



November 25, 2024

Dear OATS Rider,

We want to thank you for using the Milwaukee County Older Adult Transportation Service (OATS). We are reaching out to update you on some **temporary** changes to OATS provided by TransDev.

Due to budgetary constraints, we are limiting non-healthcare rides through the end of 2024. This temporary limit will allow us to prioritize healthcare rides, as we understand how vital these rides are to you. We apologize for any inconvenience that this may cause, and we thank you for your understanding.

The following changes are effective through December 31, 2024:

- New rides to cultural sites will no longer be provided. *Scheduled rides will be honored.*
- 5-day Senior Center ride subscriptions will be reduced to 3 days per week. TransDev staff will reach out to all senior center subscription riders to invite your choice of days.
- Non-subscription Senior Center rides will be limited to 2 days per week.
- Individual grocery rides will be limited to one trip per month.
- All rides must be scheduled one week in advance.
- No service will be provided on December 31, 2024.

Alternative transportation options include TransitPlus (414) 817-9860 and ERAS Senior Network's Volunteer Driver program (414) 488-6500.

We appreciate your understanding of these changes and look forward to your continued use of OATS in 2025. Our goal is to provide you with reliable, convenient transportation service within Milwaukee County. If you have any questions regarding the transportation service, please do not hesitate to reach out to me at (414) 289-6547 or by email at: [oats@milwaukeecountywi.gov](mailto:oats@milwaukeecountywi.gov).

Thank you,

*Claire Enders*

Transportation Coordinator  
Milwaukee County Aging and Disabilities Services



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