22 09:30	32	1	0	0	1

Sentiments for All Meetings

The following graphs display sentiments for comments that have location data. Only locations of users who have commented will be shown.

Overall Sentiment



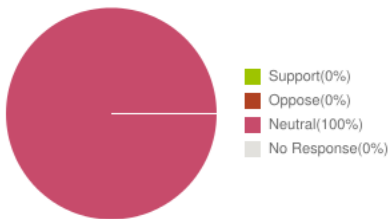
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05-10-22 09:30

Agenda Name	Comments	Support	Oppose	Neutral
13 22-603 MCTS New Fare Collection System and Title VI Equity Review. (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)	1	0	0	1

Sentiments for All Agenda Items

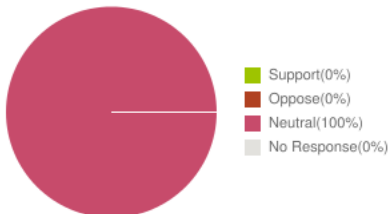
The following graphs display sentiments for comments that have location data. Only locations of users who have commented will be shown.

Overall Sentiment



Agenda Item: eComments for 13 22-603 MCTS New Fare Collection System and Title VI Equity Review. (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)

Overall Sentiment



David Loken

Location:

Submitted At: 6:08pm 05-05-22

While I am overall supportive of the new fare system, MCTS has not been clear about what payment types they will support. From the marketing materials it seems like it will rely on scanning a QR code from your phone screen (or a paper ticket) and possibly not support contactless credit cards, NFC phone payments (Apple Pay/Google Wallet, etc.) ala Ventra on the CTA in Chicago or any other modern transit system.

I would be extremely dumbfounded and disappointed if MCTS implements a new fare collection system that relies on you unlocking your phone, opening an app and then having to scan it which also seems like it could slow boarding and thus overall bus on-time performance much like the previous app or cash fares. Beyond that it seems counterintuitive and is not at all user friendly to new users or visitors to the city who have to know the Umo

app exists, have to download it, have to create an account and enter their payment info, etc. whereas contactless credit cards and NFC phone payments would allow them to tap and go with no prior knowledge or setup.

I very much like the idea of fare capping and new fare equipment, but the app launch so far is terrible and I think it would be an extreme error on the part of MCTS to not support NFC payments and instead rely on cumbersome and a non-user friendly QR code based system.