

COUNTY OF MILWAUKEE

Inter-office Communication

DATE: 12/30/2025

TO: Marcelia Nicholson-Bovell, Chairwoman, Milwaukee County Board of Supervisors

FROM: Joe Lamers, Acting Director, Department of Transportation
Steve Fuentes, President and Chief Executive Officer, Milwaukee County Transit System

SUBJECT: From the Acting Director, Department of Transportation and the President and Chief Executive Officer, Milwaukee County Transit System, providing an Information Report regarding the Transit Plus Program including the Same Day Pilot.

FILE TYPE: Informational Report

REQUEST

This report provides information on the current state of paratransit service since the paratransit update of July 2025.

BACKGROUND

The Milwaukee County Transit System (MCTS) paratransit program, known as Transit Plus, provides transportation for persons with disabilities whose disability prevents them from using the fixed route bus system. The primary responsibility of the Transit Plus office is to administer the federally required ADA paratransit program. In addition, Transit Plus also administers the Same Day Pilot program.

Paratransit Van Service

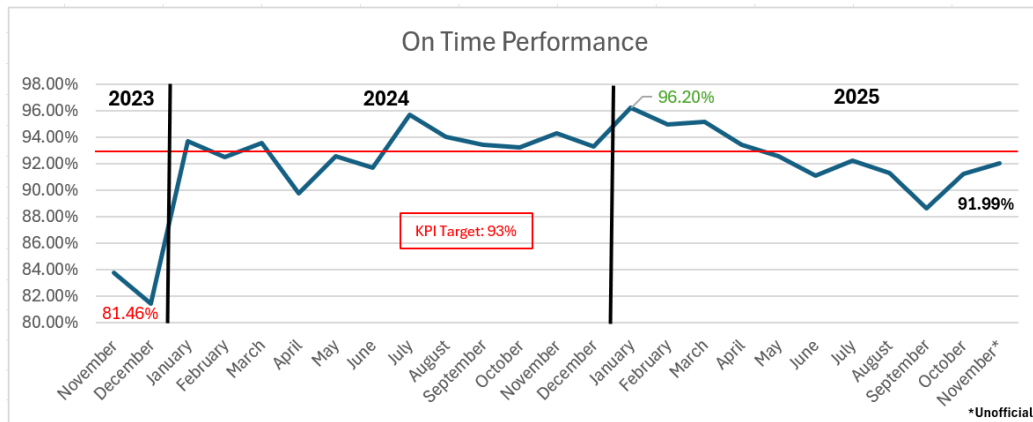
Van service is provided through a contract with First Group (a wholly owned subsidiary of Transdev North America). MCTS pays a negotiated rate per service-hour provided. The current van service contract began in October 2023 and ends in October 2030. Under this contract, the vendor is responsible for all aspects of service provision. The contract includes Key Performance Indicators (KPIs) in the areas of on-time performance, ride duration, service availability, appointment drop-offs, and service productivity. Incentives and liquidated damages are applied as warranted.

During the most recent MCTS Triennial Review in September 2025, there were zero findings against MCTS in the area of ADA Paratransit service provision. This indicates that the paratransit van program is compliant with federal expectations. However, Transdev continues to struggle to consistently meet the higher performance standards set forth in our contract on an ongoing basis.

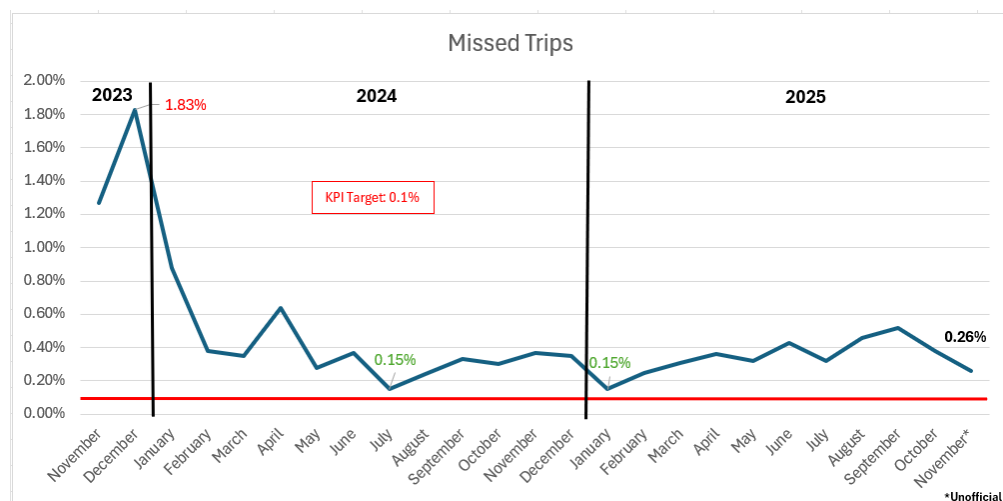
MCTS remains in negotiations with Transdev regarding the cost of increased service hours due to below contracted performance on the Productivity (Passengers per Service Hour- PPSH) KPI. These additional service hours, as well as slightly higher than projected ridership, are leading to significant cost over-runs for the program. In addition, as Transdev has focused on improving performance on the Productivity metric, many of the customer-facing metrics such as timeliness and ride duration have decreased. MCTS is supporting Transdev in exploration of alternative scheduling software that could further assist in closing the gap between expectations and service provided.

Key Performance Indicator (KPI) data since contract start:

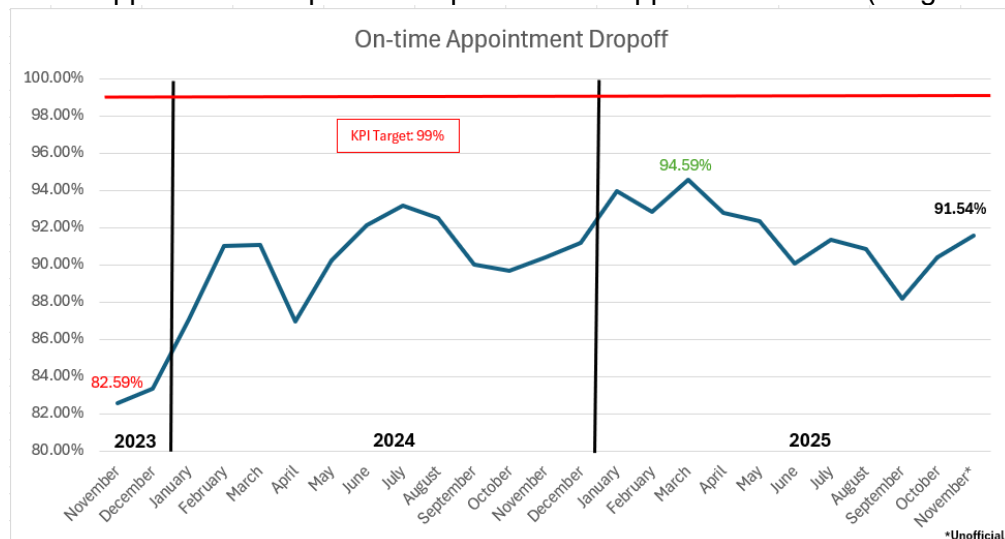
- On Time Performance: Pick up within 30-minute window. (Target 93% or above)



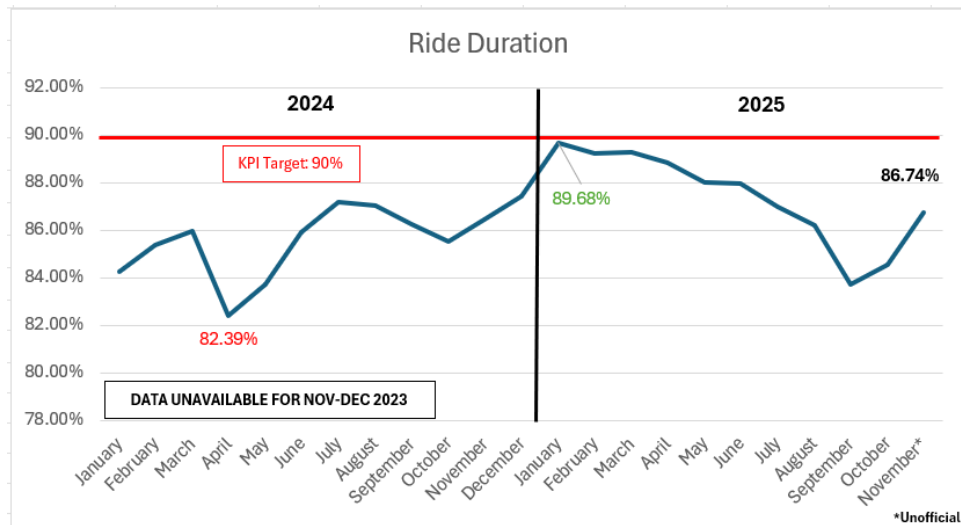
- Missed Trips: Van arrives outside of pick-up window and client does not travel. (Target less than 0.1%)



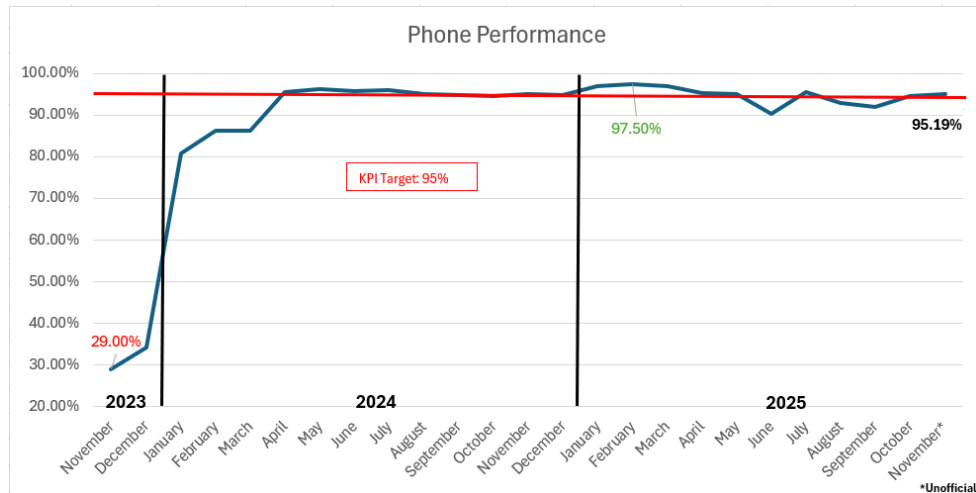
- On-time appointment drop off- for trips that have appointment times (Target 99%)



- Ride Duration- Must be comparable duration to the same trip taken on fixed route bus (Target 90% of trips)



- Telephone Calls answered by a live agent in less than 2 minutes. (Target 95% or above)



- Productivity- Number of passengers carried per service hour. (Target 1.70)



In September 2025, MCTS launched a new customer feedback database that allows for better management and investigation of customer complaints. This new database has expanded the ways that riders can submit their feedback to Transit Plus. In addition to providing feedback over the phone or in the My Transit Manager app, the new database allows a rider to submit their feedback online and request a follow-up response email, when desired.

Same Day Pilot Program

Pending final Board approval, an additional \$750,000 has been allocated to the administration and operation of the Same Day Pilot Program in 2026.

This program provides same day rides to paratransit eligible riders for a wide variety of trip purposes as long as the trip could not have been scheduled the day before. Due to the program requirements for 100% wheelchair accessible vehicles and employee drivers vs contractors, service has been very costly on a per hour basis (\$98.73). This led to an average cost per trip of \$121 in October 2025, the month with the most rides to date. In comparison, a ride on the paratransit vans averages \$53 per trip.

Since inception, this program has provided a total of 2912 Client Trips for 540 unique individuals with a total operating expenditure of approximately \$900,000. Over the life of the program this averages to a cost of just over \$300 per trip. This does not include the cost of program administration.

Same Day Pilot Monthly Ridership		
Month	Client Trips	Total Ridership
September '24	10	10
October	10	12
November	22	25
December	29	35
January '25	24	29
February	30	46
March	88	112
April	151	179
May	272	327
June	334	428
July	332	405
August	372	464
September	399	496
October	439	560
November*	400	492
Total	2912	3620

* Unofficial

MCTS continues to work with paratransit riders, the Transit Plus Advisory Council, and the Same Day Pilot Task Force to develop recommendations for 2026 service parameters to operate within the additional funding allocated for the program.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the strategic plan:

- 2A: Determine what, where, and how we deliver services to advance health equity.
- 2B: Break down silos across County government to maximize access to and quality of services offered.
- 3A: Invest “upstream” to address root causes of health disparities.
- 3B: Enhance the County’s fiscal health and sustainability.
- 3C: Dismantle barriers to diverse and inclusive communities.

RECOMMENDATION

This report is for informational purposes unless otherwise directed.

VIRTUAL MEETING INVITES

Joe Lamers, Acting Director, Department of Transportation
John Rodgers, Deputy Director, Department of Transportation
Steve Fuentes, President and Chief Executive Officer, MCTS (sfuentes@mcts.org)
Sandra Kellner, Chief Administrative Officer, MCTS (skellner@mcts.org)
Frances Musci, Director of Paratransit, MCTS (fmusci@mcts.org)

PREPARED BY:

Frances Musci, Director of Paratransit, MCTS

APPROVED BY:

Joe Lamers, Acting Director, Department of Transportation

cc: Kelly Bablitch, Chief of Staff, County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk