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Milwaukee County Transit – WisGo Card Transition Frequently Asked Questions

1. What is changing with Milwaukee County Transit/Transit Plus?

Transit Plus van rider will switch from paper ticket books to the new **WisGo card account-based system**. This card lets you add and use money electronically.

2. Can I still use ticket books?

Yes. You can still use Ticket books right now.

- Tickets must be used before 12/31/26.
- Tickets will no longer be accepted by MCTS as of 1/1/27.
- Tickets must be ordered in **groups of 10**
- Tickets will be given out until the WisGo starts

3. When will WisGo cards be ready?

The WisGo card system is **not ready yet.**

- There is **no start date yet**
- WisGo cards will **not work until the start date**
- You will get updates when we know more

4. What are the benefits of the WisGo card?

- One card can be used for different transit services
- You get one card per person
- It is easier than using paper tickets

5. Should I still order tickets now?

Yes. Please keep ordering and using tickets like normal until the WisGo system starts.

6. Do tickets expire?

Yes.

- All mailed ticket books will expire on **December 31, 2026**
- Riders are strongly encouraged to **use all tickets before this date**
- **You will not get money back for unused tickets**

7. Will tickets still be available after WisGo starts?

No new tickets will be given out after WisGo cards start. However:

- You can still use your old tickets until December 31, 2026
- You may still use your tickets even if you already have funds on your WisGo card or your card is active
- You can use either tickets or your WisGo card until your tickets are fully used up. Tickets should be used first, as they expire on December 31, 2026

8. Can I sign up for WisGo now?

Yes, but it is not active yet

- Auto-renew enrollment forms are available now
- However, forms will **not be active until the launch date**
- Keep using current forms and processes until you receive more instructions

9. What should Participants and IRIS Consultants do right now?

- Keep using **current ticket request forms**
- You may help participants fill out **WisGo auto-renew forms**, but they are not active yet
- Wait for more instructions once the system is active

10. Do I need to register my WisGo card?

Yes, registration is encouraged.

- Go to umopass.com to register your card. You only need to enter the last 19 digits found below the barcode on your card. Once your card is registered, you can add funds online and set up your card to auto-reload.
- Registration also helps protect your balance and allows account management.

11. What happens if my WisGo card is lost?

You must report it right away.

- Contact Milwaukee County Transit at **(414) 937-0470** to report a lost card
- Registered cards can have their balance protected and transferred



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12. How do I add money to a WisGo card?

You can add funds in several ways:

- Online at umopass.com
- By calling (414) 937-0470
- At MCTS locations
- At participating retailers (e.g., Pick 'n Save, Walgreens, CVS, 7 Eleven, ect), see [WisGo Buy or Reload Locations](#) for a full list of participating vendors.

13. How does payment work with the WisGo card?

On MCTS buses (Public bus):

- Tap your card when you get on
- Money is taken automatically
- You get a **90-minute transfer**
- Daily, weekly and monthly fare cap apply

On Transit Plus vans (Paratransit):

- Driver scans your card
- Standard fare is paid per ride
- Van fares **do not count toward bus fare caps**

14. Can I still pay with cash?

Yes, cash is still accepted on MCTS and Transit Plus.

15. What if I already have a WisGo card?

- You should use **the money on your card first**, or
- Move your balance to your new card by calling MCTS at: (414) 937-0470

16. Who should I contact with questions?

- Your **IRIS Consultant**
- Transit Plus office at **(414) 434-1700**
- Customer support phone numbers provided by MCTS