

Milwaukee County Transit – WisGo Card Transition Frequently Asked Questions

1. What is changing with Milwaukee County 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 Transit Plus 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 will be given out until the WisGo starts

3. When will WisGo cards be ready?

- Beginning the month of August 2026.

4. What are the benefits of the WisGo card, and how does it work?

- The WisGo card makes riding transit easier because you only need **one card** for different transit services. Each person receives their own card, and it replaces paper tickets.
- If you use both **regular fixed route buses** and **Transit Plus**, the WisGo system automatically knows which type of ride you are taking and uses the correct benefit. If your card has both regular transit fare and Transit Plus, the system will use your regular transit fare for bus rides. Once you reach the transit fare cap, you will not be charged any additional regular transit fares, and the system will **not** take money from your Transit Plus benefit for those rides.
- For **Transit Plus** rides, the Transit Plus benefit will cover the ride, and one of your funded trips **will be deducted**. If you have used all your funded trips, you will need to add funds to your card or use cash.

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 for Transit Plus?

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

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

You can add personal non-funded passes 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 (Fixed Route 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 continue to use the same card, the system will automatically pull the funds from the correct account.

16. Who should I contact with questions?

- Your **IRIS Consultant**
- Transit Plus office at **(414) 343-1700**
- Customer support phone numbers provided by MCTS