



AGENDA OF THE TRANSIT COMMISSION

WEDNESDAY, JULY 15, 2020, 8:15 AM
TRANSIT
901 University Ave

A. Roll Call.

1. Roger Kolb, Chair; Vacant, Vice Chair; Kevin Kuehn, Secretary; Alderman Randy Scannell, Ron Antonneau, Emily Ysebaert, Rashad Cobb and Michael Conley-Kuhagen

B. Approval of the Agenda.

1. Approval of July 15, 2020 Transit Commission Agenda

C. Approval of Minutes.

1. Approval of June 17, 2020 Transit Commission Minutes

D. Regular Business.

1. Presentation: MicroTransit Feasible Report
2. Discussion/Action: MicroTransit Pilot Program & Late Night Service
3. Discussion/Action: Quantum System
4. Discussion/Action: Keil - NEMO Seating
5. Discussion/Action: GFI Farebox System Upgrade
6. Discussion/Action: Green Bay Metro's Public Transit Agency Safety Plan (PTASP)

E. Informational.

1. Operational Reports
2. Financial Report
3. Director's Report
4. Next Meeting: Wednesday, August 19, 2020 at 8:15 a.m.

F. 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

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # B.I

Approval of July 15, 2020 Transit Commission Agenda

BACKGROUND

Enclosed is the agenda for the Commission meeting held on July 15, 2020.

RECOMMENDATION

Staff recommends the approval of the agenda for July 15, 2020.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # C.I

Approval of June 17, 2020 Transit Commission Minutes

BACKGROUND

Enclosed are the proposed minutes from the Commission meeting held on June 17, 2020.

RECOMMENDATION

Staff recommends the approval of the minutes from June 17, 2020.

FISCAL IMPACT

ATTACHMENTS

- I. June 17, 2020 TC Minutes



MINUTES OF THE TRANSIT COMMISSION

WEDNESDAY, JUNE 17, 2020, 8:15 AM

TRANSIT

901 University Ave

Amended Agenda

A. ROLL CALL.

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

Present: Roger Kolb, Chair; Vacant, Vice Chair; Kevin Kuehn, Secretary; Alderman Randy Scannell, Ron Antonneau, Emily Ysebaert and Rashad Cobb

Chair Roger Kolb called the meeting to order at 8:16 a.m.

B. APPROVAL OF THE AGENDA.

I. Approval of June 17, 2020 Transit Commission Agenda

Moved by Ald. Randy Scannell, seconded by Commissioner Ron Antonneau to approve the June 17, 2020 agenda. Motion carried.

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

C. APPROVAL OF MINUTES.

I. Approval of May 20, 2020 Transit Commission Minutes

Moved by Commissioner Ron Antonneau, seconded by Ald. Randy Scannell to approve the minutes from May 20, 2020 meeting. Motion carried.

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

D. REGULAR BUSINESS.

I. Discussion/Action: Re-instatement of Transit Fares

Director Kiewiz stated back on March 20, 2020 the Transit Commission had taken action to suspend fares. Metro has put many safety precautions in place to help minimize exposure of COVID-19. Things such as increased cleaning measures, requiring face coverings, limiting the capacity and installing temporary vinyl barriers on all buses. With these additional safety precautions in place staff are comfortable that it would be safe for the passengers and the employees to allow for fare collection at the farebox. Passengers that had purchased passes and were activated prior to the pandemic will receive ride passes for any unused days. Staff recommends implementing fares starting July 1, 2020.

Ridership is considerably low. Last year in the middle of July we were at 4800 trips per day and right now we are at 1200 trips per day. Director Kiewiz stated we have more than a concern for this year; 2021 is going to be a very huge challenge for us. Funding levels are based on a formula of ridership. Metro is continuing to move forward with the microtransit.

Moved by Commissioner Kevin Kuehn, seconded by Commissioner Ron Antonneau to approve the re-instatement of transit fares starting July 1, 2020. 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's System Security & Emergency Action Plan

Director Kiewiz stated this is an Federal Transit Administration (FTA) requirements to assure Metro is in compliance. We use this document for training to ensure all staff and employees are aware of expectations of them as well as what to do in an emergency. The safety aspect of this plan has been removed and put in Metro's PTASP plan to meet the the FTA requirements.

Commissioner Rashad Cobb inquired if we have ever had an disabled individual apply for a bus operator position. Director Kiewiz stated no not during her time at Metro.

Moved by Commissioner Ron Antonneau, seconded by Ald. Randy Scannell to approve the Green Bay Metro's System Security & Emergency Action Plan. Motion carried.

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

3. Discussion/Action: Green Bay Metro's Transit Asset Management (TAM) Plan

Director Kiewiz stated Metro is required by Federal Transit Administration (FTA) guidelines for all transit agencies that own, operate, or manage capital assets used in the provision of public transportation and receive federal financial assistance under 49 U.S.C. Chapter 53 either as recipients or sub-recipients must develop a TAM plan. This plan layouts how capital assets will be tracked, monitored and the process for replacement. Modifications to this plan will be annually.

Commissioner Ron Antonneau inquired about the funding program the ADRC had oversight of.

Lisa Conard; Brown County MPO stated the State 85.21 funding program that was previously administer by the ADRC is now being administered by the Brown County Planning Commission.

Funds are made available to counties based on an estimate of seniors and persons with disabilities within a county. Funds are to be used to improve transportation services. The funds are typically used to offset program operating costs. Recipients include Curative Connections (transportation program), Salvation Army (transportation program), Green Bay Metro (voucher program), and Brown County Human Services (van driver).

Moved by Commissioner Emily Ysebaert, seconded by Commissioner Ron Antonneau to approve the revised Green Bay Metro's Transit Asset Management (TAM) Plan. Motion carried.

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

5. Discussion/Action: Green Bay Metro's Public Transit Agency Safety Plan (PTASP)

Director Kiewiz stated staff has developed a Public Transportation Agency Safety Plan (PTASP) to comply with 49 CFR Part 673, the FTA regulation established by Section 5329(d) of the Moving Ahead for Progress in the 21st Century (MAP-21) Act. This is a new requirement. Green Bay Metro is required to submit a Public Agency Safety Plan ensuring compliance by July 20, 2020. This document will require ongoing compliance and updating while being utilized in day to day operations. Modifications and revisions will be made as needed, or annually.

Moved by Commissioner Kevin Kuehn, seconded by Commissioner Ron Antonneau to approve the Green Bay Metro's Public Transit Agency Safety Plan (PTASP). Motion carried.

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

4. Discussion/Action: CARES Grant Award

Director Kiewiz stated the 2020 Federal CARES Grant Award of \$6,415,260.

She provided CARES Act Funding scenario:

CARES Act Funding Scenario Calculator	
Fill shaded fields, following numerical order	
Funding Scenario	
Operating Expenses	\$ 8,520,178
*CARES Act Contra Exp.	\$ 2,483,360
Operating Expenses Eligible for State/5307	\$ 6,036,818
Revenues	\$ 1,000,000
Net Deficit (Op Exp-CARES – Revenues)	\$ 5,036,818
FFY 2020 Section 5307	\$ 566,116
	\$ 848,347
	\$ 850,000
Total 5307:	\$ 2,264,463
State 85.20 - TOTAL	\$ 2,310,296
Minus Amt for 5307 Match	\$ 989,876
= Remaining 85.20/Operating	\$ 1,320,420
Actual Local Share	\$ 1,451,935
Minimum Required Local	\$ 989,876
Share by Program	\$ 462,059
	\$ -
	\$ 1,451,935
Maximum CARES Act funds that can be used:	\$ (0)

The red highlighted box *CARES Act Contra Exp \$2,463,360 will help balance the 2020 budget.

The remaining CARES Act funding: \$3,931,900 will be allocated for other capital or operating needs for Green Bay Metro. All projects and purchases will be brought to the Commission for consideration and action.

CARES funds are 100% with no local match.

Moved by Commissioner Kevin Kuehn, seconded by Commissioner Emily Ysebaert to approve the use of the CARES Funding as presented. Motion carried.

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

6. Discussion/Action: Personal Protective Equipment (PPE) Purchases

Director Kiewiz stated Metro has implemented many safety precautions since the onset of COVID-19. She provided an explanation of the personal protective equipment for consideration and approval of: vinyl seat coverings, UV air purification systems, driver protection barriers and to retrofit four (4) 1500 buses for the Quantum securement systems. Purchases will be 100% federal emergency relief funds. FTA procurement guidelines will be followed.

Moved by Commissioner Ron Antonneau, seconded by Ald. Randy Scannell to approve the purchase of the personal protective equipment (PPE). Motion carried.

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

E. INFORMATIONAL.

1. Operational Reports

Director Kiewiz provided a brief overview of the ridership report. Director Kiewiz stated she would be happy to answer any questions the Commission might have.

2. Financial Report

Director Kiewiz stated in your packets you will find the operating expense report for April. She gave a brief overview of the revenue and expense reports. Expenses are up due to the timing of the purchase. Director Kiewiz stated that if the Commission would have any questions, she would be happy to address them.

3. Director's Report

Director Kiewiz introduced our new vendor for paratransit; Dan Bollman Via's Operations Manager. Commissioner welcomed him.

She stated Sunday, June 21, 2020 Metro will be participating in the Music Event by transporting the musicians to certain locations.

Director Kiewiz created a Metro Award-Motivate, Encourage, Thoughtful, Respectful, Optimistic program. This is a peer nomination. We created a plaque and each quarter the individual names will be added to the plaque. Our 1st quarter nomination was Emmett Parks III. He is a newer employee who transferred from parks; he does a phenomenal job.

She will keep the Commission updated on the discussion on school transportation once she knows more.

Director Kiewiz will be doing an interview with Fox 11 on Thursday to discuss the safety measures that Metro has put in place to ensure the community safety and awareness.

4. Next meeting: Wednesday, July 15, 2020 at 8:15 a.m.

F. ADJOURNMENT.

Moved by Ald. Randy Scannell, seconded by Commissioner Emily Ysebaert to adjourn at 9:23 a.m.
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

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.I

Presentation: MicroTransit Feasible Report

BACKGROUND

In November 2019 Green Bay Metro contracted with SRF Consulting Group to assist with a Micro-Transit study. Metro staff along with Brown County Planning provided the necessary ridership data needed to assist with the study.

SRF will present the results of the study.

RECOMMENDATION

Receive and place on file.

FISCAL IMPACT

ATTACHMENTS

- I. Green Bay Microtransit Feasibility Report_07.07.2020_Final



Microtransit Feasibility Report

July 2020

Prepared by SRF Consulting Group



In collaboration with



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Section 1: Service and Community Assessment

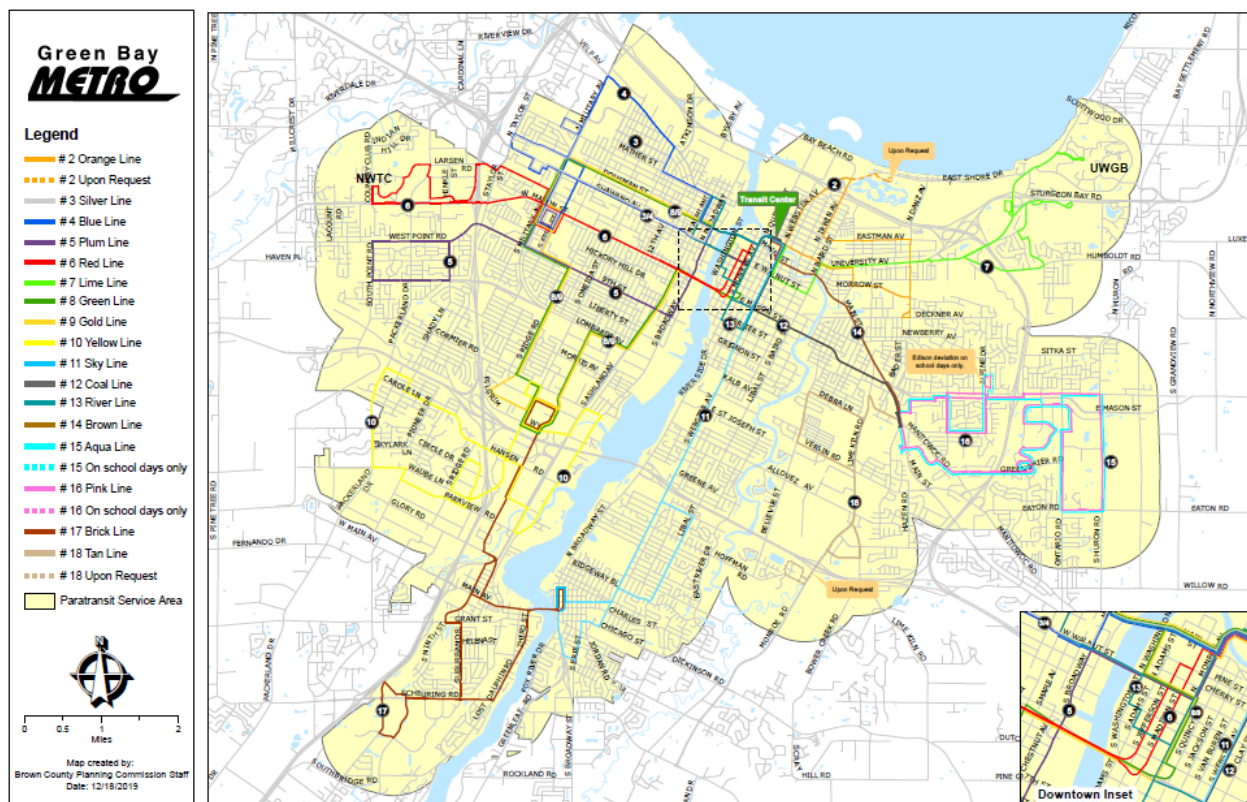
This section describes existing conditions in Green Bay Metro's service area, including current transit services provided and the performance of existing fixed routes.

Overview of Current Transit Services

The City of Green Bay provides public transit service as Green Bay Metro, serving over 1.2 million passengers each year. Green Bay Metro operates a total of 17 regular fixed routes (Routes 2-18), as well as two limited-service routes (Routes 70 and 78). The agency also operates Americans with Disabilities Act (ADA) complementary paratransit service throughout its service area. Green Bay Metro's fixed routes and ADA paratransit service area are shown below in Figure 1.

As of the Spring 2020, the Green Bay Metro fleet consisted of 36 standard fixed-route buses, including one 30-foot bus, 29 35-foot buses, and six 40-foot buses, and the contractor-owned ADA paratransit fleet included 14 vehicles. Since then, new fixed-route vehicles have been received, and the new paratransit contractor intends to manage the system with fewer vehicles, adding capacity if needed.

Figure 1: Green Bay Metro System Map (March 2020)



Green Bay Metro's weekday fixed routes are shown below in Table 1. Service operates from 5:15 a.m. to 9:45 p.m. on weekdays, with daytime service provided from 5:15 a.m. to 6:45 p.m. and evening service on select routes from 6:45 to 9:45 p.m. Routes 2, 12, 14, and 18 operate every 30 minutes during both daytime and evening hours, while Routes 6, 7, and 13 operate every 30 minutes during daytime hours

only. Routes 70 and 78 provide service on days when school is in session; remaining routes operate every 60 minutes all day.¹

Table 1. Green Bay Metro Weekday Routes, March 2020

Service Days	Route Type	Route	Span of Service	Frequency (Minutes)
Weekday	Regular Local	2: Orange Line*	5:15 a.m. – 9:45 p.m.	30 (All day)
		3: Silver Line	5:15 a.m. – 6:15 p.m.	60 (All day)
		4: Blue Line	5:45 a.m. – 9:45 p.m.	60 (All day)
		5: Plum Line	5:45 – 9:45 a.m.; 1:45 – 5:45 p.m.	60 (Peak only)
		6: Red Line	5:15 a.m. – 9:45 p.m.	30 (Daytime) / 60 (Evening)
		7: Lime Line**	5:15 a.m. – 9:45 p.m.	30 (Daytime) / 60 (Evening)
		8: Green Line	5:45 a.m. – 9:45 p.m.	60 (All day)
		9: Gold Line	5:15 a.m. – 9:15 p.m.	60 (All day)
		10: Yellow Line	5:09 a.m. – 9:40 p.m.	60 (All day)
		11: Sky Line	5:15 a.m. – 9:15 p.m.	60 (All day)
		12: Coal Line	5:15 a.m. – 9:15 p.m.	30 (All day)
		13: River Line	5:15 a.m. – 9:45 p.m.	30 (Daytime) / 60 (Evening)
		14: Brown Line	5:15 a.m. – 9:45 p.m.	30 (All day)
		15: Aqua Line**	6:00 a.m. – 9:53 p.m.	60 (All day)
		16: Pink Line**	5:30 a.m. – 6:21 p.m.	60 (All day)
		17: Brick Line	5:45 a.m. – 9:39 p.m.	60 (All day)
		18: Tan Line*	6:00 a.m. – 8:57 p.m.	30 (All day)
	Limited Service	70:	7:00 – 7:20 a.m.; 2:50 – 3:25 p.m.	2 trips daily (School days only)
		78:	6:30 – 7:42 a.m.; 2:30 – 4:08 p.m.	2 trips daily (School days only)

Source: Green Bay Metro.

* Route deviates to serve specific locations upon request.

** Specific trips deviate to serve schools on school days only.

¹ On March 16, 2020, Green Bay Metro temporarily suspended all transit service as the agency assessed the safety impacts of the rapidly evolving COVID-19 pandemic.

Effective March 23, 2020, limited service is in effect, operating from 6:45 a.m. to 6:45 p.m. on weekdays and 7:45 a.m. to 3:45 p.m. on Saturdays. Routes 5, 10, 15, 16, 17 and 18 are operating on-demand only.

It is anticipated that current service levels will be temporary, but that all transit agencies will need to carefully assess the operating costs and safety impacts of transit service changes being planned during what is expected to be a limited fiscal environment.

For the purposes of this study, microtransit service will be explored based on ridership and operations conditions experienced prior to the service disruptions that began in March 2020.

Green Bay Metro provides Saturday service on select routes from 7:15 a.m. to 6:45 p.m., as shown in Table 2. Four limited service routes operate before and after all Green Bay Packers home games, which may take place on Sunday, Monday, Thursday, or Saturday based on schedules determined by the National Football League (NFL).

Table 2: Green Bay Metro Saturday Service, March 2020

Service Days	Route Type	Route	Span of Service	Frequency (Minutes)
Saturday	Regular Local	2: Orange Line*	7:45 a.m. – 6:15 p.m.	60 (All day)
		4: Blue Line	7:45 a.m. – 6:45 p.m.	60 (All day)
		6: Red Line	7:45 a.m. – 6:45 p.m.	60 (All day)
		7: Lime Line**	7:45 a.m. – 6:45 p.m.	60 (All day)
		8: Green Line	7:45 a.m. – 6:45 p.m.	60 (All day)
		9: Gold Line	7:15 a.m. – 6:15 p.m.	60 (All day)
		10: Yellow Line	7:09 a.m. – 6:40 p.m.	60 (All day)
		11: Sky Line	7:15 a.m. – 6:15 p.m.	60 (All day)
		12: Coal Line	7:45 a.m. – 6:45 p.m.	30 (All day)
		13: River Line	8:15 a.m. – 6:45 p.m.	60 (All day)
		14: Brown Line	7:45 a.m. – 6:45 p.m.	30 (All day)
		15: Aqua Line**	8:00 a.m. – 6:53 p.m.	60 (All day)
		17: Brick Line	7:45 a.m. – 6:39 p.m.	60 (All day)
		18: Tan Line*	8:00 a.m. – 5:57 p.m.	30 (All day)

Source: Green Bay Metro.

* Route deviates to serve specific locations upon request.

** Specific trips deviate to serve schools on school days only.

Existing Performance by Route

Each year, the Brown County Planning Commission/Green Bay Metropolitan Planning Organization conducts an analysis of route-level performance for all Green Bay Metro services. Green Bay Metro's primary route-level performance metrics include revenue per hour, passengers per hour, and operating ratio. For each performance measure, Green Bay Metro reports the performance of individual routes relative to the agency's median, as well as a systemwide performance standard equal to the median minus 20 percent. Table 3 shows key weekday performance statistics featured in Green Bay Metro's *2019 Annual Route Review and Analysis Report*.

Table 3: Key Weekday Performance Statistics by Route, 2019

Route	Route Name	Total Hours per Day	Avg. Daily Revenue	Avg. Passengers per Day	Avg. Daily Operating Expenses*	Avg. Revenue per Hour	Avg. Passengers per Hour	Avg. Operating Ratio
#2	Orange	14	\$202.81	274	\$1,155.14	\$14.49	19.6	17.6%
#3	Silver	13	\$120.31	158	\$1,072.63	\$9.25	12.2	11.2%
#4	Blue	16	\$183.72	240	\$1,320.16	\$11.48	15	13.9%
#5	Plum	10	\$158.95	211	\$825.10	\$15.90	21.1	19.3%
#6	Red	29	\$677.96	843	\$2,392.79	\$23.38	29.1	28.3%

Route	Route Name	Total Hours per Day	Avg. Daily Revenue	Avg. Passengers per Day	Avg. Daily Operating Expenses*	Avg. Revenue per Hour	Avg. Passengers per Hour	Avg. Operating Ratio
#7	Lime	29	\$396.99	518	\$2,392.79	\$13.69	17.9	16.6%
#8	Green	16	\$207.65	275	\$1,320.16	\$12.98	17.2	15.7%
#9	Gold	16	\$208.89	266	\$1,320.16	\$13.06	16.6	15.8%
#10	Yellow	16.5	\$95.49	124	\$1,361.42	\$5.79	7.5	7.0%
#11	Sky	16	\$173.23	218	\$1,320.16	\$10.83	13.6	13.1%
#12	Coal	16	\$215.32	273	\$1,320.16	\$13.46	17.1	16.3%
#13	River	13.5	\$168.60	213	\$1,113.89	\$12.49	15.8	15.1%
#14	Brown	16	\$235.62	311	\$1,320.16	\$14.73	19.4	17.8%
#15	Aqua	16	\$82.53	112	\$1,320.16	\$5.16	7	6.3%
#16	Pink	13	\$53.05	72	\$1,072.63	\$4.08	5.5	4.9%
#17	Brick	16	\$81.94	115	\$1,320.16	\$5.12	7.2	6.2%
#18	Tan	15	\$110.23	146	\$1,237.65	\$7.35	9.7	8.9%
Total/System Average:		281	\$3,373.29	4,369	\$23,267.82	\$12.00	15.5	14.5%
System Median		--	--	--	--	\$12.49	15.8	15.1%
System Standard		--	--	--	--	\$9.99	12.6	12.1%

* Operating expenses are based on a systemwide rate of \$82.51 per service hour.

Figure 2 shows weekday revenue per hour by route for all Green Bay Metro routes. Of 17 total routes, 6 perform lower than the system performance standard of \$9.99 per revenue hour, including Route 3, Route 18, Route 10, Route 15, Route 17, and Route 16.

Figure 2: Weekday Revenue Per Hour by Route, 2019

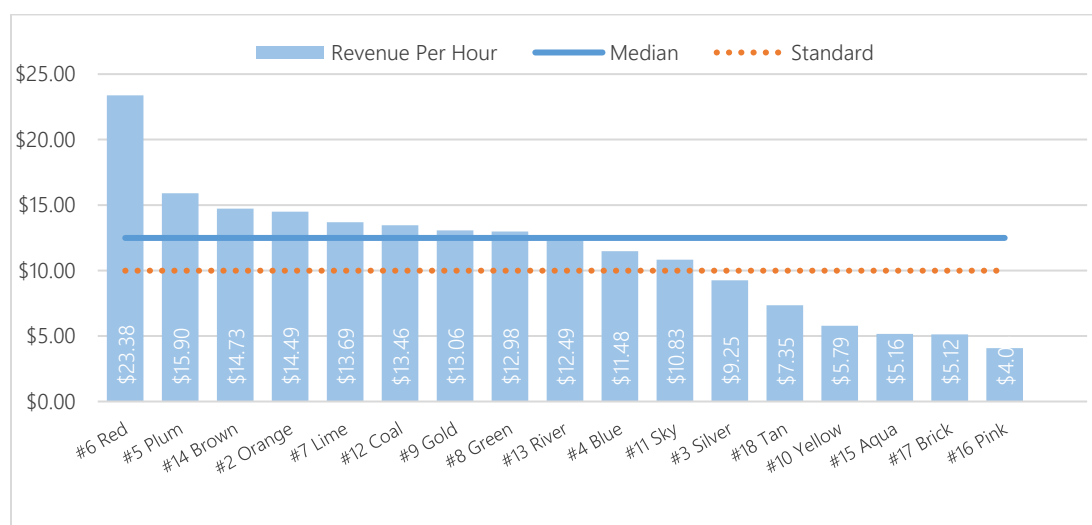


Figure 3 shows weekday passengers per hour by route for all Green Bay Metro routes. Of 17 total routes, 6 perform lower than the systemwide performance standard of 12.6 passengers per hour, including Route 3, Route 18, Route 10, Route 15, Route 17, and Route 16.

Figure 3: Weekday Passengers Per Hour by Route, 2019

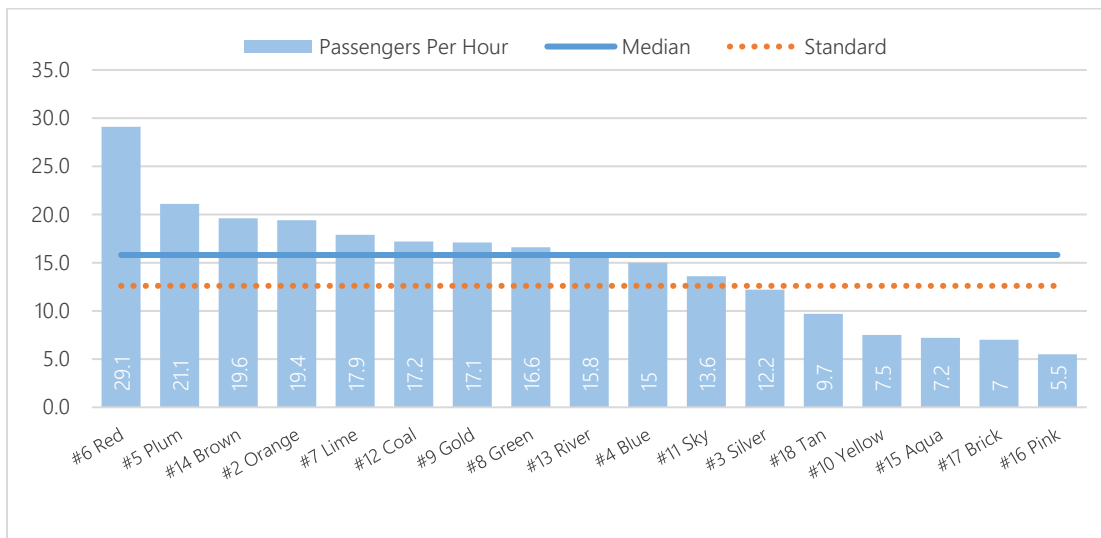
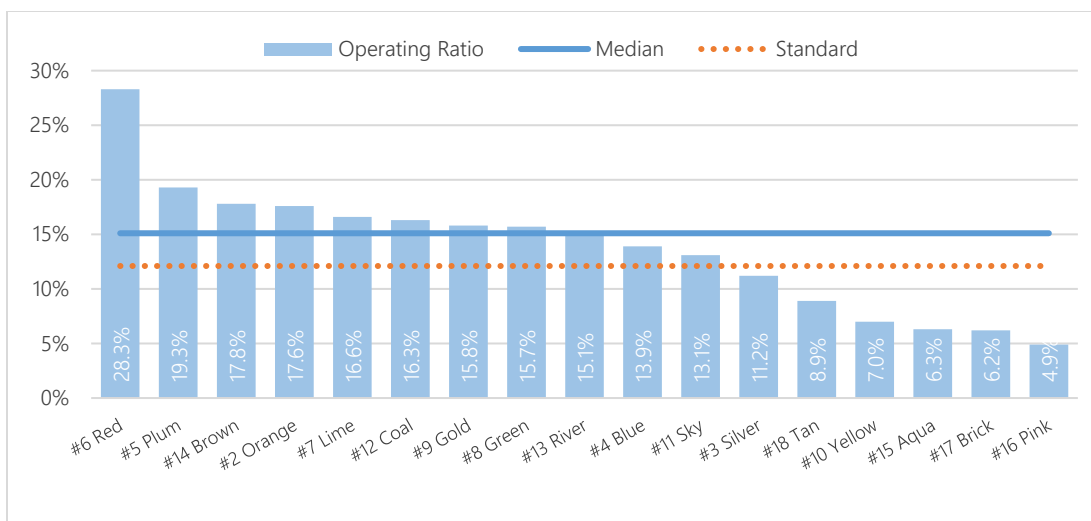


Figure 4 shows weekday operating ratio by route for all Green Bay Metro routes. Of 17 total routes, 6 perform lower than the systemwide performance standard of 12.1 percent, including Route 3, Route 18, Route 10, Route 15, Route 17, and Route 16.

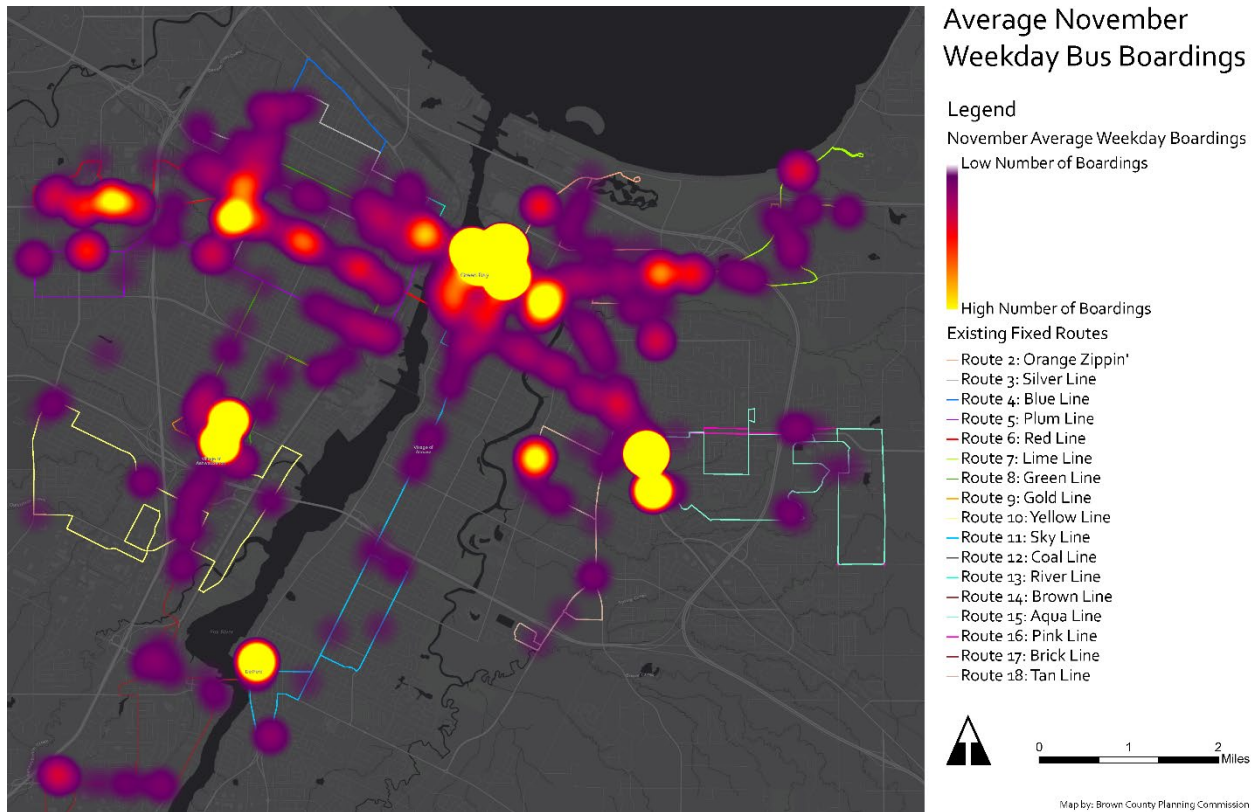
Figure 4: Weekday Operating Ratio by Route, 2019



Systemwide Ridership Patterns

In addition to route-level performance statistics, the Brown County Planning Commission/Green Bay MPO has produced analysis of systemwide boarding data to assess ridership activity by stop. Figure 5 shows a heatmap of weekday systemwide boarding activity for the month of November 2019. Key ridership generators include Green Bay Metro's transfer center, Bay Park Square Mall in Ashwaubenon, and the East Side Transfer Point. These locations serve as critical hubs for Green Bay Metro service and offer transfers between multiple fixed routes, allowing passengers to reach a broader range of destinations throughout the Green Bay area.

Figure 5: Green Bay Metro Weekday Boarding Heatmap, November 2019



Source: Brown County Planning Commission

* Note: UW-Green Bay and Edison Middle School were omitted from this graphic due to data limitations.

Opportunities for Improvement

Based on the ridership, productivity, and fare revenue information listed above, six routes consistently fall short of Green Bay Metro's performance standards: Route 3, Route 10, Route 15, Route 16, Route 17, and Route 18. While Green Bay Metro prioritizes review for routes under 80 percent of the median route performance, Routes 15, 16, and 17 perform at less than 50 percent of the median on all three measures.

Three routes (Route 15, 16, and 18) in a contiguous service area on Green Bay's east side and in the neighboring Village of Bellevue, where the population density, land use, and pedestrian environment are less conducive to fixed-route transit. Each route connects to the rest of the Green Bay Metro network via Route 12 and Route 14 at the agency's East Side Transfer Point (2240 Main Street). Given the proximity of these three routes to one another, as well as the availability of connecting fixed-route service, Routes 15, 16, and 18 offer opportunities for restructuring, including potential conversion to demand-response service.

Section 2 of this report will investigate the potential for restructuring of Routes 15, 16, and 18, including the addition of demand-response service and the implementation of supporting changes on other routes.

Section 2: Microtransit Pilot Project

Across the United States, transit agencies are increasingly pursuing service allocation projects that reassess the current models of transit service delivery across routes, modes, and urban typologies. In many cases, these efforts are intended to prioritize fixed-route transit service in dense urban areas that offer higher ridership potential, while right-sizing transit capacity in lower-density areas that are less suited to fixed routes.

The challenges addressed by these studies are not new: transit agencies have long been tasked with balancing ridership and service coverage. However, recent innovations in demand-response transportation offer new and compelling ways to provide on-demand transportation that is perceived as high-quality transit. Since the advent of private on-demand transportation services like Lyft and Uber, customers have increasingly become familiar with the process of booking a ride via a smartphone app.

In the past five years, many transit agencies have begun experimenting with pilot projects that could offer a similar customer experience to transit customers, either via agency-operated demand-response service or turnkey contracts with private providers. These services, in many cases branded as “microtransit,” intend to deliver shared-ride service on demand, with dynamic dispatching, real-time information, and a customer experience that is more responsive and convenient than traditional advance-reservation dial-a-ride service. Examples of microtransit services in other regions are shown in Table 4.

Table 4: Peer Microtransit Service Examples

Transit Agency	Service Name	Provider(s)	Description
SouthWest Transit (Eden Prairie, MN)	SW Prime	Operations: In-House Software: Spare Labs	Started as a pilot in 2015, SW Prime provides shared-ride on-demand service within the communities of Eden Prairie, Chaska, Chanhassen, Carver, and Victoria, located in the Twin Cities Metropolitan Area. SouthWest Transit uses SW Prime to provide service for local community-based trips, as well as to connect with its extensive network of express buses serving downtown Minneapolis, the University of Minnesota, and other regional destinations. Local trips are offered at a premium fare of \$5.25 (\$5.00 using cash), with discounts available for seniors, children, group rides, and participants in the Twin Cities region's Transit Assistance Program (TAP). For customers transferring to or from a SouthWest Transit express bus, SW Prime fares are free.
Denver RTD (Denver, CO)	FlexRide	Operations: Paratransit Contractor Software: DemandTrans Solutions	Originally started as RTD's Call-n-Ride service in the mid-2000s, FlexRide is the Denver region's general-public demand-response service. RTD operates 24 FlexRide zones across the Denver region, with each zone served by 1-4 vehicles depending on demand. Customers can reserve a trip in advance through a website or mobile device or book a trip on demand (10 minutes in advance). Fares are set at \$3.00 (equal to the regional local transit fare), with discounts available for seniors, passengers with disabilities, and youth. Most FlexRide zones serve both first- and last-mile trips to RTD rail or bus hubs, as well as local trips within the service area.

Transit Agency	Service Name	Provider(s)	Description
Sacramento Regional Transit District (Sacramento, CA)	SmaRT Ride	Operations: In-House Software: Via Transportation, Inc.	Introduced in 2018, SacRT's SmaRT Ride service has expanded from a small pilot project to become one of the nation's largest on-demand microtransit services. Starting in January 2020, SacRT contracted with Via to provide the on-demand routing software and customer-facing mobile app, expanding to 9 zones with 42 transit vehicles. The service includes 3 "curb-to-curb" zones and 6 "corner-to-corner" zones; in the latter case, customers may be asked to walk to an intersection to facilitate more efficient trips. Fares are \$2.50, or \$1.25 for reduced-fare riders.

As noted in the previous section, Green Bay Metro has identified portions of its service area currently covered by Routes 15, 16, and 18 as an opportunity to pilot a new, on-demand microtransit service. By using smaller, more flexible vehicles dispatched on an on-demand basis, Green Bay Metro hopes to deliver a quality transit service to customers traveling in the within the areas currently served by these routes while simultaneously freeing up fixed-route buses and associated operating costs for use on more productive routes.

Microtransit Basics

Microtransit service is intended to deliver a modern demand-response transit service with a customer experience similar to the private, smartphone-enabled transportation services now available in many cities (including Lyft, Uber, and others). As a publicly subsidized service, microtransit is typically offered as a shared-ride service using either vans or dedicated paratransit-style vehicles, as shown below.

Figure 6: Example Microtransit Vehicle



Source: Capital Metro (Austin, TX) via [Community Impact Newspaper](#), August 2019.

Microtransit passengers typically book trips via a dedicated smartphone application or by calling a customer service line as needed. At the time of booking, a dynamic routing system matches riders traveling in similar directions and assigns them to a shared vehicle, with the goal of offering a truly on-demand experience (no advance reservations needed). Upon reserving a trip, the smartphone application would provide the customer an estimated pickup and drop-off time. The pickup and/or drop-off locations may include a short walk to ensure an efficient routing for all passengers on the vehicle. A smartphone or tablet device onboard each microtransit vehicle would provide turn-by-turn directions for the driver, as well as real-time location information viewable by passengers as the vehicle approaches.

Microtransit services typically operate within a dedicated service area, with transfers to fixed bus routes available at specific locations within the zone. These transfer points enable microtransit to function as an extension of the fixed-route transit network, offering passengers the ability to use microtransit for first- and last-mile trips. Microtransit is typically offered in addition to traditional ADA paratransit, which remains available for advance reservations by eligible customers within the service area.

How to Ride

Passengers can reserve and take a microtransit trip using the following basic steps:

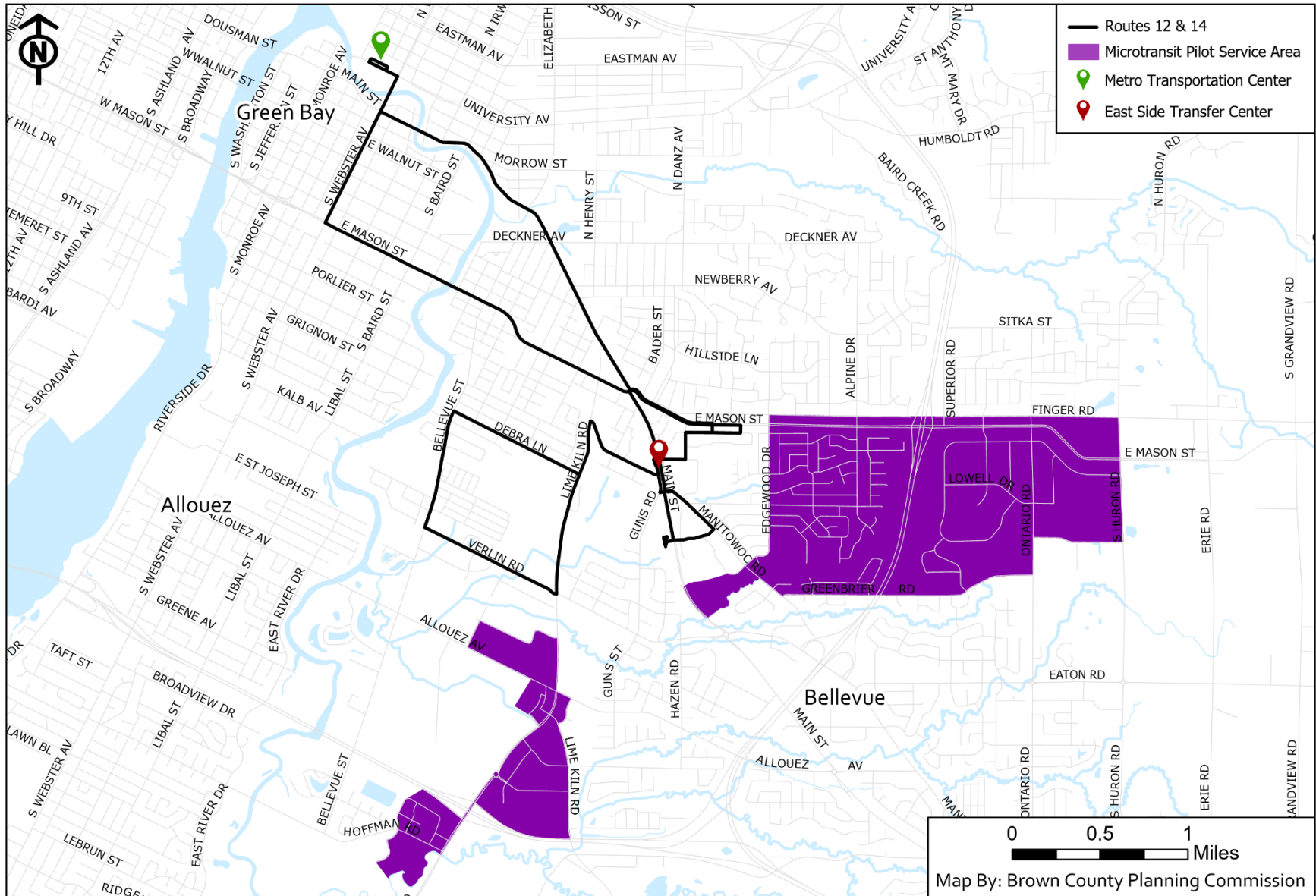
1. Download and open the microtransit smartphone app (for iOS or Android devices, as applicable).
2. Enter the desired pickup and drop-off locations in the app, and request a trip.
3. Walk to the designated pickup point (if required), and wait for the vehicle to arrive.
4. Board the vehicle and pay fare to driver (or show a valid school ID or Green Bay Metro pass).
5. Remain on the vehicle for the shared-ride trip (other passengers may board and/or disembark as assigned by the routing algorithm).
6. Disembark the vehicle at the assigned drop-off point (a short walk and/or transfer to fixed-route service may be required to reach the final destination).

Passengers without access to a smartphone will be able to call a customer service line for assistance in reserving trips.

Proposed Service Area

Green Bay Metro's proposed microtransit service area would encompass the approximate footprint of the current Routes 15, 16, and 18, with the exception of portions of these routes that will be covered by proposed extensions of Routes 12 and 14. Riders on the microtransit service who wish to travel elsewhere in the Green Bay Metro service area could transfer to a fixed-route bus at two locations: the East Side Transfer Point and the Metro Transportation Center. The proposed service area would cover approximately 2.5 square miles, as shown in Figure 7. Green Bay Metro's existing ADA paratransit service would remain available within the proposed microtransit service area.

Figure 7: Proposed Microtransit Pilot Service Area



Proposed Service Hours

When replacing a fixed route service with on-demand transportation, it is typical for transit agencies to maintain the span of service of the route(s) that are being replaced. In this case, maintaining the current span of Routes 15, 16, and 18 would result in demand-response service from approximately 5:30 a.m. to 10:00 p.m., with final trips requested no later than 9 p.m.

Proposed Fare Policy

Among peer agencies, it is common for demand-response services that replace fixed-route service to maintain the fare structure of the routes that are discontinued. In Green Bay Metro's case, it is recommended that the microtransit service offer Green Bay Metro's standard fare of \$2.00, or \$4.00 for a day pass. Passengers traveling within the microtransit service area would pay a single fare of \$2.00; passengers transferring to another Green Bay Metro route would pay \$4.00 for a day pass, which would also cover a return trip. Passengers with Green Bay Metro's existing weekly and 30-day passes would be able to ride the microtransit service for no additional charge. Green Bay Metro's current fare structure is outlined in Table 5 below.

Table 5: Green Bay Metro Fare Structure (Effective January 2020)

Fixed Route Bus Service	Fare
Adult (18 and above) Cash	\$2.00
Adult One-day Pass	\$4.00
Adult Weekly Pass	\$15.00
Adult 30-day Pass	\$39.00
Student (K-12) Cash	\$1.50
Student One-day Pass	\$3.00
Student 30-day Pass	\$26.00
Reduced Cash	\$1.00
Reduced One-day Pass	\$2.00
Reduced 30-day Pass	\$29.00
Paratransit Services	Fare
Origin to Destination	\$4.00
Agency	\$19.00

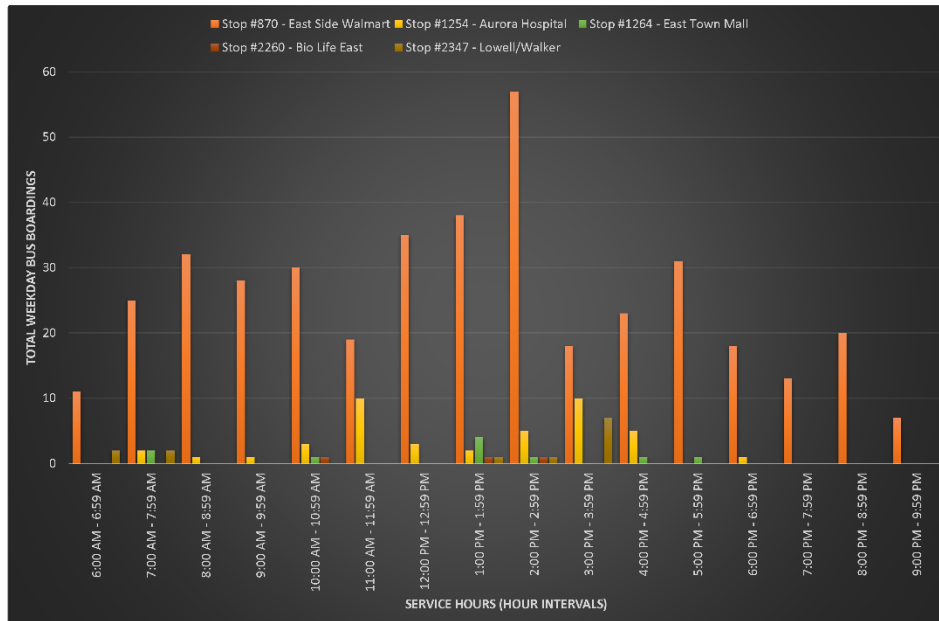
Note: Day passes are only sold on the bus

Detailed Ridership Analysis

According to February 2020 data, nearly 85 percent of boardings at major stops on Route 15 occur at the East Side Walmart store located at 2292 Main St. Most these trips occur in the morning or midday hours, with a peak between 2:00 and 2:59 p.m. as shown in the graphic below. Given the preponderance of ridership occurring at this location, it is recommended that Green Bay Metro continue to serve this Walmart via Route 12 and/or Route 14 when the microtransit service is implemented.

Ridership activity for select stops on Route 15 is shown in Figure 8.

Figure 8: Route 15 (Aqua Line) Ridership by Select Stops, February 2020

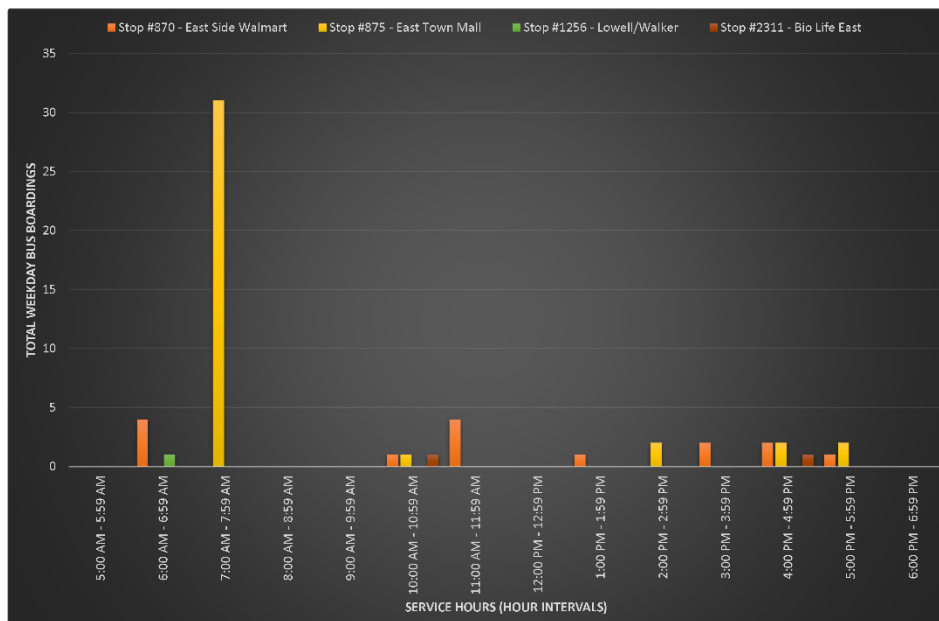


**Total February Bus Boardings
for Select Bus Stops on the
Aqua Line:**

- Stop #870 – 405
- Stop #1254 – 43
- Stop #1264 – 10
- Stop #2260 – 3
- Stop #2347 – 13

Ridership patterns for Route 16 are shown below in Figure 9. Most boarding activity occurs at East Town Mall, where transfers are available to Route 15. Most ridership occurs in the morning, with a significant peak of over 30 passengers between 7:00 and 7:59 a.m.

Figure 9: Route 16 (Pink Line) Ridership by Select Stops, February 2020

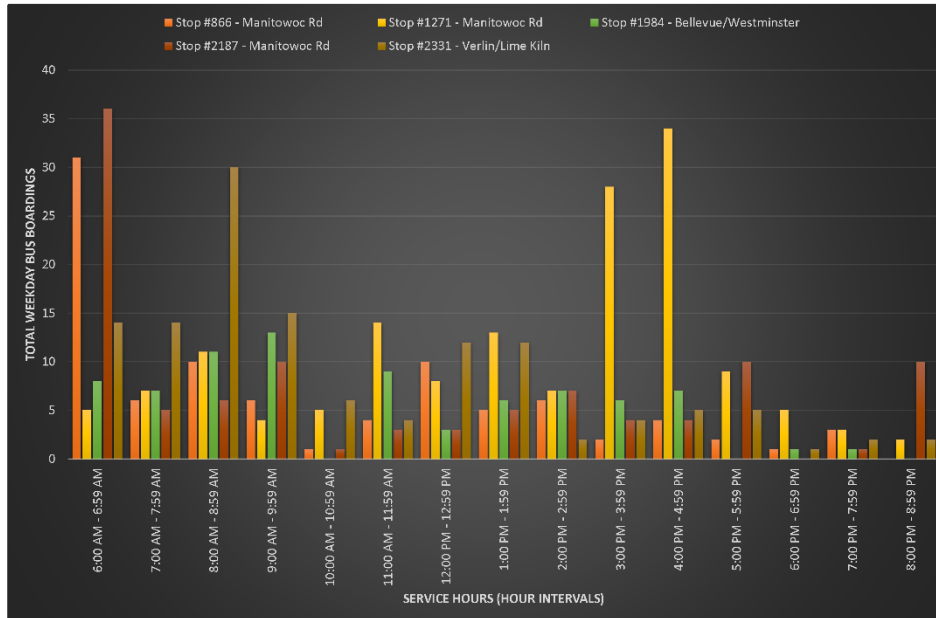


**Total February Bus Boardings
for Select Bus Stops on the
Pink Line:**

- Stop #870 – 15
- Stop #875 – 38
- Stop #1254 – 0
- Stop #1256 – 1
- Stop #2311 – 2

Ridership activity for Route 18 is shown in Figure 10. Compared to Route 15 and Route 16, Route 18 has a broader array of major destinations, with more even distribution of ridership throughout the day. Ridership peaks between 6:00 and 6:59 a.m., as well as between 3:00 and 4:59 p.m.*

Figure 10: Route 18 (Tan Line) Ridership by Select Stops, February 2020



**Total February Bus Boardings
for Select Bus Stops on the
Tan Line:**

- Stop #866 – 91
- Stop #1271 – 155
- Stop #1984 – 79
- Stop #2187 – 105
- Stop #2331 – 128

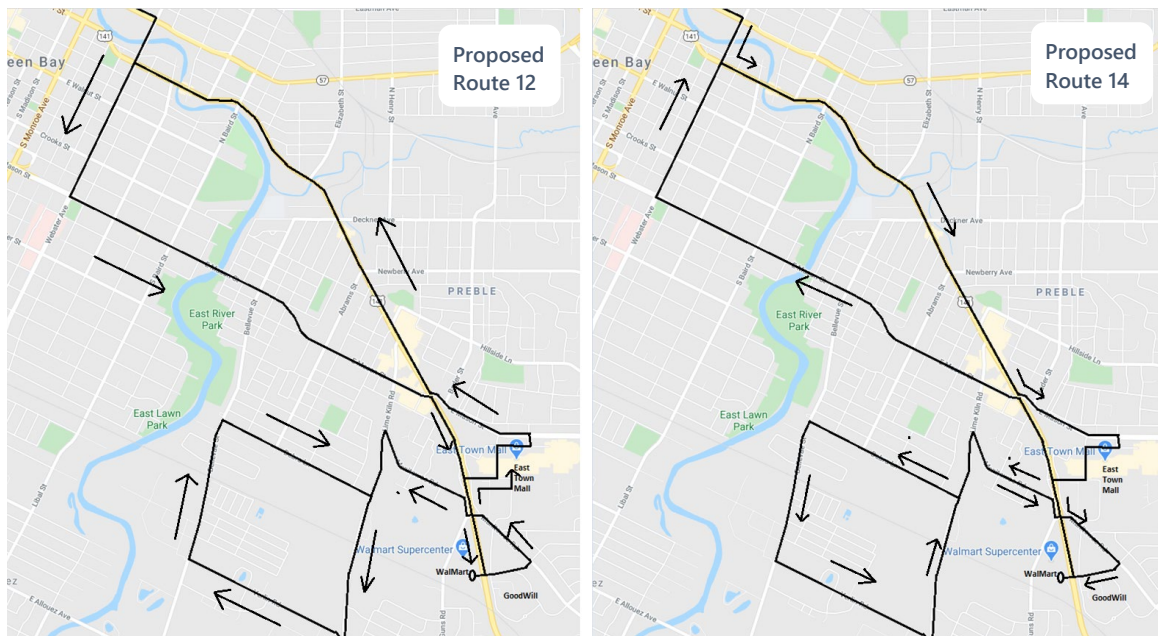
* Note: Ridership is highest for three stops during the two identified peaks, but the peak for the Verlin/Lime Kiln stop, for example, is 8:00 a.m. – 8:59 a.m. Similarly, the peak for the Bellevue/Westminster stop is 9:00 a.m. – 9:59 a.m.

Proposed Changes to Fixed Routes

In order to continue meeting the needs of existing ridership peaks and major destinations during the transition to microtransit service, several changes are proposed for fixed routes connecting to the Route 15/16/18 service area.

- Routes 15, 16, and 18 will be discontinued.
- Routes 12 and 14 will be extended to provide bidirectional hourly service to the East Side Walmart (Stop #870) and low-income areas along the current Route 18, as shown in Figure 10.
- Limited Service routes will be implemented as needed to serve ridership peaks on Routes 15, 16, and 18.
- Resources previously dedicated to low-efficiency fixed routes, could be redeployed to increase frequency on new and existing service.

Figure 11: Proposed Changes to Route 12 (Left) and Route 14 (Right)



* Note: Under the proposed service changes, frequency on Routes 12 and 14 would be reduced from every 30 minutes (current) to every 60 minutes (proposed).

Example Trips

Table 6 identifies examples of likely trip scenarios and the steps the rider/customer would take to make the trip a reality. Each example notes the segments of each trip that would take place on a microtransit vehicle and/or fixed route bus, any transfer points used, approximate travel time, and cash fare cost.

Table 6: Example Trips Using Microtransit and/or Fixed-Route Service

Example Trip	Description	Proposed Route/Transfers	Fare/Travel Time
Example 1: South Point Road to/from Aurora BayCare Medical Center*	A rider lives near Lombardi Middle School on South Point Road and needs to arrive at Aurora BayCare Medical Center at 9:00 a.m. The rider completes work at Aurora BayCare Medical Center at 5:00 p.m. and needs a ride back their house on South Point Road.	Fixed Route(s): Route 5 from Lombardi Middle School/South Point Road to the Metro Transportation Center. Microtransit: Metro Transportation Center to Aurora BayCare Medical Center. Return Trip: Microtransit to Metro Transportation Center; bike/walk to destination.*	Roundtrip Fare: Day Pass: \$4.00 Estimated Travel Time: Fixed Route: 37 Minutes (Point Road to Metro Transportation Center). Microtransit: 15-20 minutes (Not including wait time). Total: ~1 hour.
Example 2: Crooks Street to/from Aurora BayCare Medical Center	A rider lives on Crooks Street near the intersection of Jackson Street and would need to arrive at Aurora BayCare Medical Center at 9:00 a.m. The rider completes work at Aurora BayCare Medical Center at 4:30 p.m. and needs a ride back to their house on Crooks.	Fixed Route(s): Route 12 from the intersection of Crooks and Webster streets to the East Side Transfer Point. Microtransit: East Side Transfer Point to Aurora BayCare Medical Center. Return Trip: Reverse, using Route 14 instead of Route 12.	Roundtrip Fare: Day Pass: \$4.00 Estimated Travel Time: Fixed Route: 8 minutes (Crooks to East Side Transfer Point). Microtransit: 10-15 minutes (Not including wait time). Total: ~30 minutes.
Example 3: Finger Road to/from South Military Avenue	A rider lives on Finger Road near the intersection of Ontario Road and needs to be at Chili John's (519 South Military Avenue) at 8:00 a.m. The rider completes work at Chili John's at 4:30 p.m. and needs a ride back to their house on Finger Road.	Microtransit: Finger Road to Metro Transportation Center. Fixed Route(s): Route 6 from Metro Transportation Center to Chili John's. Return Trip: Reverse.	Roundtrip Fare: Day Pass: \$4.00 Estimated Travel Time: Microtransit: 10-15 minutes (Not including wait time). Fixed Route: 14 minutes (Metro Transportation Center to Green Bay Plaza). Total: ~35 minutes.
Example 4: Sitka Street to/from Preble High School**	A student at Preble High School needs a ride to and from school. The student lives on Sitka Street.	Walk: Walk to Microtransit service area at Finger Road (approximately 0.5 mile). Microtransit: Finger Road to Preble High School. Return Trip: Reverse.	Roundtrip Fare: Green Bay Public School District: Free ride with ID. Estimated Travel Time: Walk: 10 minutes (0.5 mile). Microtransit: 10-15 minutes (Not including wait time). Total: ~30 minutes.

* In Example 1, a return fixed-route trip from Metro Transportation Center to South Point Road is unavailable after 4:45 p.m. In order to complete this trip in the evening, an alternative mode of transportation would be needed.

** In Example 4, Green Bay Public School District students would be eligible for free rides on the microtransit service. However, due to capacity needs, Green Bay Metro may implement a new limited service route to provide trips for students in this area at peak school hours only. This option would likely deliver enhanced reliability and reduced walk and wait times for students.

Section 3: Evaluation and Implementation

Goals and Objectives

Example Goal Statement: Replace Routes 15, 16, and 18 with an on-demand service that would offer an equivalent or better level of customer satisfaction and lower total operating costs.

Evaluation Measures

In order to assess the performance of the pilot project, Green Bay Metro should monitor both cost-based and customer-focused metrics to ensure that the microtransit service is meeting expectations.

Example Evaluation Measures:

- **Productivity** (Passengers per hour): Target of approximately 3 passengers per hour.
- **Average Customer Wait Time:** Target (optional) to be determined through contract negotiations.
- **Average On-Vehicle Time:** Target (optional) to be determined through contract negotiations.
- **Subsidy/Cost Per Rider:** Targets to be determined by Green Bay Metro.

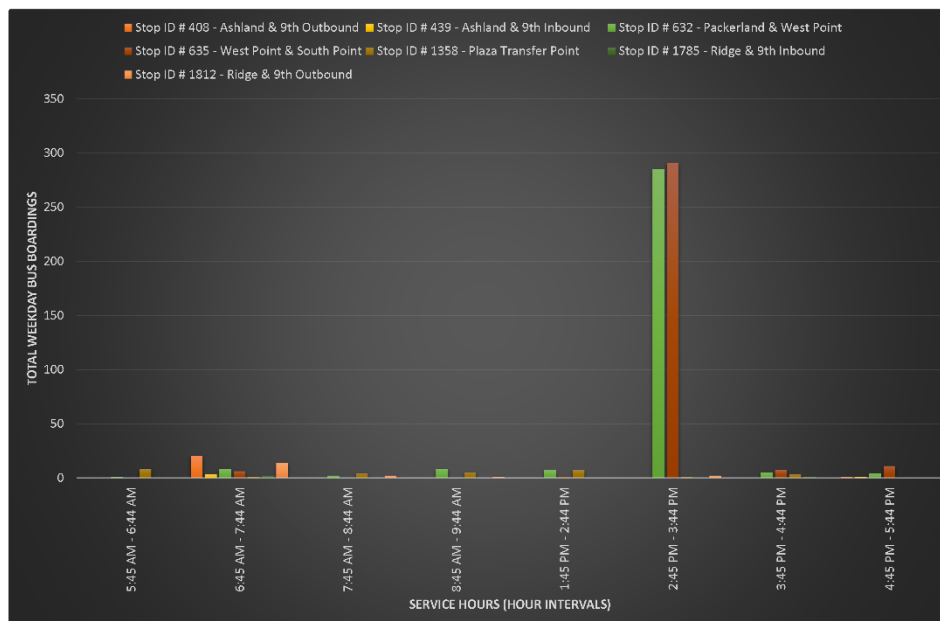
Potential Future Expansion

Based on the performance of the microtransit pilot project with respect to the evaluation measures outlined above, Green Bay Metro could explore future expansion of the microtransit service into a permanent component of the agency's family of services. Potential opportunities include the expansion of microtransit service to other low-density areas, full or partial replacement of underutilized fixed routes (See Appendix A), and/or using microtransit to replace evening or late-night service throughout the system. Each of these service models has been demonstrated by other peer transit agencies and could assist Green Bay Metro in allocating high-quality transit service toward the region's most crucial travel needs.

Appendix: Additional Ridership Analysis

Green Bay Metro and the Brown County Planning Commission have provided additional ridership analysis for Routes 5, 10, and 17, which offer potential for future microtransit pilot expansion. February 2020 ridership data by stop and service hour is shown in Figure 12 through Figure 14.

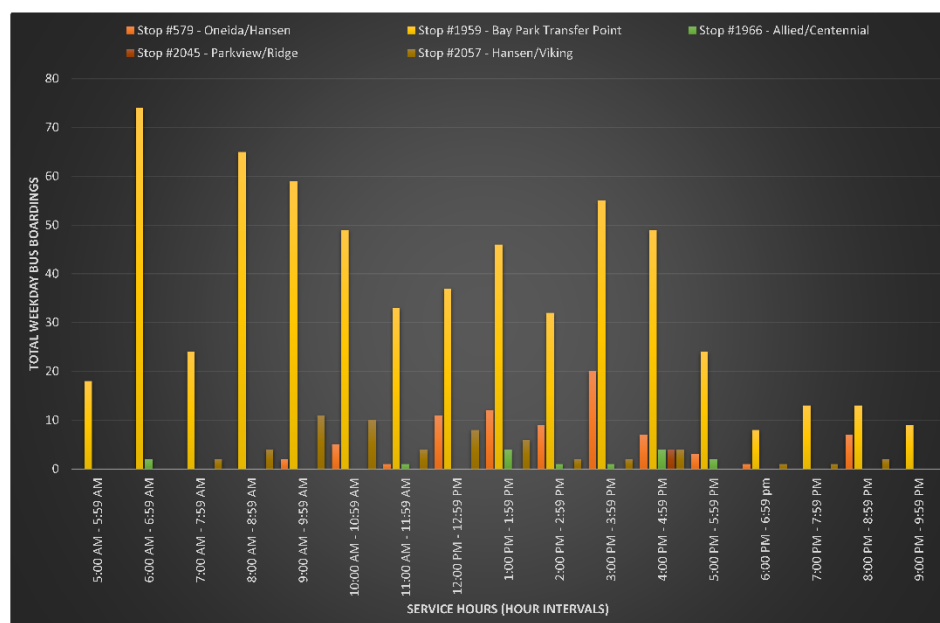
Figure 12: Route 5 (Plum Line) Ridership by Select Stops, February 2020



Total February Bus Boardings for Select Bus Stops on the Plum Line:

- Stop #408 – 21
- Stop #439 – 4
- Stop #632 – 320
- Stop #635 – 316
- Stop #1358 – 29
- Stop #1785 – 3
- Stop #1812 – 19

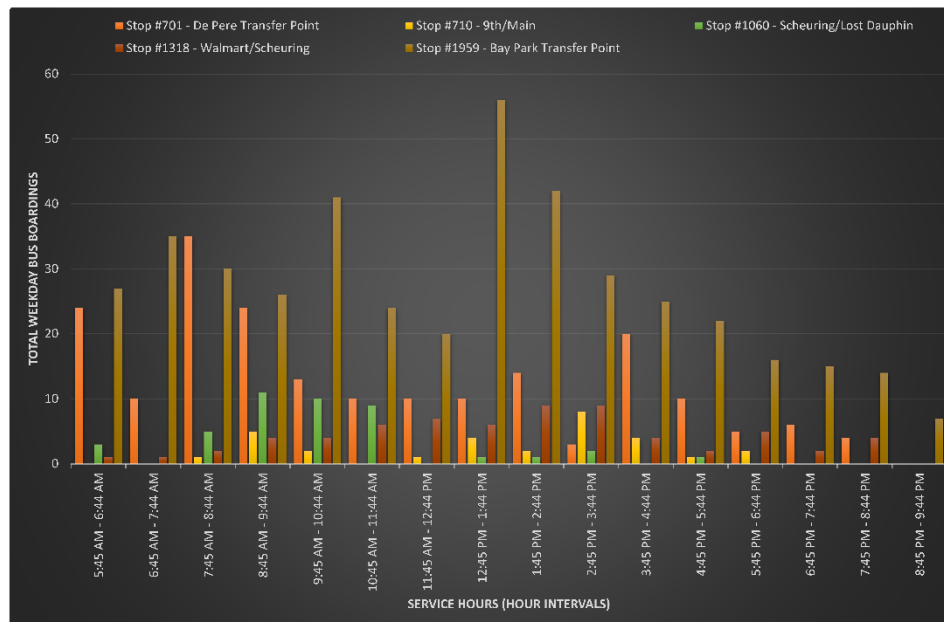
Figure 13: Route 10 (Yellow Line) Ridership by Select Stops, February 2020



Total February Bus Boardings for Select Bus Stops on the Yellow Line:

- Stop #579 – 78
- Stop #1959 – 608
- Stop #1966 – 15
- Stop #2045 – 4
- Stop #2057 – 57

Figure 14: Route 17 (Brick Line) Ridership by Select Stops, February 2020



**Total February Bus Boardings
for Select Bus Stops on the
Brick Line:**

- Stop #701 – 198
- Stop #710 – 30
- Stop #1060 – 43
- Stop #1318 – 66
- Stop #1959 – 429



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.2

Discussion/Action: MicroTransit Pilot Program & Late Night Service

BACKGROUND

Micro-transit type services has been the discussion here at Metro for several years. Staff is always monitoring services and exploring if other transportation options would be beneficial to the riders, while keeping in mind efficiencies and rider experience. Fixed route bus services are very important to our community. However, the service demand throughout the community does not justify this level of service. This is what lead to the MicroTransit Feasibility Study.

After completion of the MicroTransit Feasibility Study, Green Bay Metro is prepared to move forward with the micro-transit pilot. This process has moved along quicker and differently than other changes in Metro service, due to the current environment with COVID-19.

Via Transportation (Tidewater) is Metro's current Paratransit provider. They have considerable expertise in micro-transit services. They have agreed to assist Metro in providing the micro services to our community. Staff along with the Brown County Planning Commission will monitor the pilot program for the next 12 months. Regular updates will be reported to the Commission. This service is expected to provide a more efficient trip and an overall better rider experience.

Since the onset of COVID-19 fixed route services have ended at 7:45pm due to a drastic decrease in ridership. Director Kiewiz has been working with Via to assist in providing night service on a trial basis. Even though we are not seeing the demand to operate the entire fixed route service, it is critical to provide a transportation option for individuals that need services, especially for late night employment.

Director Kiewiz will discuss the proposed area and service recommendations.

Future steps pertaining to other recommendations made through the feasibility study will be determined and considered based off of this experience.

RECOMMENDATION

Staff recommends proceeding with the MicroTransit pilot to replace fixed routes 15,16 and 18, effective mid August. In additional to allowing Director Kiewiz to finalize night services with Via (Tidewater) to meet Green Bay Metro's service needs.

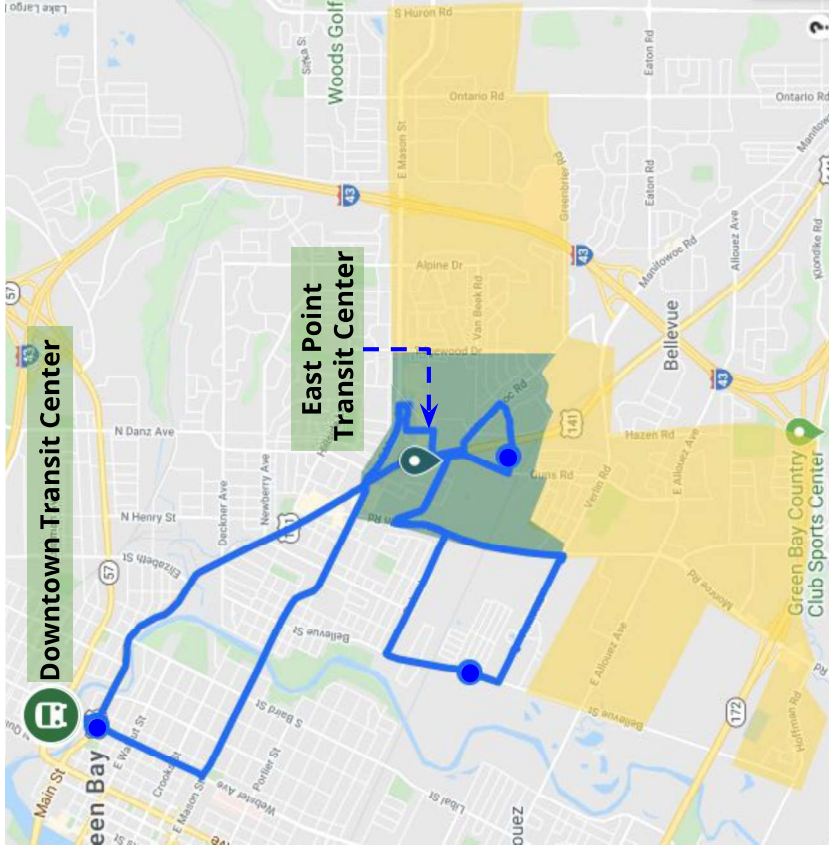
Director Kiewiz will work with the city legal department to finalize the contract amendment outlying the additional scope of work.

FISCAL IMPACT

ATTACHMENTS

1. GBM Microtransit Recommendation
2. Microtransit Pilot and Late-Night Service Area Map 7-9-20

Green Bay Metro Microtransit Pilot | Recommendation

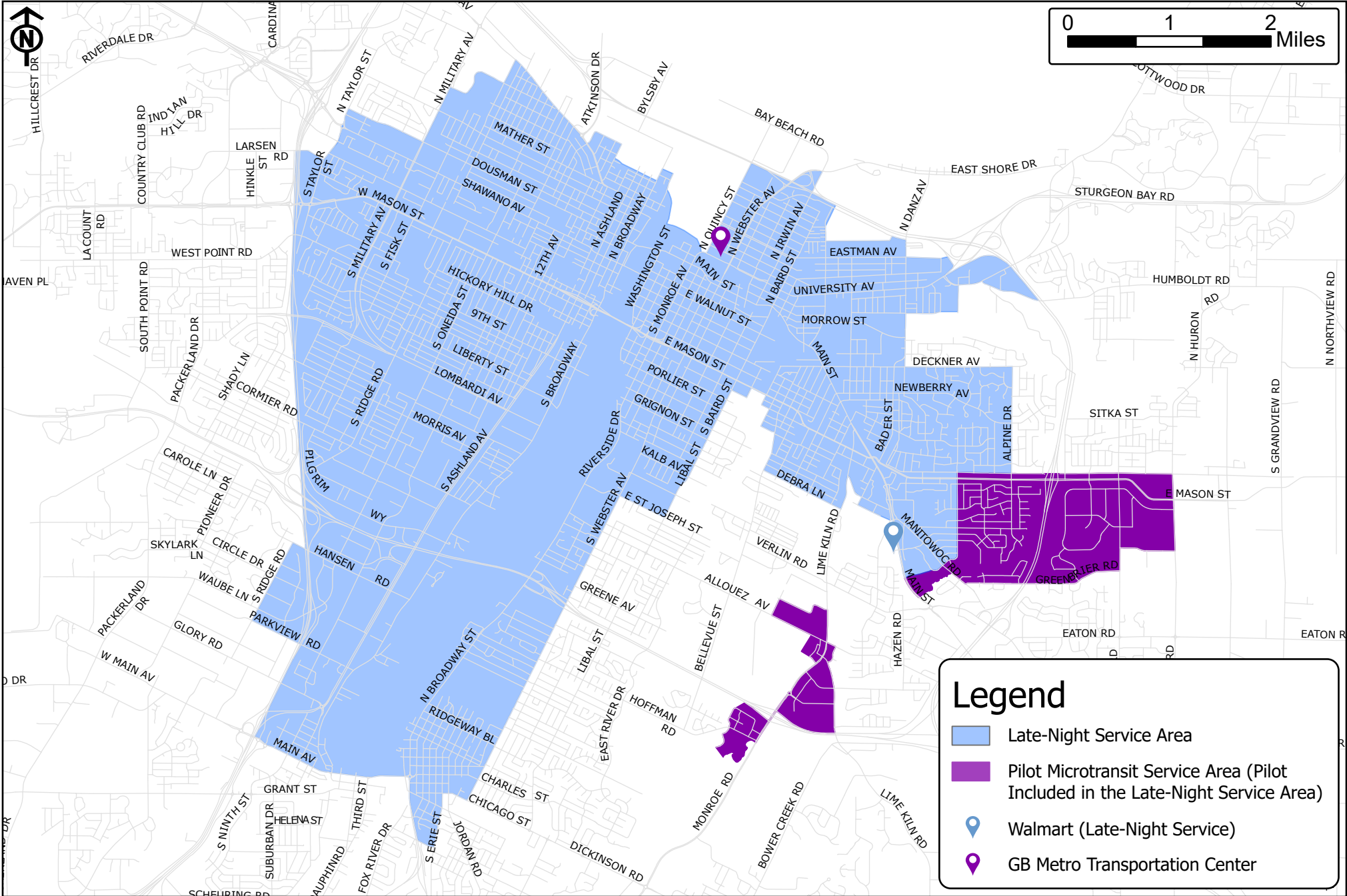


- Replace underperforming routes 15 (aqua), 16 (pink), and 18 (tan) that currently run through the **yellow** area
- Maintain connection to GBM transit system and downtown via routes 12 and 14 (**blue** lines)
- Eliminate need to make multiple transfers: riders can ride between the **yellow** area and  downtown transit center
- Encourage use of fixed route service by limiting where users can travel based on their pickup and drop-off locations:

Green Areas → **Yellow** Area
NW Corner + Downtown

Yellow Area → **Yellow** or **Green** Areas

Microtransit Service Area





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.3

Discussion/Action: Quantum System

BACKGROUND

Green Bay Metro has implemented many safety precautions since the onset of COVID-19. Staff has recently reviewed and updated the fleet replacement schedule. Currently Metro has ten, 2011 buses. Looking forward several of the 2011 buses would be in Metro's fleet till approximately, 2025. After consideration, staff feels it is warranted to retro-fit additional buses with the Quantum Securement system. This allows for hands free securement for individuals in mobility devices. Green Bay Metro is committed to providing a safe environment and minimizing the exposure of the virus for our employees and the public as much as possible.

This purchase will be paid 100% with COVID Emergency Relief Funds.

RECOMMENDATION

Staff recommends the approval to purchase six (6) Quantum Systems for the amount of \$62,755.80.

FISCAL IMPACT

ATTACHMENTS

- I. 8048318 Quantum System



SALES QUOTATION

Page 1

Quotation number 8048318

Quotation date
06/25/20

Print date
06/25/20

Terms of payment
PAID BY CREDIT CARD

Sales Rep
JOHN EDMONDSON JR.

Your reference

Quotation address
CITY OF GREEN BAY
901 UNIVERSITY AVE.
GREEN BAY WI 54302

Customer number
29720801

[illegible]



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.4

Discussion/Action: Keil - NEMO Seating

BACKGROUND

With retro-fitting the Quantum securement systems in a total of nine buses, Metro needs to modify the seating for when a device is not present.

This seating company is the same company that provided the seating on the demo that was installed for our original Quantum demo. This company is the only option that has seating available for retro-fitting at this time.

RECOMMENDATION

Staff recommends the approval to purchase the additional seating in the amount of \$29,533.96.

FISCAL IMPACT

ATTACHMENTS

- I. US2020061201 - GREEN BAY, 3-PASS NEMO SEATING, GILLIG BUS



Green Bay Metro

901 University Ave.
Green Bay, WI 54302
Attn: Patty Kiewiz

Michaela Oberbauer, GM
Christine McDonald, CSM

Kiel N.A., LLC
2009 Middlebury St.
Elkhart, IN 46516, USA
☎ +1-574-293-3600
✉ moberbauer@kielna.com
✉ cmcdonald@kielna.com
www.kielna.com

your message

your ref.

our ref.

date

MO, CM

June 23, 2020

Kiel NA Quote No: US2020062301 – Green Bay, Wi.

Dear Ms. Kiewiz,

Thank you very much for your interest in our products and services.

Below please find Kiel NA quote for NEMO seats.

Qty (9) – 3-Passenger NEMO longitudinal flip-up seats with upholstery, stainless steel lower mountings, and foldable plastic armrest.

Special build notes:

- (3) seated passengers (one ADA area)
- Special NEMO seating for QUANTUM application with reduced seat thickness allowing for increased ADA wheelchair space
- NEMO seat will be supplied with QUANTUM instructions and touch pad
- Standard fabric with foam padding
- Onsite support, including travel, accommodation, and 2 days labor. (Optional)

Special note: Kiel NEMO seat is a thin flip up seat mounted directly to bus wall track designed to fit with QUANTUM. No special wall structure is required allowing for larger ADA area. This feature keeps wheelchair and QUANTUM from encroaching towards aisle access space.

Please let us know if you have any questions.

With best regards

Kiel N.A., LLC

Christine McDonald
Customer Service Manager

Michaela Oberbauer
General Manager

Attachment (Quote with illustration)

Kiel N.A., LLC
2009 Middlebury Street
Elkhart, Indiana 46515 - USA

phone: +1-574-293-3600
fax: +1-574-293-3655

NEMO Only
Kiel NA Quote No: US2020062301



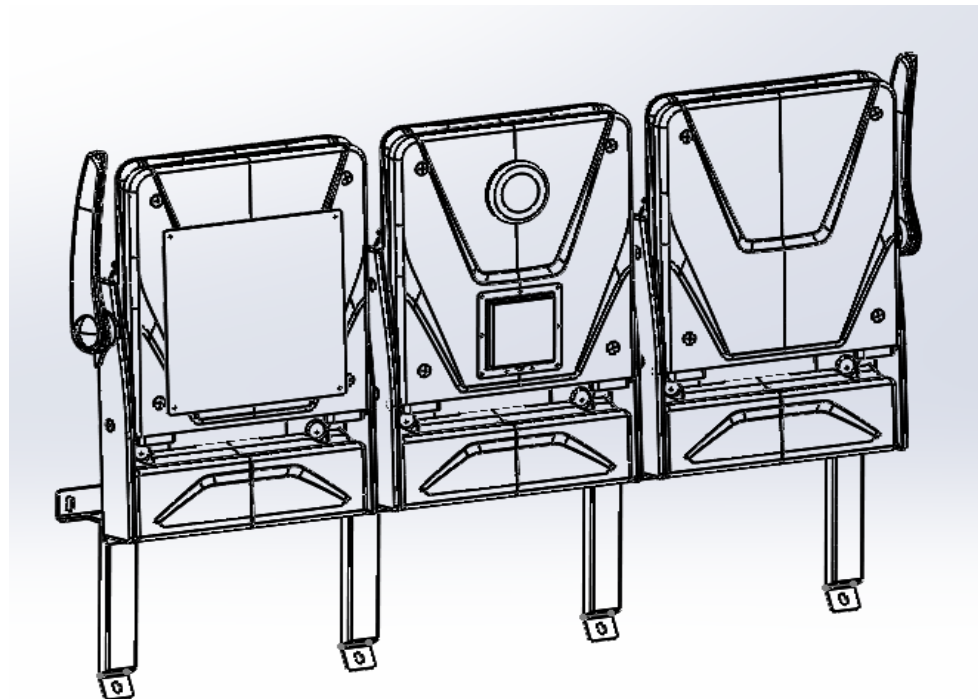
Green Bay Metro, (9) Gillig Busses total installation

Quoted:
6/23/2020

Description:	Quantity
1-Pass NEMO aisle facing with upholstery	3
Instruction plate for QUANTUM	1
Touch pad for QUANTUM	1
Touch pad square with trim ring	1
Foldable armrest Flip Up and stationary seats	4
Cantilever frame, stainless steel, mounts to upper and lower rails	1
Price per NEMO 3-Pass Seat System \$	2,811.55
Optional Onsite Support \$	4,230.00
Total Project Price \$	29,533.96

SPECIAL BUILD NOTES:

Onsite support includes travel, accommodations, and 2 days labor.



Terms and Conditions

Price validity: December 31, 2020

Pricing term: exw. Elkhart, Indiana USA; Shipping costs not included

Lead time: min. 6-8 weeks after technical and commercial clarification - design freeze

Offer validity: 60 days from date of offer

Tax: Quoted sales prices do not include any sales and/or use tax

Payment: Net 30 days





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.5

Discussion/Action: GFI Farebox System Upgrade

BACKGROUND

Green Bay Metro utilizes a fare collection system from GFI. This systems tracks all ridership, fare collection, and bus stop data. Due to the COVID Emergency Relief funds that Green Bay Metro has received staff has researched cashless fare collection options.

The enclosed proposal upgrades the current system to allow for "smart media" in addition to adding a fast-fare validator. There is a cost of 6%, plus .05 cents per transaction for purchases. Example: \$39 monthly pass would have a cost of \$2.39.

Future discussions will be needed to determine if a fare increase will be necessary to cover the additional cost. for 2021.

The cost will be funded 100% using COVID Emergency Relief funds.

RECOMMENDATION

Staff recommends the approval of the fare collection upgrade in the amount of \$569,962.14.

FISCAL IMPACT

ATTACHMENTS

- I. GFI Farebox Quotation_0005029788 System Upgd 6-25-20

Sales Quotation

Sold-To-Party

Green Bay Metro
Attn: Accounting
901 University Ave
Green Bay WI 54302

Ship-To-Party

Green Bay Transit
901 University Avenue
Green Bay WI 54302

Information

Sales Quote No. 5029788
Document Date 05/26/2020
Customer No. 5004
Currency USD
Contact Name Patty Kiewiz
Phone 920-448-3459
FAX
EMAIL PatriciaKi@greenbaywi.gov
Validity Start Date 05/26/2020
Validity End Date 06/26/2020
Req Ship Date 10/26/2020

End User

Green Bay Metro
Attn: Accounting
901 University Ave
Green Bay WI 54302

Item	Material	Quantity	Price	Amount
10	D29000-0006 G/A FAST FARE-e(SMCRD RDR,BCODE,SWP,WiF) Delivery date: 07/25/2020	36 EA	3,555.00 USD	127,980.00
11	ITEM UAT Test System Software test lab Delivery date: 10/26/2020	1 EA	16,250.00 USD	16,250.00
20	TS-0001 TECH.SUPPORT FARE STRUCTURE Delivery date: 10/26/2020	1 EA	0.00	
30	LICENSE LICENSE - Odyssey FFe Connection for Odyssey and Fast Fare-e validator Delivery date: 10/26/2020	36 EA	125.00 USD	4,500.00
31	TS-0001 Interface Configuration Delivery date: 10/26/2020	1 EA	24,500.00 USD	24,500.00

Customer Signature:
Date:

Signature:
Date: 06/25/2020

Sales Representative: Larry Chefalo

Phone: 847-871-1130

Email: larry.chefalo@spx.com

Genfare Price Quotation Summary Terms & Conditions: All prices are valid for 90 days from the Document Date unless otherwise noted above.

Delivery will be made within 120 After Receipt of Order (ARO) unless otherwise noted above. Prices do not include any state or local taxes or freight charges unless specifically listed. Regardless of any taxes included above, applicable taxes due are determined as of the date of sale. All price quotations are subject to and shall be governed solely and exclusively by the Genfare Standard Terms And Conditions Of Sale, a copy of which is attached and incorporated herein.

Sales Quotation

Sold-To-Party

Green Bay Metro
 Attn: Accounting
 901 University Ave
 Green Bay WI 54302

Ship-To-Party

Green Bay Transit
 901 University Avenue
 Green Bay WI 54302

Information

Sales Quote No. 5029788
Document Date 05/26/2020
Customer No. 5004
Currency USD
Contact Name Patty Kiewiz
Phone 920-448-3459
FAX
EMAIL PatriciaKi@greenbaywi.gov
Validity Start Date 05/26/2020
Validity End Date 06/26/2020
Req Ship Date 10/26/2020

End User

Green Bay Metro
 Attn: Accounting
 901 University Ave
 Green Bay WI 54302

Item	Material	Quantity	Price	Amount
40	A29874-TEMPLATE GENFARE LINK Delivery date: 10/26/2020	1 EA	137,100.00 USD	137,100.00
41	NETWORK MANAGER Network Manager Software Application Software licenses with the provision that agency provides SQL database and virtual server environments for both test and production systems Unconfirmed delivery date	1 EA	0.00	
42	A30286-YR1 FEE, LINK HOSTING-1ST YR. Delivery date: 10/26/2020	1 EA	44,070.00 USD	44,070.00
43	A30286-YR2 FEE, LINK HOSTING-2ND YR. Delivery date: 10/26/2020	1 EA	45,392.10 USD	45,392.10
44	A30286-YR3 FEE, LINK HOSTING-3RD YR. Delivery date: 10/26/2020	1 EA	46,753.86 USD	46,753.86

Customer Signature: _____ **Date:** _____

Signature:  _____ **Date:** 06/25/2020

Sales Representative: Larry Chefalo **Phone:** 847-871-1130
Email: larry.chefalo@spx.com

Genfare Price Quotation Summary Terms & Conditions: All prices are valid for 90 days from the Document Date unless otherwise noted above. Delivery will be made within 120 After Receipt of Order (ARO) unless otherwise noted above. Prices do not include any state or local taxes or freight charges unless specifically listed. Regardless of any taxes included above, applicable taxes due are determined as of the date of sale. All price quotations are subject to and shall be governed solely and exclusively by the Genfare Standard Terms And Conditions Of Sale, a copy of which is attached and incorporated herein.

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Item	Material	Quantity	Price	Amount
50	ML-ELEC MOBILE LINK-ELECTRONC VALIDATION Mobile ticketing app including configuration and launch at Apple Store and Google Play Store, also includes bankcard processing fees. Genfare will invoice 6% + \$0.05 per passenger purchase transaction Delivery date: 10/26/2020	1 EA	0.00	
60	INSTALL Install Installation of Fast Fare and connection to Odyssey Delivery date: 10/26/2020	36 EA	300.00 USD	10,800.00
70	KEYS KEYS Delivery date: 10/26/2020	1 EA	0.00	
80	MANUALS Manuals Delivery date: 10/26/2020	1 EA	0.00	
90	TRAINING Training, Genfare Link	1 EA	0.00	

Customer Signature: _____ **Date:** _____

Signature:  _____ **Date:** 06/25/2020

Sales Representative: Larry Chefalo **Phone:** 847-871-1130
Email: larry.chefalo@spx.com

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Item	Material	Quantity	Price	Amount
	Delivery date: 10/26/2020			
100	TICKETS Tickets, Smart Media	2500 EA	2,100.00 USD	5,250.00
	Allowance for contactless media, may be adjusted as desired			
	Delivery date: 10/26/2020			
110	TS-0610 WiFi SITE SURVEY	1 EA	4,500.00 USD	4,500.00
	Delivery date: 10/26/2020			
120	TS-0612 WiFi CONFIGURATION	1 EA	0.00	
	Delivery date: 10/26/2020			
130	B31011-0001 APOS-SALE & FULFILLMENT	1 EA	28,050.00 USD	28,050.00
	Delivery date: 07/11/2020			
140	B30032-0001 KIT, TVM BEZEL 8 UPGRADE-W/ CPU	2 EA	7,250.00 USD	14,500.00
	Delivery date: 07/25/2020			

Customer Signature: _____ **Date:** _____

Signature:  _____ **Date:** 06/25/2020

Sales Representative: Larry Chefalo **Phone:** 847-871-1130
Email: larry.chefalo@spx.com

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Item	Material	Quantity	Price	Amount
150	INSTALL Install Delivery date: 10/26/2020	2 EA	1,250.00 USD	2,500.00
160	TS-0001 Bankcard Program / Interface fee Delivery date: 10/26/2020	1 EA	25,500.00 USD	25,500.00
170	D26645-0003 S/A SMART CARD READER,TVM, FEIG Delivery date: 07/30/2020	2 EA	1,350.00 USD	2,700.00
180	D27678-0002 S/A, SMART CARD DISPENSER Delivery date: 07/30/2020	3 EA	4,285.00 USD	12,855.00
190	D23888-0008 S/A TRIM, TALL LUCC-TVM3 (FEIG) Delivery date: 07/30/2020	3 EA	5,387.06 USD	16,161.18
200	TS-0382 MODIFY CONFIGURATION (VIP)	1 EA	600.00 USD	600.00

Customer Signature: _____ **Date:** _____

Signature:  _____ **Date:** 06/25/2020

Sales Representative: Larry Chefalo **Phone:** 847-871-1130
Email: larry.chefalo@spx.com

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Green Bay Metro
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 Green Bay WI 54302

Item	Material	Quantity	Price	Amount
Delivery date: 10/26/2020				
Gross Value:				569,962.14
Total Tax:				
Final Amount:				569,962.14

Customer Signature: _____ **Date:** _____

Signature:  _____ **Date:** 06/25/2020

Sales Representative: Larry Chefalo **Phone:** 847-871-1130
Email: larry.chefalo@spx.com

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TERMS AND CONDITIONS OF SALE

1. GENERAL. Unless otherwise agreed in writing by Genfare, the Quotation, these Terms and Conditions of Sale (including the attached Warranty), the Order Acknowledgment (if issued) and the Software License (for any licensed Software), constitute the entire agreement between Genfare and Customer (the "Agreement") and are the exclusive terms and conditions governing the underlying order and shall apply in precedence over any such other terms and conditions, or otherwise under any applicable law. The Software is licensed to Customer under the Genfare Software License in effect at the time of purchase of such Software. Genfare's Services Agreement shall be the sole document governing any Software subscriptions purchased by Customer from Genfare. ANY ADDITIONAL OR INCONSISTENT TERMS OR CONDITIONS CONTAINED IN ANY PURCHASE ORDER OR OTHER DOCUMENT OF CUSTOMER ARE OBJECTED TO BY GENFARE AND SHALL NOT BE EFFECTIVE OR BINDING AS TO GENFARE UNLESS AGREED TO IN A WRITING SIGNED BY AN AUTHORIZED REPRESENTATIVE OF GENFARE. Genfare shall sell to Customer, and Customer shall purchase from Genfare, the equipment identified in the Quotation (the "Equipment") and a license to certain software identified in the Quotation or embedded in the Equipment (the "Software") in accordance with the Agreement (the Equipment and Software collectively referred to as the "Products"). Genfare accepts Customer's purchase orders for Products and agrees to deliver the Products to Customer only on the terms of the Agreement. Genfare's acceptance of Customer's purchase order is expressly made conditional on Customer's assent to the Agreement. No variation of the Agreement shall be binding unless agreed to in writing by authorized representatives of Genfare and Customer. The following provisions of these Terms and Conditions of Sale shall survive termination of the Agreement for whatever reason: Sections 1, 3, 6, 7, 8, 9, 11, 12, 15 and 16.

2. SHIPPING & INSURANCE. Genfare shall arrange shipping and insurance and shall bill Customer for the Products with the shipping and insurance costs as separate items, on an invoice ("Invoice"). Subject to other provisions of the Agreement, Genfare shall ship the Products to Customer on the agreed upon Shipping Date.

3. TERMS OF PAYMENT. Genfare may require certain payments to be made prior to delivery of Products or other services. Notwithstanding the preceding sentence, Customer shall pay for all Products, fees, shipping, insurance, and where agreed, all duties and taxes net 30 days from date of Invoice. However, if the parties have agreed that the Products are to be installed by Genfare, Customer shall pay 90% of the total cost of each Product upon shipping of the Product and 10% upon installation of the Product. All services are invoiced at 100%. If Customer fails to pay any Invoice when due, Genfare may, without prejudice to any other remedy, postpone shipments, alter payment terms, terminate the Agreement and charge interest on all overdue amounts at the rate of 1.5% per month compounded monthly (or if less, the maximum rate allowed by law). Upon demand, Customer shall pay all such interest charges and all reasonable collection fees, including reasonable legal expenses.

4. TRANSFER OF TITLE AND RISK OF LOSS; DELIVERY. All products will be shipped FOB Destination. Risk of loss and title to all Products shall pass to Customer, free of encumbrances, at the time of delivery to Customer's destination. Genfare will endeavor to meet any estimated or firm delivery dates requested by Customer, but shall not be liable in damages or otherwise, nor shall Customer be relieved of performance under the Agreement, because of failure to meet them.

5. CHANGES TO SPECIFICATIONS. Genfare may, without notice to Customer, make changes to the specifications of the Products which do not materially affect the quality or performance of the Products.

6. ACCEPTANCE, RETURNS AND EXCHANGES. The Products and services shall be deemed accepted, and any attempt by Customer to reject an order or shipment of Products shall be waived and not enforceable, unless: (i) Customer has promptly inspected the Products and services, and written notice from Customer of any defect has been received by Genfare within thirty (30) days following any delivery of Products or performance of services. The return of defective Products is covered by the Warranty as described in Attachment A.

Return/Exchange Procedures. Customer may only return a Product which is not defective if: (a) the Product does not correspond to the Products ordered in the Agreement (a "Return"), or (b) the Product has been ordered in error by the Customer and Genfare has granted written permission to Customer to remedy its mistake by ordering the correct equipment or software and returning the Product (an "Exchange"). The party liable for all shipping, insurance and any other expenses incurred by Customer in returning the Product pursuant to the preceding sentence and for all loss or damage to the Product until received by Genfare, shall be Genfare for Returns and Customer for Exchanges. If Customer returns the Product in accordance with these Procedures in an undamaged condition, in the original configuration and, where appropriate, in the original packing, before the later of: (i) 21 days after the date of the Invoice for that Product; and (ii) the date of substantial completion of installation of the Product by Genfare, Genfare shall: (A) for Returns, issue a credit to Customer for the full Invoice price of the returned Product; or (B) for Exchanges, issue a credit to Customer for the full Invoice price of the returned Product less: (I) a restocking fee of 25% of the Invoice price; and (II) the original shipping and insurance cost as shown on the Invoice. If Customer does not comply with the Procedures in this Section for Returns and Exchanges, Customer shall pay the full amount of the Invoice.

7. CUSTOMER POSTPONEMENT OF SCHEDULED SHIPPING DATE. If Genfare receives a request from Customer to delay the Shipping Date (a) 30 days or more prior to the Shipping Date, Genfare may postpone the Shipping Date and may charge Customer 2% of the net Agreement total for each full or partial month the Shipping Date is delayed or (b) less than 30 days prior to the Shipping Date, Genfare may treat the Agreement as canceled and may bill Customer in accordance with the provisions of Section 8.

8. CANCELLATION. If Customer cancels an Agreement before the

Shipping Date, Genfare may charge Customer a cancellation charge calculated by multiplying the following applicable percentage by the Agreement total (as shown on the Quotation/Order Acknowledgment): (a) if cancelled 40 business days or more before Shipping Date, the applicable percentage is 25%, and (b) if cancelled 39 business days or less before Shipping Date, the applicable percentage is 50%. In addition to the applicable percentage charge, if Customer cancels all or part of the order without cause, Customer will reimburse Genfare for (i) Genfare's expenses incurred to fulfil the order through the cancellation date, including, without limitation, materials and labor. If Customer's order includes special order Products or vendor Products, Genfare may also charge, in addition to the other amounts set forth in this Section 8, (A) for special order Products, 100% of the amount shown on the Quotation/Order Acknowledgment for that Product; and (B) for vendor Products, the lesser of 100% of the cost to Genfare of vendor Product; or, if the vendor accepts the return of its Product the restocking charge levied by the vendor. Customer shall pay all cancellation charges within 30 days of receipt of Invoice.

9. FORCE MAJEURE. To the extent that either party is not able to perform an obligation under this Agreement due to fire, flood, acts of God, severe weather conditions, strikes or labor disputes, war or other violence, acts of terrorism, any law or order of any governmental agency, or other cause beyond that party's reasonable control ("Force Majeure"), that party may be excused from such performance so long as such party provides the other party with prompt written notice describing the condition and takes reasonable steps to avoid or remove such causes of nonperformance and promptly continues performance whenever and to the extent such causes are removed.

10. INSTALLATION. If installation is purchased, Customer shall complete all of the action necessary to prepare Customer's premises for the installation of Products prior to the scheduled installation date. If Customer complies with the preceding sentence, Genfare's authorized technicians shall commence the installation of Products on the scheduled installation date. Genfare may invoice Customer for an amount in addition to the installation charge specified on the Quotation/Order Acknowledgment if Genfare incurs additional installation costs as a result of Customer's failure to have the site, other manufacturers' equipment or Products ready for Genfare's technicians on the scheduled installation date.

11. WARRANTY. All Products are covered by Genfare's Standard

Warranty as described in Attachment A attached hereto and incorporated herein.

12. WAIVER OF CONSEQUENTIAL DAMAGES; LIMITATION OF LIABILITY. Notwithstanding anything in this Agreement to the contrary, to the fullest extent permitted by applicable law, Genfare will not be liable for damages related to any business interruption or loss of profit, increased operating costs, anticipated savings, data, contract, goodwill or the like or for incidental, special, indirect or consequential damages of any nature under any theory of relief, including, without limitation, breach of warranty, breach of contract, tort (including negligence), and strict liability, arising out of or related to Seller's acts or omissions. Under no circumstances shall Genfare's liability to Customer exceed the contract price for the specific goods and services upon which such liability is based. Any action for breach of contract or otherwise must be commenced within one (1) year after the cause of action has accrued.

13. INDEMNIFICATION. Genfare agrees to indemnify and hold harmless Customer, its elected and appointed officers and employees, from and against any and all claims, demands, defense costs, liability or damages brought by third parties and to the extent arising solely from: (a) personal injury or property damage resulting directly from Genfare's (or Genfare's subcontractors, if any), negligent acts, errors or omissions or willful misconduct or (b) any actual infringement by Genfare of a patent, trademark, copyright, trade secret or other intellectual or proprietary rights regarding the Products (except to the extent resulting from Customer's combination of Genfare's products with other products or services not provided by Genfare). Notwithstanding the foregoing, there shall be no indemnification hereunder by Genfare as to any losses caused by the negligence or fault of Customer or any of its officers, employees or agents. If Customer shall claim indemnification hereunder, Customer shall notify Genfare in writing of the basis for such claim or demand setting forth the nature of the claim or demand in reasonable detail. Genfare agrees to assume the defense of any such claim and to defend the same at Genfare's expense. The parties agree to reasonably cooperate with each other on any such claims. If the Customer desires to participate in the defense, then Customer shall have the right to do so through counsel of its own choosing, provided that Customer will be responsible for all of its costs in so doing.

14. INSURANCE. Genfare shall maintain insurance coverage

consistent with its existing programs but shall not name Customer as an additional insured nor will Genfare or its insurers be obligated to waive any rights of subrogation Genfare or such insurers may have against Customer or its affiliates.

Genfare shall use commercially reasonable efforts to provide Customer with written notice of cancellation of any applicable policy thirty (30) days prior to the effective cancellation date of such policy, but failure to do so shall impose no obligation or liability upon Genfare or its insurers, agents or representatives. Genfare shall provide Customer with its standard certificate of insurance upon request.

15. NOTICE. All requests, instructions and notices from one party to the other must be in writing and may be given via registered post or facsimile transmission to the address of the parties shown on the Quotation/Order Acknowledgment.

16. MISCELLANEOUS. No waiver by Genfare of any breach of this Agreement shall be considered as a waiver of any subsequent breach of the same or any other provision. Any provision of the Agreement which is, or is deemed to be, unenforceable in any jurisdiction shall be severable from the Agreement in that jurisdiction without in any way invalidating the remaining provisions of the Agreement, and that unenforceability shall not make that provision unenforceable in any other jurisdiction. The rights which accrue to Genfare by virtue of the Agreement shall endure for the benefit of and be binding upon the successors and assigns of Genfare. The Agreement shall be governed by the laws of the State of Illinois, however Genfare may enforce the provisions of the Agreement in accordance with the laws of the jurisdiction in which the Products are situated. The United Nations Convention on the Sale of Goods (the Vienna Convention) shall not apply to the Agreement.

ATTACHMENT A- WARRANTY

1. GENERAL TERMS

1.1 Subject to the provisions of this Warranty, Genfare warrants that the equipment and software described in Paragraph 1.2 shall conform to their specifications in all material respects and that the equipment shall be free from material defects in materials and workmanship.

1.2 This Warranty applies to all original purchases of new Genfare supplied equipment and spare parts, including licensed software (collectively the "Equipment"). This Warranty does not apply to any subscriptions purchased by customer.

1.3 The "Warranty Period" shall begin on the earliest of (a) the date of delivery of the Equipment if the equipment is not to be installed, (b) the date of installation completion by a Genfare, or Genfare approved technician, or (c) the date the Equipment is placed into revenue service, and shall end (y) twelve (12) months thereafter for equipment purchases and (z) ninety (90) days thereafter for any spare parts purchases; provided, however, that the Warranty Period for Equipment purchased under Genfare's Upgrade/Reconditioning Program that has been reconditioned or refurbished shall end 6 months after commencement, unless otherwise specified in writing by Genfare.

2. RETURN OF EQUIPMENT UNDER WARRANTY

2.1 If an item of Equipment malfunctions or fails in normal use within the applicable Warranty Period:

2.2 Customer shall promptly notify Genfare of the problem and the serial number of the defective item;

(a) Genfare shall, at its option, either resolve the problem over the telephone, or provide Customer with authorization to ship the defective item to Genfare;

(b) if Genfare provides Customer with authorization to ship the defective item to Genfare, Customer shall attach a return tag with a description of the fault. Customer shall, at its cost, properly pack the item to be returned, prepay the insurance and shipping charges, and ship the item to the specified Genfare Service Center;

(c) Genfare shall either repair or replace the returned item. The replacement item may be new or refurbished; if refurbished, it shall be equivalent in operation to new Equipment. If a returned item is replaced by Genfare, the Customer agrees that the returned item shall become the property of Genfare;

(d) Genfare shall, at its cost, ship the repaired item or replacement to the Customer. If the Customer has requested express shipping, the Customer shall pay Genfare an expediting fee.

2.2 Equipment which is repaired or replaced by Genfare under this Warranty shall be covered under all of the provisions of this Warranty for the remainder of the applicable Warranty Period or ninety (90) days from the date of repair or replacement, whichever is longer.

2.3 A failure is defined as a malfunction of a given device or component in the Equipment that renders the Equipment inoperative and/or unsuitable for the intended purpose.

2.4 It is understood that Genfare shall be responsible for the costs of all materials and labor, except as provided herein. It is further understood that the costs of discovery of the problem associated with a given item of Equipment and the costs associated with the removal and installation of the defective part shall be the responsibility of Customer.

3. TELEPHONE TECHNICAL ASSISTANCE. During the applicable Warranty Period, Genfare shall provide the Customer with over-the-telephone technical fault analysis. Genfare shall not charge Customer for the first ten (10) calls per location per month, and may charge Customer for all additional calls.

4. UPGRADES. During the applicable Warranty Period, Genfare shall, at no charge, provide Customer with non-feature software updates to the version of Software installed at the Customer's location and, if the Equipment is sent to Genfare for Warranty repair, those revision level updates deemed necessary by Genfare. Non-feature software updates and revision level updates do not generally include additional equipment, such as hardware memory, which enables the upgrades to function in the existing Equipment of Customer. Customer may purchase this additional equipment from Genfare.

5. DEFAULT AND TERMINATION. Genfare may immediately terminate this Warranty and all of its performance under this Warranty, upon notification to Customer, if Customer: (a) makes any unauthorized modifications to the Equipment; (b) assigns or transfers the Customer's rights or obligations under this Warranty without the prior written consent of Genfare; (c) becomes bankrupt or insolvent, or is put into receivership; or (d) has not paid Genfare all amounts for services, advance replacement parts supplied under this Warranty, or other additional charges within thirty (30) days of receipt of written notice from Genfare. If this Warranty is terminated by Genfare, Customer shall remain liable for all amounts due to Genfare.

6. LIMITATIONS AND QUALIFICATIONS OF WARRANTY. This Warranty does not apply to normal consumable items, items which are replaced in usual and scheduled preventative maintenance such as light bulbs, nor does it apply to any damage, defect or failure caused by:

- (a) any part of the Equipment having been modified, adapted, transported or relocated by any person other than Genfare personnel, a Genfare authorized service agent or Genfare approved technician without Genfare's prior written consent;
- (b) improper installation, operation or maintenance by Customer or a third party;
- (c) storage or environmental characteristics which do not conform to the applicable sections of the appropriate Genfare Equipment Manual;
- (d) failure to conform with the Equipment Operating Instructions in the applicable Genfare Equipment Manual;
- (e) inaccurate or incomplete information or data supplied or approved by Customer;
- (f) external causes, including external electrical stress or lightning, or use in conjunction with incompatible equipment, unless such use was with Genfare's prior written consent;
- (g) cosmetic damage;
- (h) accidental damage, negligence, neglect, mishandling, abuse or misuse, other than by Genfare personnel, a Genfare authorized service agent or Genfare approved technician; or
- (i) Force Majeure (as defined in Genfare's Terms and Conditions of Sale).

7. LIMITATION ON DAMAGES.

7.1 THE WARRANTY STATED HEREIN ARE THE CUSTOMER'S SOLE AND EXCLUSIVE WARRANTY FOR THE EQUIPMENT. GENFARE SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY.

7.2 EXCEPT AS OTHERWISE EXPRESSLY AGREED BY THE PARTIES, GENFARE SHALL NOT BE LIABLE IN TORT, INCLUDING LIABILITY IN NEGLIGENCE OR STRICT LIABILITY, AND SHALL HAVE NO LIABILITY AT ALL FOR INJURY TO PERSONS OR PROPERTY. GENFARE'S LIABILITY FOR FAILURE TO FULFILL ITS OBLIGATIONS UNDER THIS WARRANTY OR ANY OTHER LIABILITY UNDER OR IN CONNECTION WITH THE EQUIPMENT SHALL BE LIMITED TO THE AMOUNT OF THE PURCHASE PRICE OF THE EQUIPMENT.

7.3 EVEN IF GENFARE HAS BEEN ADVISED OF THE POSSIBILITY OF THEM, GENFARE SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS AND REVENUES, FAILURE TO REALIZE EXPECTED SAVINGS, ANY CLAIM AGAINST A CUSTOMER BY A THIRD PARTY, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.6

Discussion/Action: Green Bay Metro's Public Transit Agency Safety Plan (PTASP)

BACKGROUND

Per Federal Transit Administration (FTA) 49 CFR Part 673, Green Bay Metro is required to submit a Public Transit Agency Safety Plan ensuring compliance. This plan was approved last month. However, there has been additional comments from the FTA that were implemented.

This is a working document and will be utilized in day to day operations. Modifications and revisions will be made as needed, or annually. All modifications require Transit Commission action.

RECOMMENDATION

Staff recommends the approval of Green Bay Metro's Public Transit Agency Safety Plan (PTASP) dated July 15, 2020.

FISCAL IMPACT

ATTACHMENTS

- I. Public Transportation Agency Safety Plan (PTASP)



Public Transportation Agency Safety Plan

July 15, 2020

49 CFR 673.11(d)

A State must draft and certify a Public Transportation Agency Safety Plan on behalf of any small public transportation provider that is located in that State. A State is not required to draft a Public Transportation Agency Safety Plan for a small public transportation provider if that agency notifies the State that it will draft its own plan. **In each instance, the Transit Agency must carry out the plan.** If a State drafts and certifies a Public Transportation Agency Safety Plan on behalf of a Transit Agency, and the Transit Agency later opts to draft and certify its own Public Transportation Agency Safety Plan, then the Transit Agency must notify the State. The Transit Agency has one year from the date of the notification to draft and certify a Public Transportation Agency Safety Plan that is compliant with this part. The Public Transportation Agency Safety Plan drafted by the State will remain in effect until the Transit Agency drafts its own Public Transportation Agency Safety Plan.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN FOR GREEN BAY METRO

TRANSIT AGENCY INFORMATION

Transit Agency	Name		Address
	GREEN BAY METRO		901 UNIVERSITY AVE GREEN BAY WI, 54302
Accountable Executive/Chief Safety Officer	Name		Title
	PATRICIA KIEWIZ		TRANSIT DIRECTOR
Mode(s) of Service Covered by This Plan:		List All FTA Funding Types (e.g., 5307, 5337, 5339):	
FIXED ROUTE SERVICE		5307, 5310, 5339	
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)			
FIXED ROUTE – DIRECTLY OPERATED			
PARATRANSIT – CONTRACTED			
Does the agency provide transit services on behalf of another Transit Agency or entity?	Yes	No	Description of Arrangement(s)
		X	
Transit Agency (ies) or Entity(ies) for Which Service Is Provided	Name		Address

PLAN DEVELOPMENT, APPROVAL, AND UPDATES

Signature by the Accountable Executive	Name		Date of Signature
	PATRICIA KIEWIZ		
	Signature		
Approval by Board of Directors (or Equivalent)	Approving Entity		Date of Approval
	GREEN BAY TRANSIT COMMISSION		
	Signatures		
	Roger Kolb -		
	Kevin Kuehn -		
	Alderman Randy Scannell -		
	Rashad Cobb -		
	Emily Ysebaert -		
	Ron Antonneau -		
Certification by Accountable Executive of Compliance with Part 673	Name		Date of Signature
	PATRICIA KIEWIZ		
	Signature		

ACTIVITY LOG

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DEFINITIONS AND ACRONYMS

The following definitions may be used throughout this document, and correspond to the definitions provided in 49 CFR 673.5.

Accident means an “event”, as defined below, that involves any of the following:

1. A loss of life,
2. A report of a serious injury to a person,
3. A collision of public transportation vehicles,
4. A runaway train,
5. An evacuation for life safety reasons, or
6. Any derailment of a rail transit vehicle (any location, any time, any cause).

Accountable Executive means a single, identifiable individual who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan (as defined below) of a public transportation agency; responsibility for carrying out the agency’s Transit Asset Management Plan (as defined below), and control or direction over the human and capital resources needed to develop and maintain both the agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency’s Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a Transit Agency’s chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a Transit Agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Equivalent Authority means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient’s Public Transportation Agency Safety Plan.

Event means an “accident”, as defined above, or “incident” or “occurrence” (each as defined below).

FTA means the Federal Transit Administration, an agency within the United States Department of Transportation.

Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment (as defined below).

Incident means an “event” (as defined above), that involves any of the following:

1. A personal injury that is not a serious injury,
2. One or more injuries requiring medical transport, or
3. Damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a Transit Agency.

Investigation means the process of determining the causal and contributing factors of an “accident”, “incident”, or “hazard” (each as defined here), for the purpose of preventing recurrence and mitigating risk.

National Public Transportation Safety Plan means the plan to improve the safety of all public transportation systems that receive federal financial assistance under 49 U.S.C. Chapter 53.

Occurrence means an “event” (as defined above), without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a Transit Agency.

Operator of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302(14).

Performance measure means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

Performance target means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).

Public Transportation Agency Safety Plan means the documented comprehensive agency safety plan for a Transit Agency that is required by 49 U.S.C. 5329 and this part.

Risk means the composite of predicted severity and likelihood of the potential effect of a hazard.

Risk mitigation means a method or methods to eliminate or reduce the effects of hazards.

Safety Assurance means processes within a Transit Agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the Transit Agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy means a Transit Agency's documented commitment to safety, which defines the Transit Agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.

Safety Management System (SMS) means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a Transit Agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety performance target means a Performance Target related to safety management activities.

Safety Promotion means a combination of training and communication of safety information to support SMS as applied to the Transit Agency's public transportation system.

Safety risk assessment means the formal activity whereby a Transit Agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management means a process within a Transit Agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Serious injury means any injury which:

1. Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received;
2. Results in a fracture of any bone (except simple fractures of fingers, toes, or noses);
3. Causes severe hemorrhages, nerve, muscle, or tendon damage;
4. Involves any internal organ; or
5. Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

Small public transportation provider means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State means a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

State of good repair means the condition in which a capital asset is able to operate at a full level of performance.

Transit Agency means an operator of a public transportation system.

Transit Asset Management Plan means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.

CFR	-	Code of Federal Regulations
CSO	-	Chief safety officer
FTA	-	Federal Transit Administration
GBM	-	Green Bay Metro
MAP-21	-	Moving Ahead for Progress in the 21st Century
NTD	-	National Transit Database
PTASP	-	Public transportation agency safety plan
SGR	-	State of good repair
SMS	-	Safety management system
SOP	-	Standard operating procedure
TAM	-	Transit asset management
U.S.C.	-	United States Code

BACKGROUND

The Moving Ahead for Progress in the 21st Century (MAP-21) Act grants the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive regulatory framework to oversee the safety of public transportation throughout the United States. As a component of this safety oversight framework, MAP-21 requires certain recipients of FTA Chapter 53 funding to develop and implement a Public Transportation Agency Safety Plan (PTASP).

In addition to greater safety oversight responsibilities, MAP-21's grant of expanded regulatory authority puts FTA in a position to provide guidance to transit agencies that strengthens the use of safety data to support management decisions, improves the commitment of transit leadership to safety, and fosters a culture of safety that promotes awareness and responsiveness to safety risks. The framework to this approach is called a safety management system (SMS), which moves the transit industry towards a more holistic, performance-based approach to safety. The SMS framework has been adopted by FTA in its National Public Transportation Safety Plan ("national safety plan").

The PTASP for Green Bay Metro (GBM) supports and is consistent with an SMS approach to safety risk management. SMS is an integrated collection of policies, processes, and behaviors meant to ensure a formalized, proactive, and data-driven approach to safety risk management. The aim of an SMS is to increase the safety performance of transit systems by proactively identifying, assessing, and controlling safety risks. The approach is meant to be flexible and scalable, so that transit agencies of all types and sizes can efficiently meet the basic requirements of MAP-21. The PTASP for Green Bay Metro addresses the following elements, outlined in **Table 1** (below):

☐ Safety Management Policy Statement:	A policy statement establishing senior management commitment to continual safety improvement, signed by the executive accountable for the operation of the agency and the board of directors.
☐ Document Control:	A description of the regular annual process used to review and update the plan including a timeline for implementation of the process.
☐ Core Safety Responsibilities:	A description of the responsibilities, accountabilities, and authority of the accountable executive, the key safety officers, and key members of the safety management team.
☐ Safety Training Program:	A description of the comprehensive safety training program for agency staff that ensures that staff are trained and competent to perform their safety duties.
☐ Safety Risk Management:	A description of the formal processes the agency uses to identify hazards, analyze and assess safety risks, and develop, implement and evaluate risk controls.
☐ Safety Risks:	A description the most serious safety risks to the public, personnel and property.
☐ Risk Control:	A description of the risk control strategies and actions that the agency will undertake to minimize exposure of the public, personnel and property to hazards, including a schedule for implementing the risk control strategies and the primary entity responsible for each strategy.
☐ Safety Assurance:	A list of defined safety performance indicators for reach priority risk and associated targets the agency will use to determine if it is achieving the specified safety goals.
☐ Desired Safety Outcomes:	A description of desired safety outcomes for each risk using the measurable safety performance indicators established.

Table 1: Elements of a Public Transportation Agency Safety Plan (PTASP)

1 SAFETY POLICIES AND PROCEDURES

1.1 COMMITMENT TO SAFETY

Policy Statement

The management of safety is one of our core business functions. Green Bay Metro (GBM) is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

To ensure transit system safety, and in order to comply with Federal Transit Administration (FTA) requirements, GBM has developed and adopted this Public Transportation Agency Safety Plan (PTASP) to comply with 49 CFR Part 673, the FTA regulation established by Section 5329(d) of the Moving Ahead for Progress in the 21st Century (MAP-21) Act, which was signed into law by President Barack Obama on July 6, 2012.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Accountable Executive.

Green Bay Metro commits to:

- Support the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff, managers, and employees, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our Safety Management System (SMS);
- Establish and operate hazard identification and analysis, and safety risk assessment activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risk of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- Comply with, and wherever possible exceed, legislative and regulatory requirements and standards;

- Ensure that sufficient skilled and trained human resources are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- Continually improve our safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.

Other policies and plans that detail specific safety related topics at GBM are listed below. These are in addition to any measures implemented in the PTASP. When policies are updated, all employees will receive a new written copy of the policy.

- Accidents & Incidents Policy
- Bus Operator Manual
- City Emergency Operations Plan
- City Emergency Support Function/Evacuation & Transportation Resources
- City Policies and Procedures Manual
- Dispatch Manual
- Drug & Alcohol Policy
- Maintenance Policy & Procedure
- Paratransit Policy
- Segway Policy
- Severe Weather/Tornado Policy
- Standing on the Bus Policy
- System Security and Emergency Action Plan

1.2 ANNUAL PTASP REVIEW AND UPDATE

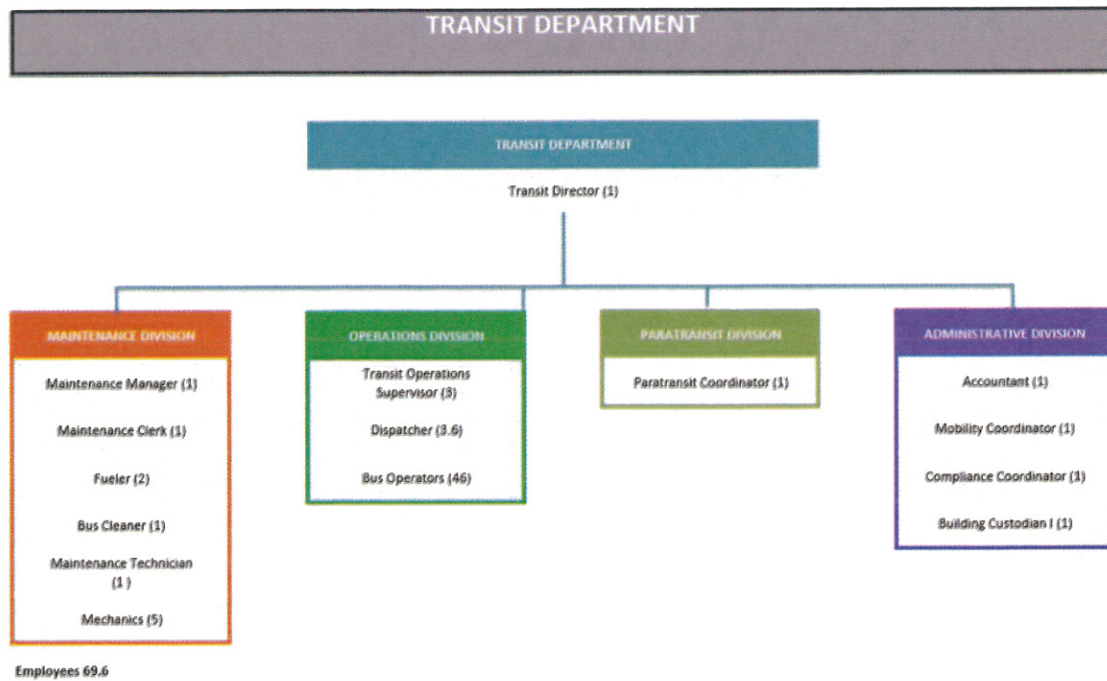
GBM management will review the PTASP annually, update the document as necessary, and implement the changes within a timeframe that will allow the agency to timely submit to any annual or other periodic reviews, including its annual self-certification of compliance. At minimum, annual self-certification will consist of both the Accountable Executive and the Transit Commission signing and dating this document.

Annual review of the PTASP will be conducted by GBM by June 1 of each calendar year. Necessary updates outside the annual update window may be handled as PTASP addenda. Reviews of the PTASP and any subsequent updates, addenda, adoption, and distribution activities will be documented in the Activity Log at the beginning of this document.

1.3 ORGANIZATION STRUCTURE AND SYSTEM SAFETY RESPONSIBILITIES

While the Accountable Executive has the ultimate responsibility for GBM's implementation of its PTASP, GBM's executive management has the overall responsibility of safe and secure operations of GBM and contract service operators. Each employee is required to carry out specific system safety responsibilities, depending on the employee's position, in compliance with the PTASP.

The information provided in the Staff Safety Roles and Responsibilities table (Appendix A) describes each position and general system safety responsibilities, and the agency's reporting structure.



2 SAFETY RISK MANAGEMENT

2.1 HAZARD IDENTIFICATION

Establishing an effective hazard identification program is fundamental to safety management at GBM. FTA defines a hazard in 49 CFR part 673.5 as “any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.” Hazard identification comes from many sources. Examples of these such sources include but are not limited to; FTA and other oversight authorities, and public reports on safety information, as well as safety bulletins and information from manufacturers.

Hazard identification can be reactive or proactive in nature: safety event reporting, incident investigation, and trend monitoring are essentially reactive; other hazard identification methods proactively seek feedback through data collection, observation, and day-to-day operations analysis. Common hazard identification activities include:

- Safety assessments
 - Assessments are conducted in collaboration with the City of Green Bay Human Resources department and the Risk department as well as Transit Mutual Insurance (TMI)
 - TMI safety audit
 - TMI mystery riders approximately 15 times per year
 - Maintenance Manager monitors the facility and rolling stock preventative maintenance schedules to ensure compliance.
- Trend monitoring
 - GBM receives reports from TMI regarding trends within our system as well as all the transit systems in the state of Wisconsin.
 - GBM receives reports from the City of Green Bay Risk department in regards to current safety trends within City departments.
 - GBM also analyzes Worker’s Comp claims to look for similarities and trends in causes.
 - Operations Supervisors track and categorize every incident and accident that occurs and trends are discussed quarterly at Safety Meetings. Information is also shared via the Safety Solutions Team which is made up of representatives from each division within GBM.
- Hazard and safety event reporting (with causal factor analysis)
 - Hazards will be monitored by utilizing appendices B through G which are updated frequently.
- Safety surveys
 - Employees can report safety concerns anonymously either by calling the confidential reporting phone number at 920-448-3492 or emailing the anonymous address metro.info@greenbaywi.gov. Suggestions can also be submitted by writing concerns on a piece of paper and placing them in the safety suggestion box located in the Operations break room which will be checked periodically by an Operations Supervisor. Suggestions will then be evaluated by the Safety Solutions Team using

the Safety Suggestion Response form. If a suggestion is approved by the Safety Solutions Team, it will be brought to the Transit Director for final approval and implementation.

- Safety audits
 - Route qualification audits, which ensure that all operators are qualified to drive all routes.
 - Recertification on safe driving techniques (see section 4.1.2 for more information)
 - Observation audits conducted by an Operations Supervisor riding along with an operator to evaluate their adherence to policy. Observation audits are also done by reviewing video from the bus. Checks are done on the Operator's adherence to safety policies, their uniforms, their customer relation skills and the general operation of the bus. Upon conclusion of the ride along, time is scheduled with the Operator to go over the results and discuss what was done well and what areas could be improved upon.
 - Hours of service audits conducted daily when creating Operators driving schedules to ensure no driver is allowed to drive for more than 13.5 hours per day in accordance with department policy.
 - The City of Green Bay Human Resources department monitors all applicable employees with a Commercial Driving License (CDL) to ensure up to date and accurate information. GBM is in compliance with the Federal Highway Administration's Commercial Driver Licensing Standards. All Bus Operators and Maintenance personnel are required to have a CDL in the class required by the state issuing the license.
- Evaluating customer suggestions and complaints
 - Customer suggestions and complaints can be submitted in one of three ways. Passengers can call the confidential hotline at 920-448-3492, by emailing metro.info@greenbaywi.gov, by requesting to speak with an Operations Supervisor when at the Passenger Center or by submitting a comment to the suggestion box in the passenger lobby.

The number of near-misses, known as accident precursor data, is significantly greater than the number of accidents for comparable types of events. The practice of reporting and learning from accident precursor data is a valuable complement to other hazard identification practices. To be successful, hazard identification must take place within a non-punitive and just safety culture. GBM employs systematic safety improvements by discovering and learning of potential weaknesses in the system's safety.

2.1.1 Non-Punitive Reporting Policy

GBM is committed to the safest transit operating standards practicable. To achieve this, it is imperative that GBM have uninhibited reporting of all safety events that may compromise safe operations. To this end, every employee is responsible for the communication of any information that may affect the integrity of transit safety. Such communication must be completely free of any form of reprisal.

GBM will not take disciplinary action against any employee who discloses a safety event. This policy shall not apply to information received by GBM from a source other than the employee, or that

involves an illegal act, or a deliberate or willful disregard of rules, regulations, or agency policies or procedures.

GBM's method of collection, recording, and disseminating information obtained from transit safety reports has been developed to protect, to the extent permissible by law, the identity of any employee who provides transit safety information.

2.2 SAFETY RISK ASSESSMENT

Once a hazard has been identified, GBM will conduct an assessment, using Appendix D, to determine the potential consequences. Factors to be considered are the likelihood of occurrence, the severity of the consequences (should there be an occurrence), and the level of exposure to the hazard. GBM will assess risks subjectively by experienced personnel using a risk assessment matrix. Results of the risk assessment process will help determine whether the risk is being appropriately managed or controlled. If the risks are acceptable, the hazard will continue to be monitored. If the risks are unacceptable, steps will be taken by GBM to lower the risk to an acceptable or tolerable level, or to remove, avoid, or otherwise eliminate the hazard.

2.3 SAFETY RISK MITIGATION

The assessment process may indicate that certain hazards have an acceptable level of risk, while others require mitigation to an acceptable or tolerable level. GBM will further manage risk by completing a **Hazard Assessment Log (Appendix E)** that can help prioritize safety risks. The level of risk can be lowered by reducing the severity of the potential consequences, likelihood of occurrence, exposure to that risk, or by some combination.

In general, GBM will take the following safety actions to mitigate risk – these actions can be categorized into three broad categories, including:

1. **Physical Defenses:**

These include objects and technologies that are engineered to discourage, or warn against, or prevent inappropriate action or mitigate the consequences of events (e.g. traffic control devices, fences, safety restraining systems, transit controls/signals, transit monitoring systems, etc.)

2. **Administrative Defenses:**

These include procedures and practices that mitigate the likelihood of accident/incident (e.g. safety regulations, standard operating procedures, personnel proficiency, supervision inspection, training, etc.)

3. **Behavioral Defenses:**

These include behavioral interventions through education and public awareness campaigns aimed at reducing risky and reckless behavior of motorists, passengers and pedestrians; factors outside the control of the agency (e.g. the *Zero in Wisconsin* campaign)

2.4 SAFETY RISK PRIORITIZATION

Once a hazard has been identified and the risk level assessed, GBM will prioritize safety risks. Appendix E will be used to analyze the transit system as a whole and identify hazards. After hazards have been identified, Appendix F will prioritize these hazards and identify a timeline for corrective action.

3 SAFETY ASSURANCE

Safety assurance provides the necessary feedback to ensure that the SMS is functioning effectively and that GBM is meeting or exceeding its safety objectives. Safety assurance requires a clear understanding of how safety performance will be evaluated, or in other words, what metrics will be used to assess system safety and determine whether the SMS is working properly. Having decided on the metrics by which success will be measured, safety management requires embedding these metrics in the organizational culture and encouraging their use for ongoing performance improvement.

3.1 DEFINING SAFETY GOALS AND OBJECTIVES/OUTCOMES

Setting safety goals and objectives is part of strategic planning and establishing safety policy for GBM. Clearly defining safety goals is the first part in creating a safety performance measurement system.

Safety goals are general descriptions of desirable long-term impacts. For example, a general safety goal might be:

"Foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety."

Safety objectives or outcomes are more specific statements that define measurable results. For example, a specific safety objective for the goal stated above might be:

"Establish regular transit safety meetings comprised of staff at varying levels, including executives, officers, managers, operators and maintenance personnel."

The safety objective/outcome will then be measured by defining specific performance metrics, including a baseline and target, that GBM will determine is reasonable.

3.2 DEFINING SAFETY PERFORMANCE MEASURES

Performance measurement is the regular systematic collection, analysis, and reporting of data that track resources used, work produced, and whether specific outcomes were achieved. In other words, it is a tool to quantify and improve performance, and engage and communicate with GBM staff and external stakeholders.

The two core functions of performance measurement include monitoring and evaluating progress. Performance can be measured in terms of inputs, outputs, outcomes, and efficiency, among many other criteria.

GBM will utilize these basic principles of performance measurement, including:

- Stakeholder involvement and acceptance
- Focus on agency goals and activities
- Clarity and precision
- Creditability and robustness
- Variety of measures
- Number of measures
- Hierarchy of measures
- Forward-looking measures
- Integration into agency decision-making
- Timely reporting
- Understand agency specifics, including context and scale of operations
- Realism of goals and targets

3.2.1 Metrics

System safety data can be collected through a variety of sources, including:

- Near miss information
- Accident investigation reports (with causal factor analysis)
 - Employees are required to report all accidents and incidents at the time of their occurrence. Employees are required to report on, but not limited to the following: all types of accidents and incidents, slips and falls, vandalism, discovered vehicle damage, passenger misconduct, work related injury, etc. All reports are reviewed and investigated by supervisory personnel.
 - All accidents are evaluated using the Supervisor Investigation Report which details how the incident occurred, what procedures are in place at the time of the incident and how these procedures need to be adjusted to mitigate future incidents.
- Internal safety audits (or reviews)
- Safety Solutions Team meetings
- Injury reports (including occupational injury)
- Safety event reports (including accidents, incidents, and occurrences)
- System monitoring (including testing and inspection records)
- Hazard management program

This safety data will be analyzed and used for development of key safety performance indicators and targets. Past actual data and future targets can be seen in Appendix I.

GBM will initially focus on areas based on data delivered to the National Transit Database (NTD), as the following:

- **Fatalities**
 1. Total number of reportable fatalities
 2. Rate of reportable fatalities per total vehicle revenue miles
- **Injuries**
 3. Total number of reportable injuries
 4. Rate of reportable injuries per total vehicle revenue miles

- **Safety Events**
 - 5. Total number of reportable safety events
 - 6. Rate of reportable safety events per total vehicle revenue miles
- **System Reliability**
 - 7. Mean distance between major mechanical failures

These safety performance measures are used to select improvement targets for these four measures and for each mode of transit, in order to encourage improvements and monitor the safety performance of delivering transit services. In addition, GBM will select additional performance measures and targets, both leading and lagging, to insure continual improvement of our SMS.

GBM will make its safety performance measures improvement targets available to applicable state agencies and metropolitan planning organizations (MPOs), and, to the maximum extent practicable, will coordinate with both in the selection of safety performance targets. Targets will be submitted to the MPO, in writing, by July 15th of each year. Targets will be adopted into local Transportation Improvement Plans (TIP) or TIP amendment that will be submitted by the MPO to the state by October 31st of each year.

The Brown County Planning Commission is the designated Metropolitan Planning Organization (MPO) for the Green Bay Urbanized Area. The MPO establishes performance measure targets, data sharing and reporting in coordination with WisDOT and GBM. The MPO works with WisDOT and GBM in preparation of financial plans for transit, including the cooperative development of estimates of transportation system costs and funding revenues to support implementation of the plan and program.

The safety data collected from the above sources will be analyzed for potential safety impacts. Identified areas of concern are reported to appropriate personnel in the form of specific project reports, memos, and recommendations from the Safety Solutions Team.

Records of system safety data are maintained for a minimum of three years. Certain information, such as safety certification backup documentation is maintained by GBM's document control process. In addition to safety data, GBM maintains other data and documentation of activities required by the PTASP. Distribution of safety-related reports and data is accomplished through the GBM Safety Solutions Team.

Examples of some of the different safety documents that are maintained and are subject to GBM's record retention policy are listed below. For the entire list please see Green Bay Metro's Retention Policy.

- Worker's Compensation Claims
- Accident Files
- Incident Reports
- Vehicle Records
- Facility Records

3.3 MONITORING PERFORMANCE AND EVALUATING RESULTS

Once safety goals, objectives/outcomes, and measures have been defined, they can be organized into a **Safety Performance Matrix (Appendix G)** or **Safety Performance Outline (Appendix F)**. Organizing information, particularly in a matrix, will allow GBM to continuously monitor safety performance and evaluate results. GBM will evaluate safety performance and update documentation at least semi-annually.

GBM will monitor its system for compliance with operations and maintenance procedures by conducting internal audits that will review policies to ensure that they are compliant with our safety goals and reporting processes. An internal audit will occur annually as policies are reviewed and updated, or as necessary.

Operation Supervisors will conduct evaluations for each bus operator at a minimum of twice per year. These evaluations may be conducted in person on-board and/or video review. Peer reviews are conducted for all new bus operators and will be reviewed prior to the new bus operator being released on his/her own.

Maintenance will track all repairs and injuries and investigate reoccurring situations. Policies and procedures will be updated as necessary to ensure a safe environment. Employee evaluations will be conducted annually.

The Hazard log (appendix E) will be reviewed quarterly to identify safety risk mitigations and assess their effectiveness. At that time, if needed, risk mitigations will be adjusted to better serve a safe environment.

3.4 INTEGRATING RESULTS INTO AGENCY DECISION-MAKING PROCESSES

GBM is committed to using the data collected and information learned to inform decision-making and instill positive change. The main objective is the continuous improvement of transit system safety. When performance goals are not met, GBM will work to identify why such goals were not met and what actions can be taken to minimize the gap in achieving defined goals. However, when goals are easily achieved, action will be taken to exceed expectations and re-establish a reasonable baseline.

Uses of performance results include:

- Focus attention on performance gaps and trigger in-depth investigations of what performance problems exist
- Help make informed resource allocation decisions
- Identify needs for staff training or technical assistance
- Help motivate employees to continue making program improvements
- Support strategic planning efforts by providing baseline information for tracking progress
- Identify best practices through benchmarking
- Respond to elected officials and the public's demand for accountability

3.5 SUSTAINING A SAFETY MANAGEMENT SYSTEM

In order to sustain the SMS, GBM will ensure that particular processes are employed to instill an organizational foundation. Examples of actions taken to sustain the SMS include:

- **Create measurement-friendly culture:**
All staff, including senior managers, should be actively engaged in creating measurement-friendly culture by promoting performance measurement as a means of continuous improvement. Senior managers will also lead by example and utilize performance metrics in decision making processes.
- **Build organization capacity:**
Investment in developing skilled human resources capacity is essential to sustaining an SMS. Both technical and managerial skills will be needed for data collection and analysis, and setting goals. Managing staff and the governing board will commit the financial resources required for organizational capacity and maintaining an SMS on a continuous basis.
- **Reliability and transparency of performance results:**
The SMS will be able to produce and report its results, both good and bad. Performance information should be transparent and made available to all stakeholders. Messengers should be protected to preserve the integrity of the measurement system. The focus should be on opportunities for improvement rather than allocating blame.
- **Demonstrate continuous commitment to measurement:**
Visible commitment to using metrics is a long-term initiative. GBM will demonstrate a commitment to performance measurement by establishing a formal process of reporting performance results, such as including transit safety and performance measurement as a standing agenda item at city council and county board meetings.

4 SAFETY PROMOTION

4.1 SAFETY PROMOTION, CULTURE, AND TRAINING

GBM believes safety promotion is critical to the success of an SMS by ensuring that the entire organization fully understands and trusts its safety policies, procedures, and structure. Further, safety promotion involves establishing an organizational and workplace culture that recognizes safety as a core value, training employees in safety principles, and allowing open communications of safety issues.

4.1.1 *Safety Culture*

Positive safety culture must be generated from the top. The actions, attitudes, and decisions at the policy-making level must demonstrate a genuine commitment to safety. Safety must be recognized as the responsibility of each employee, with the ultimate responsibility for safety resting with the Accountable Executive. Employees must trust that they will have management support for decisions made in the interest of safety, while also recognizing that intentional breaches of safety will not be tolerated.

The primary goal of safety promotion at GBM is to develop a positive safety culture that allows the SMS to succeed. A positive safety culture is defined as one which is:

A. An Informed Culture

- Employees understand the hazards and risks involved in their areas of operation
- Employees are provided with the necessary knowledge, training and resources
- Employees work continuously to identify and overcome threats to safety

B. A Just Culture

- Employees know and agree on what is acceptable and unacceptable behavior
- Human errors must be understood, but negligence and willful violations cannot be tolerated

C. A Reporting Culture

- Employees are encouraged to voice safety concerns and to share critical safety information without the threat of punitive action
- When safety concerns are reported, they are analyzed, and appropriate action is taken

D. A Learning Culture

- Learning is valued as a lifetime process beyond basic-skills training
- Employees are encouraged to develop and apply their own skills and knowledge to enhance safety
- Employees are updated on safety issues by management, and safety reports are fed back to staff so that everyone learns the pertinent lessons

GBM is committed to putting safety first.....always. Providing a safe working environment for all employees is a priority. Employees are encouraged to submit safety suggestions and promotional items may be awarded at various times throughout the year. GBM also participates in the safety program that is conducted by Transit Mutual Insurance Company. Training sessions are conducted quarterly along with assisting in creating a safety culture.

4.1.2 Training

During the initial implementation of an SMS, specific training will be required for all employees and contract staff, to explain the agency's safety culture and describe how GBM's SMS works. The Chief Safety Officer is the resource person for providing a corporate perspective on GBM's approach to safety management.

GBM's Safety Manager will maintain the list of all Metro required trainings (Appendix H). Information will include the purpose of the training, and the minimum frequency, by position. Additional trainings will be conducted on an as needed basis for new equipment, if an employee has returned from an extended leave, or is having an issue with a particular aspect of a training topic. The Safety Manager will maintain a roster to ensure compliance for each employee, separated by division.

Safety Management training topics may include:

A. Initial Safety Training for All Staff

1. Customer Service Training

2. Fire Extinguisher Training
3. Emergency Evacuation – Facility
4. Threat Awareness Training
5. Severe Weather
6. System Security and Emergency Action Plan

B. Safety Training for Operators

1. Current Trends in safety issues
2. Mobility Device Securement Training
3. Smith System

C. Safety Training for Dispatchers

1. Reasonable Suspicion Training

D. Safety Training for Management

1. Reasonable Suspicion Training

E. Safety Training for Maintenance

1. Current Trends in safety issues
2. Smith system
3. Asbestos Awareness
4. Audiometric Test
5. Blood borne Pathogens Program
6. Bobcat
7. Bus Washer
8. Confined Space Awareness
9. Customer Service
10. Drill Press
11. Fall Protection
12. Fire Extinguisher
13. Fuel System
14. Hazard Communications
15. Hearing Conservation Program
16. Lock Out & Tag Out
17. Parts Washer
18. Personal Protective Equipment
19. Plow Trucks
20. Spills and Leaks
21. Forklift
22. Refrigerant
23. Respirator Fit
24. Respiratory Protection
25. Safe Lifting
26. Scissors Lift
27. Tennant Floor Scrubber

F. Training for the Safety Manager

1. Familiarization with different transit modes, types of operation, routes, etc.
2. Understanding the role of human performance in safety event causation and prevention
3. Operation of the SMS
4. Investigating safety events

5. Safety promotion
6. Communication skills
7. Monitoring safety performance

G. Training for the Accountable Executive

1. Familiarization with different transit modes, types of operation, routes, etc.
2. Understanding the role of human performance in safety event causation and prevention
3. Crisis management and emergency response planning
4. Performing safety audits and assessments
5. National Transit Database (NTD) safety event reporting requirements

4.1.3 Communication

Safety topics are communicated in several different ways including but not limited to Quarterly Safety Meetings, the Safety Board in the Operators and Mechanics break rooms, as well as the Safety Screen in the operators check in room. All of these methods display changing safety topics ranging from refresher tips to reports on safety incidents.

APPENDICES

Appendix A – Staff Safety Roles and Responsibilities
Appendix B – Safety Assessment and System Review
Appendix C – Facility Safety and Security Assessment
Appendix D – Risk Assessment Matrix
Appendix E – Hazard Identification and Risk Assessment Log
Appendix F – Prioritized Safety Risk Log
Appendix G – Safety Performance Matrix
Appendix H – Training Frequency Schedule
Appendix I – Safety Reporting and Targets

PTASP Acknowledgement Form

I acknowledge that I have received a copy of the Green Bay Metro Public Transportation Agency Safety Plan on the date indicated below. I understand that I am responsible for being familiar with and complying with the policies of the City of Green Bay and Green Bay Metro.

I agree it is my responsibility to speak to a Supervisor immediately, if I have questions or need clarification.

Print Employee Name

Signature of Employee

Date

APPENDIX A

Green Bay Metro STAFF SAFETY ROLES AND RESPONSIBILITIES

Complete the table below, in addition to the staff roles and responsibilities you may have provided in Section 1.3 of the PTASP. You must include the Accountable Executive, Chief Safety Officer, agency leadership and executive management, and key staff (operations and maintenance, for example) – be sure to include any and all staff that might have some role in a safe transit agency (executive/management level, HR, and finance may likely be included).

Completed by: Patty Kiewiz & Miranda Socha Date: 6.17.2020		
Position Title	Name of Staff Member	Position Description
Accountable Executive, Chief Safety Officer	Patty Kiewiz, Transit Director	49 CFR § 673.5 – Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the PTASP; responsibility for carrying out the agency's TAM Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C. § 5329(d), and the agency's TAM Plan in accordance with 49 U.S.C. § 5326. 49 CFR § 673.5 – Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer (CSO) for a small public transportation provider (as defined in Part 673) may serve in capacities (operational or maintenance) unless the agency ceases to be a small public transportation provider or operates a rail transit system.
Safety Manager	Chris Braatz, Operations Supervisor	Ensure coordinated development and implementation of the PTASP
		Safety Responsibilities • Ultimate responsibility for carrying out the PTASP • Responsibility for carrying out the TAM Plan • Control or direction over the human and capital resources needed to develop and maintain both plans • Ensuring the agency's SMS is effectively implemented throughout the system • Ensuring action is taken, as necessary, to address substandard performance in the agency's SMS • May delegate specific responsibilities, except ultimate accountability for the agency's safety performance, which always rests with the Accountable Executive
		• Maintains a safe working environment • Adheres to all safety policies and procedures • Promotes safety awareness throughout the organization • Ensures safety documentation is current and accessible to all employees • Communicates changes in safety documents to all personnel • Monitors effectiveness of corrective actions • Provides periodic reports on safety performance • Renders independent advice to the CEO, senior managers, and other personnel on safety-related matters • Ensures that safety management has a high priority throughout the organization • Is adequately trained • Reports directly to agency's Accountable Executive

			• Authority and responsibility for day-to-day implementation and operation of agency's SMS • Is responsible for identifying, tracking, and monitoring safety risk mitigations in coordination with Supervisors
Supervisors	Harman Singh, Operations Supervisor, Patrick Schmidt, Operations Supervisor and Kenny Hofer, Maintenance Manager Supervisors are responsible for communicating the transit agency's safety policies to all employees.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Full knowledge of all standard and safety operating procedures • Ensures that drivers make safety a primary concern when on the job • Listens and acts upon any safety concerns raised • Immediately reports safety concerns to the CSO/SM • Provides leadership and direction to employees during security incidents • Handles minor non-threatening rule violations • Defuses minor arguments • Determines when to call for assistance • Responds to fare disputes and service complaints • Responds to security related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance • Completes necessary security related reports • Takes photographs of damage and injuries • Coordinates with all outside agencies at incident scenes • Is responsible for identifying, tracking, and monitoring safety risk mitigations	• Maintains a safe working environment • Adheres to all safety policies and procedures • Familiar with all applicable employee manuals and procedures • Responds verbally to complaints • Completes all necessary safety related reports • Reports all safety incidents to Supervisor on duty • Are responsible for routing unexpected detours • Are responsible for monitoring the Operators emergency alarms • Initial contact point for operators at all times via radio • Are responsible for contacting emergency services as required • Maintains and repairs physical locks on doors • Monitors fire detection system for flaws and defects, preforms tests of the system to ensure it is working correctly. • Monitors and inspects AED machine on a daily basis • Replaces light bulbs as needed • Monitors Exit signs to ensure all are working correctly • Assists in snow removal of walkways and driveways • Salts walkways as needed
Dispatchers	Dispatchers are responsible for communicating route information to the public and operators as well as being the point of contact for operators while on route.		
Maintenance Technician	Maintains and repairs the building and systems within it		

APPENDIX B

Green Bay Metro SAFETY ASSESSMENT AND SYSTEM REVIEW

Complete this form semi-annually to identify potential safety hazards. It is imperative that completion of this review includes only accurate and correct information – data collected from this assessment will guide agency resource allocation and focus priority needs appropriately. Not all questions will apply.

Completed by: Miranda Socha		Date: 5/11/2020
SECTION	REVIEW QUESTIONS	YES NO N/A
Safety Policies:	- Are all safety policies up to date and reviewed? - Is a Public Transit Agency Safety Plan (PTASP) or any other System Safety Plan written for the transit system? - Is the Drug and Alcohol Policy current and up to date?	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
New Hire Employee Files:	- Was there a structured interview conducted and documented? - Is the applicant asked the questions relating to previous experience with drug and alcohol testing? - Is the offer of employment documented in writing? - Is there a pre-employment drug screen? - Is there a pre-employment physical exam? - Are safety sensitive responsibilities outlined in the job description? - Is there a completed Substance Abuse Policy and Drug Free Workplace Policy Acknowledgement form? - Is there a Current Policies and Procedures Acknowledgement Form?	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Post Hire Employee Files:	- Is a current employee roster available? - Are the employee files maintained by the transit system? - Do existing employee files contain: - Background check? - Previous employer request form? - Verification of current driver's license and CDL? - Current MVR? - PARS Reports? - Current copy of physical exam certificate? - Signed Substance Abuse Policy Acknowledgement? - Drug and Alcohol Testing Record with COC and authorization forms? - Record of annual supervisor ride checks and evaluations?	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Education and Training:	- Are operator certifications current and up to date? - Have managers completed Safety Management Systems (SMS) training?	☐ ☐ ☐ ☐ ☐ ☐

[illegible]

APPENDIX C

Green Bay Metro FACILITY SAFETY and SECURITY ASSESSMENT

Complete this form semi-annually to identify potential safety hazards. It is imperative that the completion of this review includes only accurate and correct information – data collected from this assessment will guide agency resource allocation and focus priority needs appropriately. Not all questions will apply.

Completed by: Miranda Socha	Date: 5/11/2020
------------------------------------	------------------------

SECTION	REVIEW QUESTIONS	YES	NO	N/A
Buildings and Facility Grounds:	- Are facility grounds randomly and frequently patrolled? - Are daily security sweeps conducted? - Are smoke/fire/carbon monoxide detectors provided and working? - Are distribution and number of keys known and controlled? - Are all keys labeled as "DO NOT DUPLICATE"? - Are all unoccupied areas locked and secured?	☐	☐	☐
Lighting:	- Is entire perimeter of facility properly illuminated? - Is lighting mounted at approximately second story level? - Are lights provided over all entrance doors? - Is lighting provided in staff parking areas?	☐	☐	☐
Entrance Doors and Windows:	- Are all doors: - Built of commercial grade with metal framing? - Outside hinges hidden and protected from vandalism? - Provided with a commercial grade, one-sided lock? - Provided with push "panic" bar releases? - In case of breakage or opening are all windows and doors connected to a central station alarm?	☐	☐	☐
Electronic Surveillance:	- Is the entire perimeter of facility protected by a CCTV system? - Is this system monitored by management and/or a security company? - Is this system always on or activated by motion sensors?	☐	☐	☐
Non-Employee Access:	- Is access restricted to persons without proper credentials and clearance? - Are supply deliverers required to show proper I.D. and sign-in a log book? - Are all non-employees accompanied and/or observable at all times?	☐	☐	☐
Surrounding Environment:	Are there other non-City/County buildings connected to the facility that may be vulnerable to unauthorized	☐	☐	☐

	entry to City/County property?			
	- Are all utility components (power transformers, back-up generators) protected and secured from vandalism or attack? - Are all outdoor storage areas adequately lighted and secured?	☐	☒	☐
		☐	☐	☐
Material Storage:	- Are all hazardous and flammable materials properly identified? - Are all materials properly labeled, stored, and secured?	☐	☐	☐
		☐	☐	☐
Forms and Written Plans:	- Are emergency numbers (police, fire, ambulance, FBI) current and prominently displayed at each phone? - Is a Chain of Command and emergency call list prominently displayed? - Are employees trained and checklists provided on how to handle a physical threat or incident called in on the phone?	☐	☐	☐
		☐	☐	☐
Evacuation Plan/Procedures	- Are there evacuation plans for this facility? - Are staff members trained on this plan? - Are assembly areas and alternate assembly areas identified, validated and coordinated with the County Emergency Management Office? - Have the primary and alternate assembly areas, evacuation sites, and evacuation routes been verified and coordinated with all appropriate agencies? - Has the Emergency Evacuation Plan been reviewed, coordinated, and briefed to staff as appropriate?	☐	☐	☐
		☐	☐	☐
Training:	- Is an orientation program in place for each new staff member? - Do all staff members receive safety and security training appropriate to their position and level of responsibility? - Are periodic safety and security training and briefings completed with staff? - Do all new staff members receive briefings on the City/County Evacuation Plan, the Disaster Preparedness Plan, and other security policies and procedures?	☐	☐	☐
		☐	☐	☐
Administrative Procedures:	- Is a record of emergency data on file for each staff? - Have incident reporting format and procedures been established and staff briefed on them? - Are all incident reports treated with confidentiality and transmitted by secure means to the appropriate City/County department? - Are background checks conducted and verified on all prospective new hires?	☐	☐	☐
		☐	☐	☐
Cash Handling and Transfer:	- Has a secure method for receipt, transfer and storage of cash been established and have appropriate staff members been trained on them? - Is cash transported by at least two individuals with cash divided between them? - Do all staff members understand that in the event of a robbery they should never risk their lives to protect cash or other valuables?	☐	☐	☐
		☐	☐	☐
Fire and Electrical Safety:	- Are fire extinguishers installed in all appropriate locations? - Are smoke and heat detectors installed, at least one on each floor? - Is a first aid kit present and maintained?	☐	☐	☐
		☐	☐	☐

	• Are all electrical devices, outlets, circuit breakers and cords free of damage that may pose a shock hazard?	☐	☐	☐
	• Are all electrical circuit, gas, and telephone boxes, if accessible from the outside, locked to prevent tampering?	☐	☐	☐
	• Do any non-employees have access from outside the building to any fire escapes, stairways, and/or the roof?	☐	☐	☐
	• Are all outdoor trash containers and storage bins located away from the building in the event of a fire?	☐	☐	☐

APPENDIX D - SRM MATRIX and WORKBOOK

The tabs in this workbook relate to section 2.3 – Risk Mitigation, in Green Bay Metro's PTASP. The workbook contains the following:

SRM-SA Terms

Guide to terms used in SRM and SA processes.

Safety Risk Management (SRM) Risk Register

Sample risk register, used to associate identified hazards (and existing mitigations) that are being tracked to their associated risk level, as determined by your agency. Includes columns for planned implementation dates for proposed mitigations, department(s) responsible for mitigation implementation, and contact person(s).

Safety Assurance (SA) Tracker

Sample hazard tracker, used to track identified hazards and mitigations as determined by your agency. Includes columns for safety performance targets impacted, department(s) responsible for mitigation implementation, and the means by which a hazard/mitigation is being monitored.

Severity Matrix

Sample matrix for rating severity; includes criteria for each rating.

Likelihood Matrix

Sample matrix for rating likelihood/frequency; includes practical examples for each rating.

Risk Assessment Matrix

Sample combined severity/likelihood matrix, used by your agency to assess each identified hazard for its risk to your transit system.

With respect to prioritization of safety risk mitigations, the template and appendices do not provide a process or criteria for determining the level of safety risk associated with each hazard - that is for each transit agency to assess and develop. The included matrices can help formalize the process.

For additional guidance in this area, consider reviewing FTA's Sample Safety Risk Assessment Matrices for Bus Agencies:

<https://www.transit.dot.gov/regulations-and-guidance/safety/public-transportation-agency-safety-program/sample-safety-risk>

It provides a structured approach for addressing the requirements to "establish methods or processes to assess the safety risks associated with identified safety hazards" (§ 673.25(c)).

SAFETY RISK MANAGEMENT / SAFETY ASSURANCE - GUIDE TO TERMS

ELEMENT	DESCRIPTION	EXAMPLE
Hazard	Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.	The hazard in FTA's participant guide scenario is the out of calibration wheel balancer.
Type of Hazard	Classification used to help organize identified hazards to support an agency's data management and hazard prioritization activities. The three (3) main types of hazards include: Organizational (shortcomings in the organizational processes), Technical (the condition of the equipment, facilities, and infrastructure), and Environmental (the natural environment).	FTA's example hazard in the scenario is a technical hazard, as it pertains to an agency's equipment, rolling stock, infrastructure, and facilities.
Identification date	The date the hazard was identified through agency means. This information can be used for evaluating the effectiveness of safety risk management activities by providing a starting point to see how long the agency takes to analyze and mitigate the hazard.	
Identification source	How the hazard was identified. This information can provide insight into the effectiveness of the safety data sources available to the agency and can help identify items for improvement.	In FTA's scenario, the hazard was identified by a safety specialist upon reviewing the Safety Event Investigation Report.
Date of analysis	The date the hazard was analyzed. This information can be used for evaluating the efficiency of the analysis process and determine if certain hazards are more challenging to analyze than others.	
Worst credible potential consequence(s)	The effect of a hazard involving injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.	The worst credible potential consequence for the hazard in FTA's scenario is a collision resulting in death, permanent injury, or destruction of property, with damage (losses over \$1,000,000).
Existing mitigations (hard or soft)	The controls already existing within the agency to mitigate the potential consequence(s) of the hazard.	Pre-Trip Inspection: Bus operators are required to check tires for excessive wear as part of their pre-trip inspection. Routine Bus Maintenance and Inspections: Tires are inspected and replaced as part of the agency's regular maintenance and inspection program. Wheel Balancer Calibration: SOP governs the calibration of the wheel balancer.
Severity of consequences	Quantified effect of the potential consequence(s) of the hazard in the delivery of transit services and/or supporting activities, taking into account existing mitigations.	In FTA's scenario, the severity was identified by looking at historical data from the agency.
Likelihood of consequences	Quantified probability that the potential consequence(s) of the hazard materialize, taking into account existing mitigations. Calendar days, weeks, months, years, or decades are often used as time periods to support assessments of likelihood in safety risk assessment.	
Safety risk index	Tolerability of the potential consequence(s) of the hazard, taking into account existing mitigations. It is the primary parameter for deciding priorities in the allocation of resources.	Combining the likelihood and severity of the potential consequence results in a risk rating.
Further Mitigation action	Additional controls that the agency needs to incorporate to mitigate the potential consequence(s) of the hazard if the safety risk exceeds tolerability criteria.	
Revised safety risk index	Safety risk index that meets the tolerability criteria, following incorporation of additional controls to mitigate the potential consequence(s) of the hazard.	
Revised safety risk index date	The date the revised safety index was determined. This information can be used to evaluate the efficiency of the analysis process and determine if certain hazards are more challenging to analyze than others.	
Department responsible for mitigation	Agency department (or other subdivision) tasked with the implementation of the additional controls to mitigate the potential consequence(s) of the hazard.	
Estimated implementation date	The date the mitigation(s) are expected to be implemented. This information is used to track the completion of mitigations and identify any potential resources or other concerns.	
Contact person	Primary point of contact within the department responsible for mitigation with other departments involved in safety risk management.	
Consequence	Effect of the hazard in the delivery of transit services and/or supporting activities, carried over from safety risk management section.	
Safety performance indicator (SPI)	Parameter selected to monitor and measure the effectiveness of the additional controls incorporated to mitigate the potential consequence(s) of the hazard.	
Safety performance indicator (SPI) value	Quantification of the parameter selected to monitor and measure the effectiveness of the additional controls incorporated to mitigate the potential consequence(s) of the hazard.	
Safety performance target	Projected improvement over the SPI value resulting from the additional controls incorporated to mitigate the potential consequence(s) of the hazard.	
Timeframe	Information for evaluating the effectiveness of safety performance monitoring and measurement activities.	
Monitoring means	Resources and activities to monitor and measure the effectiveness of the additional controls incorporated to mitigate the potential consequence(s) of the hazard.	
Department responsible for monitoring mitigation effectiveness	Agency function primarily tasked with monitoring and measuring the effectiveness of the additional controls incorporated to mitigate the potential consequence(s) of the hazard.	

Safety Risk Assessment Matrix

Severity Categories

Description	Severity Category	Criteria
Catastrophic	1	Could result in one or more of the following: - Death - Multiple serious injuries requiring hospitalization - Irreversible environmental impact - Monetary loss equal to or exceeding \$1,000,000
Critical	2	Could result in one or more of the following: - Serious injury requiring hospitalization - Reversible significant environmental impact - Monetary loss equal to or exceeding \$250,000 but less than \$1,000,000
Marginal	3	Could result in one or more of the following: - Injury requiring medical treatment beyond first aid that may result in one (1) or more lost work day(s) - Reversible moderate environmental impact - Monetary loss equal to or exceeding \$10,000 but less than \$250,000
Negligible	4	Could result in one or more of the following: - Injury requiring first aid - Minimal environmental impact - Monetary loss less than \$10,000

Safety Risk Assessment Matrix

Likelihood Levels			
Description	Level	Individual item	System or Vehicle Fleet
Frequent	A	Likely to occur often in the life of an item.	Continuously experienced. Potential consequence may be experienced more than once in 40,000 vehicle revenue miles (VRM).
Probable	B	Will occur several times in the life of an item.	Will occur frequently. Potential consequence may be experienced once per 40,000 to 480,000 VRM.
Occasional	C	Likely to occur sometime in the life of an item.	Will occur several times. Potential consequence may be experienced once per 480,000 to 4,800,000 VRM.
Remote	D	Unlikely, but possible to occur in the life of an item.	Unlikely but can reasonably be expected to occur. Potential consequence may be experienced once per 4,800,000 to 44,400,000 VRM.
Improbable	E	So unlikely, it can be assumed occurrences may not be experienced in the life of an item.	Unlikely to occur, but possible. Potential consequence may be experienced less than once per 14,400,000 VRM.

Safety Risk Assessment Matrix

Risk Assessment Matrix				
Severity	Catastrophic 1	Critical 2	Marginal 3	Negligible 4
Likelihood				
Frequent - A	HIGH - 1A	HIGH - 2A	HIGH - 3A	MEDIUM - 4A
Probable - B	HIGH - 1B	HIGH - 2B	MEDIUM - 3B	MEDIUM - 4B
Occasional - C	HIGH - 1C	MEDIUM - 2C	MEDIUM - 3C	LOW - 4C
Remote - D	MEDIUM - 1D	MEDIUM - 2D	LOW - 3D	LOW - 4D
Improbable - E	LOW - 1E	LOW - 2E	LOW - 3E	LOW - 4E

Green Bay Metro HAZARD ASSESSMENT LOG

This form is to be used to provide a record of identified hazards and actions taken to eliminate or mitigate the risks associated with it. The recommended action should be associated with a specified individual (i.e. a supervisor, manager, or front-line personnel), and must include a target date for completion. As a rolling log, entries for identified hazards and their associated mitigations should never be removed, even after required action(s) is completed. Any related forms, logs, or records should be retained permanently.

[illegible]

APPENDIX F

Green Bay Metro PRIORITIZED SAFETY RISK LOG

This form is used to organize identified safety risks facing Green Bay Metro. The log should be updated frequently to demonstrate continual progress towards risk reduction through mitigation strategies. A timeline is used to highlight projected completion dates.

Completed by: Miranda Socha		Last Updated: 5/11/2020				
Priority	Risk Description	Planned Mitigation Strategies	Outcomes of Planned Mitigation Strategies	Responsible Staff	Timeline	Status
1	Non-compliance with agency maintenance protocol	• Introduce compliance monitoring • Effective supervision including work compliance assessment • Competency assessments • Maintenance policy to reinforce need for compliance	•	• Safety Assurance • Line Manger • Maintenance Manager	• Begin January 2020 • Complete August 2020	Open
2		•	•	•	•	
3		•	•	•	•	
4		•	•	•	•	
5		•	•	•	•	
6		•	•	•	•	
7		•	•	•	•	
8		•	•	•	•	
9		•	•	•	•	
10		•	•	•	•	

APPENDIX G

GREEN BAY METRO SAFETY PERFORMANCE MATRIX

This form allows Green Bay Metro to organize, monitor, and evaluate identified safety goals and objectives/outcomes.

Completed by: Patty Kiewiz & Miranda Socha **Last Updated: 5/11/20**

GOAL 1: Safety Green Bay Metro is committed to "Safety First...Always!" Providing a safe working environment for all employees is a top priority.			
OBJECTIVE/OUTCOME	METRICS	BASELINES (2019 Data)	TARGETS
Maintain Smith System Defensive Driving certification for all operational employees	Total number of certified operational employees	41 (39 operators and 2 supervisors)	100% of Metro operational employees certified at all times.
Follow Metro's annual Safety Training Schedule	Percent compliant with schedule	90%	100% compliance with the annual schedule
Minimize the number of preventable accident per 100,000 miles traveled	Number of preventable accidents per year	0.67	Maximum of 0.7 preventable accident per 100,000 miles traveled per year
Maintain Metro's facility and equipment per Metro policy and procedures	Percent compliant with schedule	100% compliant with schedule	100% compliance with Metro's preventative maintenance schedule
Properly utilize OSHA-approved personal protection equipment	Number of occupational injuries	27 total injuries (8 non preventable, 19 preventable)	Reduce occupational injuries from 20 per year to 15 per year by 2020
Promote safe work practices – procedures and employees	Number of times safety committee met	3 times (2/22/19,4/11/19,5/7/19)	Metro's Safety Committee should meet once per quarter each year.
Continue to monitor and upgrade security on the buses and on all Metro property	Amount of down time for security system	0 minutes	100% of audio and video equipment on Metro's buses and Transportation Center property should be functioning at all times
	Type of video system	Seon	Upgrade the audio and video equipment on Metro's buses to a live feed audio and video system by 2021
Maintain ongoing staff involvement with Transit Mutual Insurance (TMI)	List of members of TMI safety committee	None	Ensure that TMI know that Metro wants a representative to be included on TMI's Safety committee at all times
GOAL 2: Dependability Green Bay Metro is committed to providing a valued service that can be relied upon by the public.			
OBJECTIVE/OUTCOME	METRICS	BASELINES (2019 Data)	TARGETS
Maintain a strict preventative bus maintenance schedule	Frequency of preventative maintenance schedules	99% compliant with schedule	100% compliance with Metro's Preventative Maintenance schedule.
	Average age of bus fleet	7.5 years	Maintain a bus fleet with an average age of no more than eight years
	Total percentage of spare buses	63%	Maintain a spare bus ratio of a minimum of 30% of the peak bus requirement

GOAL 3: Customer Service

Green Bay Metro is committed to providing an accessible and convenient service that meets the travel needs in a friendly and consistent manner.

OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Maintain a strict preventative maintenance schedule for the Transportation Center	Percent compliant with schedule	100% compliant with schedule	100% compliance with the schedule

Appendix H - Training Schedule for PTASP

[illegible]

Appendix I - Fixed Route

Safety Performance Target Category - NTD Standards*	2018 Actual	2019 Actual	2020 Actual	Average	Target for 2021
Total Number of Fatalities	0	0		0.00	0.00
Fatality Rate per 100,000 Vehicle Revenue Miles	0	0		0.00	0.00
Total Number of Reportable Injuries	0	0		0.00	0.00
Injury Rate per 100,000 Vehicle Revenue Miles	0.00	0.00		0.00	0.00
Total Number of Reportable Accidents	0	0		0.00	0.00
Total Number of Reportable Safety Events	0	0		0.00	0.00
Safety Events per 100,000 Vehicle Revenue Miles	0.00	0.00		0.00	0.00
Average Distance Between Major Mechanical Failures	33813.77	35296.85		34555.31	32000.00
Total Number of Major Mechanical System Failures	35	34		34.50	30.00
Annual Vehicle Revenue Miles	1,183,482	1,200,093		1,191,787.50	1,150,000.00

Internal Tracking Only:

Number of Employee Injuries	16	27		21.50	15
Number of Preventable** Street Accidents	8	3		5.50	6
Number of Preventable** Yard Accidents	7	6		6.50	3
Number of Non-Preventable Accidents	10	23		16.50	15

*Categories are based on NTD reporting standards for major events as defined below:

An Event meeting the reportable event definition AND meeting one or more of the following reporting thresholds;

Reportable Event: A safety or security event occurring: on transit right-of-way or infrastructure, at a transit revenue facility, at a maintenance facility, during a transit related maintenance activity, or involving a transit revenue vehicle. Excluded from this event reporting requirement are: events that occur off transit property where affected persons, vehicles, or objects come to rest on transit property after the event, OSHA events in administrative buildings, deaths that are a result of illness or other natural causes, other events (assault, robbery, non-transit vehicle collisions, etc.) occurring at bus stops or shelters that are not on transit-owned property (unless boarding/alighting at the time), collisions that occur while travelling to or from a transit-related maintenance activity, collisions involving a supervisor car, or other transit service vehicle operating on public roads.)

1. A fatality confirmed within 30 days (including suicide)
2. An injury requiring transport away from the scene for medical attention for one or more persons (partial exception in the case of Other Safety Events)
3. Estimated property damage equal to or exceeding \$25,000
4. An evacuation for life safety reasons
5. Collisions involving transit roadway revenue vehicles that require towing away of a transit roadway vehicle or other non-transit roadway vehicle

**Preventable is defined as any occurrence regardless of liability

Safety Performance Target Category - NTD Standards*	2018 Actual	2019 Actual	2020 Actual	Average	Target for 2021
Total Number of Fatalities	0	0		0.00	0.00
Fatality Rate per 100,000 Vehicle Revenue Miles	0	0		0.00	0.00
Total Number of Reportable Injuries	0	0		0.00	0.00
Injury Rate per 100,000 Vehicle Revenue Miles	0.00	0.00		0.00	0.00
Total Number of Reportable Accidents	0	0		0.00	0.00
Total Number of Reportable Safety Events	0	0		0.00	0.00
Safety Events per 100,000 Vehicle Revenue Miles	0.00	0.00		0.00	0.00
Average Distance Between Major Mechanical Failures	62512	234356		148434.13	145000.00
Total Number of Major Mechanical System Failures	4	1		2.50	1.00
Annual Vehicle Revenue Miles	250,049	234,356		242,202.50	240,000.00

Internal Tracking Only:

Number of Employee Injuries	0	0		0.00	0
Number of Preventable** Street Accidents	2	4		3.00	1
Number of Preventable** Yard Accidents	0	0		0.00	0
Number of Non-Preventable Accidents	1	0		0.50	0

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Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.I

Operational Reports

BACKGROUND

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

RECOMMENDATION

No action necessary.

FISCAL IMPACT

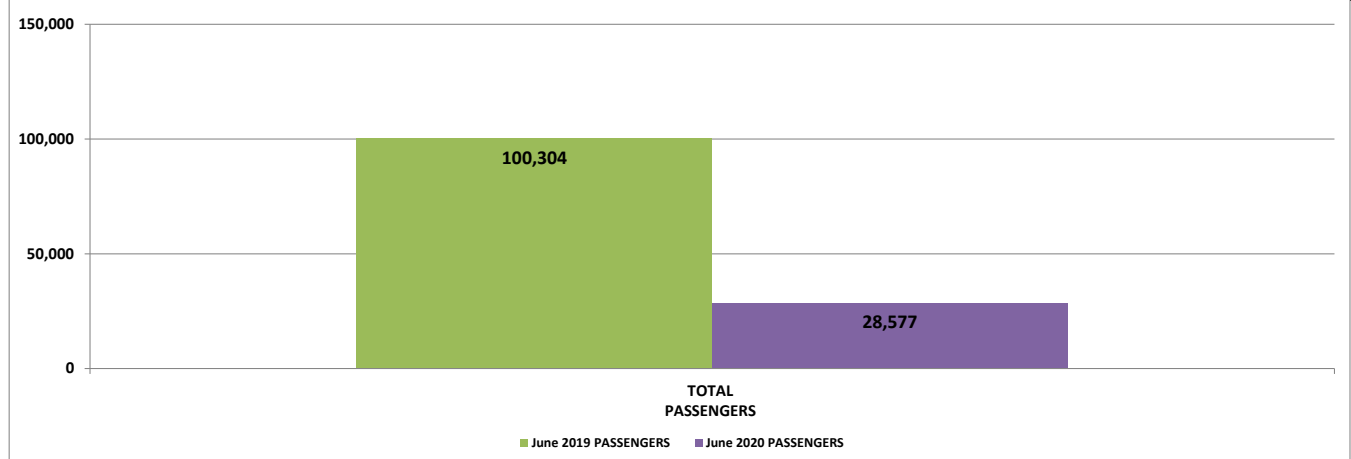
ATTACHMENTS

I. Ridership - 06.Jun 2020

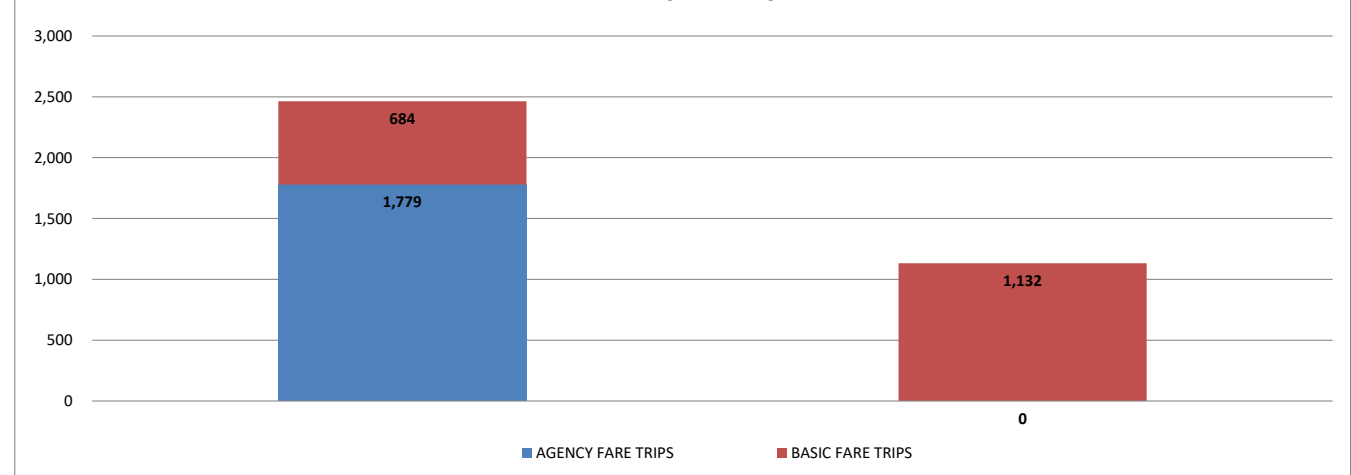
FIXED ROUTE RIDERSHIP

	ADULT CASH	30-DAY ADULT PASS	30-DAY COLLEGE STUDENT PASS	WEEK PASS	ADULT DAY PASS	STUDENT DAY PASS	REDUCED DAY PASS	ADULT SINGLE	STUDENT CASH	30-DAY STUDENT PASS	STUDENT SINGLE	REDUCED CASH	30-DAY REDUCED PASS	REDUCED SINGLE	REVENUE PASSENGERS
June 2019	2,304	27,377	416	2,599	17,265	322	6,795	4	189	398	1	361	10,735	0	68,765
June 2020	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CHANGE '19-'20	(2,304)	(27,377)	(416)	(2,599)	(17,265)	(322)	(6,795)	(4)	(189)	(398)	(1)	(361)	(10,735)	0	(68,765)
	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	#DIV/0!	-100.0%

	GREEN SATURDAY	GAME DAY	SNC	FREE FARE	FREE 4 & UNDER	PROMO	TOTAL FREE FARES	ASHWAUB ENON SCHOOLS	GBAPS	UWGB	G-LINE DT-TT	RAZ PASS	TOTAL PARTNERSHIP FARES	TOTAL PASSENGERS	YTD PASSENGERS
June 2019	13,435	0	0	2,003	2,687	1,358	19,483	460	11,073	523	0	0	12,056	100,304	624,049
June 2020	777	0	0	27,740	4	20	28,541	4	28	0	4	0	36	28,577	344,148
CHANGE '19-'20	(12,658)	0	0	25,737	(2,683)	(1,338)	9,058	(456)	(11,045)	(523)	4	0	(12,020)	(71,727)	
	-94.2%	#DIV/0!	#DIV/0!	1284.9%	-99.9%	-98.5%	46.5%	-99.1%	-99.7%	-100.0%	100.0%	100.0%	-99.7%	-71.5%	

FIXED ROUTE RIDERSHIP**PARATRANSIT**

	AGENCY FARE TRIPS	BASIC FARE TRIPS	TOTAL TRIPS	BASIC FARE	AGENCY FARE	TOTAL FARES
June 2019	1,779	684	2,463	\$ 7,389	\$ 21,310	\$ 28,699
June 2020	0	1,132	1,132	\$ -	\$ -	\$ -
CHANGE '19-'20	(1,779)	448	(1,331)	\$ (7,389)	\$ (21,310)	\$ (28,699)
	-100.0%	65.5%	-54.0%	-100.0%	-100.0%	-100.0%

PARATRANSIT RIDERSHIP



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.2

Financial Report

BACKGROUND

Green Bay Metro staff will present the Commission with January through May's financial report.

RECOMMENDATION

No action necessary.

FISCAL IMPACT

ATTACHMENTS

- I. 05 - May 2020 Financials



EXPENSES

ACCOUNT DESCRIPTION	2020 Jan-May	2019 Jan-May	+/-	%	2020 BUDGET	% OF BUDGET
Wages & Salaries	1,054,815.10	1,143,545.56	(88,730)	-7.8%	3,695,902	28.5%
Fringe Benefits	681,236.29	633,710.48	47,526	7.5%	1,488,783	45.8%
Other Employment Expenses	14,172.97	17,468.78	(3,296)	-18.9%	52,650	26.9%
Contract Services	16,467.54	33,597.40	(17,130)	-51.0%	291,214	5.7%
Materials & Supplies	178,681.89	255,461.71	(76,780)	-30.1%	943,173	18.9%
Building & Equip Maintenance	102,606.53	133,370.84	(30,764)	-23.1%	303,500	33.8%
Utilities	33,509.37	43,266.12	(9,757)	-22.6%	118,111	28.4%
Insurance	194,399.67	173,991.76	20,408	10.5%	157,515	123.4%
Miscellaneous	100.00	197.10	(97)	-97.1%	250	40.0%
Paratransit Services	195,885.33	308,274.32	(112,389)	-36.5%	1,469,080	13.3%
Subrecipient Expenses	78,115.00	-	78,115	100.0%	-	0.0%
TOTAL	2,549,989.69	2,742,884.07	(192,894)	-7.0%	8,520,178	29.9%

REVENUES

ACCOUNT DESCRIPTION	2020 Jan-May	2019 Jan-May	+/-	%	2019 BUDGET	% OF BUDGET
Federal Operating Asst	117,222.00	208,396.00	(91,174)	-77.8%	2,257,847	5.2%
State Operating Asst	666,772.00	85,862.00	580,910	87.1%	2,257,847	29.5%
Other Local Municipalities	286,419.90	217,470.68	68,949	24.1%	655,623	43.7%
Green Bay	520,000.00	520,000.00	-	0.0%	1,670,461	31.1%
Farebox Revenue-Fixed Route	176,360.66	277,879.72	(101,519)	-57.6%	665,000	26.5%
Farebox Revenue-Paratransit	92,053.00	152,685.00	(60,632)	-65.9%	554,400	16.6%
College Program Fares	3,483.00	5,759.00	(2,276)	-65.3%	-	0.0%
TMI Refund	65,187.00	70,654.00	(5,467)	-8%	-	0.0%
Non-Transportation Revenue	27,302.54	18,490.22	8,812	32.3%	17,200	158.7%
State Fuel Refund	5,621.60	-	5,622	100.0%	-	0.0%
Advertising	41,874.86	73,019.00	(31,144)	-74.4%	140,000	29.9%
Intercity Bus Commissions	2,744.32	6,704.62	(3,960)	-144.3%	36,000	7.6%
Partnership Contributions	2,251.00	1,668.00	583	25.9%	265,800	0.8%
TOTAL	2,007,291.88	1,638,588.24	368,704	18.4%	8,520,178	23.6%

KEY PERFORMANCE INDICATORS (KPI)

Operating Days	122	128	(6)	-4.7%	308
Revenue Miles	349,359	503,527	(154,168)	-30.6%	1,210,305
Revenue Hours	25,051	36,297	(11,246)	-31.0%	80,989
Unlinked Passenger Trips	315,571	523,745	(208,174)	-39.7%	1,289,000
Revenue / Cost	78.7%	59.7%			1
Farebox Revenue / Mile	0.50	0.55	(0.05)	-8.5%	1
Farebox Revenue / Pass Trip	0.56	0.53	0.03	5.3%	1
Farebox Revenue / Hour	7.04	7.66	(0.62)	-8.0%	8
Passenger / Mile	0.90	1.04	(0.14)	-13.2%	1
Cost / Mile	6.74	4.84	1.90	39.4%	6
Cost / Passenger Trip	7.46	4.65	2.81	60.5%	5



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.3

Director's Report

BACKGROUND

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

RECOMMENDATION

No action necessary.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

July 15, 2020

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.4

Next Meeting: Wednesday, August 19, 2020 at 8:15 a.m.

BACKGROUND

RECOMMENDATION

FISCAL IMPACT

ATTACHMENTS

None