

County of Milwaukee
Interoffice Communication

DATE: February 19, 2021
TO: Supervisor Marcelia Nicholson, Chair, Milwaukee County Board of Supervisors
FROM: Donna Brown-Martin, Director, Department of Transportation
SUBJECT: MCTS Transportation Department Review – Informational Report

BACKGROUND

The mission of the Milwaukee County Transit System (MCTS) is to connect our community to jobs, education, and life with essential transit services. Critical to this mission is the MCTS Transportation Department, which includes bus operators, the largest segment of the Department’s workforce, and is responsible for the well-being of passengers.

The primary focus of the Transportation Department is to provide support needed to create the safest, most reliable transportation system possible, one operator at a time, as explained in the presentation that accompanies this report: MCTS TRANSPORTATION DEPARTMENT UPDATE.

The MCTS Director of Transportation oversees station operations where bus operators report to work, and bus operator training for new and experienced personnel takes place. In addition, the Department manages dispatch operations and coordinates transit service activities on the street with a staff of route supervisors and transit security personnel that help to ensure the safety of employees and passengers. The purpose of this report and presentation is to share information with Committee members and County Board Supervisors about the many supportive activities that the Transportation Department participates in to improve employee performance, professionalism, and safety so that we can better serve our passengers.

RECOMMENDATION

This report is for informational purposes unless otherwise directed.

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