AGENDA OF THE TRANSIT COMMISSION

WEDNESDAY, FEBRUARY 20, 2019, 8:15 AM
TRANSIT
901 University Ave

A. Roll Call.

1. Roger Kolb, Chair; John Withbroe, Vice Chair; Kevin Kuehn, Secretary; Alderman Randy Scannell, Ron Antonneau, Emily Ysebaert and Rashad Cobb

B. Approval of the Agenda.

1. Approval of February 20, 2019 Transit Commission Agenda.

C. Approval of Minutes.

1. Approval of January 16, 2019 Transit Commission Minutes.

D. Closed Session.

1. Discussion/Action: Amalgamated Transit Union tentative agreement for 2019-2021

E. Regular Business.

1. Discussion/Action: Green Bay Metro ADA Paratransit Service Policy
2. Discussion/Action: Calibration Testing

F. Informational.

1. Update on College Express Route
2. Operational Reports
3. Director's Report
4. Next Meeting: Wednesday, March 20, 2019

G. Adjournment.

1) ACCESSIBILITY: Any person wishing to attend who requires special accommodation because of a disability, should contact the City Safety Manager at 920-448-3125 at least 48 hours before the scheduled meeting time so that arrangements can be made.
2) QUORUM: Please take notice that a majority or quorum of the Common Council will attend this Transit Commission meeting and will constitute a meeting of the Common Council for purposes of discussion and information gathering relative to this agenda.
3) REPRESENTATION: The party requesting the communication, or their representative, should be present at this meeting.

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # B.1.

Approval of February 20, 2019 Transit Commission Agenda.

BACKGROUND

Enclosed is the agenda for the Commission meeting being held on February 20, 2019.

RECOMMENDATION

Staff recommends the approval of the agenda for February 20, 2019.

FISCAL IMPACT

ATTACHMENTS

None

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # C.1.

Approval of January 16, 2019 Transit Commission Minutes.

BACKGROUND

Enclosed are the proposed minutes from the Commission meeting held on January 16, 2019.

RECOMMENDATION

Staff recommends the approval of the minutes from the January 16, 2019 meeting.

FISCAL IMPACT

ATTACHMENTS

1. Transit Commission Minutes 1-16-19

MINUTES OF THE TRANSIT COMMISSION

WEDNESDAY, JANUARY 16, 2019, 8:15 AM
TRANSIT
901 University Ave

A. ROLL CALL.

1. Roger Kolb, Chair; Kevin Kuehn, Secretary; Alderman Randy Scannell, Ron Antonneau, Emily Ysebaert and Rashad Cobb

Excused: John Withbroe, Vice Chair

B. APPROVAL OF THE AGENDA.

1. Approval of January 16, 2019 Transit Commission Agenda.

Moved by Commissioner Ron Antonneau, seconded by Ald. Randy Scannell to approve the agenda for January 16, 2019. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Ron Antonneau, Kevin Kuehn, Rashad Cobb, No- None, Abstain- N

C. APPROVAL OF MINUTES.

1. Approval of November 21, 2018 Transit Commission Minutes.

Chair Roger Kolb stated the motion to approve the TDP was not recorded in the minutes from November 21, 2018. Revised minutes to show the motion has been made and amended minutes were dispersed.

Moved by Commissioner Ron Antonneau, seconded by Ald. Randy Scannell to approve the amended minutes from November 21, 2018 meeting. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Ron Antonneau, Kevin Kuehn, Rashad Cobb, No- None, Abstain- None

D. PUBLIC HEARING.

1. Discussion/Action: Draft Green Bay Metro Public Participation Policy

Director Kiewiz stated that Brown County Planning Commission has updated Green Bay Metro Public Participation Policy. This is how we notify the public and the riders of major changes.

Lisa Conard stated for a public hearing we open it up to the audience to make a comment and we typically ask three times if anyone wishes to speak. This portion of the agenda is the public hearing; since there is noone here to address the commission we can close the public hearing and move on to the approval of the actual document.

Chair Roger Kolb stated three times is there anyone here that would like to speak on behalf of the public hearing for the Green Bay Metro Public Participation Policy. If not we will close the public hearing. There were no public participation from the audience.

Moved by Ald. Randy Scannell, seconded by Commissioner Ron Antonneau to approve the drafted Green Bay Metro Public Participation Policy. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Ron Antonneau, Kevin Kuehn, Rashad Cobb, No- None, Abstain- None

E. REGULAR BUSINESS.

1. Discussion/Action: Green Bay Metro Drug and Alcohol Policy

Director Kiewiz stated annually the Green Bay Metro staff reviews the Green Bay Metro Drug and Alcohol Policy. The policy has been updated to ensure compliance with the Federal Transit Administration. In order to maintain compliance Metro had some standard housekeeping changes to make in the policy. Director Kiewiz serves as the Drug and Alcohol Program Manager for Metro and Essie is now serving as the assistant. The content itself has not been changed.

Due to legalization of marijuana in many areas the Federal Transit Administration has now doubled the random drug testing screening. We were required to screen 25% of employees for to do random testing; we are now required to do 50% as of January 1, 2019.

Moved by Commissioner Ron Antonneau, seconded by Commissioner Emily Ysebaert to approve the Green Bay Metro Drug and Alcohol Policy. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Ron Antonneau, Kevin Kuehn, Rashad Cobb, No- None, Abstain- None

2. Discussion/Action: Green Bay Metro Severe Weather Policy

Director Kiewiz stated annually the Green Bay Metro staff reviews the Green Bay Metro Severe Weather Policy. The policy has been updated to ensure compliance with the Federal Transit Administration. The updates were a result of the new routes on the East Side this past fall.

Moved by Commissioner Emily Ysebaert, seconded by Commissioner Ron Antonneau to approve the Green Bay Metro Severe Weather Policy. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Ron Antonneau, Kevin Kuehn, Rashad Cobb, No- None, Abstain- None

F. INFORMATIONAL.

1. Jefferson Lines - Incidental Use Update

Director Kiewiz stated in October Greyhound decided not to service north of Milwaukee. This resulted in Metro working out an agreement with Jefferson Lines in order to continue this service for the community. The Federal Transit Administration has officially approved the incidental usage. The letter of approval is included in your packets. Director Kiewiz added that she has been able to collect the nearly $20,000 that was owed to Metro by Greyhound.

2. Mobility Management Program Update

Director Kiewiz stated back in March of 2017 Green Bay Metro partnered with Brown County Planning and Brown County Aging Disability Resource Center to establish a Mobility Management Program.

Jennifer Hallam-Nelson; Mobilbity Coordinator gave a brief overview of the 2018 Biannual Report as well as updating the Commission on the Brown County Voucher Program for older adults and individuals with disabilities to access affordable transportation when the current systems are not available.

3. Marketing Update

Director Kiewiz provided the 2018 Annual Bus Advertising Comparison report. Director Kiewiz stated Essie Fels is right on track and up a bit from last year.

4. Operational Reports

Director Kiewiz provided a brief overview of the 2018 Year to Date Ridership report for Fixed Route, Green Bay Area Public School Ridership, Ashwaubenon School Ridership, and the College Express. The College Express routes are averaging 1.9 passengers per hour. This is 24 hours of service, per day. She stated there has been ongoing contact with UWGB and NWTC regarding the routes performance. Data shows the service just isn't being utilized. We are out of options. It is a great concept, Director Kiewiz stated. However, in a budget year that Metro is very tight; I am concerned on how long we can continue with the operation of the College Express Routes.

Commissioner Kevin Kuehn inquired as to when Director Kiewiz will be pulling the service. Mr. Kuehn stated we could better utilize our service out in the community. We could be utilizing those buses more efficiently then what we are.

Director Kiewiz will be meeting with the staff from both schools middle of February. The area serviced by the College Express routes are covered by the current Route 6 and Route 7. There will be no areas without service, stated Director Kiewiz.

Commissioner Rashad Cobb inquired as to how soon would you be looking at pulling the plug on this service.

Director Kiewiz stated she would work with the colleges to implement as soon as possible.

Commissioner Rashad Cobb suggested a program to travel train with the students hitting some locations they would be interested in such as malls and downtown area.

Director Kiewiz stated staff does participate in Freshman Orientation, but not actually bringing them on the bus. Director Kiewiz said this was a great idea.

Director Kiewiz stated, what I'm hearing is to move forward with discontinuing the College Express, this was confirmed by the Commission.

Chair Roger Kolb suggested an update be done at the February meeting.

5. Financial Reports

Director Kiewiz provided an overview of the revenue and expense reports. Currently, Metro is under budget for 2018. P. Kiewiz stated auditors will be here in March for our finance audit. Reports will be provided in April after the finance audit is completed.

6. Director's Report

Director Kiewiz stated a thank you note is included for review.

Director Kiewiz stated she has been busy with the state association as we prepare for the upcoming budget for transit. There will be challenges, once again. The state transit association is not supporting moving transit into the general fund. .

Director Kiewiz stated the staff has done a great job preparing for the triennial review. With the partial shut down we are unsure the timing of the review.

All the new buses are in service and look great.

The VW Funding awarded Metro four buses. With some additional grant dollars Metro will be able to purchase two more buses. Director Kiewiz will be working on another procurement for the 6 new buses; hoping to have them delivered this year.

Thank you to all that were able to attend our holiday safety gathering.

Staff shared a bookmark to that will be dispersed advertising the new app.

Director Kiewiz introduced Bret Van Nuland; Operation Supervisor. Bret Van Nuland provided a brief update. Previous he worked for Kobussen Bus Company as the Safety Director. His first impression is that this place is very well run.

Commissioner Emily Ysebaert stated she was at the Mayors Candidate Forum. Two candidates spoke very highly of the Transit Director and the operation of Transit.

Alderman Randy Scannell gave a shout out for the Chill Chaser that will be running January till March. There are 20 parks in Green Bay if you visit 5 shelters and put the symbol that it represents you turn it in for a drawing for a prize. At the bottom of the flyer it states check out which bus lines you can take to different parks. Kudos to Transit and Parks for coordinating a partnership.

7. Next Meeting: February 20, 2019

G. ADJOURNMENT.

Moved by Commissioner Kevin Kuehn, seconded by Commissioner Emily Ysebaert to adjorn. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Ron Antonneau, Kevin Kuehn, Rashad Cobb, No- None, Abstain- None

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # D.1.

Discussion/Action: Amalgamated Transit Union tentative agreement for 2019-2021

BACKGROUND

Human Resource Director, Joe Faulds will update the Transit Commission on the negotiations with the Amalgamated Transit Union, Local 857.

The Commission may convene in closed session pursuant to Section 19.85(1) (e), Wis. Stats, for the purpose of deliberating or negotiating public employee contracts for competitive or bargaining reasons. The Commission may, thereafter, reconvene in open session pursuant to Section 19.85(2), Wis. Stats. to report any actions taken during closed session and to consider all other matters on the agenda.

RECOMMENDATION

Staff recommends approving the tentative agreement with the Amalgamated Transit Union, Local 857 for 2019-2021.

FISCAL IMPACT

ATTACHMENTS

None

Report to the
Transit Commission
of the City of Green Bay

Green Bay METRO

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # E.1.

Discussion/Action: Green Bay Metro ADA Paratransit Service Policy

BACKGROUND

The Green Bay Metro ADA Paratransit Service Policy is a document that is provided to all eligible riders of the Paratransit program. The policy document serves as a guideline for riders, informing them of the requirements and obligations under the program.

The policy is reviewed and updated as required. Changes are highlighted in yellow. This policy ensures Green Bay Metro is in compliance with the Federal Transit Administration.

RECOMMENDATION

Staff recommends approval of the updated Green Bay Metro ADA Paratransit Service Policy, dated February 2019.

FISCAL IMPACT

ATTACHMENTS

1. ADA Policy revised 2.2019

Paratransit

ADA Paratransit Service Policy Document

Revised February XX, 2019

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FREQUENTLY ASKED QUESTIONS

FULL SERVICE MAP

SECTION I: PARATRANSIT SERVICE DESCRIPTION

A. Service Background

Green Bay Metro (GBM) offers Paratransit service programs to individuals with qualifying disabilities. Paratransit is a demand response service where the vehicle does not follow a fixed route or schedule.

Some of GBM's Paratransit services are provided by a private contractor. The contractor utilizes demand response sedans and lift-equipped vehicles to serve the needs of ambulatory and non-ambulatory riders. The service is shared ride, so riders may share the vehicle with other riders during their trip. The current Paratransit provider is MV Transportation.

The Americans with Disabilities Act (ADA) requires federally funded public transit systems to provide a complementary Paratransit service for individuals with a disability whose condition prevents them from using the fixed route bus service. GBM's core Paratransit service program was established to comply with the ADA.

This document is designed to provide information regarding GBM's ADA Paratransit program. Some of the ADA standards cited in this document do not apply to non-ADA Paratransit programs.

SECTION II: ADA PARATRANSIT ELIGIBILITY PROCESS

A. Application Materials

The ADA Paratransit Eligibility Form and other information for GBM's Paratransit services are available in print form at the GBM office (901 University Avenue in Green Bay). Forms are also available for download on GBM's website, www.greenbayMetro.org. Hearing impaired customers can contact GBM through the Wisconsin Telephone relay system line (1-800-947-3529).

B. Program Eligibility

GBM determines eligibility upon review of a completed eligibility form containing information regarding the applicant's functional ability to board, ride, or disembark from GBM fixed route buses. GBM reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility.

The ADA certification may be conditional or unconditional depending on the applicant's abilities. GBM, in accordance with Title III of the Americans with Disabilities Act of 1990, will determine eligibility no later than 21 days after receiving the completed application. This does not include time waiting for requests for more information from the applicant or the applicant's health care professional.

After the completed eligibility form is received, a GBM staff member will call to schedule an in-person interview. Interviews are conducted by appointment. If necessary, transportation to and from the interview will be provided free of charge.

Within 21 days, a written response will be mailed to the individual notifying them of their eligibility status. If eligibility is denied, a reason for the denial will be included in the letter along with a copy of Green Bay Metro's Appeal Policy. Be advised that you have the right to appeal this decision. (See Section II C. Appeals Process)

Eligibility Criteria:

Individuals meeting any of the following two criteria will be determined ADA Paratransit eligible as defined by the Americans with Disabilities Act (ADA):

1. A person who cannot navigate the transit system without assistance. This includes an inability to board, ride, or disembark from a fully accessible GBM bus.
2. A person who, because of a disability, cannot travel to or from the bus stop due to, for example, distance, terrain, weather, safety, or other obstacles that impede them due to their disability.

All GBM buses are equipped with a ramp and other accessible features. All routes are served by accessible buses, so there is no eligibility based on inaccessible vehicles. If there is a mechanical failure of a bus's accessible features, the vehicle is immediately replaced with a fully functioning spare bus.

Type of ADA Eligibility:

1. **Unconditional** (all trips)-An individual with disabilities that cannot use the fixed route bus system under any circumstance.
2. **Conditional or Trip by trip** (some trips)-An individual with disabilities that can be reasonably expected to make some trips by bus, but requires Paratransit for trips under certain circumstances (e.g., deep snow or variable health conditions).
3. **Temporary Disabilities**-An individual with disabilities that cannot use the fix route bus system for a limited period of time.

Once the applicant is certified as eligible, the applicant will receive a Paratransit photo identification card, allowing the applicant use of the Paratransit system. For people granted eligibility, the documentation of eligibility will include at least the following information items on the identification card:

1. User ID number
2. User name
3. Eligibility
4. An expiration date for eligibility
5. Personal Care Attendant (PCA) will state yes or no

C. Appeals Process

An appeal process will be available to those individuals wishing to dispute a conditional, certification, denial certification, or service suspension.

1. Green Bay Metro requires all appeals be made in writing within 60 days of being notified of a service decision. Appeal letters may be sent to the following:

   Transit Director
   Green Bay Metro
   901 University Ave
   Green Bay, WI 54302

2. The Disability Advisory Committee (DAC) will hear the appeal first. If the DAC upholds the decisions, the individual may request an appeal to the Green Bay Transit Commission. (herein after referred to as the Commission)

3. Green Bay Metro will notify the individual of the Commission's ruling on the appeal within 10 days. This notification will outline the ruling and supporting reasons.

4. Once the individual has been informed of the Commission's ruling, the decision will be implemented on the next day of service.

5. All decisions made by the Commission are final.

SECTION III: SERVICE POLICIES

A. Service Hours and Days

1. Trips can be scheduled for pick-up as early as 8:00 AM and as late as 5:00 PM Monday through Friday. Trips for Saturday can be scheduled for pick-up as early as 7:15 AM and as late as 6:00 PM.

   Service Hours
   Monday through Friday 5:00 AM – 10:00 PM
   Saturday 7:00 AM – 7:00 PM

2. Service is provided Monday through Saturday throughout the year, except for the following observed holidays:
   - New Year's Day
   - Memorial Day
   - Independence Day
   - Labor Day
   - Thanksgiving Day
   - Christmas Day

3. Service is provided at all times that Metro fixed routes operate.

B. Service Parameters

Service is only provided inside the service area as defined by the requirements of the Americans with Disabilities Act (ADA). The area is defined as an area within ¾ of a mile on either side of a fixed route. (Map enclosed).

C. Levels of Service and Fares

The basic mode of service for complementary paratransit is demand responsive, origin-to-destination. Door-to-door service is provided.

The Green Bay Transit Commission establishes fares for the Green Bay Metro system. The current Paratransit fare is as follows:

Basic service: $3.00 per one-way trip.

Agency fare: $15.00 per one-way trip.

Riders can pay the driver the exact cost of the one way trip or use a Paratransit ticket. Paratransit tickets can only be purchased at the Green Bay Metro office.

D. Trip Scheduling

Paratransit riders reserve trips by calling the service provider's dispatch number during business hours of 8:00 AM to 5:00 PM Monday through Friday and 7:15 AM to 6:00 PM Saturday. The caller should be prepared to provide the dispatcher the following information: first name; last name; phone number; how they intend to pay the fare; origin address; destination address; accompanying companion(s), if needed; accompanying equipment(e.g., oxygen tank and respirators); ambulatory or non-ambulatory and desired arrival time.

Next day or subscription service is available by contacting the provider's dispatcher. Trips can be scheduled up to 14 days in advance. The more notice given, the better the chance the requester has of obtaining a desirable pick-up time.

During periods of high demand, it may be necessary for dispatchers to negotiate pick-up times; however, the rider will not be required to schedule a trip more than one hour before or after the desired pick-up time.

Same day call-ins, including unscheduled requests for return trips, might not be accepted. "Will Calls" will only be accepted if a trip has been scheduled. You must have a scheduled pick-up time. A rider can call to request an earlier pick-up time before their scheduled trip, but GBM cannot guarantee that the requested pick up time will be accepted. We cannot assure any specific pick-up time.

E. Trip Purpose

The ADA prohibits restrictions or priorities based on trip purpose. All trips are served in the order received and as scheduled. For state and federal reporting purposes, riders may be

requested to provide the reason for the trip, but will not be denied service based on trip purpose.

F. Service Reservation

There are two types of reservations: advance and subscription. Advance service includes trips scheduled for next day service. Subscription service is defined as trips that are set up for a rider to occur on a regular basis (daily, weekly, monthly).

The rider must demonstrate a pattern of the subscription trips for 30 days prior to subscription service being implemented. Riders must travel to and from the same destination, with similar pickup and drop-off times, at least once a week for 30 days to demonstrate a pattern for subscription service.

Riders are allotted one permanent change per subscription trip to their subscription service. Permanent changes are defined as changes to pickup time, locations, number of companions, and other factors that may affect scheduling. More than one change may result in the subscription being cancelled.

Subscription trips that are cancelled 25% or more within a 30 day period may result in the cancellation of subscription service.

The rider is to be aware that subscription service will be automatically cancelled on all Federal holidays.

If the destination and/or origin address changes, the rider has to cancel their current subscription and a new subscription must be implemented. The rider must demonstrate a pattern of the new subscription as described above.

Subscription service may take up to fourteen (14) calendar days to implement. Prior to subscription service being established riders must continue to call for a scheduled pick-up time.

Subscription service may be placed on hold for a maximum of 14 days within a rolling 90 day period. The exact same subscription must be implemented, or it will be handled as a new subscription.

Subscriptions which have been inactive for longer than 30 days will be cancelled. The rider is responsible for rebooking inactive subscription trips. If a client rebooks a previously existing subscription after 30 days and the subscription is identical to the original, the 30 day pattern is not required.

GBM limits the number of subscriptions riders at 60 percent. Once the limit is met the rider will be added to a waiting list.

G. Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately and the rider must pay a fare for each ride.

H. Identification Card

All certified clients will receive a Paratransit Identification Card after their application is processed. The card must be kept current and presented to the driver upon boarding the vehicle.

It is the rider's responsibility to keep the card's information current. If a rider's address or name changes, the rider should contact GBM to update this information. Clients are required to reapply for ADA certification every three (3) years.

I. Pick-Up Window

When your pick-up time is scheduled, the vehicle can arrive anytime within a 30-minutes pick-up window, which is defined as fifteen (15) minutes before and fifteen (15) minutes after the scheduled pick-up time. For example, if your appointment is scheduled for 9:00a.m., the pick-up window time frame is 8:45a.m.to 9:15a.m. It is the rider's responsibility to be prepared to board the vehicle within the pick-up window.

J. 5-Minute Wait Time

Once the vehicle arrives in the allotted pick-up time, the driver will wait for up to five (5) minutes for a rider. If the rider is not prepared to board within this five (5) minute period, the trip will be counted as a no-show and the vehicle will be dispatched to another location. It is the rider's responsibility to be able to clearly see the area where a vehicle would arrive for pick-up. The rider should be prepared to approach the vehicle when it arrives unless driver assistance was requested when the ride was scheduled.

K. Cancellations

When a rider needs to cancel a trip, the cancellation should occur more than one hour prior to the scheduled pick-up time. A late cancellation (less than 1 hour) is considered a no-show (see the "No-Shows" policy below).

L. No-Shows

A no-show occurs when the Green Bay Metro Paratransit vehicle arrives at your pickup location within the 15 minute window, waits the required five (5) minutes and you do not board the vehicle. A Late cancellation occurs when the scheduled trip is canceled less than 1 hour prior to the scheduled pick up time. Late cancellations will be considered and treated as no-shows. Three (3) no-shows within any 30 day period may result in the following sanctions being imposed if the frequency of no-shows is greater than 10% of the reserved trips:
Notification procedure:

- The first no-show: Letter stating date of no-show and a copy of the no-show policy.
- The second no-show: Letter stating date of the no-show and a copy of the no-show policy.

- The third no-show: Letter stating date of the no-show, a copy of the no-show policy, imposition of a 7-day suspension if applicable and a copy of the Green Bay Metro appeals process.

Any person suspended from service has the right to appeal the decision. ADA Service may continue during the appeals process.

Any individual may, in lieu of a 7-day suspension, have the option to pay a NO-SHOW FEE. The cost of the No-Show Fee will be $15.00 to eliminate one no-show trip. The No-Show Fee must be paid at the office of Green Bay Metro before service is reinstated.

M. Driver Assistance

Drivers are able to assist all riders with wheelchair when boarding and alighting vehicles, including securement. Driver limitations include: (1) assistance up or down more than two (2) steps; or (2) assistance transferring an individual in or out of a wheelchair.

N. Prohibited Behaviors

To ensure safety, our rider policy prohibits seriously disruptive behavior, public health threats, and refusal to comply with rules. If the prohibited behavior results from a disability, GBM may require that a personal care attendant ride with the rider to control the prohibited behavior.

O. Personal Care Attendants and Companions

One personal care attendant (PCA) per ADA program rider is permitted to ride free.

One companion may accompany a program rider, but must pay the current cost for each one-way trip. Additional companions may ride and pay a fare, if space is available for safe transport. PCA's and companions must have the same origin and destination as the program rider.

Arrangements for all additional companions must be made at the time of the reservation. Program rider must supply child safety seat for accompanying infants and small children.

P. Visitors and Reciprocal Eligibility

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under GBM's eligibility procedures.

For individuals who reside outside the GBM service jurisdictions, GBM shall certify an individual with a disability as a visitor when providing documentation of residence, a statement that because of their disability they are unable to access the fixed route, and, if requested, documentation of disability.

GBM shall accept the certification of another transit agency for visitor service.

Individuals from outside the GBM service jurisdiction may also self-certify that they are unable to use the fixed route system for visitor service.

Q. Medical Equipment

GBM allows riders to bring medical equipment such as respirators and portable oxygen tanks on board vehicles. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

R. Carry on

Each eligible rider is allowed to carry on up to four (4) carry on. This includes personal belongings and grocery bags.

S. Reasonable Modification

Green Bay Metro will honor and accommodate any reasonable modification to service as long as the request 1) does not fundamentally alter the service; 2) does not create a direct threat to the health and safety of others; and 3) is not necessary to permit the passenger to use the services for their intended purpose (nondiscriminatory). Such modifications should be made in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

SECTION IV: RIDER POLICY

The purpose of the rider policy is to set guidelines for refusal or suspension of transportation services administered or provided by Green Bay Metro (GBM).

This policy applies to circumstances and/or behavior that occurs on GBM property, vehicles, or while boarding GBM vehicles.

Services may be refused, suspended, or conditioned due to the following circumstances and/or behaviors:

- Documented Pattern of No-Shows (see Section III L.)
- Seriously Disruptive Behavior
- Public Health Threats
- Refusal to Pay the Applicable Fare
- Refusal to Comply with Safety Rules

A. Seriously Disruptive Behavior

Service may be refused to riders who engage in violent, illegal, or seriously disruptive behavior. Seriously disruptive behavior includes, but is not limited to, the following:

- Getting out of a seat while a Paratransit vehicle is in motion

- Leaving a Paratransit vehicle while it is parked to pickup or drop off another rider
- Disturbing a vehicle operator while the operator is driving
- Violent behavior
- Physically or verbally threatening vehicle operator, dispatcher or other riders
- Smoking while onboard a vehicle
- Damaging or destroying vehicle equipment
- Engaging in conduct or activity that is a danger to the rider, other riders, or the driver
- Offensive language

B. Public Health Threats

Service will be refused to any rider who poses a potential public health threat. Examples of public health threats include, but are not limited to the following:

- The existence of excrement on clothes or on hands
- The existence of other body fluids, such as blood or vomit

C. Refusal to Comply with Safety Rules

A rider that refuses to comply with posted safety rules or driver instructions may be refused service.

Riders must be able to physically board and alight from the bus. If a rider can not physically board or alight from a bus, the rider will need to acquire the resources needed to overcome their disabling condition, such as, a mobility device and/or personal care attendant.

D. Service Refusal Process

The vehicle operator has the authority to refuse service on the day of the violation. Violations of these rules will be reviewed by GBM staff for further action.

The Transit Director, or his/her designee, is authorized to suspend or refuse the provision of service to riders who: (1) violate GBM's no-show policy; (2) engage in violent, seriously disruptive, or illegal conduct; (3) pose a public health threat; (4) refuse to pay the applicable fare; or (5)refuse to comply with safety rules. The term of the suspension or refusal of service shall depend on the nature and seriousness of the prohibited conduct.
To the extent feasible, the rider shall be notified in writing. The written notification will state the specific basis for the proposed action, the proposed sanction, and the appeal process.

SECTION V: PARATRANSIT PERFORMANCE MONITORING

GBM is responsible for ensuring Paratransit service performance complies with the Americans with Disabilities Act. Service oversight of the provider is completed through review of monthly trip records, on-site meetings, feedback received through the complaint and comment process, and periodic surveys of riders. In general, the ADA requires Paratransit service provided to riders with

disabilities to be comparable to what is provided to riders of the fixed route bus system. GBM has developed standards based on regulatory requirements and nationally recognized guidance related to Paratransit service. Below is a list of performance measurable to ADA Paratransit service and established standards within each measure.

A. On-Time Performance

A Paratransit vehicle is on-time if the vehicle arrives with a 30 minutes pick-up window. This is defined as fifteen (15) minutes before and fifteen (15) minutes after the scheduled pickup time. GBM monitors trip records from all ADA trips to track on-time performance. The goal is for 95 percent on-time performance. Will-calls trips and other non-ADA trips are not included in this goal. When on-time performance falls below 95 percent, GBM will meet with the contractor to determine factors that impact on-time performance and corrective actions, if needed.

B. Phone System Access

The standard is to minimize call hold times. Our goal is for 95 percent of calls to be answered within 3 minutes and 99 percent answered within 5 minutes. GBM analyzes this measure by randomly monitoring the provider's phone access and documenting call hold times. Rider complaints are also used to determine if phone access capacity constraints occurred.

C. Overall Customer Satisfaction

Every year, GBM surveys a segment of ADA Paratransit riders. Riders are asked to rate their satisfaction with on-time performance, dispatcher courtesy, driver courtesy, driver sensitivity, vehicle cleanliness, and overall ride quality. The survey also allows riders to write in comments and provides valuable information about customer satisfaction over time. The results are reviewed with the provider to identify areas of improvement and areas of success.

D. System Capacity

GBM's Paratransit system is prohibited from having any capacity constraints. Trip demand must be adequately served to provide equivalent access when compared to the fix route bus system. GBM monitors the following to ensure adequate capacity: trip denials; no-shows; subscription rides; customer complaints; and vehicle used.

SECTION VI: GREEN BAY METRO'S ACCESSIBLE BUS SERVICE

ADA Paratransit programs are designed to provide transportation for individuals with disabilities that are unable to board, ride or alight from a bus; or when environmental or architectural barriers prevent a rider with disabilities from getting to or from a bus route stop. When these conditions are not present, riders with disabilities must utilize the fixed route bus routes to meet their mobility needs.

The fixed route bus offers a cost effective and accessible service. By presenting your Paratransit program identification card, you qualify for the reduced cash fare or reduced 30-day pass.

Each bus contains accessible features, including: kneeling capability (bus lowers to make the first step easier); a ramp for wheelchair boarding; on-board wheelchair securement areas; and stop announcements by drivers.
Due to the unsafe nature of a rider incapable of negotiating steps to board the vehicle, GBM requests such riders utilize the boarding chair (standard wheelchair) to board the vehicle. This recommendation is for the protection of all riders. Should a rider deny this request, he/she shall be asked to sign a release form prior to boarding.

Due to the high center of gravity of scooter-type mobility aids and the recommendation by scooter manufacturers, Green Bay Metro recommends that riders not be seated on the scooter either while the lift or the vehicle is in motion. It is recommended also that riders utilize the boarding chair during these instances. This recommendation is for the safety of the riders. Should a rider deny this request, he/she will be asked to sign a release form prior to boarding.

Each vehicle carries a boarding chair (standard wheelchair) for use by riders that cannot climb the steps to board the vehicle. Riders in scooters or riders whose mobility device does not fit on the lift and are able to transfer without assistance to the boarding chair may also utilize the chair.
Riders can sit in the boarding chair while the lift is in operation. This chair is provided for the safety of the rider.

GBM drivers are trained to safely secure wheelchairs. Mobility aide tie-downs are used to secure mobility aides. The vehicles are designed to utilize four (4) straps to secure the mobility device in a forward facing position. All four straps must be secured to the mobility device prior to the vehicle moving. Each vehicle provides seatbelts for all riders. It is required that all riders utilize them for their safety. GBM drivers also assist with the use of ramps and securement devices.

GBM does not provide assistance when safety to drivers or riders is at risk. When a driver's or rider's safety is at risk, GBM staff may recommend use of a personal care attendant or Paratransit service for the rider.

GBM will provide to its riders, upon request, service materials including maps, applications and policies in an accessible format for disabled riders. If an accessible format is unavailable, GBM will accommodate the rider's request to the best of its ability.

FREQUENTLY ASKED QUESTIONS (FAQ)

Question: *When can I start riding the Paratransit van?*
Answer: As soon as you receive your approved Paratransit Identification Card.

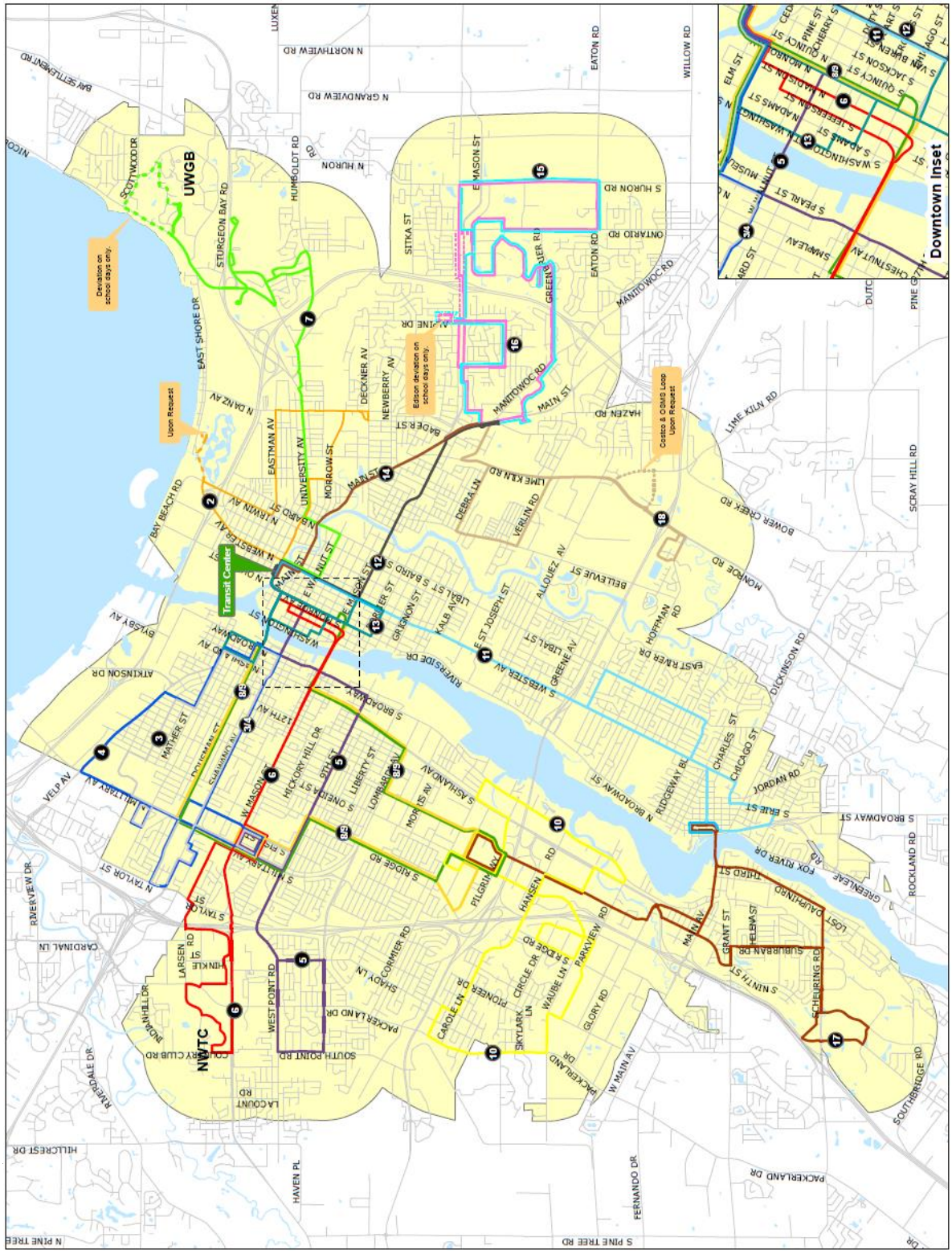
Question: *What if I run late at the doctor?*
Answer: You must notify the dispatcher that you will not make your pick-up time and call when you are ready. The Paratransit Provider will send a ride as soon as possible. The missed ride will not result in a no-show being recorded. However, a late call will be recorded.

Question: *Does the cancellation left on the answering machine count as the time the ride was cancelled?*
Answer: Yes. The recorder time stamps each message and that time will be listed as the cancellation time.

Question: *Do I have to call every weekday for a trip if the time and days that I travel are the same week-to-week?*
Answer: No. Subscription service is available when travel is at the same time and day each week. However, when necessary, a passenger must remember to cancel a subscription ride to avoid a no-show being recorded. See "Section II ADA Paratransit Eligibility Process"

Question: *Will I be taken directly to and from my destination?*
Answer: Not necessarily. The Green Bay Metro Paratransit service is public transportation and sometimes riders share rides.

Question: *What is origin to destination?*
Answer: This means the driver will pick you up or drop you off at your origin to destination.


UWGB
NWTC
Transit Center
Downtown Inset
Deviation on school days only.
Upon Request
Edison deviation on school days only.
Costco & OEMS Loop Upon Request
EAST SHORE DR
STURGEON BAY RD
HUMBOLDT RD
N HURON
S HURON RD
EATON RD
WILLOW RD
ONTARIO RD
MANITOWOC RD
MAIN ST
HAZEN RD
LIME KILN RD
SCRAY HILL RD
BOWER CREEK RD
MONROE RD
DICKINSON RD
BAY BEACH RD
DECKNER AV
NEWBERRY AV
EASTMAN AV
UNIVERSITY AV
MORROW ST
MARL ST
DEBRA LN
VERLIN RD
ALQUEZ AV
BELLEVUE ST
HOFFMAN RD
EAST RIVER DR
RIVERSIDE DR
S WEBSTER AV
GREENE AV
KALB AVE
LIBAL ST
E ST JOSEPH ST
GREENWOOD ST
S BROADWAY
N BROADWAY
RIDGEWAY BL
CHARLES ST
CHICAGO ST
JORDAN RD
S ERIE ST
FOX RIVER DR
GREENLEAF
ROCKLAND RD
DAUPHIN RD
THIRD ST
GRANT ST
MAIN AV
SUBURBAN DR
S NINTH ST
ECHLIN RING RD
SOUTHBRIDGE RD
PARKVIEW RD
HANSEN RD
PILGRIM WAY
S RIDGE RD
S ASHLAND AV
LOMBARD AV
LIBERTY ST
S ONEIDA ST
HICKORY HILL DR
W MASON ST
MATHER ST
ATKINSON DR
BYLSBY AV
VELP AV
MILITARY AV
N TAYLOR ST
S TAYLOR ST
LARSEN RD
PINKLE ST
CARDINAL LN
RIVERVIEW DR
RIVERDALE DR
HILLCREST DR
HAVEN PL
LA COUNT RD
COUNTRY CLUB RD
WEST POINT RD
SOUTH POINT RD
PACKERLAND DR
SHADY LN
CAROLE LN
PIONEER DR
CIRCLE DR
SKYLARK LN
WAUBE LN
GLORY RD
W MAIN AV
FERNANDO DR
S PINE TREE RD
N PINE TREE
SCOTTWOOD DR
BAY SETTLEMENT RD
N NORTHVIEW RD
N GRANDVIEW RD
LUXEMBURG
N DANZ AV
N IRWIN AV
N WEBSTER AV
N MAIN ST
E WALNUT ST
E MISSION ST
S BARR ST
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S WASHINGTON ST
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N 12TH AV
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S QUINCY ST
N QUINCY ST
S VAN BUREN ST
N MONROE ST
S JACKSON ST
ELM ST
PINE ST
CHERRY ST
CEDAR ST
CHESTNUT AV
SAMPLE AV
MUSEL
DUTCH
PINE GYM

Approved by the Green Bay Transit Commission November 28, 2007
Revised policy, Approved by the Green Bay Transit Commission July 21, 2010
Revised policy, Approved by the Green Bay Transit Commission October 19, 2011
Revised policy, Approved by the Green Bay Transit Commission February 15, 2012
Revised policy, Approved by the Green Bay Transit Commission January 15, 2014
Revised policy, Approved by the Green Bay Transit Commission January 20, 2016
Revised policy, Approved by the Green Bay Transit Commission February XX, 2019

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # E.2.

Discussion/Action: Calibration Testing

BACKGROUND

Annually Green Bay Metro has a calibration test conducted. This testing ensures controllers, carbon monoxide sensors, and nitrogen dioxide sensors in the facility are in safe working condition.

Staff has worked with the City of Green Bay Purchasing Department on a Request for Quotes. Quotes are due back on February 22, 2019.

RECOMMENDATION

Staff recommends approving the contract to the lowest, responsive bidder, not to exceed an annual cost of $3,000.

FISCAL IMPACT

ATTACHMENTS

None

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # F.1.

Update on College Express Route

BACKGROUND

Based on discussion held at the January Transit Commission meeting, Director Kiewiz met with UWGB and NWTC on January 23, 2019 regarding the usage of the routes. It was agreed upon to run the service through Friday, February 8th.

After consulting with Roger Kolb, Transit Commission Chair the service ended on February 8, 2019.

RECOMMENDATION

Receive and place on file.

FISCAL IMPACT

ATTACHMENTS

None

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # F.2.

Operational Reports

BACKGROUND

Operational reports are included. Staff will be available to answer any questions.

RECOMMENDATION

Receive and place on file.

FISCAL IMPACT

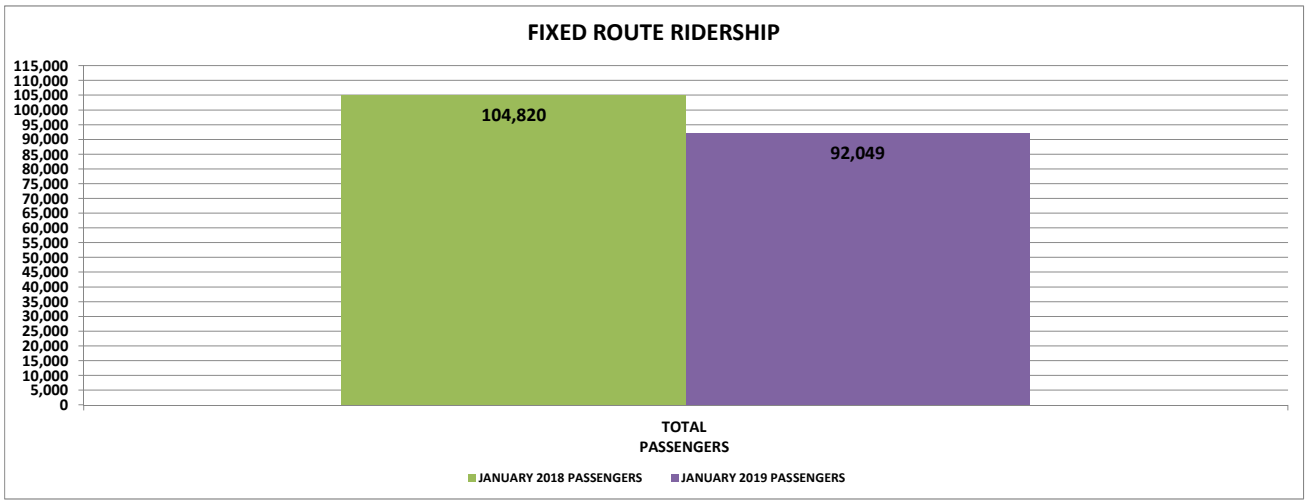
ATTACHMENTS

1. January 2019 Ridership Report
2. Green Bay Public Schools Ridership - January 2019
3. Ashwaubenon School Ridership - January 2019

FIXED ROUTE RIDERSHIP

	ADULT CASH	ADULT PASS	COLLEGE STUDENT PASS	WEEK PASS	ADULT DAY PASS	STUDENT DAY PASS	REDUCED DAY PASS	ADULT SINGLE	STUDENT CASH	STUDENT PASS	STUDENT SINGLE	E&D CASH	E&D PASS	E&D SINGLE	REVENUE PASSENGERS
JANUARY 2018	2,959	29,772	498	2,371	15,910	385	5,635	6	362	734	2	412	10,575	0	69,621
JANUARY 2019	2,180	25,188	529	3,326	13,784	352	5,270	1	248	458	1	320	9,408	1	61,066
CHANGE '18-'19	(779)	(4,584)	31	955	(2,126)	(33)	(365)	(4)	(114)	(276)	(2)	(92)	(1,167)	1	(8,555)
	-26.3%	-15.4%	6.2%	40.3%	-13.4%	-8.6%	-6.5%	-75.0%	-31.5%	-37.6%	-75.0%	-22.3%	-11.0%	#DIV/0!	-12.3%

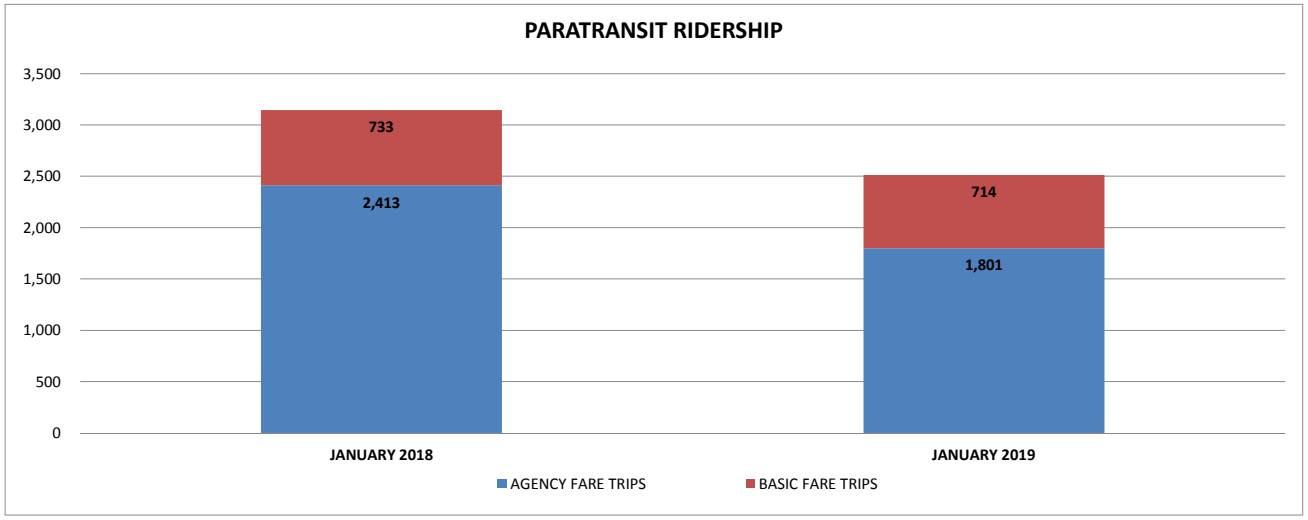
	GREEN SATURDAY	GAME DAY	SNC	FREE FARE	FREE 4 & UNDER	PROMO	TOTAL FREE FARES	ASHWAUBE NON SCHOOLS	GBAPS	U-PASS	RAZ PASS	G-LINE	TOTAL PARTNERSHIP FARES	TOTAL PASSENGERS	
JANUARY 2018	10,010	0	0	1,189	823	4	12,026	1,353	21,321	499	0	0	23,173	104,820	
JANUARY 2019	8,941	0	0	1,374	1,020	2	11,337	1,518	17,666	462	0	0	19,646	92,049	
CHANGE '18-'19	(1,069)	0	0	185	197	(2)	(689)	165	(3,655)	(37)	0	0	(3,527)	(12,771)	
	-10.7%	#DIV/0!	#DIV/0!	15.6%	23.9%	-50.0%	-5.7%	12.2%	-17.1%	-7.4%	100.0%	100.0%	-15.2%	-12.2%	*



PARATRANSIT

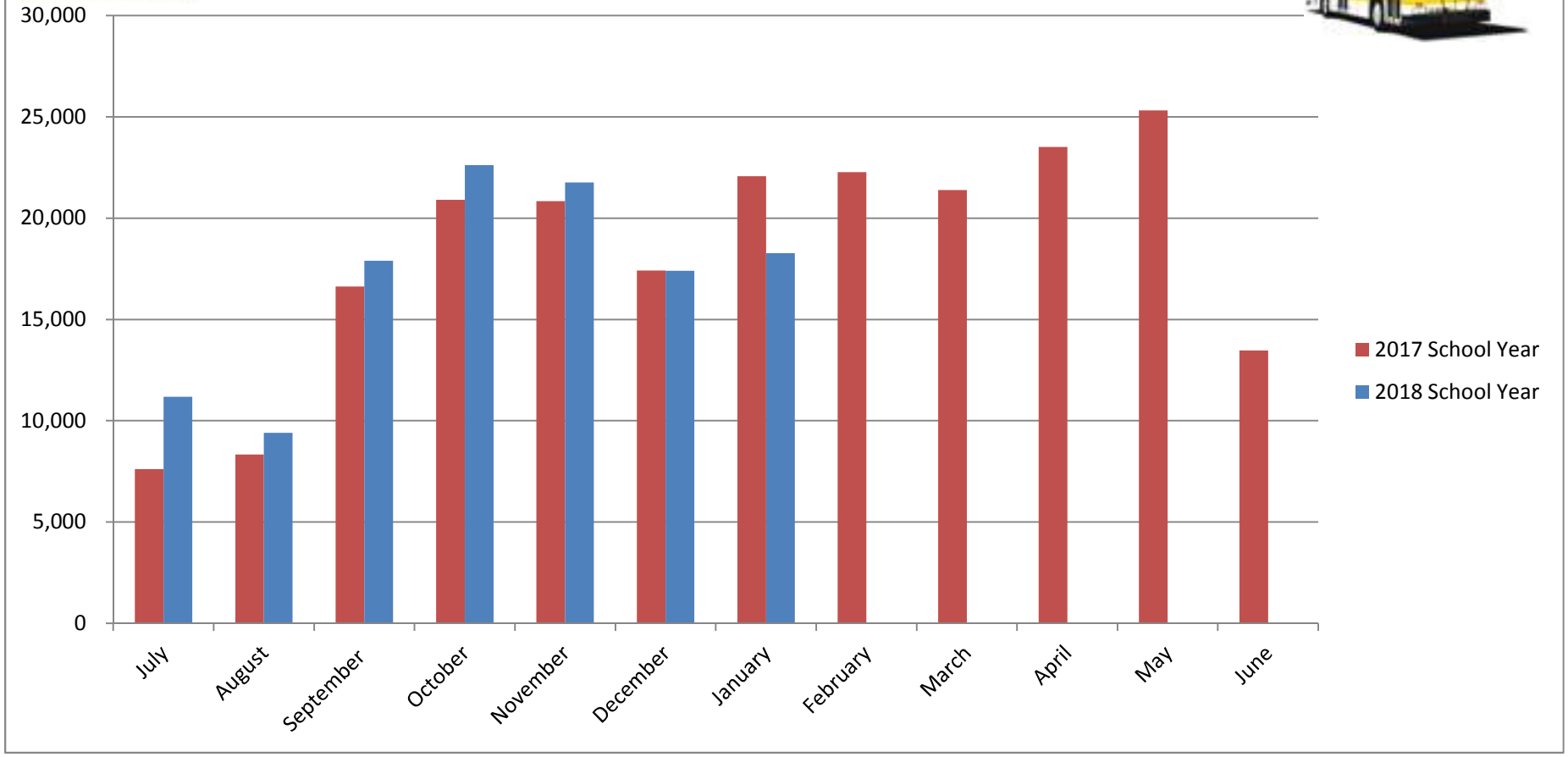
	AGENCY FARE TRIPS	BASIC FARE TRIPS	TOTAL TRIPS
JANUARY 2018	2,413	733	3,146
JANUARY 2019	1,801	714	2,515
CHANGE '18-'19	(612)	(19)	(631)
	-25.4%	-2.6%	-20.1%

	BASIC FARE	AGENCY FARE	TOTAL FARES
JANUARY 2018	$ 9,438	$ 28,788	$ 38,226
JANUARY 2019	$ 7,545	$ 21,591	$ 29,136
CHANGE '18-'19	$ (1,893)	$ (7,197)	$ (9,090)
	-20.1%	-25.0%	-23.8%



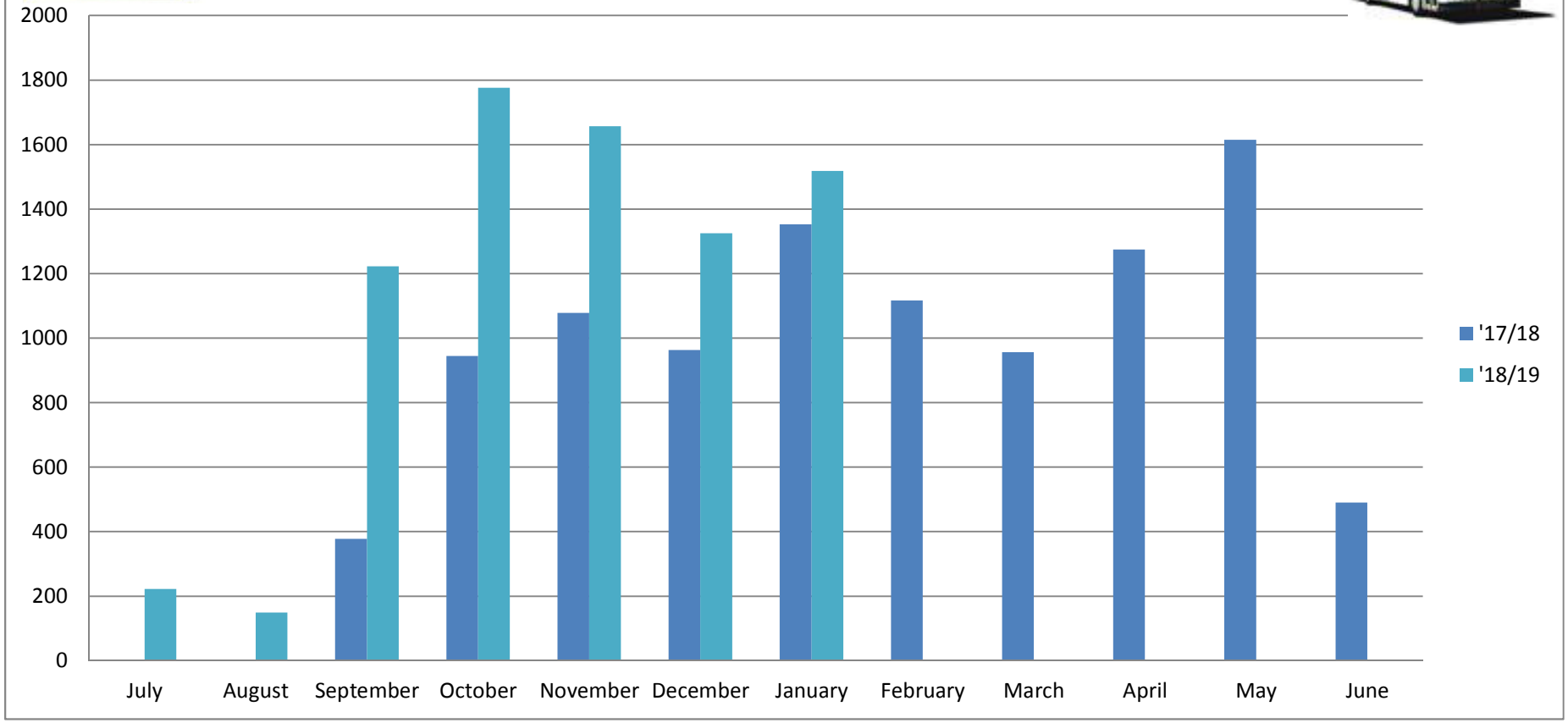
* Three days of inclement weather. School was also cancelled on these three days.

'17/18 vs. '18/19 School Year GBAPS Ridership



*School was canceled for three days due to inclement weather in January 2019.

'17/18 vs. '18/19 School Year Ashwaubenon School Ridership



*School was canceled for three days due to inclement weather.

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	Patty Kiewiz, Transit Director

AGENDA ITEM # F.3.

Director's Report

BACKGROUND

Green Bay Metro's Transit Director will provide the Commission with an update on Metro.

RECOMMENDATION

No action necessary.

FISCAL IMPACT

ATTACHMENTS

1. Facebook Post 1-28
2. Facebook

Facebook Post

January 28, 2019

Green Bay Metro
Published by Patty Kiewiz [?] · January 30 at 11:18 AM ·
Green Bay Metro is offering free rides to anyone needing to go to a local shelter today.
102,468
People Reached
8,269
Engagements
Boost Unavailable
Shānna Nordell, Selina Castillo and 127 others
7 Comments 1,438 Shares

Report to the
Transit Commission
of the City of Green Bay

MEETING DATE	PREPARED BY
February 20, 2019	

AGENDA ITEM # F.4.

Next Meeting: Wednesday, March 20, 2019

BACKGROUND

RECOMMENDATION

FISCAL IMPACT

ATTACHMENTS

None