



## **AGENDA OF THE TRANSIT COMMISSION**

**WEDNESDAY, SEPTEMBER 21, 2022, 8:15 AM**  
**TRANSIT**  
**901 University Ave**

### **A. Roll Call.**

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

### **B. Approval of the Agenda.**

1. Approval of September 21, 2022 Transit Commission Agenda

### **C. Approval of Minutes.**

1. Approval of July 20, 2022 Transit Commission Minutes

### **D. Regular Business.**

1. Discussion/Action: Expand Saturday Service Hours for Microtransit Services on Saturdays
2. Discussion/Action: Hiring Referral Program
3. Discussion/Action: ADA Paratransit Service Policy

### **E. Informational.**

1. Update: RFP #2022-77 Computer Aided Dispatch and Automatic Vehicle Location System
2. Operational Reports
3. Financial Report
4. Director's Report

5. Next Transit Commission Meeting: Wednesday, October 19, 2022

**F. Adjournment.**

- 1) SUPPLEMENTAL INFORMATION: The Video of this meeting, Agenda, Agenda Packet, and Minutes are available online at [www.greenbaywi.gov/Meetings](http://www.greenbaywi.gov/Meetings).
- 2) 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.
- 3) QUORUM: Please take notice that the Common Council is scheduled (or planned to be in attendance) to attend this Transit Commission meeting. A quorum will be confirmed at the start of the meeting. This will constitute a meeting of the Common Council for purposes of discussion and information gathering relative to this agenda.
- 4) 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**

September 21, 2022

**PREPARED BY**

Patty Kiewiz, Transit Director

**AGENDA ITEM # B.1**

Approval of September 21, 2022 Transit Commission Agenda

**BACKGROUND**

Enclosed is the agenda for the Transit Commission meeting being held on September 21, 2022.

**RECOMMENDATION**

Staff recommends the approval of the agenda for September 21, 2022.

**FISCAL IMPACT**

**ATTACHMENTS**

None



Report to the  
Transit Commission  
of the City of Green Bay



**MEETING DATE**

September 21, 2022

**PREPARED BY**

Patty Kiewiz, Transit Director

**AGENDA ITEM # C.I**

Approval of July 20, 2022 Transit Commission Minutes

**BACKGROUND**

Enclosed are the proposed minutes from the Transit Commission meeting held on July 20, 2022.

**RECOMMENDATION**

Staff recommends the approval of the minutes from July 20, 2022.

**FISCAL IMPACT**

**ATTACHMENTS**

- I. Transit Commission 7-20-22



# **MINUTES OF THE TRANSIT COMMISSION**

**WEDNESDAY, JULY 20, 2022, 8:15 AM**

**TRANSIT**

**901 University Ave**

## **A. ROLL CALL.**

I. Roger Kolb, Chair; Emily Ysebaert, Vice-Chair; Kevin Kuehn, Secretary; Alderman Randy Scannell, Rashad Cobb, Michael Conley-Kuhagen and Jessica Franco-Morales

Chair Roger Kolb called the meeting to order at 8:19 a.m.

## **B. APPROVAL OF THE AGENDA.**

I. Approval of the July 20, 2022 Transit Commission Agenda

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to approve the July 20, 2022 agenda. Motion carried.

Yes- Randy Scannell, Roger Kolb, Kevin Kuehn, Rashad Cobb, Jessica Franco-Morales, No- None, Abstain- None

## **C. APPROVAL OF MINUTES.**

I. Approval of the June 15, 2022 Transit Commission Minutes

Moved by Ald. Randy Scannell, seconded by Commissioner Kevin Kuehn to approve the minutes from the June 15, 2022 meeting. Motion carried.

Yes- Randy Scannell, Roger Kolb, Kevin Kuehn, Rashad Cobb, Jessica Franco-Morales, No- None, Abstain- None

## **D. REGULAR BUSINESS.**

I. Discussion/Action: Computer Aided Dispatch and Automatic Vehicle Location System (CAD/AVL)

Director Kiewiz stated staff had worked with the Purchasing Department to conduct the RFP for the CAD/AVL system. Our system is no longer supported due to the company being sold. With Green Bay Metro having an additional mode of transit, we thought about looking for a new system that

would allow functionality and seamless options between the services. This RFP also included digital solar panel signs to be placed at Transfer Points.

The RFP scoring team consists of Miranda Socha, Compliance Coordinator; Chris Braatz, Operation Supervisor; Kenny Hofer, Maintenance Manager; David Edwards, IT; and Lisa Conard, Brown County MPO.

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to approve to the highest responsive bidder not to exceed the projected project budget of \$650,000.00, excluding the annual maintenance fees. Motion carried.

Yes- Randy Scannell, Roger Kolb, Kevin Kuehn, Rashad Cobb, Jessica Franco-Morales, No- None, Abstain- None

## 2. Discussion/Action: Local Share Cost Allocation Study

Director Kiewiz provided background on the current funding structure between the City of Green Bay and contributing partners. Discussion was held regarding the cost allocation study that was conducted by Brown County Planning.

Moving forward, the funding structure for Transit will be fixed routes and microtransit in one group by percentage and Paratransit will be billed to the community the rider resides in.

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to approve the new funding structure as provided in the local cost allocation study. To include an annual review to ensure equity for all contributing partners.. Motion carried.

Yes- Randy Scannell, Roger Kolb, Kevin Kuehn, Rashad Cobb, Jessica Franco-Morales, No- None, Abstain- None

## 3. Discussion/Action: City-wide Comprehensive Energy Planning Project

Director Kiewiz stated the Energy Innovation Grant Program agreement between the Public Service Commission of Wisconsin Office of Energy Innovation and the City of Green Bay will include Transit, DPW and Water Utility. This program will create a comprehensive energy plan for the future. Metro also committed to providing matching funds in the amount of \$5,000 in-kind labor and/or \$5,000 contribution as specified in the project budget. Staff will assist with compiling data for the federal grant. Staff time will be tracked for in-kind labor per the requirements of the grant.

Moved by Ald. Randy Scannell, seconded by Commissioner Kevin Kuehn to approve the partnership with the Energy Innovation Grant Program agreement to create a comprehensive energy plan. Motion carried.

Yes- Randy Scannell, Roger Kolb, Kevin Kuehn, Rashad Cobb, Jessica Franco-Morales, No- None, Abstain- None

# **E. INFORMATIONAL.**

## I. Operational Reports

Director Kiewiz stated the packets include new ridership reports. Ridership is increasing. No other

concerns.

## 2. Financial Report

Director Kiewiz stated in your packets you will find the operating expense report through May. Currently, we are below budget. Fuel is well below budget. Staff have no concerns.

## 3. Director's Report

Director Kiewiz provided an overall update.

Metro will be hosting a Rider Appreciation Event on Thursday, July 21, 2022 from 2 p.m. until 4 p.m.

We will be providing snow cones, popcorn, cookies, games and prizes.

Bret one of our dedicated transit lovers, had passed away. His mother contacted Metro about placing a bench with a plaque that would say "Enjoy the ride. Appreciate the drivers. Love, Bret".

Waiting on the final numbers for benefits to finalize the 2023 budget.

Director Kiewiz will be on vacation on July 23 and returning on August 1.

## 4. Next Transit Commission Meeting: Wednesday, August 17, 2022

### **F. ADJOURNMENT.**

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to adjourn at 8:47 a.m.

Motion carried.

Yes- Randy Scannell, Roger Kolb, Kevin Kuehn, Rashad Cobb, Jessica Franco-Morales, No- None, Abstain- None



Report to the  
**Transit Commission**  
of the City of Green Bay



#### MEETING DATE

September 21, 2022

#### PREPARED BY

Patty Kiewiz, Transit Director

#### AGENDA ITEM # D.I

Discussion/Action: Expand Saturday Service Hours for Microtransit Services on Saturdays

#### BACKGROUND

Pre-Covid Green Bay Metro provided fixed route and Paratransit services on Saturdays till 6:45pm. With the substantial reduction in passengers, service was reduced to 3:45pm. Over the past few months, ridership has been increasing. With Metro's new mode of microtransit services, this would be the most logical option for expanding services later on Saturday. The entire system would be covered from 3:45pm-7:45pm, just as it is Monday through Friday from 8:45pm-10:45pm.

#### RECOMMENDATION

Staff recommends the expansion of service hours to 7:45pm on Saturdays, by utilizing microtransit (GBM On Demand) services. The change would be effective October 1, 2022.

#### FISCAL IMPACT

#### ATTACHMENTS

None



Report to the  
Transit Commission  
of the City of Green Bay



#### MEETING DATE

September 21, 2022

#### PREPARED BY

Patty Kiewiz, Transit Director

#### AGENDA ITEM # D.2

Discussion/Action: Hiring Referral Program

#### BACKGROUND

Green Bay Metro, along with many other employers, continues to face challenges with hiring quality candidates. Currently, we have 6 Bus Operator vacancies. However, in order to continue to maintain public transit services at the current level, we need to find quality candidates. Staff continues to work closely with the Human Resource Dept. on various methods to search for candidates.

As another attempt to successfully fill positions, Transit is requesting to implement a Hiring Referral Program. This program would pay any City of Green Bay employee \$500 for an individual that they referred for Bus Operator, who has successfully completed probation.

#### RECOMMENDATION

Staff recommends approval of the Hiring Referral Program as presented.

#### FISCAL IMPACT

#### ATTACHMENTS

None



Report to the  
**Transit Commission**  
of the City of Green Bay



#### MEETING DATE

September 21, 2022

#### PREPARED BY

Patty Kiewiz, Transit Director

#### AGENDA ITEM # D.3

Discussion/Action: ADA Paratransit Service Policy

#### BACKGROUND

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

The visitors section as been updated.

#### RECOMMENDATION

Staff recommends the approval of the updated ADA Paratransit Service Policy.

#### FISCAL IMPACT

#### ATTACHMENTS

- I. ADA Policy revised 9.2022



# Paratransit

## ADA Paratransit Service Policy Document

September 2022



## Table of Contents

### SECTION I: PARATRANSIT SERVICE DESCRIPTION

- A. Service Background

### SECTION II: ADA PARATRANSIT ELIGIBILITY PROCESS

- A. Application Materials
- B. Program Eligibility
  - Eligibility Criteria*
  - Type of ADA Eligibility*

- C. Appeals Process

### SECTION III: SERVICE POLICIES

- A. Service Hours and Days
- B. Service Parameters
- C. Levels of Service and Fares
- D. Trip Scheduling
- E. Trip Purpose
- F. Service Reservations
- G. Multiple Destinations
- H. User Card
- I. Pick-Up Window
- J. 5-Minute Wait Time
- K. Cancellations
- L. No-Shows
- M. Driver Assistance
- N. Prohibited Behaviors
- O. Personal Care Attendants and Companions
- P. Visitors and Reciprocal Eligibility
- Q. Medical Equipment
- R. Carry on
- S. Reasonable Modification

### SECTION IV: RIDER POLICY

- A. Seriously Disruptive Behavior
- B. Public Health Threats
- C. Refusal to Comply with Safety Rules
- D. Service Refusal Process

### SECTION V: PARATRANSIT PERFORMANCE MONITORING

- A. On-Time Performance
- B. Phone System Access
- C. Overall Customer Satisfaction
- D. System Capacity

### SERVICE VI: GREEN BAY METRO'S ACCESSIBLE BUS SERVICE

### FREQUENTLY ASKED QUESTIONS

### FULL SERVICE MAP

## **SECTION I: PARATRANSIT SERVICE DESCRIPTION**

### **A. Service Background**

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

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

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

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

## **SECTION II: ADA PARATRANSIT ELIGIBILITY PROCESS**

### **A. Application Materials**

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

### **B. Program Eligibility**

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

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

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

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

### ***Eligibility Criteria:***

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

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

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

### ***Type of ADA Eligibility:***

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

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

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

### **C. Appeals Process**

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

1. Green Bay Metro requires all appeals be made within 60 days of being notified of a service decision. For a request to be heard, contact:

Transit Director  
Green Bay Metro  
901 University Ave  
Green Bay, WI 54302  
920-448-3450

2. The Disability Advisory Committee (DAC) will hear the appeal first. If the DAC upholds the decisions, the individual may request an appeal to the Green Bay Transit Commission. (herein after referred to as the Commission)
3. Green Bay Metro will notify the individual of the Commission's ruling on the appeal within 10 days. This notification will outline the ruling and supporting reasons.
4. Once the individual has been informed of the Commission's ruling, the decision will be implemented on the next day of service.
5. All decisions made by the Commission are final.

## **SECTION III: SERVICE POLICIES**

### **A. Service Hours and Days**

1. Service Hours  
Monday through Friday 5:45 AM – 8:45 PM  
Saturday 7:45 AM – 3:45 PM
2. Service is provided Monday through Saturday throughout the year, except for the following observed holidays:
  - New Year's Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Christmas Day
3. Service is provided at all times that Metro fixed routes operate.

## **B. Service Parameters**

Service is only provided inside the service area as defined by the requirements of the Americans with Disabilities Act (ADA). The area is defined as an area within  $\frac{3}{4}$  of a mile on either side of a fixed route. (Map enclosed).

## **C. Levels of Service and Fares**

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

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

Basic service: \$4.00 per one-way trip.

Agency fare: \$19.00 per one-way trip.

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

## **D. Trip Scheduling**

Paratransit riders reserve trips by calling the service provider's dispatch number during business hours of 8:00 AM to 5:00 PM Monday through Friday and 7:45 AM to 3:45 PM Saturday. The caller should be prepared to provide the dispatcher the following information: first name; last name; phone number; how they intend to pay the fare; origin address; destination address; accompanying companion(s), if needed; accompanying equipment(e.g., oxygen tank and respirators); ambulatory or non-ambulatory and desired arrival time.

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

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

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

## **E. Trip Purpose**

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

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

## **F. Service Reservation**

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

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

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

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

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

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

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

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

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

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

## **G. Multiple Destinations**

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

## **H. Identification Card**

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

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

## **I. Pick-Up Window**

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

## **J. 5-Minute Wait Time**

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

## **K. Cancellations**

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

## **L. No-Shows**

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

Notification procedure:

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

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

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

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

#### **M. Driver Assistance**

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

#### **N. Prohibited Behaviors**

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

#### **O. Personal Care Attendants and Companions**

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

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

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

#### **P. Visitors**

Paratransit service will be provided to ADA eligible visitors. If an individual has been certified as "ADA paratransit eligible" by another public entity, that certification shall be honored for up to 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. If an individual claims ADA paratransit eligibility, they are entitled to presumptive eligibility for up to 21 days. If service is required beyond 21 days, local certification will be required and an application must be completed.

#### **Q. Medical Equipment**

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

#### **R. Carry on**

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

#### **S. Reasonable Modification**

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

### **SECTION IV: RIDER POLICY**

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

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

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

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

#### **A. Seriously Disruptive Behavior**

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

- Getting out of a seat while a Paratransit vehicle is in motion
- Leaving a Paratransit vehicle while it is parked to pickup or drop off another rider
- Disturbing a vehicle operator while the operator is driving
- Violent behavior
- Physically or verbally threatening vehicle operator, dispatcher or other riders
- Smoking while onboard a vehicle
- Damaging or destroying vehicle equipment

- Engaging in conduct or activity that is a danger to the rider, other riders, or the driver
- Offensive language

## **B. Public Health Threats**

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

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

## **C. Refusal to Comply with Safety Rules**

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

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

## **D. Service Refusal Process**

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

The Transit Director, or his/her designee, is authorized to suspend or refuse the provision of service to riders who: (1) violate GBM's no-show policy; (2) engage in violent, seriously disruptive, or illegal conduct; (3) pose a public health threat; (4) refuse to pay the applicable fare; or (5) refuse to comply with safety rules. The term of the suspension or refusal of service shall depend on the nature and seriousness of the prohibited conduct.

To the extent feasible, the rider shall be notified in writing. The written notification will state the specific basis for the proposed action, the proposed sanction, and the appeal process.

# **SECTION V: PARATRANSIT PERFORMANCE MONITORING**

GBM is responsible for ensuring Paratransit service performance complies with the Americans with Disabilities Act. Service oversight of the provider is completed through review of monthly trip records, on-site meetings, feedback received through the complaint and comment process, and periodic surveys of riders. In general, the ADA requires Paratransit service provided to riders with disabilities to be comparable to what is provided to riders of the fixed route bus system. GBM has developed standards based on regulatory requirements and nationally recognized guidance related to Paratransit service. Below is a list of performance measurable to ADA Paratransit service and established standards within each measure.

## **A. On-Time Performance**

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

#### **B. Phone System Access**

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

#### **C. Overall Customer Satisfaction**

On occasion, GBM may conduct a survey of all or a segment of ADA Paratransit riders. Riders may be asked to rate their satisfaction with, dispatcher courtesy, driver courtesy, driver sensitivity, vehicle cleanliness, and overall ride quality. The survey also allows riders to write in comments and provides valuable information about customer satisfaction over time. The results are reviewed with the provider to identify areas of improvement and areas of success.

#### **D. System Capacity**

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

### **SECTION VI: GREEN BAY METRO'S ACCESSIBLE BUS SERVICE**

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

Each bus contains accessible features, including: kneeling capability (bus lowers to make the first step easier); a ramp for wheelchair boarding; on-board wheelchair securement areas; and stop announcements by drivers.

Each vehicle carries a boarding chair (standard wheelchair) for use by riders that cannot climb the steps to board the vehicle, if requested. Riders in scooters or riders whose mobility device does not fit on the lift and are able to transfer without assistance to the boarding chair may also utilize the

chair. Riders can sit in the boarding chair while the lift is in operation. This chair is provided for the safety of the rider.

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

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

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

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

Question: *When can I start riding the Paratransit van?*

Answer: As soon as you receive your approved Paratransit Identification Card.

Question: *What if I run late at the doctor?*

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

Question: *Does the cancellation left on the answering machine count as the time the ride was cancelled?*

Answer: Yes. The recorder time stamps each message and that time will be listed as the cancellation time.

Question: *Do I have to call every weekday for a trip if the time and days that I travel are the same week-to-week?*

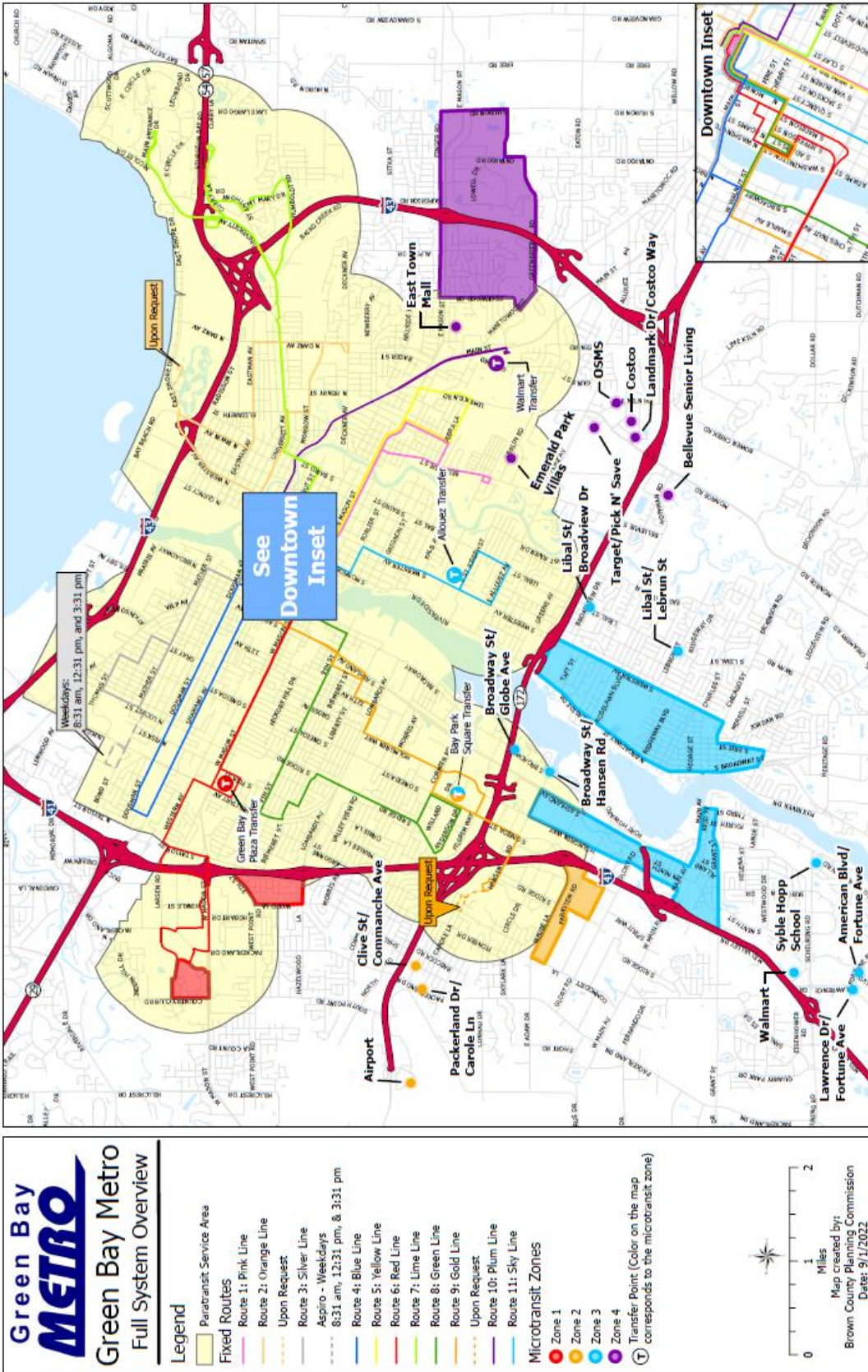
Answer: No. Subscription service is available when travel is at the same time and day each week. However, when necessary, a passenger must remember to cancel a subscription ride to avoid a no-show being recorded. See “Section II ADA Paratransit Eligibility Process”

Question: *Will I be taken directly to and from my destination?*

Answer: Not necessarily. The Green Bay Metro Paratransit service is public transportation and sometimes riders share rides.

Question: *What is origin to destination?*

Answer: This means the driver will pick you up or drop you off at your origin to destination.



## **ADOPTION AND REVISION HISTORY**

Approved by the Green Bay Transit Commission November 28, 2007

Revised policy, Approved by the Green Bay Transit Commission July 21, 2010

Revised policy, Approved by the Green Bay Transit Commission October 19, 2011

Revised policy, Approved by the Green Bay Transit Commission February 15, 2012

Revised policy, Approved by the Green Bay Transit Commission January 15, 2014

Revised policy, Approved by the Green Bay Transit Commission January 20, 2016

Revised policy, Approved by the Green Bay Transit Commission February 20, 2019

Revised policy, Approved by the Green Bay Transit Commission September 2019

Revised policy, Approved by the Green Bay Transit Commission September 21, 2022



Report to the  
Transit Commission  
of the City of Green Bay



#### MEETING DATE

September 21, 2022

#### PREPARED BY

Patty Kiewiz, Transit Director

#### AGENDA ITEM # E.I

Update: RFP #2022-77 Computer Aided Dispatch and Automatic Vehicle Location System

#### BACKGROUND

The Transit Commission previously approved this project with a not to exceed amount. The award is attached for informational purposes only.

#### RECOMMENDATION

Receive and place on file.

#### FISCAL IMPACT

#### ATTACHMENTS

- I. 2022-27 Award for Transit Commission



Purchasing Department  
100 North Jefferson Street - Room 101  
Green Bay, Wisconsin 54301-5026  
www.greenbaywi.gov

Phone 920.448.3047  
Fax 920.448.3050

September 6, 2022

TO: Green Bay Metro Transit Commissioners

FR: Diane Kruse CPM; C.P.I.M.

RE: Computer Aided Dispatch and Automatic Vehicle Location System

Cc: Patty Kiewiz, Miranda Socha

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>RFP Scope /Objectives</b> | <p>The City of Green Bay and Green Bay Metro Transit solicited proposals from qualified vendors for an AVL/GPS based Real-Time Passenger Information System (RTPI). The system requirements included:</p> <ul style="list-style-type: none"> <li>• Vehicle Tracking and Location Software including Maps</li> <li>• Graphical user interface with real-time data displays for customers and dispatchers</li> <li>• Route Management</li> <li>• Public Website Accessibility (via mobile devices, tablets, computers, etc.)</li> <li>• Automated Voice Announcements (AVA)</li> <li>• Automatic Passenger Counting (APC)</li> </ul>            |
| <b>Timelines:</b>            | <p>June 3, 2022 – Issued a formal RFP</p> <p>June 9, 2022 – Questions Due</p> <p>June 10, 2022 – Addendum Posted</p> <p>June 30, 2022 – Due date for responses. Seven vendors responded</p> <p>July 12 and August 4, 2022 – Evaluation Team conducted evaluations and scoring of responses</p> <p>August 25, 2022 – Vendor Interview for highest scoring proposal</p> <p>July 20, 2022, Presented to Transit Commission with a not to exceed amount of \$650,000 excluding maintenance fees.</p> <p>September 6, 2022, Award posted on Demandstar.</p> <p>September 14, 2022, Award update in Director's report to Transit Commissioners.</p> |
| <b>Supplier Evaluations</b>  | <p>A five-member evaluation team was assembled, comprised of staff from Metro Transit. RFPs were evaluated and scored based on the criteria stated in the RFP.</p> <p>Refer to RFP Scoring Criteria &amp; Points</p>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Pricing:</b>              | Refer to Cost Proposal Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Award Recommendation</b>  | The evaluation committee recommends the award of the Computer Aided Dispatch and Automatic Vehicle Location System to Equans, which is the highest scoring proposer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Contract Term</b>         | The pricing reflects a 10-year total cost of ownership. The 1 <sup>st</sup> year cost for the proposed solution includes all hardware, software, implementation, training, support, hosting, and any other related expenses. Subsequent years cost will be for on-going maintenance and support only.                                                                                                                                                                                                                                                                                                                                         |

ISSUED: 6/3/2022 DUE: 6/30/2022

CC: 68000

Scoring Criteria & Points

|                       |                                                                  | Highest Score | ----->              | ----->                   | ----->         | ----->                | ----->            |
|-----------------------|------------------------------------------------------------------|---------------|---------------------|--------------------------|----------------|-----------------------|-------------------|
| Total Possible Points | MINIMUM SPECIFICATIONS                                           | Equans        | ETA TRANSIT SYSTEMS | PASSIO TECHNOLOGIES, LLC | CONNEXIONZ     | GMV SYNCROMATICS CORP | HBSS CONNECT CORP |
| 15                    | Company Experience & Qualifications                              | 14            | 11                  | 10                       | 11             | 12                    | 7                 |
| 25                    | Compliance with Scope of Work and Implementation Plan            | 24            | 15                  | 13                       | 13             | 0                     | 10                |
| 20                    | Customer Service & Support Including Comprehensive Training Plan | 19            | 12                  | 13                       | 13             | 13                    | 8                 |
| 0                     | <del>Vendor Interviews &amp; Demonstrations</del>                | Did not Score | Did not Score       | Did not Score            | Did not Score  | Did not Score         | Did not Score     |
| 20                    | Pricing                                                          | 20.00         | 16.80               | 16.80                    | 11.46          | 18.36                 | 12.47             |
| 80                    | <b>TOTAL ALL CATAGORIES</b>                                      | <b>77.00</b>  | <b>54.80</b>        | <b>52.80</b>             | <b>48.46</b>   | <b>43.36</b>          | <b>37.47</b>      |
|                       | Cost                                                             | \$749,767.00  | \$892,348.00        | \$892,332.39             | \$1,308,445.51 | \$816,647.00          | \$1,202,721.29    |

**RECOMMENDATION:**

Award this project to Equans, the highest scoring vendor that provided the best overall solution and value for City of Green Bay, Metro Transit.

**NOTES:** The City issued a Request for Proposal (RFP) and received seven (7) proposals. One response was deemed non-responsive as they did not submit appropriate paperwork.

The evaluation team met and discussed the six (6) vendor's proposal's, design solutions and their submitted proposals for overall completeness and value to Metro Transit. Per the evaluation criteria the team decided Equans to provide the best overall design solution and value for this project.

**CITY OF GREEN BAY - COST PROPOSAL SUMMARY**
**RFP # 2022-27**

 Computer Aided Dispatch and  
Automatic Vehicle Location System

|         |                                                                                  | VENDOR #1           | VENDOR #2                     | VENDOR #3                                                  | VENDOR #4                       | VENDOR #5         | VENDOR #6       |
|---------|----------------------------------------------------------------------------------|---------------------|-------------------------------|------------------------------------------------------------|---------------------------------|-------------------|-----------------|
|         |                                                                                  | ETA TRANSIT SYSTEMS | GMV<br>SYNCROMATICS<br>CORP   | PASSIO<br>TECHNOLOGIES,<br>LLC                             | INEO SYSTRANS USA<br>INC/Equans | HBSS CONNECT CORP | CONNEXIONZ      |
|         |                                                                                  | BOCA RATON, FL      | LOS ANGELES, CA               | ATLANTA, GA                                                | SANDY SPRINGS, GA               | LOWELL, MA        | DENVER, CO      |
| QTY     | DESCRIPTION                                                                      | PRICE               | PRICE                         | PRICE                                                      | PRICE                           | PRICE             | PRICE           |
|         | BASE COST:                                                                       | \$ 285,380.00       | \$ 399,630.00                 | \$ 333,025.49                                              | \$ 393,002.00                   | \$ 460,529.00     | \$ 428,908.84   |
|         | Indicate your proposed annual costs for on-going maintenance and support         |                     |                               |                                                            |                                 |                   |                 |
|         |                                                                                  |                     |                               |                                                            |                                 |                   |                 |
|         | MAINTENANCE Year 2                                                               | \$ 62,200.00        | \$ 40,210.00                  | \$ 61,162.50                                               | \$ 37,679.00                    | \$ 71,029.35      | \$ 64,176.17    |
|         | MAINTENANCE Year 3                                                               | \$ 62,200.00        | \$ 40,210.00                  | \$ 61,162.50                                               | \$ 37,679.00                    | \$ 73,630.52      | \$ 76,668.79    |
|         | MAINTENANCE Year 4                                                               | \$ 62,200.00        | \$ 40,210.00                  | \$ 61,162.50                                               | \$ 37,679.00                    | \$ 76,335.74      | \$ 77,606.79    |
|         | MAINTENANCE Year 5                                                               | \$ 62,200.00        | \$ 40,210.00                  | \$ 61,162.50                                               | \$ 37,679.00                    | \$ 79,149.17      | \$ 84,804.91    |
|         | MAINTENANCE Year 6                                                               | \$ 63,444.00        | \$ 48,252.00                  | \$ 62,997.38                                               | \$ 38,809.00                    | \$ 82,075.14      | \$ 100,494.59   |
|         | MAINTENANCE Year 7                                                               | \$ 64,713.00        | \$ 49,700.00                  | \$ 62,997.38                                               | \$ 39,979.00                    | \$ 85,118.15      | \$ 110,075.30   |
|         | MAINTENANCE Year 8                                                               | \$ 66,007.00        | \$ 51,191.00                  | \$ 62,997.38                                               | \$ 41,173.00                    | \$ 88,282.87      | \$ 111,013.30   |
|         | MAINTENANCE Year 9                                                               | \$ 67,327.00        | \$ 52,726.00                  | \$ 62,667.38                                               | \$ 42,408.00                    | \$ 91,574.19      | \$ 121,552.08   |
|         | MAINTENANCE Year 10                                                              | \$ 68,674.00        | \$ 54,308.00                  | \$ 62,997.38                                               | \$ 43,680.00                    | \$ 94,997.16      | \$ 133,144.74   |
|         | List any other costs the City may incur over the course of the proposed project. | \$ 28,003.00        | \$ -                          | \$ -                                                       | \$ -                            | \$ -              | N/A             |
|         | <b>TOTAL TEN (10) YEAR COST OF OWNERSHIP:</b>                                    | \$ 892,348.00       | \$ 816,647.00                 | \$ 892,332.39                                              | \$ 749,767.00                   | \$ 1,202,721.29   | \$ 1,308,445.51 |
| OPTIONS |                                                                                  |                     |                               |                                                            |                                 |                   |                 |
|         | SCORE                                                                            | 16.80               | 18.36                         | 16.80                                                      | 20.00                           | 12.47             | 11.46           |
| 22      | Price for twenty-two (22) optional APCs                                          | \$ 74,154.00        | \$ 103,810.00                 | \$94,334.00 One-time<br>\$10,692 Annual Recurring          | \$ 34,771.00                    | \$ 166,095.95     | \$ 97,775.00    |
| 30      | Price for thirty (30) optional on-board next stop signs                          | \$ 33,000.00        | \$ 53,550.00                  | \$83,227.10 One-Time<br>\$5,328.00 Annual Recurring        | \$ 22,500.00                    | N/A               | \$ 19,125.00    |
| 5       | Price for optional minimum five (5) outdoor signs                                | \$ 40,160.00        | \$ 37,225.00                  | \$78,787.55 One-Time<br>\$995.00 Annual Recurring for 5yrs | \$ 64,299.00                    | N/A               | *See Notes      |
|         | <b>TOTAL:</b>                                                                    | \$ 147,314.00       | \$ 194,585.00                 | See Above                                                  | \$ 121,570.00                   | See Above         | \$ 116,900.00   |
|         | LEAD TIME:                                                                       | 20 weeks            | 7 Months to System Acceptance | Twenty-four 24 weeks                                       | 9 months ARO                    | 60 Days           | Negotiable      |

AWARD: Award to INEO SYSTRANS USA INC/Equans the highest scoring responsive and responsible proposer.



Report to the  
Transit Commission  
of the City of Green Bay



**MEETING DATE**

September 21, 2022

**PREPARED BY**

Patty Kiewiz, Transit Director

**AGENDA ITEM # E.2**

Operational Reports

**BACKGROUND**

Operational reports included. Staff will present the reports.

**RECOMMENDATION**

No action is necessary.

**FISCAL IMPACT**

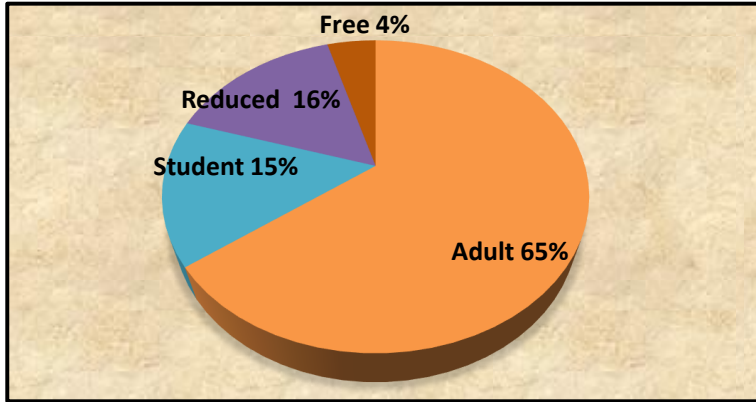
**ATTACHMENTS**

1. 06.Jun (4) Ridership
2. 06.Jun Micro KPIs
3. 07.Jul Ridership
4. 07.Jul Micro KPIs

# OPERATIONAL REPORT JUNE 2022

## Fixed Route Ridership

|            | ADULT  | STUDENT | *REDUCED | *FREE   | MONTHLY<br>FIXED ROUTE | YTD FIXED<br>ROUTE |
|------------|--------|---------|----------|---------|------------------------|--------------------|
| June 2021  | 25,189 | 3,418   | 7,353    | 3,633   | 39,593                 | 211,928            |
| June 2022  | 33,735 | 8,196   | 8,566    | 2,344   | 52,841                 | 304,497            |
| Difference | 8,546  | 4,778   | 1,213    | (1,289) | 13,248                 |                    |
|            | 34%    | 140%    | 16%      | -35%    | 33%                    |                    |



## Microtransit On Demand Ridership

| ADULT | STUDENT | *REDUCED | *FREE | MONTHLY ON<br>DEMAND | YTD ON<br>DEMAND |
|-------|---------|----------|-------|----------------------|------------------|
| 2,025 | 80      | 104      | 98    | 2,307                | 13,567           |

YTD  
PASSENGERS  
318,064

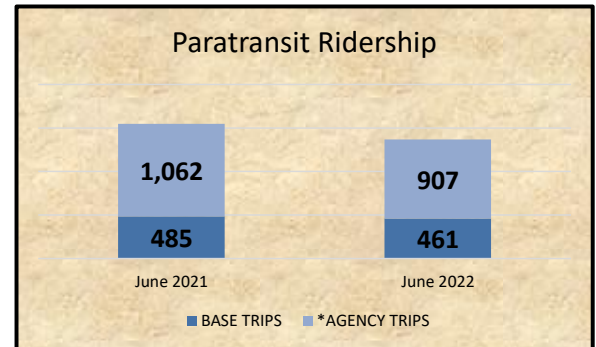
\*Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.

\*Free is comprised of game day, children 4 & under, promos, etc.

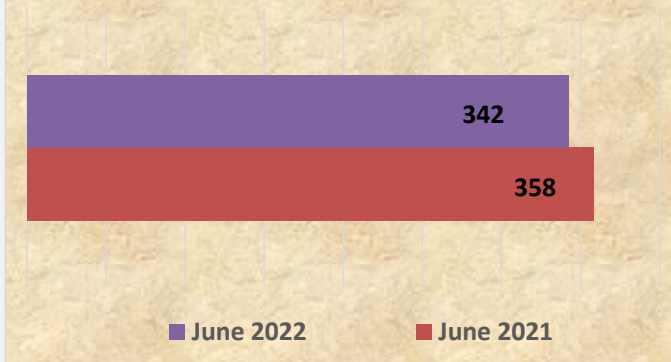
## Paratransit Ridership

|            | BASE TRIPS | *AGENCY TRIPS | TOTAL TRIPS |
|------------|------------|---------------|-------------|
| June 2021  | 485        | 1,062         | 1,547       |
| June 2022  | 461        | 907           | 1,368       |
| Difference | (24)       | (155)         | (179)       |
|            | -4.9%      | -14.6%        | -11.6%      |

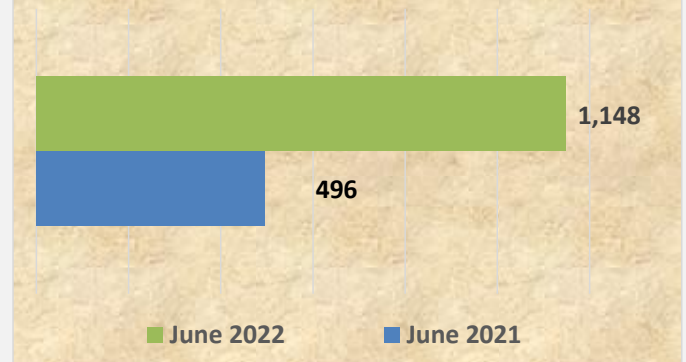
\*Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).



## Mobility Devices Boarded



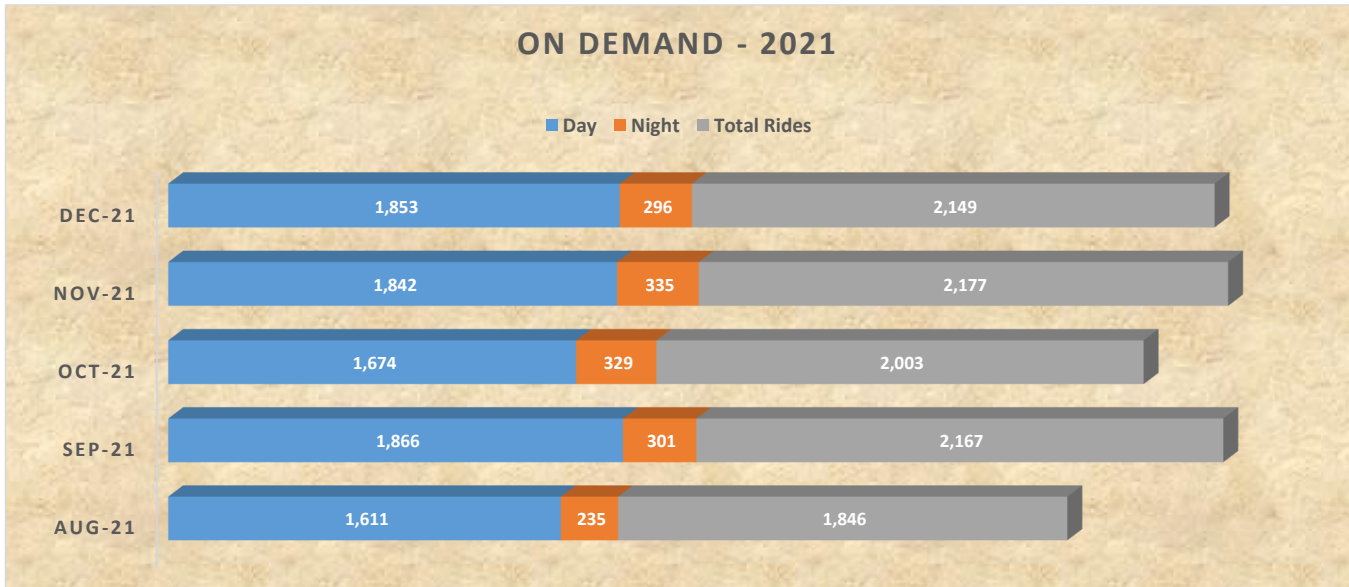
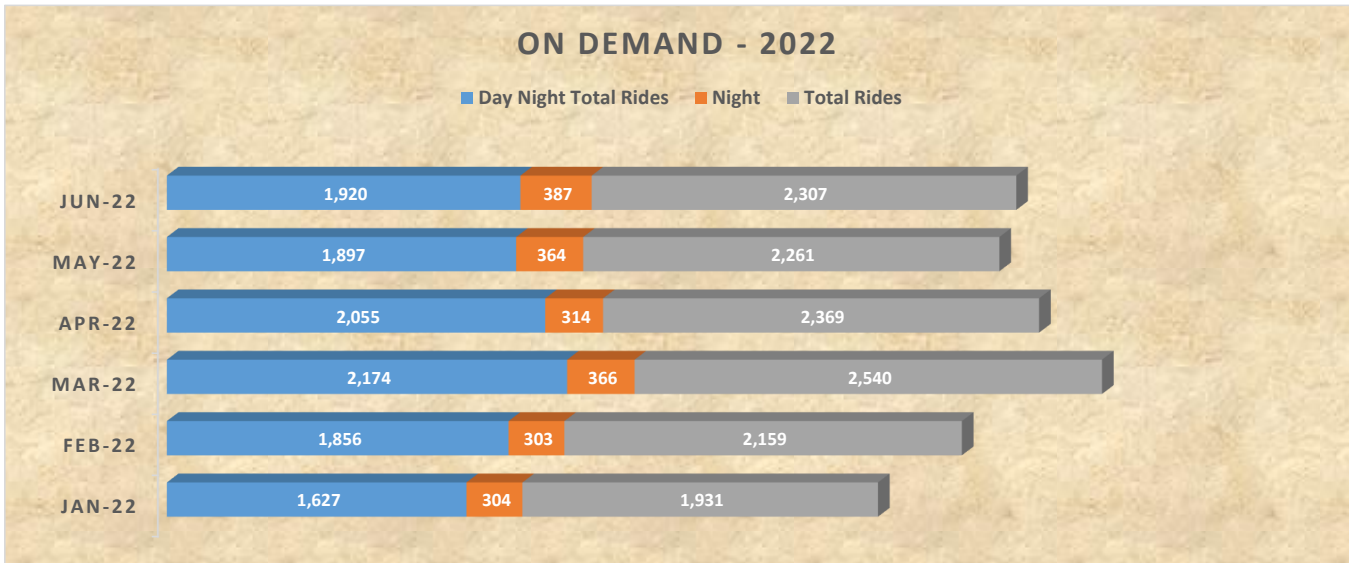
## Bikes Loaded



## GBM ON DEMAND RIDERSHIP - KPIs

JUNE 2022

|                                      | Day<br>Service | Night<br>Service | Total   | YTD    | Target |
|--------------------------------------|----------------|------------------|---------|--------|--------|
| Passengers                           | 1,920          | 387              | 2,307   | 13,567 |        |
| Operating Hours                      | 1,137.0        | 198.5            | 1,335.5 | 7,199  |        |
| Passengers per Operating Hour        | 1.69           | 1.95             | 1.73    | 1.88   | 3.0    |
| Average Customer Wait Time (minutes) | 9.53           | 10.88            |         |        | <20.0  |
| On-Time Pickups                      | 91%            | 85%              |         |        | 95%    |



|               |                 |                   |          |                 |
|---------------|-----------------|-------------------|----------|-----------------|
| Day Service   | Monday - Friday | 5:45am - 8:45pm   | Saturday | 7:45am - 3:45pm |
| Night Service | Monday - Friday | 8:45 pm - 10:45pm | Saturday | N/A             |

\*Key Performance Indicators (KPI)

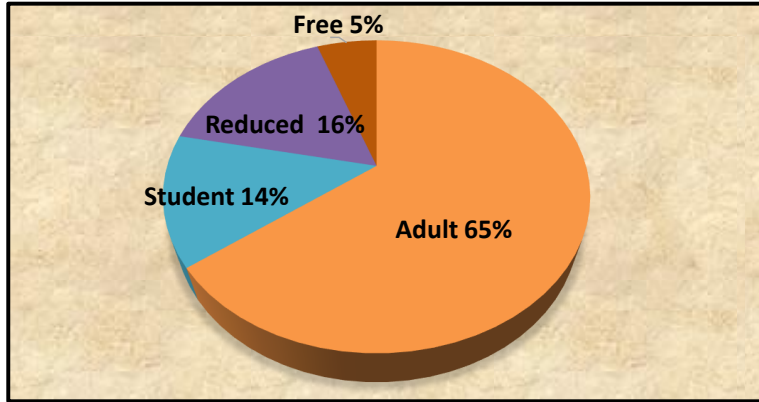
# OPERATIONAL REPORT JULY 2022

## Fixed Route Ridership

|            | ADULT  | STUDENT | *REDUCED | *FREE   | MONTHLY<br>FIXED ROUTE | YTD FIXED<br>ROUTE |
|------------|--------|---------|----------|---------|------------------------|--------------------|
| July 2021  | 24,095 | 2,511   | 7,195    | 4,514   | 38,315                 | 250,243            |
| July 2022  | 32,013 | 7,020   | 8,358    | 2,764   | 50,155                 | 354,176            |
| Difference | 7,918  | 4,509   | 1,163    | (1,750) | 11,840                 |                    |
|            | 33%    | 180%    | 16%      | -39%    | 31%                    |                    |

## Microtransit On Demand Ridership

| ADULT | STUDENT | *REDUCED | *FREE | MONTHLY ON<br>DEMAND | YTD ON<br>DEMAND |
|-------|---------|----------|-------|----------------------|------------------|
| 1,888 | 56      | 152      | 89    | 2,185                | 15,752           |



**YTD  
PASSENGERS**  
**369,928**

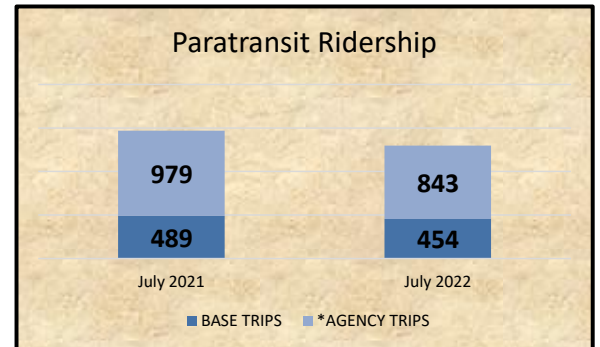
*\*Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.*

*\*Free is comprised of game day, children 4 & under, promos, etc.*

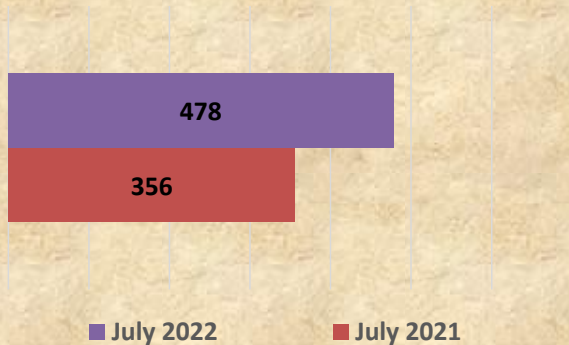
## Paratransit Ridership

|            | BASE TRIPS | *AGENCY TRIPS | TOTAL TRIPS |
|------------|------------|---------------|-------------|
| July 2021  | 489        | 979           | 1,468       |
| July 2022  | 454        | 843           | 1,297       |
| Difference | (35)       | (136)         | (171)       |
|            | -7.2%      | -13.9%        | -11.6%      |

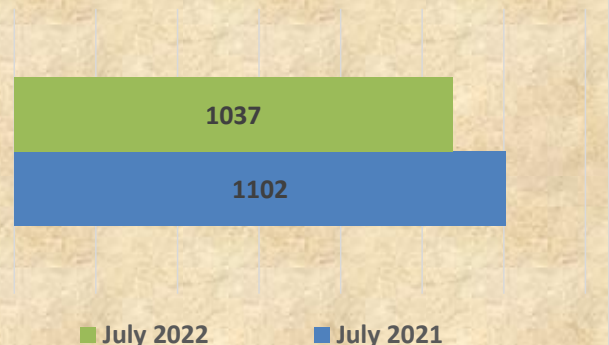
*\*Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).*



## Mobility Devices Boarded



## Bikes Loaded



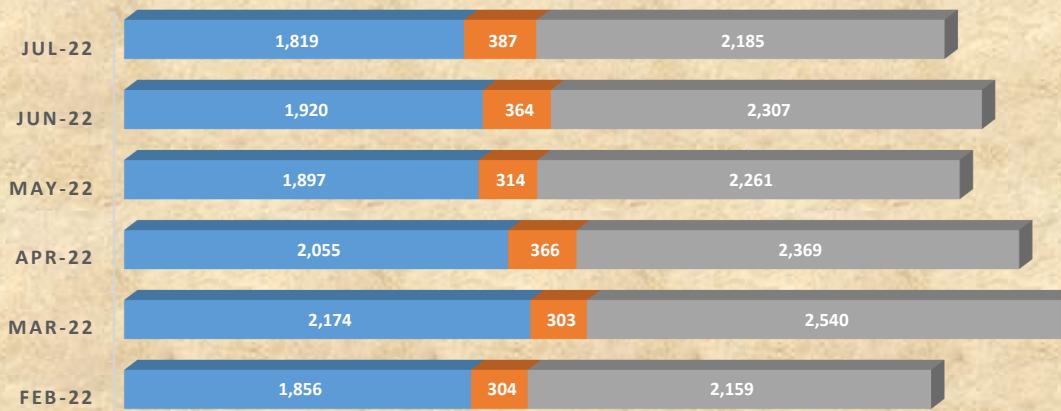
## GBM ON DEMAND RIDERSHIP - KPIs

JULY 2022

|                                      | Day<br>Service | Night<br>Service | Total   | YTD    | Target |
|--------------------------------------|----------------|------------------|---------|--------|--------|
| Passengers                           | 1,819          | 366              | 2,185   | 15,752 |        |
| Operating Hours                      | 1,031.0        | 185.6            | 1,216.6 | 8,416  |        |
| Passengers per Operating Hour        | 1.76           | 1.97             | 1.80    | 1.87   | 3.0    |
| Average Customer Wait Time (minutes) | 13.03          | 13.14            |         |        | <20.0  |
| On-Time Pickups                      | 92%            | 90%              |         |        | 95%    |

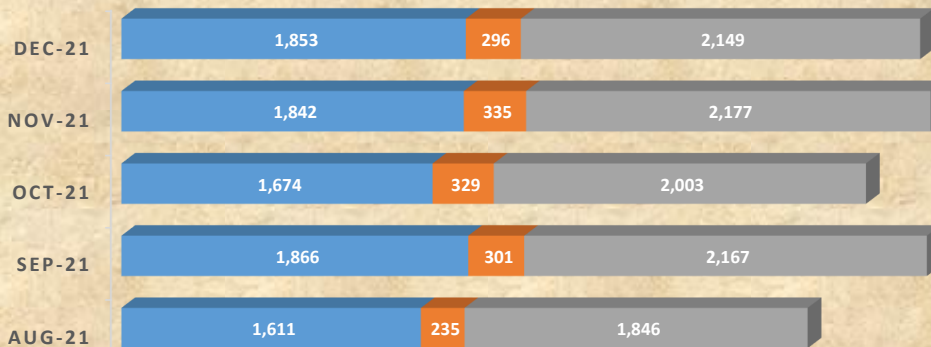
### ON DEMAND - 2022

Day Night Total Rides



### ON DEMAND - 2021

Day Night Total Rides



|               |                 |                   |          |                 |
|---------------|-----------------|-------------------|----------|-----------------|
| Day Service   | Monday - Friday | 5:45am - 8:45pm   | Saturday | 7:45am - 3:45pm |
| Night Service | Monday - Friday | 8:45 pm - 10:45pm | Saturday | N/A             |

\*Key Performance Indicators (KPI)



Report to the  
Transit Commission  
of the City of Green Bay



**MEETING DATE**

September 21, 2022

**PREPARED BY**

Patty Kiewiz, Transit Director

**AGENDA ITEM # E.3**

Financial Report

**BACKGROUND**

Green Bay Metro's staff will present the Commission with the financial reports for June and July.

**RECOMMENDATION**

No action is necessary.

**FISCAL IMPACT**

**ATTACHMENTS**

1. 06-June Financials
2. 07-July Financials



### EXPENSES

| ACCOUNT DESCRIPTION          | 2022 Jan-Jun        | 2021 Jan-Jun        | +/-            | %            | 2022 BUDGET      | % OF BUDGET  |
|------------------------------|---------------------|---------------------|----------------|--------------|------------------|--------------|
| Wages & Salaries             | 1,249,390.68        | 1,040,465.03        | 208,926        | 20.1%        | 2,585,333        | 48.3%        |
| Fringe Benefits              | 644,094.27          | 560,614.61          | 83,480         | 14.9%        | 1,597,262        | 40.3%        |
| Other Employment Expenses    | 29,042.08           | 21,640.87           | 7,401          | 34.2%        | 46,160           | 62.9%        |
| Contract Services            | 69,264.61           | 70,599.80           | (1,335)        | -1.9%        | 333,573          | 20.8%        |
| Materials & Supplies**       | 297,913.24          | 189,945.52          | 107,968        | 56.8%        | 686,265          | 43.4%        |
| Building & Equip Maintenance | 106,908.91          | 122,747.69          | (15,839)       | -12.9%       | 204,300          | 52.3%        |
| Utilities                    | 49,713.88           | 42,428.20           | 7,286          | 17.2%        | 100,091          | 49.7%        |
| Insurance*                   | 170,891.62          | 195,848.00          | (24,956)       | -12.7%       | 164,129          | 104.1%       |
| Miscellaneous                | 121.00              | 88.00               | 33             | 37.5%        | 250              | 48.4%        |
| Paratransit Services         | 259,005.14          | 246,479.48          | 12,526         | 5.1%         | 1,094,740        | 23.7%        |
| Microtransit Services        | 434,768.42          | 250,080.70          | 184,688        | 73.9%        | 1,921,754        | 22.6%        |
| Subrecipient Expenses        | -                   | -                   | -              | 0.0%         | -                | 0.0%         |
| <b>TOTAL</b>                 | <b>3,311,113.85</b> | <b>2,740,937.90</b> | <b>570,176</b> | <b>20.8%</b> | <b>8,733,857</b> | <b>37.9%</b> |

### REVENUES

| ACCOUNT DESCRIPTION          | 2022 Jan-Jun        | 2021 Jan-Jun        | +/-        | %           | 2021 BUDGET      | % OF BUDGET  |
|------------------------------|---------------------|---------------------|------------|-------------|------------------|--------------|
| Federal Operating Asst       | -                   | 14,544.00           | (14,544)   | -100.0%     | 2,456,328        | 0.0%         |
| State Operating Asst         | 652,386.00          | 686,472.00          | (34,086)   | -5.0%       | 2,358,141        | 27.7%        |
| Other Local Municipalities   | 322,132.50          | 317,676.82          | 4,456      | 1.4%        | 644,265          | 50.0%        |
| Green Bay                    | 624,000.00          | 624,000.00          | -          | 0.0%        | 1,676,517        | 37.2%        |
| Farebox Revenue-Fixed Route  | 218,498.79          | 182,132.36          | 36,366     | 20.0%       | 775,000          | 28.2%        |
| Farebox Revenue-Paratransit  | 110,574.00          | 110,940.00          | (366)      | -0.3%       | 462,000          | 23.9%        |
| Farebox Revenue-Microtransit | 6,808.00            | 3,879.00            | 2,929      | 75.5%       | -                | 0.0%         |
| College Program Fares        | 3,471.00            | 1,560.00            | 1,911      | 122.5%      | -                | 0.0%         |
| TMI Refund*                  | 50,038.00           | 65,431.00           | (15,393)   | -24%        | -                | 0.0%         |
| Non-Transportation Revenue   | 21,058.65           | 18,625.04           | 2,434      | 13.1%       | 17,200           | 122.4%       |
| State Fuel Refund            | 5,665.49            | 3,232.76            | 2,433      | 75.3%       | -                | 0.0%         |
| Advertising                  | 42,680.66           | 37,294.60           | 5,386      | 14.4%       | 120,000          | 35.6%        |
| Intercity Bus Commissions    | 1,529.28            | 3,534.80            | (2,006)    | -56.7%      | 36,000           | 4.2%         |
| Partnership Contributions    | 95,240.00           | 84,373.33           | 10,867     | 12.9%       | 188,404          | 50.6%        |
| <b>TOTAL</b>                 | <b>2,154,082.37</b> | <b>2,153,695.71</b> | <b>387</b> | <b>0.0%</b> | <b>8,271,857</b> | <b>26.0%</b> |

### KEY PERFORMANCE INDICATORS (KPI)

|                             |              |              |        |        |          |
|-----------------------------|--------------|--------------|--------|--------|----------|
| Operating Days              | 153          | 153          | -      | 0.0%   | 307      |
| Revenue Miles               | 378,920      | 357,380      | 21,540 | 6.0%   | 802,941  |
| Revenue Hours               | 25,384       | 24,429       | 955    | 3.9%   | 53,491   |
| Unlinked Passenger Trips    | 304,021      | 211,928      | 92,093 | 43.5%  | 591,868  |
| Revenue / Cost              | <b>65.1%</b> | <b>78.6%</b> |        |        | <b>1</b> |
| Farebox Revenue / Mile      | <b>0.58</b>  | 0.51         | 0      | 13.1%  | 1        |
| Farebox Revenue / Pass Trip | <b>0.72</b>  | 0.86         | (0)    | -16.4% | 1        |
| Farebox Revenue / Hour      | <b>8.61</b>  | 7.46         | 1      | 15.5%  | 14       |
| Passenger / Mile            | <b>0.80</b>  | 0.59         | 0      | 35.3%  | 0.74     |
| Cost / Mile                 | <b>6.91</b>  | 6.28         | 1      | 10.0%  | 8.48     |
| Cost / Passenger Trip       | <b>8.61</b>  | 10.59        | (2)    | -18.7% | 11.51    |

\*Insurance is [NET] TMI

June = 50.0%

\*\*Diesel Fuel is included in materials and supplies subtotal

2022



### EXPENSES

| ACCOUNT DESCRIPTION          | 2022 Jan-Jul        | 2021 Jan-Jul        | +/-            | %            | 2022 BUDGET      | % OF BUDGET  |
|------------------------------|---------------------|---------------------|----------------|--------------|------------------|--------------|
| Wages & Salaries             | 1,446,019.51        | 1,308,149.84        | 137,870        | 10.5%        | 2,585,333        | 55.9%        |
| Fringe Benefits              | 748,088.87          | 713,223.53          | 34,865         | 4.9%         | 1,597,262        | 46.8%        |
| Other Employment Expenses    | 34,189.73           | 25,461.32           | 8,728          | 34.3%        | 46,160           | 74.1%        |
| Contract Services            | 75,547.06           | 98,195.37           | (22,648)       | -23.1%       | 333,573          | 22.6%        |
| Materials & Supplies**       | 346,101.89          | 215,128.69          | 130,973        | 60.9%        | 686,265          | 50.4%        |
| Building & Equip Maintenance | 138,697.64          | 136,450.88          | 2,247          | 1.6%         | 204,300          | 67.9%        |
| Utilities                    | 57,945.18           | 48,857.89           | 9,087          | 18.6%        | 100,091          | 57.9%        |
| Insurance*                   | 170,891.62          | 195,848.00          | (24,956)       | -12.7%       | 164,129          | 104.1%       |
| Miscellaneous                | 140.60              | 107.60              | 33             | 30.7%        | 250              | 56.2%        |
| Paratransit Services         | 309,847.37          | 303,349.67          | 6,498          | 2.1%         | 1,094,740        | 28.3%        |
| Microtransit Services        | 533,907.76          | 301,508.59          | 232,399        | 77.1%        | 1,921,754        | 27.8%        |
| Subrecipient Expenses        | -                   | -                   | -              | 0.0%         | -                | 0.0%         |
| <b>TOTAL</b>                 | <b>3,861,377.23</b> | <b>3,346,281.38</b> | <b>515,096</b> | <b>15.4%</b> | <b>8,733,857</b> | <b>44.2%</b> |

### REVENUES

| ACCOUNT DESCRIPTION          | 2022 Jan-Jul        | 2021 Jan-Jul        | +/-              | %             | 2021 BUDGET      | % OF BUDGET  |
|------------------------------|---------------------|---------------------|------------------|---------------|------------------|--------------|
| Federal Operating Asst       | 42,612.00           | 1,003,266.00        | (960,654)        | -95.8%        | 2,456,328        | 1.7%         |
| State Operating Asst         | 652,386.00          | 686,472.00          | (34,086)         | -5.0%         | 2,358,141        | 27.7%        |
| Other Local Municipalities   | 401,193.35          | 395,634.91          | 5,558            | 1.4%          | 644,265          | 62.3%        |
| Green Bay                    | 728,000.00          | 728,000.00          | -                | 0.0%          | 1,676,517        | 43.4%        |
| Farebox Revenue-Fixed Route  | 258,017.28          | 221,757.04          | 36,260           | 16.4%         | 775,000          | 33.3%        |
| Farebox Revenue-Paratransit  | 127,359.00          | 131,701.00          | (4,342)          | -3.3%         | 462,000          | 27.6%        |
| Farebox Revenue-Microtransit | 8,144.00            | 4,700.00            | 3,444            | 73.3%         | -                | 0.0%         |
| College Program Fares        | 3,471.00            | 1,560.00            | 1,911            | 122.5%        | -                | 0.0%         |
| TMI Refund*                  | 50,038.00           | 65,431.00           | (15,393)         | -24%          | -                | 0.0%         |
| Non-Transportation Revenue   | 23,228.39           | 19,461.67           | 3,767            | 19.4%         | 17,200           | 135.0%       |
| State Fuel Refund            | 5,665.49            | 3,232.76            | 2,433            | 75.3%         | -                | 0.0%         |
| Advertising                  | 50,713.06           | 44,162.60           | 6,550            | 14.8%         | 120,000          | 42.3%        |
| Intercity Bus Commissions    | 2,447.61            | 4,372.06            | (1,924)          | -44.0%        | 36,000           | 6.8%         |
| Partnership Contributions    | 97,942.00           | 85,820.00           | 12,122           | 14.1%         | 188,404          | 52.0%        |
| <b>TOTAL</b>                 | <b>2,451,217.18</b> | <b>3,395,571.04</b> | <b>(944,354)</b> | <b>-27.8%</b> | <b>8,271,857</b> | <b>29.6%</b> |

### KEY PERFORMANCE INDICATORS (KPI)

|                             |              |               |         |        |          |
|-----------------------------|--------------|---------------|---------|--------|----------|
| Operating Days              | 178          | 180           | (2)     | -1.1%  | 307      |
| Revenue Miles               | 437,818      | 416,047       | 21,771  | 5.2%   | 802,941  |
| Revenue Hours               | 29,360       | 28,488        | 872     | 3.1%   | 53,491   |
| Unlinked Passenger Trips    | 354,176      | 250,243       | 103,933 | 41.5%  | 591,868  |
| Revenue / Cost              | <b>63.5%</b> | <b>101.5%</b> |         |        | <b>1</b> |
| Farebox Revenue / Mile      | <b>0.59</b>  | 0.53          | 0       | 10.6%  | 1        |
| Farebox Revenue / Pass Trip | <b>0.73</b>  | 0.89          | (0)     | -17.8% | 1        |
| Farebox Revenue / Hour      | <b>8.79</b>  | 7.78          | 1       | 12.9%  | 14       |
| Passenger / Mile            | <b>0.81</b>  | 0.60          | 0       | 34.5%  | 0.74     |
| Cost / Mile                 | <b>6.89</b>  | 6.59          | 0       | 4.6%   | 8.48     |
| Cost / Passenger Trip       | <b>8.52</b>  | 10.96         | (2)     | -22.2% | 11.51    |

\*Insurance is [NET] TMI

July =58.3%

\*\*Diesel Fuel is included in materials and supplies subtotal.

2022



Report to the  
Transit Commission  
of the City of Green Bay



**MEETING DATE**

September 21, 2022

**PREPARED BY**

Patty Kiewiz, Transit Director

**AGENDA ITEM # E.4**

Director's Report

**BACKGROUND**

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

**RECOMMENDATION**

No action is necessary.

**FISCAL IMPACT**

**ATTACHMENTS**

None



Report to the  
Transit Commission  
of the City of Green Bay



**MEETING DATE**

September 21, 2022

**PREPARED BY**

Patty Kiewiz, Transit Director

**AGENDA ITEM # E.5**

Next Transit Commission Meeting: Wednesday, October 19, 2022

**BACKGROUND**

**RECOMMENDATION**

**FISCAL IMPACT**

**ATTACHMENTS**

None