



AGENDA OF THE TRANSIT COMMISSION

WEDNESDAY, JANUARY 18, 2023, 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 January 18, 2023 Transit Agenda

C. Approval of Minutes.

1. Approval of the December 21, 2022 Transit Commission Minutes

D. Regular Business.

1. Discussion/Action: Green Bay Metro's Financial Management & Administrative Procedures
2. Discussion/Action: ADA Paratransit Service Policy
3. Discussion/Action: Green Bay Metro's Drug and Alcohol Policy
4. Discussion/Action: Green Bay Metro's System Security & Emergency Action Plan
5. Discussion/Action: Green Bay Metro's Fare and Fee Policy
6. Discussion/Action: Lift Program
7. Discussion/Action: Green Bay Metro's Transit Asset Management Plan (TAM)
8. Discussion/Action: 2019-2021 Fare And Service Equity Analysis

E. Informational.

1. Marketing Report
2. Mobility Management Update
3. Operational Reports

4. Financial Report
5. Director's Report
6. Next Transit Commission Meeting: Wednesday, February 15, 2023.

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

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # B.1

Approval of January 18, 2023 Transit Agenda

BACKGROUND

Enclosed is the agenda for the Transit Commission meeting being held on January 18, 2023.

RECOMMENDATION

Staff recommends the approval of the agenda for January 18, 2023.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # C.I

Approval of the December 21, 2022 Transit Commission Minutes

BACKGROUND

Enclosed are the proposed minutes from the Transit Commission meeting that was held on December 21, 2022.

RECOMMENDATION

Staff recommends the approval of the minutes from December 21, 2022.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission 12-21-22



MINUTES OF THE TRANSIT COMMISSION

WEDNESDAY, DECEMBER 21, 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, and Michael Conley-Kuhagen

Present: Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen

Absent: Rashad Cobb

Chair Roger Kolb called the meeting to order at 8:17 a.m.

B. APPROVAL OF THE AGENDA.

I. Approval of December 21, 2022 Transit Commission Agenda

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to amend the agenda to move the informational item about Dale Detrie's retirement after the approval of minutes.

Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen, No- None, Abstain- None

C. APPROVAL OF MINUTES.

I. Approval of November 23, 2022 Transit Commission Minutes

Moved by Ald. Randy Scannell, seconded by Commissioner Kevin Kuehn to approve the minutes from the November 23, 2022 meeting. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen, No- None, Abstain- None

D. PUBLIC HEARING

I. Public Hearing: On the Proposed Modification of Green Bay Metro's Fixed Route Bus and Microtransit Service Hours.

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to open the floor for

discussion. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen, No- None, Abstain- None

Director Kiewiz provided a brief overview. Green Bay Metro implemented an additional mode of transportation in 2020, microtransit. Over the past two years, this mode has provided additional service options to the existing system and has allowed Green Bay Metro to extend service hours. The flexibility of the service has allowed riders an efficient, convenient transportation option, while reducing their ride times. Given the success of the service, Green Bay Metro is considering extending the all-zone ride times.

Proposed service changes are as follows:

Monday – Friday:

Fixed route service hours 5:45am – 6:45pm (Currently 5:45am - 8:45pm)

Microtransit (all zones) service hours 6:45pm – 10:45pm (Currently 8:45pm - 10:45pm)

Saturday:

Fixed route service hours 7:45am – 1:45pm (Currently 7:45am - 3:45pm)

Microtransit (all zones) service hours 1:45pm – 7:45pm (Currently 3:45pm - 7:45pm)

She clarified there has been miscommunication about some service changes to route 7 that is outside of this public comment period and is outside of what is on this agenda today.

Brown County Planning MPO Lisa Conard, clarifying some confusion, the minimum reduction to route 7 during the non-peak hour. The 1st bus gets to UWGB and the 2nd bus leaves the station to make it a 30 minute route. They run about 30 times a day. With the driver shortage, we reduced 3 of those 30 trips in a day, which is a temporary reduction. The bus leaves the station 240 times a day and returns, so with the driver shortage, about 3 of those 240 trips are not occurring.

R. Kolb asked if any person wishing to speak about the proposed modification of Green Bay's Fixed Route, Paratransit and Microtransit service hours is encouraged to address the Commission. He stated to please state their name and address.

Morgan McCarthy 1133 1/2 S. Quincy Street, Green Bay

I use microtransit daily for work, worried about the decrease in service. There is no change to his usage, nor a decrease in service.

Heidi Sherman 612 S. Baird Street, Green Bay, WI 54301

She works at UWGB, is visually impaired, used microtransit in the past, is unable to see the map in the app and cannot use the app, worried about knowing where to stand to get picked up, worried about people with limited abilities.

Linda Gillis 1114 N Buchanan Street Apt. 1, Green Bay, WI 54303

She commented on her usability of the bus and her visual impairment. She uses paratransit and is worried about Saturday time change.

Rebecca Nesvet 201 #D Huth Street, Green Bay, WI 54302 (submitted written comment)

She stated the bus is her lifeline, and allows her to be independent. Concerned about cutting fixed route services and the impact on late night education and socialization.

Frank Ingram 1460 Maple Hills Drive, Green Bay, WI 54313

He commented on the Amtrak bus connector service. Wants Green Bay Metro to promote the Amtrak service and that the De Pere Amtrak stop is within De Pere Micro zone. Stressed, he wants to be able to book rides ahead of time.

Robert Jirovetz 1424 Admiral Court, Green Bay, WI

Stated he is concerned about booking microtransit and call takers not knowing the area well enough to book rides correctly.

Elliott Brabant 1031 Winford Avenue, Green Bay, WI

He questioned about how the service is contracted, was concerned about the expansion of a contracted service and the shrinkage of the public service.

Scott Dempsky 441 S. Quincy Street, Green Bay, WI 54301

He is concerned that the service is not expansive enough and doesn't cover enough. Worried that the entire system will be privatized. He doesn't want to create an account for GBM On Demand.

Ginger Dempsky 319 S. Van Duren Street, Green Bay, WI

She is concerned about the cold temperatures and the wait times out in the elements. She is requesting more warming shelters be placed in the community.

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to close the floor for discussion. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen, No- None, Abstain- None

Director Kiewiz provided a history of contracted services for Green Bay Metro. Paratransit service has been a contracted service with Green Bay Metro from the onset of the program. Microtransit has allowed the service to expand, not shrink.

Commissioner Kevin Kuehn stated there is no talk of privatizing. He stated that the driver shortage is a problem and would like to see better communication with the public about changes and delays. He expressed that the staff are working to fill the vacant operator positions.

Alderman Randy Scannell stated we are in a period of change and also agrees with increased communication. We need qualified drivers.

Director Kiewiz stated the various ways staff communicated changes, modifications, meetings, etc. Such as, social media, radio, television, local newspaper, Metro Alerts, notifications within Metro apps, and welcomed comments on additional options. Director Kiewiz explained the Mobility Coordinator's position. The key role of the position is educating the community, assisting and helping riders learn all modes of public transportation. This includes setting up accounts and travel training. She stated Metro's goal is to help all rides within our service area with safe, convenient transportation.

E. REGULAR BUSINESS.

I. Discussion/Action: Proposed Modification of Green Bay Metro's Fixed Route Bus and Microtransit Service Hours.

Director Kiewiz stated that in addition to the public comment received today, all comments received during the 30-day public comment period were provided to the Transit Commission to review prior to today's meeting.

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to approve the proposed modification of Green Bay Metro's Fixed Route, Paratransit and Microtransit service hours effective January 1, 2023. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen, No- None, Abstain- None

2. Discussion/Action: Reclass the Bus Cleaner Position to a Fueler

Director Kiewiz stated the current bus cleaner is retiring at the end of the year. This position is responsible for detailing the buses. The bus cleaner is not required to have a CDL, limiting the duties that can be done. Reclassing this position to a fueler would give Metro a total of three fuelers, allowing for additional coverage, while reducing overtime. Fuelers are required to maintain a CDL.

Moved by Commissioner Roger Kolb, seconded by Ald. Randy Scannell to approve the reclassing of the bus cleaner to a fueler position. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen, No- None, Abstain- None

F. INFORMATIONAL.

1. Dale Detrie Retirement

Director Kiewiz presented Dale Detrie with a plaque for his 50 years of service to Green Bay Metro. He had a flawless safety record for 50 years!

2. Operational Reports

Director Kiewiz stated packets included ridership reports for fixed route, paratransit and microtransit. An overview of ridership was provided. Staff continues to see an increase in ridership. Director Kiewiz stated she could answer any questions the Commission may have.

3. Financial Report

Director Kiewiz stated in your packets you will find the operating expense report for January through October. A brief overview of the revenue and expense reports was provided. No questions from the Transit Commission.

4. Director's Report

Director Kiewiz stated Green Bay Metro has been notified of the Federal Transit Administration Triennial review, which is conducted every three (3) years. The staff have begun preparing.

5. Next Transit Commission Meeting: Wednesday, January 18, 2023

G. ADJOURNMENT.

Moved by Ald. Randy Scannell, seconded by Commissioner Kevin Kuehn to adjourn at 9:32 a.m.

Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Kevin Kuehn, Michael Conley-Kuhagen, No- None,

Abstain- None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.I

Discussion/Action: Green Bay Metro's Financial Management & Administrative Procedures

BACKGROUND

Under guidelines by the Federal Transit Administration (FTA) Green Bay Metro is required to have financial policies and procedures in place. Procedures are reviewed annually and modifications are made as necessary. This document meets the FTA requirements in addition to providing staff with the requirements and expectations of the department.

RECOMMENDATION

Staff recommends the Transit Commission to approve the Green Bay Metro Financial Management & Administrative Procedures dated January 2023.

FISCAL IMPACT

ATTACHMENTS

- I. GBM Financial Management Procedures FINAL I-2023



Financial Management & Procedures

January 2023

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ADMINISTRATION AND MANAGEMENT PROCEDURES FOR FEDERAL TRANSIT ADMINISTRATION (FTA) GRANTS

The City of Green Bay is a designated recipient of federal transit funding. The following grant administration and management procedures shall be exercised by the City of Green Bay and Green Bay Metro (GBM) to comply with FTA requirements.

1. Legal Authority

The Mayor of the City of Green Bay or his/her designee is authorized by Common Council resolution to execute and file grant applications; execute and file annual certifications and assurances and other documents; and execute grant and cooperative agreements with the FTA.

2. Operating Assistance Applications

- a. Prior to submitting a grant application for a fiscal year, the Transit Director or his/her designee along with the City Attorney or his/her designee shall submit an annual list of Certifications and Assurances to the FTA via TrAMS.
- b. The State of Wisconsin Department of Transportation (WisDOT) determines the annual allocation of Federal Operating assistance for Wisconsin transit systems, pursuant to section 85.20 of the state statutes. The annual operating assistance application shall incorporate funding levels specified by WisDOT.
- c. The Brown County Planning Commission shall prepare annual Program of Projects (POP) that shall include all FTA funded projects. A notice of opportunity for public hearing regarding the annual POP shall be published in the designated newspaper and distributed to transportation stakeholders, including private sector transportation providers.
- d. The Transit Director or designee shall prepare the annual operating assistance application, incorporating transit services and budgets that have been included in the annual Transportation Improvement Plan (TIP) and approved by the Transit Commission. The application shall be submitted via TrAMS. Following FTA review, the Transit Director or designee shall execute the annual operating assistance application via TrAMS.

3. Capital Grant Applications

- a. The Transit Director shall identify capital needs and request funding through the City of Green Bay Capital Improvement Program (CIP), or other grant opportunities.
- b. Capital items approved in the CIP shall be included in the annual TIP and in the annual WisDOT operating assistance application.
- c. The City of Green Bay shall submit capital assistance applications to the FTA when appropriate.

4. Grant Reporting Procedures

The Transit Director or designee shall prepare and submit operating and financial reports as follows:

- a. Federal Financial Reports (FFR) - within 30 days after the end of each quarter.
- b. Milestone/Progress Report (MPR) - within 30 days after the end of each quarter
- c. Ridership Activity Report - within 30 days after the end of each month.
- d. Safety and Security Report - within 30 days after the end of each month.

- e. Disadvantaged Business Enterprise (DBE) - prior to June 1 and December 1 each year.
- f. DBE goals shall be submitted on or before August 1, every third year.
- g. Management Information System (MIS) report of drug and alcohol testing results - annually, prior to March 15.
- h. National Transit Database (NTD) – annually, prior to April 30.
- i. Title VI Plan submitted every three years.
- j. Cost Allocation Plan – reviewed annually and revised as needed.
- k. Transit Asset Management Plan – annually, 60 days from audit completion.
- l. Single audit of GBM operations - annually, prior to August 1.
- m. SF-SAC – annually, prior to August 1.

5. Requests for Advance, Reimbursement and Grant Close-Out

GBM's cash management and payment process is in accordance with 2 CFR 200.305. Specifically:

- a. FTA grant payment requests shall not be made in advance of actual expenditures.
- b. All FTA grant payment requests shall be for the purpose of reimbursing actual project expenditures.
- c. Metro's Finance Manager shall prepare and submit to the Transit Director all requests for reimbursement.
- d. Metro's Finance Manager shall request electronic transfer of FTA funds via the ECHO 2.0 payment system.
- e. Metro's Finance Manager shall request to the Transit Director to close out the grant when the project has been completed or when the Federal share of the project has been exhausted.

6. Procurement

Procurement activity shall be initiated by the Compliance Coordinator and conducted according to GBM's Procurement Policy & Procedures Manual and in compliance with FTA requirements.

7. Federally Funded Assets

- a. GBM staff shall conduct an annual inventory of all FTA funded assets and sign off when complete.
- b. GBM shall maintain a current list of all FTA funded assets, and document those removed from service.
- c. GBM shall obtain FTA approval before disposing of assets prior to the end of their useful life and shall handle the proceeds according to FTA guidelines.
- d. Federally funded assets shall not be used for non-transit purposes unless the FTA has previously approved a cost allocation plan.
- e. Federally funded assets shall be properly maintained during their useful life.
- f. GBM Staff will review and update Green Bay Metro's TAM Plan annually, or as needed.

8. Contractor Oversight

- a. Contractor services shall be competitively procured pursuant to GBM's Procurement Policy & Procedures Manual and in compliance with FTA requirements.
- b. The City of Green Bay/GBM shall conduct and document contractor oversight as is necessary to ensure compliance with FTA requirements.

ORGANIZATIONAL RESPONSIBILITIES

The purchasing authority and responsibilities for Green Bay Metro shall be organized as follows:

TRANSIT COMMISSION – The Green Bay Metro Transit Commission consists of seven members, six citizen members and one member of the Common Council. The members of the Commission are all appointed by the Mayor of the City of Green Bay and confirmed by the City of Green Bay Common Council. The Commission convenes monthly or as required and is responsible for policy making, approving resolutions by which the Green Bay Metro staff functions, and regulating and approving the expenditures of funds in awarding contracts. The Transit Commission also reviews all requests for grant funding.

TRANSIT DIRECTOR – The Green Bay Metro Transit Director is responsible for all oversight to the Transit Department. The Transit Director is entrusted and authorized by the Transit Commission to enter into contracts of less than \$25,000.00. The Transit Director may also enter into contracts of more than \$25,000.00 upon Commission approval.

- Submits all local, state, and federal budgets, as required.
- Approves all planned acquisitions (inventory, local capital, grant-funded, non-inventory), and projects the total requirement during annual budget planning.
- Develops and recommends organization-wide purchasing objectives, policies, programs, and procedures for negotiation and acquisition of materials, equipment, supplies, and services.

COMPLIANCE COORDINATOR – The Compliance Coordinator performs as Green Bay Metro's Procurement Officer in conjunction with the City of Green Bay's Purchasing Department. They are the point of contact for all matters involving the timely and cost-effective acquisition of goods and services. Responsibilities include, but are not limited to:

- Assists the Transit Director in negotiating and making recommendations concerning term contracts and leases to the best interest of Green Bay Metro.
- Consolidating purchase of like or common item to obtain maximum economic benefits.
- Purchasing equipment, supplies, and services for Green Bay Metro's use in such a manner that the maximum value will be obtained for the money expended. Purchases shall be made from qualified suppliers whose reputations, financial positions, and price structures are sufficiently adequate for consideration as logical sources of supply.
- Provides oversight for the 5310 Program.
- Arranging for the disposal and/or sale of surplus materials and equipment.
- Analyzes prices paid for materials and equipment; generally, defines how to obtain savings through improved specifications and supervision of supply sources; recommending changes in quantities to be ordered when conditions warrant.
- Utilizing known contact and sources to expedite deliveries of needed material and equipment.
- Working with other departments of the City of Green Bay to promote better customer and supplier relations.
- Advising and assisting project managers in the development of technical specifications for formal advertisement.
- Performing necessary research to assure that all Green Bay Metro purchasing activities are in compliance with Federal, State, local and other applicable laws, policies, and procedures.

- Provides oversight to inter-city bus service.
- Assists in department payroll.
- Responsible for all pass inventory, sales, and invoicing.

FINANCE MANAGER – The Finance Manager serves as Green Bay Metro’s staff point of contact for all matters involving the preparation and processing of anticipated grant-funded acquisitions (capital or planning grants). The Finance Manager will coordinate with the Transit Director in all instances where the acquisition of grant-funded goods or services is anticipated. The Finance Manager shall also be the ECHO Officer for drawdowns of Federal operating and capital monies. All drawdowns shall be approved by the Transit Director.

- Metro’s Finance Manager will prepare monthly financial reports for the Green Bay Transit Commission.
- Manages all fixed asset inventory.
- Prepares all ridership data and revenue related reports.
- Verifies and submits DBE reports.
- Prepares and manages federal and state grants.
- Conducts random internal audits.
- Coordinates all external audits.
- Responsible for completion of department payroll.

MAINTENANCE MANAGER – The Maintenance Manager serves as Green Bay Metro’s staff point of contact for all maintenance matters.

- Responsible for all parts inventory; maintaining, ordering, and reconciling.
- Serves as Project Manager for all procurements, such as vehicles, equipment, and items involving the facility.
- Initiates special orders for stock or non-stock items to cover the requirements of authorized maintenance campaigns or seasonal purchases.
- Responsible for ongoing employee training.
- Explores and implements new technology.
- Tracks all manufactory warranties.
- Manages all preventive maintenance schedules.
- Troubleshoots issues involving maintenance and/or the facility.
- Makes regular physical stock checks.
- Controls all inventory and charges the appropriate division.
- Maintains current parts books.

PARATRANSIT COORDINATOR – The Paratransit Coordinator provides oversight to the Paratransit program and is the point of contact for advertising with Green Bay Metro. Responsibilities include, but not limited to:

- Ensures advertising contracts are current and have been approved by the Legal Dept. and the Transit Director.
- Receives approval from the Transit Director on all final artwork that will be advertised.
- Prepares monthly billing for advertising.
- Tracks all advertising billing on the Sales Sub.

- Sells Paratransit tickets.
- Ensures record retention information is current and provided to staff.

MOBILITY COORDINATOR – The Mobility Coordinator is the point of contact for mobility information for Brown County. Responsibilities include, but not limited to:

- Provides oversight to the Low Income Fare Trips (LIFT) Program.
- Tracks ambulatory / non-ambulatory ridership for Brown County.

COST PRINCIPLES

See Appendix A for GBM cost principles.

INVENTORY

In an effort to properly track and account for inventory the following process has been established.

The Compliance Coordinator will process all pass orders received via email: letmeride@greenbaywi.gov. All pass orders will be generated in 24 hours.

Ordering & Retrieving Inventory:

- The Compliance Coordinator will record passes in the spreadsheet, PASS DELIVERY LOG. Then the form PASS DELIVERY REQUEST will be generated. All fixed route requests will be given to the Paratransit Coordinator to fill the order.
- Using the Pass Delivery Request form, the Paratransit Coordinator will fill the fixed route order and deliver it to Dispatch and send an email notifying Dispatch of the order. The Compliance Coordinator will keep the YELLOW copy of the request. The white copy will go with the “seller’s” paperwork.
- All Paratransit requests emailed will go to the Paratransit Coordinator. Any phone requests will be taken by the Paratransit Coordinator. All tracking of inventory will be done by the Compliance Coordinator.
- The Finance Manager reconciles Dispatch pass inventory monthly.

*Backup for the Compliance Coordinator: Metro’s Finance Manager – Transit Director

*Backup for Paratransit Coordinator: Transit Director

Cash Drawers:

- Dispatch cash drawers will be balanced by the Compliance Coordinator and Metro’s Finance Manager will serve as the backup.

Billing:

- Compliance Coordinator will be responsible for recording all sales on the Sales Sub.
- Paratransit Coordinator will be responsible for recording all advertising sales on the Sales Sub.
- Finance Manger will reconcile sales to general ledger (GL) monthly.

Outlets:

- The Compliance Coordinator will generate the Pass Delivery Receipt and give to the Paratransit Coordinator.

- The Paratransit Coordinator will then fill the orders and either the Paratransit Coordinator or a Dispatcher will deliver them.
- The Compliance Coordinator will bill outlets for all passes sold.

APPROVAL PROCESS

To ensure proper checks and balances are in place Green Bay Metro requires that an employee is given the authority to conduct only two of the three tasks below regarding purchases. Authority is granted by the Transit Director to the following employees for tasks stated below:

Requisition Entry: Transit Director, Compliance Coordinator or Parts Clerk

Requisition Approval: Transit Director, Finance Manager or Compliance Coordinator

Purchase Order Receiving: Finance Manager or Parts Clerk

Accounts Payable Approval < \$3,000: Finance Manager or Compliance Coordinator

Accounts Payable for Diesel Fuel: Transit Director, Finance Manager, or Compliance Coordinator

Accounts Payable ≥ \$3,000: Transit Director

**In the absence of the Transit Director, invoices may be approved by the City Finance Director.*

CASH RECEIPTING

1. Money is collected by the Seller (Dispatcher, Mobility Coordinator or Paratransit Coordinator)
2. At the time of the transaction the seller enters the sale into a Tyler Cashiering batch and puts it in the cash drawer/money bag
3. At the end of the day/shift a settlement report is created in Tyler Cashiering by the seller for each batch and then reconciled to the cash drawer/money bag and inventory sheet. [\\.\OPERATIONS\DISPATCH\MASTER COPIES\2022 DISPATCH CASH INVENTORY.xlsx](#)
4. The settlement report and money are given to the Compliance Coordinator who verifies the amount on the report equals the amount received and creates the deposit ticket
5. That day's deposits are stored in the vault until the courier picks them up.
6. Settlement reports and inventory sheets along with deposit slips are reviewed by the Compliance Coordinator who then closes the batches in Tyler Cashiering.
7. An email is then sent by the Compliance Coordinator to the Financial Analyst in the Finance Department at City Hall notifying them that the batches can be posted.
8. Finance Manager reconciles mobile sales monthly and Compliance Coordinator creates Tyler batch.

FAREBOX REVENUE

Fareboxes are emptied nightly by maintenance staff via the vault. Daily two employees will count all revenues collected. Two employees are required in the vault room at all times. After the deposit is prepared all monies remain in the vault until pick up from courier service. The Compliance Coordinator is responsible to reconcile revenues deposited to data collected from the farebox system. All variances greater than 1% are required to be reported to the Transit Director immediately.

ACCOUNTS PAYABLE

Invoices are required for all purchases; account statements are not sufficient. Before any invoices are processed a signature from the person receiving it is required. A receiving record should also be

included for all goods received. Invoices not paid for using a city procurement card (p-card) are entered into Tyler Munis on a timely basis by the Finance Manager or the Compliance Coordinator. Once entered invoices are released through workflow for approvals, see Approval Process.

PAYROLL

1. Employees submit weekly timesheets on Friday for that week.
2. Operations timesheets are reviewed and approved by an operations Supervisor. The Transit Director shall approve all Admin, and Paratransit timesheets. Maintenance Manager reviews all maintenance timesheets.
3. Timesheets are entered into the payroll system by a Dispatcher or the Compliance Coordinator.
4. Detail time entry reports are run by the enterer and payroll entry is reviewed by the Finance Manager or Compliance Coordinator.
5. Any necessary adjustments are made by the Finance Manager or Compliance Coordinator and approved within the payroll system.
6. Hours and gross pay are entered in a reconciliation spreadsheet and reconciled once Payroll processes the time entry.
7. Payroll is reconciled by the Finance Manager.

BANK RECONCILIATIONS

Reconciliation of bank statements is conducted by the Financial Analyst in the City of Green Bay's Finance Department.

REPORTING

Monthly financial reports are prepared by the Metro's Finance Manager. All variances are visible. Substantial variances are explained at the conclusion of the report. Reports are then given to the Transit Director. Once approved by the Transit Director they are forwarded to the Paratransit Coordinator to be included in the packets for the Green Bay Transit Commission's monthly meeting.

PROCUREMENT POLICY

Green Bay Metro's Procurement Policy is a separate document not included in this plan.

ADOPTION AND REVISION HISTORY

Adopted December 2015

Revised and approved by the Green Bay Transit Commission September 25, 2019.

Revised and approved by the Green Bay Transit Commission January 18, 2023.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.2

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 section on service hours has been updated as well as adding a section on complaints.

RECOMMENDATION

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

FISCAL IMPACT

ATTACHMENTS

- I. ADA Paratransit Service Policy 1.11.23



PARATRANSIT

ADA Paratransit Service Policy Document



January 18, 2023

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FREQUENTLY ASKED QUESTIONS

FULL SERVICE MAP

SECTION I: PARATRANSIT SERVICE DESCRIPTION

A. Service Background

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

Some of GBM's Paratransit services are provided by a private contractor. The contractor utilizes demand response sedans and lift-equipped vehicles to serve the needs of ambulatory and non-ambulatory riders. The service is shared ride, so riders may share the vehicle with other riders during their trip. The current Paratransit provider is 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. 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. Username
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 – 6:45 PM
Saturday 7:45 AM – 1:45 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 pick up 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.

T. Complaints

Green Bay Metro provides safe, affordable, and dependable specialized transportation to individuals with a disability, the senior community, and users unable to use the fixed route. If for any reason the service does not meet these expectations, riders are encouraged to register a complaint with Green Bay Metro. A thorough and prompt investigation of all complaints shall be conducted by Green Bay Metro.

Complaint Process:

1. All complaints will be documented by (driver, office staff, paratransit coordinator, manager, website, etc).
2. The complaint will then be submitted to the Green Bay Metro staff for review and action.
3. The Green Bay Metro staff will investigate the nature of the complaint both with the customer and the alleged offender.
4. The Green Bay Metro staff will contact the rider with the results of the complaint and offer (if necessary) resolution as a result of the incident no later than five (5) working days from the original date of the complaint.
5. The Green Bay Metro staff will file the complaint. A copy will be submitted to the Transit Director.

Riders who wish to have their complaint reviewed by the Green Bay Metro Transit Commission may do so by submitting the original complaint in writing along with any documentation provided by Green Bay Metro no more than sixty (60) days after the date of response of the complaint by Green Bay Metro.

To file a complaint:

- By email – metro.info@greenbaywi.gov
- Online – <https://greenbaywi.gov/FormCenter/Metro-Transit-7/Service-Comments-129>
- By mail – Green Bay Metro Transit Director, 901 University Avenue, Green Bay, WI 54302
- In person – 901 University Avenue, Green Bay, WI 54302
- Phone – 920-448-3450

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-minute 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.

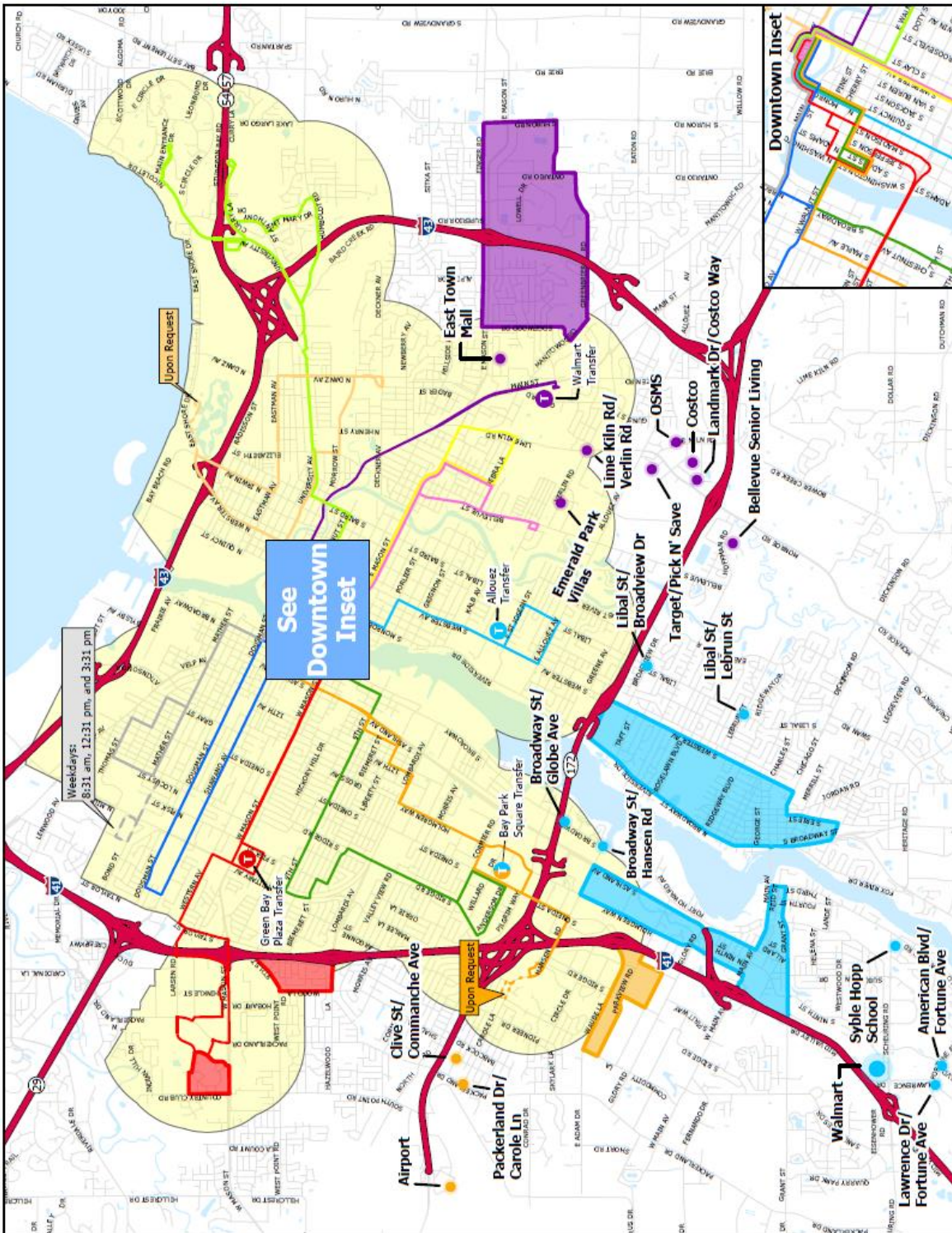
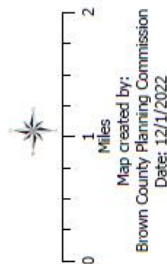
Question: *What is origin to destination?*

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

Green Bay METRO

Green Bay Metro Full System Overview

- Legend**
- Paratransit Service Area
 - Fixed Routes
 - Route 1: Pink Line
 - Route 2: Orange Line
 - Upon Request
 - Aspiro - Weekdays 8:31 am, 12:31 pm, & 3:31 pm
 - Route 3: Silver Line
 - Route 4: Blue Line
 - Route 5: Yellow Line
 - Route 6: Red Line
 - Route 7: Lime Line
 - Route 8: Green Line
 - Route 9: Gold Line
 - Upon Request
 - Route 10: Plum Line
 - Route 11: Sky Line
 - Microtransit Zones
 - Zone 1
 - Zone 2
 - Zone 3
 - Zone 4
 - Transfer Point (Color on the map corresponds to the microtransit zone)



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

Revised policy, Approved by the Green Bay Transit Commission January 18, 2023



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.3

Discussion/Action: Green Bay Metro's Drug and Alcohol Policy

BACKGROUND

Annually, Green Bay Metro staff reviews the Green Bay Metro Drug and Alcohol Policy to ensure compliance. The policy has been updated, per the Federal Transit Administration requirements. The MRO's section has been updated.

RECOMMENDATION

Staff recommends approval of the updated Green Bay Metro Drug and Alcohol Policy.

FISCAL IMPACT

ATTACHMENTS

- I. Drug and Alcohol Policy 1.11.23



DRUG & ALCOHOL POLICY

January 18, 2023

GREEN BAY METRO TRANSIT (GBM)
Acknowledgement of Employer's Drug and Alcohol Testing Policy

I, _____, the undersigned, hereby acknowledge that I have received a copy of the anti-drug and alcohol misuse program policy mandated by the US Department of Transportation, Federal Transit Administration for all covered employees who perform a safety-sensitive function. I understand this policy is required by 49 CFR Part 655, as amended, and has been duly adopted by the governing board of the employer. Any provisions contained herein which are not required by 49 CFR Part 655 or 49 CFR Part 40, as amended, that have been solely imposed on the authority of the employer are designated as such on the policy document.

I further understand that receipt of this policy constitutes a legal notification of the contents, and that it is my responsibility to become familiar with and adhere to all provisions contained therein. I will seek and get clarifications for any questions from the employer contact person listed in this policy. I also understand that compliance with all provisions contained in the policy is a condition of my employment.

I further understand that the information contained in the approved policy dated _____, is subject to change, and that any such changes, or addendum, shall be given to me in a manner consistent with the provision of 49 CFR Part 655, as amended.

Signature of Employee

Date

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GREEN BAY METRO TRANSIT (GBM)

Drug & Alcohol Policy

1.0 Policy Statement

The Green Bay Transit Commission adopted the GBM Policy on Drug and Alcohol Abuse on 19 September 2007. GBM is dedicated to providing safe, dependable and economical transportation services in the greater Green Bay metropolitan area. GBM's employees are its most valuable resource, and it is our goal to provide a healthy, satisfying work environment, which promotes personal opportunities for growth. In meeting these goals, it is our policy to:

1. Ensure that employees are not impaired in their ability to perform assigned duties in a safe, productive and healthy manner;
2. Create a workplace environment free from the adverse effects of drug abuse and alcohol misuse;
3. Prohibit the unlawful manufacture, distribution, dispensing, possession or use of controlled substances; and
4. To encourage employees to seek professional assistance any time personal problems, including alcohol or drug dependency, adversely affect their ability to perform their assigned duties.

1.0 Purpose

The purpose of this policy is to assure worker fitness for duty and to protect our employees, passengers, and the public from the risks posed by the misuse of alcohol and use of prohibited drugs. This policy is also intended to comply with all applicable federal regulations governing workplace anti-drug and alcohol programs in the transit industry. The Federal Transit Administration (FTA) has published 49 CFR Part 655, as amended, that mandates urine drug testing and breath alcohol testing for safety-sensitive positions and prohibits performance of safety-sensitive functions when there is a positive test result. The U. S. Department of Transportation (DOT) has also published 49 CFR Part 40, as amended, that sets standards for the collection and testing of urine and breath specimens. In addition, the federal government published 49 CFR Part 29, "The Drug-Free Workplace Act of 1988," which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA. This policy incorporates those requirements for safety-sensitive employees and others when so noted.

3.0 Applicability

This policy applies to all safety-sensitive transit system employees, paid part-time employees, volunteers, contract employees and contractors when they are on transit property or when performing any transit-related, safety-sensitive business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Contract employees will not be permitted to conduct transit business if found to be in violation of this policy. Non-safety sensitive employees are subject to this policy as noted.

In addition to being subject to all other elements of this policy, employees who perform “safety sensitive functions” for GBM, as that term is defined in the FTA regulations (49 CFR Part 655), are subject to random drug and alcohol testing and other special requirements set forth in this policy. Generally, a safety-sensitive function occurs when an employee is performing, ready to perform or immediately available to perform any duty related to safe operation of mass transit services. The following are safety-sensitive functions:

1. Operation of a revenue service vehicle, whether or not such vehicle is in revenue service.
2. Controlling dispatch or movement of a revenue service vehicle.
3. Maintaining revenue service vehicles or equipment used in revenue service.
4. Operating a non-revenue service vehicle when required to be operated by a holder of a CDL.
5. Carrying a firearm for security purposes.
6. Supervising, where the supervisor performs any function listed in items 1-5 above.
7. Contractors acting as transit system employees.

GBM has reviewed the actual duties performed by employees in all job classifications to determine which employees perform safety-sensitive functions, and has determined which job functions may require the performance of safety-sensitive duties. An analysis will be performed if any new job classifications are developed to determine if the new job classifications should be considered safety-sensitive.

A list of safety-sensitive positions is included at the end of this policy.

Participation in Metro’s drug and alcohol testing program is a requirement of each safety-sensitive employee and thus, is a condition of employment.

4.0 Prohibited Substances

Prohibited substances addressed by this policy include the following:

4.1 Illegally Used Controlled Substances or Drugs

GBM adheres to the Code of Federal Regulations, 49 CFR, Part 40.

4.2 Legal Drugs

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, employees are required to report to their supervisor any medication, prescribed and/or over the counter medications which may interfere with the safe and effective performance of their job duties. Educational information regarding prescription and over-the-counter medications should be obtained from either a health care professional or pharmacist. The use of any substance which carries a warning label that indicates that mental functions, motor skills, or judgment may be adversely affected must be discussed by employees with their appropriate health care professional before performing work-related duties. Employees are urged strongly to seek and obtain medical advice prior to using prescription or

over-the-counter drugs that may adversely affect his/her ability to safely operate or maintain vehicles. Employees are required to provide a Supervisor with written documentation from a health care professional stating the employee can perform their specific job while taking the medication.

A legally prescribed drug means that the individual has a prescription or other written approval from a physician for the use of a drug in the course of medical treatment. If the employee tests positive for drugs, he/she must provide, within 24 hours, a valid prescription. A valid prescription includes the patient's name, the name of the substance, quantity/amount to be taken, and the time period of the authorization. The misuse or abuse of legal drugs while performing transit business, in uniform or on transit property, is prohibited.

4.3 Alcohol

The use of beverages containing alcohol or substances including any medication, mouthwash, food, candy or any other substance, such that alcohol is present in the body while performing transit business, is prohibited. The concentration of alcohol is expressed in terms of grams of alcohol per 210 liter of breath as measured by a breath-testing device.

5.0 Prohibited Conduct

5.1 Manufacture, Trafficking, Possession and Use

All transit system employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession or use of prohibited substances on transit authority premises, in transit vehicles, in uniform, or while on transit authority business. Employees who violate this provision will be terminated. Law enforcement shall be notified, as appropriate, where criminal activity is suspected.

5.2 Intoxication/Under the Influence

Any safety-sensitive or non-safety-sensitive employee who is reasonably suspected of being intoxicated, impaired, under the influence of a prohibited substance, or not fit for duty shall be suspended from job duties pending an investigation and verification of condition. Employees who fail to pass a drug or alcohol test shall be removed from duty and referred to a Substance Abuse Professional (SAP). Failure of an employee to obtain a SAP evaluation and/or failure to follow the SAP's recommended treatment plan will be cause for termination of employment. A drug or alcohol test is considered positive if the individual is found to have a quantifiable presence of a prohibited substance in the body above the minimum thresholds defined in 49 CFR Part 40, as amended. Non-safety-sensitive employees are exempt under FTA regulations, but are governed under GBM's own policy authority as noted.

5.3 Alcohol Use

No safety-sensitive or non-safety-sensitive employee should report for duty or remain on duty when his/her ability to perform assigned duties is adversely affected by alcohol or when his/her breath alcohol concentration is 0.04 or greater. No safety-sensitive or non-safety-sensitive employee shall use alcohol while on duty, in uniform, while performing safety-

sensitive functions, or just before performing a safety-sensitive function. No safety-sensitive employee shall use alcohol within four hours of reporting for duty, eight hours following an accident, or during the hours that they are on call. Violation of these provisions is prohibited and is cause for termination of employment. Non-safety-sensitive employees are exempt under FTA regulations, but are governed under GBM's own policy authority as noted.

Not Negative Alcohol Test

(0.02 - 0.04) If an employee tests between 0.02 and 0.04 on an alcohol test, the employee will be removed from service for eight hours or unless a retest results in a concentration of less than 0.02. This absence will be considered an unexcused absence or miss out subject to GBM's disciplinary procedures.

5.4 Compliance with Testing Requirements

Under FTA guidelines, all safety-sensitive employees will be subject to urine drug testing and breath alcohol testing. Any safety-sensitive employee who refuses to comply with a request for testing (pre-employment, random, post accident or reasonable suspension) shall be removed from duty, and consequences will be assessed. GBM will consider the test refusal to be a positive test, and the employee will be provided with a list of Substance Abuse Professionals (SAP) for evaluation. Failure of an employee to obtain an SAP evaluation and/or failure to follow the SAP's recommended treatment plan will be cause for termination of employment. Any safety-sensitive employee who is suspected of providing false information in connection with a test, or who is suspected of falsifying test results through tampering, contamination, adulteration, or substitution will be required to undergo an observed collection. Verification of these actions will result in the employee's removal from duty and his/her employment terminated. Refusal can include an inability to provide a sufficient urine specimen or breath sample without a valid medical explanation, as well as, a verbal declaration, obstructive behavior, or physical absence resulting in the inability to conduct the test.

Several behaviors may constitute a refusal to submit to a test. They are defined below:

A covered employee fails to provide a urine sample as required by 49 CFR Part 40, without a valid medical explanation, after he or she has received notice of the requirement to be tested in accordance with the provisions of this subpart, or engages in conduct that clearly obstructs the testing process.

An employee is considered to have refused to test if he/she fails to do the following:

§ 40.191 What is a refusal to take a DOT drug test, and what are the consequences?

- (a) As an employee, you have refused to take a drug test if you:
 - (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer. This includes the failure of an employee (including an owner-operator) to appear for a test when called by a C/TPA (see §40.61(a));
 - (2) Fail to remain at the testing site until the testing process is complete; Provided, That an employee who leaves the testing site before the testing process commences (see §40.63 (c)) for a pre-employment test is not deemed to have refused to test;

- (3) Fail to provide a urine specimen for any drug test required by this part or DOT agency regulations; Provided, That an employee who does not provide a urine specimen because he or she has left the testing site before the testing process commences (see §40.63 (c)) for a pre-employment test is not deemed to have refused to test;
- (4) In the case of a directly observed or monitored collection in a drug test, fail to permit the observation or monitoring of your provision of a specimen (see §§40.67(l) and 40.69(g));
- (5) Fail to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure (see §40.193(d)(2));
- (6) Fail or decline to take an additional drug test the employer or collector has directed you to take (see, for instance, §40.197(b));
- (7) Fail to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER under §40.193(d). In the case of a pre-employment drug test, the employee is deemed to have refused to test on this basis only if the pre-employment test is conducted following a contingent offer of employment. If there was no contingent offer of employment, the MRO will cancel the test; or
- (8) Fail to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
- (9) For an observed collection, fail to follow the observer's instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (10) Possess or wear a prosthetic or other device that could be used to interfere with the collection process.
- (11) Admit to the collector or MRO that you adulterated or substituted the specimen.
- (b) As an employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.
- (c) As an employee, if you refuse to take a drug test, you incur the consequences specified under DOT agency regulations for a violation of those DOT agency regulations.

§ 40.261 What is a refusal to take an alcohol test, and what are the consequences?

- (a) As an employee, you are considered to have refused to take an alcohol test if you:
 - (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer. This includes the failure of an employee (including an owner-operator) to appear for a test when called by a C/TPA (see §40.241(a));
 - (2) Fail to remain at the testing site until the testing process is complete; Provided, That an employee who leaves the testing site before the testing process commences (see §40.243(a)) for a pre-employment test is not deemed to have refused to test;

- (3) Fail to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT agency regulations; Provided, That an employee who does not provide an adequate amount of breath or saliva because he or she has left the testing site before the testing process commences (see §40.243(a)) for a pre-employment test is not deemed to have refused to test;
 - (4) Fail to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure (see §40.265(c));
 - (5) Fail to undergo a medical examination or evaluation, as directed by the employer as part of the insufficient breath procedures outlined at §40.265(c);
 - (6) Fail to sign the certification at Step 2 of the ATF (see §§40.241(g) and 40.251(d));
or
 - (7) Fail to cooperate with any part of the testing process.
- (b) As an employee, if you refuse to take an alcohol test, you incur the same consequences specified under DOT agency regulations for a violation of those DOT agency regulations.

5.5 Treatment Requirements

All employees are encouraged to make use of the available resources for treatment of alcohol misuse, legal, and illegal drug use problems. Under certain circumstances, employees may be required to undergo treatment for substance abuse or alcohol misuse as explained in this policy. Any safety-sensitive employee who refuses or fails to comply with the SAP's requirements for treatment, after care or return-to-duty directives, will be cause for termination of employment. Non-safety-sensitive employees also must adhere to these same guidelines. Non-safety sensitive employees are exempt under FTA guidelines, but adherence is regulated by GBM's own policy authority. The employee's insurance provider will coordinate the cost of the treatment or rehabilitation services. Employees who do not have health insurance coverage are responsible for the entire cost of any recommended treatment or rehabilitation services.

5.6 Notifying GBM of Criminal Drug Conviction

According to 49 CFR 32.205 all employees are required to notify GBM, in writing of any criminal drug statute conviction for a violation within five calendar days after such conviction.

5.7 Proper Application of the Policy

GBM is dedicated to assuring fair and equitable application of this substance abuse policy. Therefore, supervisors/managers are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor/ manager who knowingly disregards the requirements of this policy, or who is found to deliberately misuse the policy in regard to subordinates, shall be subject to disciplinary action, up to and including termination of employment.

5.8 Voluntary Treatment

GBM encourages employees to seek treatment voluntarily. Any employee who comes forth and notifies GBM of an alcohol or chemical abuse problem will be provided assistance. This assistance will include a mandatory referral to GBM's Substance Abuse Professional (SAP) at GBM's expense. Employees are encouraged but not mandated to follow the SAP's recommended treatment plan. An appropriate leave of absence may be granted for treatment and rehabilitation. Payment for treatment will be coordinated through the employee's health insurance provider. Employees who do not have health insurance coverage are responsible for the entire cost of any recommended treatment or rehabilitation services.

Voluntary requests for treatment must be made prior to any pending drug/alcohol test or disciplinary action. Employees will not be disciplined for requesting treatment, but will be expected to observe job performance standards and work rules as they apply to every employee. Any decision to seek help through GBM will not interfere with an employee's eligibility for promotional opportunities. Confidentiality of information will be maintained at all times.

5.9 Non-Safety-Sensitive Employees

Apart from FTA regulations, but under GBM's own authority, non-safety-sensitive employees who have a positive drug or alcohol test will be referred to GBM's Substance Abuse Professional (SAP) for assessment. GBM will assist and encourage non-safety-sensitive employees to comply with the SAP's recommended treatment plan. Employees will be expected to observe job performance standards and work rules as they apply to every employee. Depending upon the non-safety-sensitive employee's job duties, GBM reserves the right to remove the employee from his/her position and place the employee on an appropriate leave of absence. GBM's Designated Employer Representative (DER) will determine if the non-safety-sensitive employee is capable of safely and satisfactorily performing his/her essential job functions as outlined in the employee's job description.

5.10 Confidentiality

GBM affirms the need to protect individual dignity, privacy and confidentiality throughout the testing process. Laboratory reports or test results shall not appear in an employee's general personnel file. Information of this nature will be contained in a separate confidential medical folder that will be kept under the control of the GBM Human Resources Department. The reports or test results may only be disclosed without an employee's consent when:

- The information is compelled by law or by judicial or administrative process;
- The information has been placed at issue in a formal dispute between the employee and employer.

Employee must sign a separate release every time substance testing information is to be disclosed. The employee must sign releases any time information is to be released to the employee, union representatives, subsequent employers, and to any other third party designated by the employee.

5.11 Employee Access to Records

An employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including drug or alcohol testing records. Covered employees have the right to gain access to any pertinent records such as equipment calibration records and records of laboratory certifications.

6.0 Testing Procedures

Urine drug testing and breath testing for alcohol may be conducted when circumstances warrant or as required by federal regulations. All safety-sensitive employees shall be subject to drug testing prior to employment, for reasonable suspicion, random, and following an accident as defined in Section 6.2, 6.3, 6.4, 6.5 and 6.6 of this policy. Non-safety-sensitive employees will be subject to all testing except follow-up, return-to-duty and random testing under GBM's own authority and not FTA regulations.

Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities that have been approved by the U. S. Department of Health and Human Services (DHHS). All testing will be conducted consistent with the procedures put forth in 49 CFR Part 40, as amended. The drugs that will be tested for include marijuana, cocaine, opioids, amphetamines, and phencyclidine. An initial drug screen will be conducted on each urine specimen. For those specimens that are not negative, a confirmatory Gas Chromatography/Mass Spectrometry (GC/MS) test will be performed. The test will be considered positive if the amounts present are above the minimum thresholds established in 49 CFR Part 40, as amended. In instances where there is reason to believe an employee is abusing a substance other than the five drugs listed above, apart from FTA regulations, GBM reserves the right to test for additional drugs under GBM's own authority using standard laboratory testing protocols.

All drug testing laboratory results will only be released to and reviewed by a qualified Medical Review Officer (MRO) in order to verify and validate test results. The MRO will release findings only to a Designated Employer Representative (DER). A MRO shall be a licensed physician who has knowledge of substance abuse disorders and has appropriate medical training to interpret and evaluate an individual's confirmed positive test result.

Before verifying that an employee has a positive test result, the MRO is responsible for contacting any such employee, on a direct and confidential basis, to determine whether the employee wishes to discuss the test or present a legitimate explanation for the positive result. An MRO staff person may make the initial contact, but they are prohibited from gathering medical information. If, after reasonable efforts, the MRO is unable to reach the employee directly, the MRO may contact GBM's DER for assistance in contacting the employee. GBM's DER will take maximum precautions to preserve the confidentiality to the MRO contact.

If, after making all diligent and reasonable efforts, neither the MRO nor GBM's DER are able to contact the employee within ten (10) days of the date the MRO received the confirmed positive test result from the laboratory, the MRO may verify the test result as positive. The MRO may also verify the test result as positive if the employee does not contact the MRO within three (3) days of being contacted by GBM's DER or the employee expressly declines the opportunity to discuss the test result. The MRO may reopen the verification of positive

test if the employee presents documentation of serious injury or illness or other circumstances that unavoidably prevented the employee from being contacted within the designated time period, and if the employee then presents a legitimate (in the MRO's opinion) explanation for the positive test, the MRO shall declare the test to be negative.

The MRO will review and interpret an individual's medical history, including any medical records and biomedical information provided; affording the individual an opportunity to discuss the test result; and decide whether there is a legitimate medical explanation for the result, including legally prescribed medication.

The MRO can declare a test invalid or canceled based on the regulations specified in 49 CFR Part 40. A canceled/invalid test is considered neither a positive nor a negative test. An example of a canceled test is a urine sample being rejected by the laboratory. The MRO shall cancel the test and report the cancellation and the reasons for it to the FTA, employer, and employee. A negative dilute specimen will require a retest.

Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA) approved evidential breath-testing device (EBT) operated by a trained breath alcohol technician (BAT). All breath alcohol test results will be reported only by an MRO or BAT to a Designated Employer Representative (DER). If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. A safety-sensitive or non-safety-sensitive employee who has a confirmed alcohol concentration of greater than 0.02 but less than 0.04 will be removed from his/her position for eight hours unless a retest results in a concentration measure of less than 0.02. The inability to perform a safety-sensitive or non-safety-sensitive duty due to an alcohol test result greater than 0.02 but less than 0.04 will be considered an unexcused absence or miss out subject to GBM's disciplinary procedures. An alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy and a violation of the requirements set forth in 49 CFR Part 655 for safety-sensitive employees. Any safety-sensitive or non-safety-sensitive employee that has a confirmed positive drug or alcohol test will be removed from his/her position, informed of educational and rehabilitation programs available and referred to a Substance Abuse Professional (SAP) for assessment. Non-safety-sensitive employees are exempt under FTA regulations, but are governed under GBM's own policy authority.

GBM does not use the practice known as a Stand-down. A Stand-down is the procedure of temporarily removing an employee from the performance of safety-sensitive functions based only on a report from a laboratory to the MRO of a confirmed positive test for a drug or drug metabolite, an adulterated test, or a substituted test, before the MRO has completed verification of the test result.

6.1 Compensation for Testing

GBM will pay employees for drug or alcohol testing according to the following:

Paid Testing: (random, reasonable suspicion, post injury and post-accident testing) Employees will be paid from the time they are notified of the testing and relieved of job duties or from the time they leave GBM property until such time as they are released by the

supervisor escorting the employee. In the case of alcohol testing at GBM, the employee will be paid from the time they report to the appropriate office until they have completed the test.

Unpaid Testing: (pre-employment, pre-promotion or transfer, and return-to-work) Pre-employment, pre-promotion or transfer and return-to-work testing will not be paid.

6.2 Split Specimen Testing

Any safety-sensitive or non-safety-sensitive employee who questions the results of a required drug test under paragraphs 6.2 through 6.8 of this policy may request that an additional test be conducted. This test must be conducted at a different DHHS-certified laboratory. The test must be conducted on the split sample that was provided by the employee at the same time as the original sample. All costs for such testing are paid by the employer. The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40, as amended. The employee's request for a split sample test must be made to the Medical Review Officer within 72 hours of notice of the original sample verified test result. Requests after 72 hours will only be accepted if the delay was due to documented facts that were beyond the control of the employee. Non-safety-sensitive employees are exempt under FTA regulations, but adherence is regulated by GBM's own policy authority.

6.3 Pre-Employment Testing

All safety-sensitive and non-safety-sensitive position applicants shall undergo urine drug testing immediately following the conditional offer of employment or transfer into a safety-sensitive position. Receipt by the transit system of a negative drug test result is required prior to employment. Pre-employment drug tests may be administered only after the applicant has signed a consent form. Non-safety-sensitive applicants are tested apart from FTA regulations, but under GBM's own policy. Failure of a pre-employment drug test will disqualify an applicant for employment at GBM for at least six months. GBM will reconsider a safety-sensitive applicant's application for employment under the following conditions:

1. At least six months has lapsed between applications;
2. The applicant can show proof of successfully completing a substance abuse treatment program;
3. The applicant must pass a new drug test;
4. The applicant must be willing to be subjected to the random testing program devised for employees who have tested positive.

When a covered employee has not performed a safety-sensitive function for 90 consecutive calendar days regardless of the reason, and the employee has not been in the employer's random selection pool during this time, the employer shall ensure that the employee takes a pre-employment drug test with a verified negative result.

6.4 Other Testing

Under GBM's own policy authority and not FTA's regulation all safety-sensitive and non-safety sensitive employees may be required to submit to drug testing in conjunction with any required physical examination. Required physical examinations may include but are not limited to worker compensation injuries or any leave of absence of 30 days or more. In addition, employees who are unavailable to perform their safety-sensitive job duties for a period of thirty (30) days or more are subject to a non-DOT drug test under GBM authority.

6.5 Reasonable Suspicion Testing

All safety-sensitive and non-safety sensitive employees may be subject to a fitness-for-duty evaluation, and urine and/or breath testing when there are reasons to believe that drug or alcohol use is adversely affecting job performance. Apart from FTA regulations, non-safety sensitive employees are governed under GBM's own policy authority. A reasonable suspicion referral for testing will be made on the basis of specific, contemporaneous, and articulate observations concerning appearance, behavior, speech, or body odors of the employee consistent with possible drug use or alcohol misuse. An employee is reasonably suspected of prohibited drug use or alcohol misuse when a trained supervisor or other GBM authorized official can:

- Substantiate specific behaviors that may indicate drug use or alcohol misuse.
- Identify job performance problems that may indicate prohibited drug use or alcohol misuse.
- Actually observe physical indications that prohibited drug use or alcohol misuse may be occurring.

A supervisor or other GBM authorized official must make reasonable suspicion referrals. To make reasonable suspicion determinations, supervisors must be trained on the facts, circumstances, physical evidence, physical signs and symptoms, or patterns of performance and/or behaviors associated with drug use and/or alcohol misuse. One supervisor will complete the GBM's "Reasonable Suspicion" form, but two or more trained supervisors may participate in the reasonable suspicion determination process. A copy of the completed form will be provided to the employee.

6.6 Post-Accident Testing

All safety-sensitive employees will be required to undergo a urine drug test and breath alcohol test if they are involved in an FTA accident with a GBM transit vehicle (regardless of whether or not the vehicle is in revenue service). An FTA accident is defined as an occurrence associated with the operation of a revenue service vehicle that results in a fatality, in injuries requiring immediate treatment at a medical treatment facility; or one or more of the involved vehicles incur disabling damage that requires towing from the site. Safety-sensitive employees that are on duty in the vehicle and any safety-sensitive employee whose performance could have contributed to the accident will be tested. Accident does not necessarily mean collision. If an individual falls on a vehicle and needs to be transported to a hospital, then an accident has occurred and a post-accident test is required unless the driver can be completely

discounted as a contributing factor to the accident. This definition only applies to non-fatal accidents. Fatal accidents will result in safety-sensitive employees being tested as outlined below.

Following an FTA accident, the safety-sensitive employee will be required to submit to a drug and alcohol test. Post-Accident testing is stayed while an employee assists in resolution of the accident or receives medical attention following the accident. However, employees must remain readily available during the time periods stated below. Post-accident testing will be done within two hours, and no later than (8) eight hours after the accident for alcohol testing and (32) thirty-two hours after the accident for drug testing. Any testing not conducted within these time limits will be documented to state the reason why. An employee involved in an accident must not use alcohol until after the employee undergoes alcohol testing or eight hours have elapsed, whichever comes first.

Nothing in this policy shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit an employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care. However, any employee who under the above circumstance fails to remain available for drug and alcohol testing (including notifying GBM of his/her location), or who otherwise leaves the scene of the accident without appropriate authorization prior to drug and alcohol testing, will be considered to have refused the test. 49 CFR Part 40 allows GBM to acquire post-accident test results obtained by Federal, State, or local law enforcement personnel in instances where GBM is unavailable to perform post-accident testing. The results of a blood, urine or breath test for the use of prohibited drugs and alcohol misuse, conducted by Federal, State or local officials having independent authority for the test shall be considered to meet the FTA requirements provided such tests conform to the applicable Federal, State or local testing requirements and that the test results are obtained by GBM.

6.7 Random Testing

In accordance with 49 CFR Part 655, employees in safety-sensitive positions will be subjected to random, unannounced and unpredictable testing. The selection of safety-sensitive employees for random drug and alcohol testing will be made using a scientifically-valid method that ensures each covered employee that they will have an equal chance of being selected each time selections are made. The random tests will be unannounced and conducted at all times of day when safety-sensitive functions are preformed. The FTA determines the testing percentages annually and Metro will test in accordance with FTA requirements. All safety-sensitive employees will be placed in a common selection pool. Each employee in this pool will be matched with a unique random selection number. Through the use of a computer-based random number generation program, the required number of persons will be selected for each testing cycle throughout the year. All employees in the pool will remain in the random selection pool at all times throughout the year regardless of whether or not they have been previously selected. Employees who are not available for testing during the testing period will be removed from the random pool prior to the random selection drawing occurring. GBM's Personnel Director or DER will access the selection pool numbers. Notification will be made to those who must submit a specimen or complete an alcohol breath test. The test may be completed prior to, during or after the employee's work shift. The employee will be

immediately escorted to the medical facility for the test. As soon as the urine specimen is collected or breath test is completed the employee will be required to return to work, unless the breath test is not negative. Management will not exercise any discretion in the random process. Upon notification of a selection, the employee must be escorted to an authorized testing facility.

7.0 Employment Assessment

Any safety-sensitive employee, who tests positive for the presence of illegal drugs or alcohol above the minimum thresholds set forth in 49 CFR Part 40, as amended, will be referred for evaluation to a Substance Abuse Professional (SAP). A SAP is a licensed or certified physician, psychologist, social worker, employee assistance professional or addiction counselor with knowledge of and clinical experience in the diagnosis and treatment of alcohol or drug related disorders. The SAP will evaluate each employee to determine what assistance, if any, the employee needs in resolving problems associated with prohibited drug use or alcohol misuse. The employee's insurance provider may coordinate the cost of treatment or rehabilitation services. Employees who do not have health coverage are responsible for the entire cost of any treatment or rehabilitation services.

7.1 Consequences of a Positive Test

Effective October 1, 2007, GBM instituted and will maintain a zero-tolerance policy for the following types of tests: Pre-employment, post-accident, random, return-to-work, and reasonable suspicion. A verified positive test for any of these tests will result in an employee's immediate termination of employment with GBM.

8.0 Contacts

Any questions regarding this policy or any other aspect of GBM's substance abuse program should be addressed to the following transit system representatives:

Drug and Alcohol Program Manager and Designated Employer Representative:

Name: Patricia Kiewiz
Title: Transit Director
Address: 901 University Avenue, Green Bay, WI 54302
Telephone Number: (920) 448-3455
FAX Number: (940) 448-3461

Assistant Drug and Alcohol Program Manager and Designated Employer Representative:

Name: Essie Fels
Title: Paratransit Coordinator
Address: 901 University Avenue, Green Bay, WI 54302
Telephone Number: (920) 448-3452
FAX Number: (940) 448-3461

A complete copy of regulation 49 CFR Part 40, as amended, is available for review in the GBM Administration office.

Medical Review Officer:

Name: Eric Newgent, M.D. DO
Title: MRO
Address: Prevea Clinic, 3021 Voyager Dr, Green Bay, WI 54304
Telephone Number: (920) 405-1420
FAX Number: (920) 431-1802

Name: Linda Go, M.D.
Title: MRO
Address: Prevea Clinic, 702 W. Hamilton Ave, Eau Claire, WI 54701
Telephone Number: (715) 717-4944
FAX Number: (715) 717-1765

Name: Donna Habeck M.D.
Title: MRO
Address: Prevea Clinic, 1621 N. Taylor Dr Ste 200, Sheboygan, WI 53081
Telephone Number: (920) 459-5176
FAX Number: (920) 451-7263

Name: Jasmine John, M.D. MSPH
Title: MRO
Address: Prevea Clinic, 3021 Voyager Dr, Green Bay, WI 54311
Telephone Number: (920) 405-1420
FAX Number: (920) 431-1802

Or successors

Substance Abuse Professionals

A list of SAP's will be provided upon request or circumstance.

9.0 Adoption and Revision History

Approved by the Green Bay Transit Commission on 19 September 2007.
Updated and approved by the Green Bay Transit Commission on 16 June 2010.
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Updated and approved by the Green Bay Transit Commission on 21 March 2012.
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Updated and approved by the Green Bay Transit Commission on 20 December 2017.
Updated and approved by the Green Bay Transit Commission on 15 May 2019.
Updated and approved by the Green Bay Transit Commission on 25 September 2019.
Updated and approved by the Green Bay Transit Commission on 18 August 2021.
Updated and approved by the Green Bay Transit Commission on 18 January 2023.

APPENDIX A: SAFETY SENSITIVE POSITION LISTING

GREEN BAY METRO TRANSIT (GBM) Safety-Sensitive Positions

Transportation:

Fixed Route Bus Operator (Full-Time)
Fixed Route Dispatcher (Full-Time)
Fixed Route Dispatcher (Part-Time)
Fixed Route Operations Supervisor (Full-Time)

Paratransit/Microtransit:

Paratransit/Microtransit Bus Operator (Full-Time)
Paratransit/Microtransit Bus Operator (Part-Time)
Paratransit/Microtransit Partner Support Specialists (Full-Time)
Paratransit/Microtransit Operations Manager (Full-Time)
Paratransit/Microtransit Scheduler (Part-Time)
Paratransit/Microtransit Scheduler (Full-Time)

Maintenance:

Maintenance Manager (Full-Time)
Mechanics (Full-Time)
Fueller (Full-Time)



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.4

Discussion/Action: Green Bay Metro's System Security & Emergency Action Plan

BACKGROUND

The Green Bay Metro Emergency Action Plan complies with the Occupational Safety and Health Administration's (OSHA) Emergency Action Plan Standard, 29 CFR 1910.38, and 49 CFR Part 673, the Public Transportation Agency Safety Plan (PTASP). The plan prepares employees for dealing with emergency situations. This plan has been revised and updated accordingly. Director Kiewiz will review and provide a summary.

RECOMMENDATION

Staff recommends approving Green Bay Metro's System Security & Emergency Action Plan.

FISCAL IMPACT

ATTACHMENTS

- I. Green Bay Metro's System Security and Emergency Action Plan I.13.23



**SYSTEM SECURITY
&
EMERGENCY ACTION
PLANS**



January 2023

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SYSTEM SECURITY PLAN

Revised January 2023

Building Access

All employees are required to abide by current policy regarding facility access.

Employee Access: Employees are required to enter the building through designated doorways.

Employee access is determined by the Transit Director.

Exterior doors, excluding the two public access doors and vendor delivery door remain locked 24 hours a day.

Monday – Friday

Location	Open	Locked
Front Office Area Door	7:30 AM	4:30 PM (11:30 AM Fri)
Perimeter Bus Storage Doors		24 hours
Maintenance Door	7:30 AM	4:30 PM
Fire Exit Doors		24 hours Exterior
Public Lobby	5:30 AM	6:15 PM

Saturday - Sunday

Location	Open	Locked
Front Office Door Area		24 hours
Perimeter Bus Storage Doors		24 hours
Maintenance Door		24 hours
Fire Exit Doors		24 hours Exterior
Public Lobby (Saturday Only)	7:30 AM	1:15 PM

Interior Access Door Administration Offices – Access from Station Area

Saturday-Sunday		24 hours
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IT Server Room – Cashier / Counting Room

Saturday-Sunday		24 hours
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Overhead Doors

Overhead Doors on the east side of the facility may remain open when security gate is closed. No other overhead doors should be open unless an employee is working in the immediate area.

Visitor Access

Visitors are defined as any person entering the Green Bay Metro (GBM) facility other than current employees. Visitors include, but are not limited to, the following examples: vendors, salespersons, delivery personnel, contractors, board members, family members of employees, GBM customers, persons attending GBM sponsored meetings, etc. All employees are required to follow all security policies when bringing visitors into the GBM facility. Employees are also responsible for addressing and determining the purpose of any visitor in restricted areas.

Visitors Hours & Regular Business Hours

Location	Days of Week	Hours
Administrative Offices	Monday – Thursday Friday	7:30 AM – 5:00 PM 7:30 AM – 11:30 AM
Maintenance Offices	Monday – Friday	7:30 AM – 4:30 PM
Dispatch & Bus Operators Area	Restricted	
Bus Storage Garage	Restricted	
Maintenance Garage	Restricted	

All areas of the building are considered restricted after designated visitor hours.

Weekday Visitor Entry Procedures

- All visitors are required to sign a visitor's log at point of entry.
- Visitors will be issued a visitor's badge which must be visibly worn while in the building.
- The reception personnel will notify the requested division that a visitor has arrived. All visitors must sign in.
- Visitors may not enter other areas without being escorted by GBM staff.
- When exiting the building visitors sign out and return the visitor's badge to reception personnel.
- Visitors must immediately exit the building.

Weekend & After Hour Visitor Procedures:

- After hours visitors are not allowed to enter or be within the GBM facility without accompaniment of a GBM employee.
- All after-hours visitors must sign in at the Dispatch Office.
- Dispatcher will assign a visitor's badge which must be visibly worn by the visitor.
- Visitors must sign out when leaving the facility and the visitor's badge must be returned to the Dispatcher. Visitors must be escorted out of the building by an employee.
- After hours access to the Administrative Offices is restricted to administrative employees only.

Delivery Vehicles

- All delivery vehicles are to request entry at the intercom located on the west side of the facility, during regular business hours. Maintenance will then activate the gate for entry, if warranted.
- Any special delivery requests must be approved by the Transit Director.
- Drivers employed by companies making regular deliveries to the GBM Maintenance Department may be authorized to enter the building and report directly to the Maintenance Department's receiving area. All persons making deliveries must sign an entry log. Visitor badges are not required.
- No deliveries are accepted on weekends unless authorized by Management.

Contractors

- Employees of contractors working within the GBM facility must sign in at either the Administrative Reception desk or the Maintenance Department office when entering the GBM

facility. The receptionist or the maintenance staff must confirm that the contractor is expected and that the work is approved.

- Contractors who will be working unsupervised within the GBM facility must be issued a visitor's badge.
- Contractors must sign out and return the visitor's badge when leaving the facility.
- Contractors servicing Operations will sign in with dispatch.

End of Business Day – Securing Building Procedures

To assure that the building is secure at the conclusion of each business day the following procedures must be followed:

Position	Time	Procedure
Administration	4:30 PM	Front entry door checked and locked.
Maintenance	4:30 PM	Maintenance entry door checked and locked.
Maintenance	8:00 PM	Check the entire perimeter to ensure facility is secured.

All employees have the responsibility to secure their individual offices and work areas. File cabinets with sensitive data or material must be locked. Tools and materials must be secured.

Designated Secure Areas

The following chart designates secure areas within the facility and the employees approved to have access to each area. The Transit Director may approve the access of other employees. All administrative offices are considered confidential areas and should not be entered without the approval of the occupant or the Transit Director.

Administrative Offices Secure Areas

Location	Approved Staff
Dispatch Office	Transit Director, Maintenance Manager, Maintenance Technician, Custodian, Operation Supervisors, Dispatchers, Maintenance Clerk, Paratransit Coordinator, Finance Manager, Compliance Coordinator, Mobility Coordinator, IT Specialist
Cashier / Counting Room	Transit Director, Maintenance Manager, Maintenance Technician, Custodian, Operation Supervisors, Maintenance Clerk, Paratransit Coordinator, Finance Manager, Compliance Coordinator, Mobility Coordinator, IT Specialist (Must be TWO employees at all times)
Male Locker Room	Male Mechanic/Fuelers, Custodian, Maintenance Technician
Female Locker Room	Female Mechanic/Fuelers, Maintenance Clerk, Custodian, Maintenance Technician
Transit Directors Office	Transit Director, Custodian, Maintenance Technician
IT Office and Server Room	Transit Director, Maintenance Manager, Maintenance Technician, Custodian, Operation Supervisors, IT Staff, Paratransit Coordinator, Finance Manager, Compliance

	Coordinator, Mobility Coordinator, IT Specialist
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Maintenance Secure Areas

Parts Room	Transit Director, Maintenance Manager, Maintenance Technician, Maintenance Clerk, Mechanic/Fuelers, Compliance Coordinator
Hazardous Materials Room	Transit Director, Maintenance Manager, Maintenance Technician, Maintenance Clerk, Mechanic/Fuelers, Compliance Coordinator
Paint Storage Room	Transit Director, Maintenance Manager, Maintenance Technician, Maintenance Clerk, Mechanic/Fuelers, Compliance Coordinator
Electrical Panels	Transit Director, Maintenance Manager, Maintenance Technician, Custodian, Operation Supervisors, Mechanic/Fuelers, Maintenance Clerk, IT Specialist, Compliance Coordinator
Fueling Station - Maintenance Dept. Exterior	Transit Director, Maintenance Manager, Maintenance Technician, Mechanic/Fuelers, IT Specialist, Compliance Coordinator
Fueling Station – Bus Storage Interior	Transit Director, Maintenance Manager, Maintenance Technician, Mechanic/Fuelers, IT Specialist, Compliance Coordinator
Boiler Room	Transit Director, Maintenance Manager, Maintenance Technician, Custodian, Operation Supervisors, Mechanic/Fuelers, Maintenance Clerk, Paratransit Coordinator, Finance Manager, Compliance Coordinator, Mobility Coordinator, IT Specialist
Sign Room	Transit Director, Maintenance Manager, Maintenance Technician, Custodian, Operation Supervisors, Mechanic/Fuelers, Maintenance Clerk, Paratransit Coordinator, Finance Manager, Compliance Coordinator, Mobility Coordinator, IT Specialist

Bus Storage Garage

Location	Approved Staff
Bus Storage Area	Transit Director, Maintenance Manager, Maintenance Technician, Custodian, Operation Supervisors, Dispatchers, Bus Operators, Maintenance Clerk, Paratransit Coordinator, Finance Manager, Compliance Coordinator, Mobility Coordinator, IT Specialist, Mechanic/Fuelers

Key & Fob Control

Employee access is provided by an electronic fob. The level of access is granted by the Transit Director, or designee within Green Bay Metro's security software. **Minimal employees will be provided keys to the facility in cases of no power or security system failure.** Maintaining control of access to the GBM facility is essential to maintain a high level of security. Securing equipment and sensitive material is essential for GBM to meet the requirements of its mission. An access control plan

is maintained by the Compliance Coordinator. All unassigned keys, fobs or cards are maintained in locked boxes located in the Director's office.

Employees are assigned fobs or keys that are needed to allow access to designated areas or equipment required by the employee's job duties. The Transit Director is responsible for fob/key assignment to specific employees. The Transit Director has the responsibility to ensure that access is for a designated purpose. Employees are responsible for the proper use and control of all keys and fobs issued. Employees may not allow keys or fobs to be used by other employees without the approval of the Transit Director or Direct Supervisor. Misuse of an assigned key or fob can be grounds for disciplinary action.

Facility *master keys* are issued only to employees designated by the Transit Director. Master keys must be kept in the control of the designated employee.

Key inventory and employee assignment records are kept separate from this document. The Transit Director, or designee is responsible for maintaining these records.

Locks

Maintaining facility locks is an essential component of this security plan. The Maintenance Technician is responsible for the maintenance and installation of all locks. Only locks matching the **key code system** currently installed in the GBM facility may be used for future installations. Contractors hired by GBM for lock service must be financially bonded, properly insured and be able to establish a reliable and high standard for employee selection including regular background checks.

Lighting

Lighting for security purposes is provided and maintained by the Maintenance Department. The following chart illustrates the security lighting plan:

Area	Description	Time	Responsibility
Parking Lot	Lighting of parking lot and surrounding area	Dusk to dawn seven days a week	Security check and repair by Maintenance Department
Exterior of Building	Lighting at all entrance doors, bus zones, overhead doors, and exterior walls	Dusk to dawn seven days a week	Security check and repair by Maintenance Department
Bus Storage Area	Motion lights - driving lanes and fueling station	24 Hours	Security check and repair by Maintenance Department
Maintenance Area	Lighting Main Lane Garage	24 hours	Security check and repair by Maintenance Department
Administration Area	Lighting main hallways	Monday – Thursday 5:00 PM – 7:30 AM Friday Sunday 11:30AM-12:00 AM	Security check by Dispatcher Repair by Maintenance Department

		Sunday 24 hours	
Fire Exit Signs	All fire exits	24 hours	Security check and repair by Maintenance Department

Equipment and Materials

Securing supplies, materials, electronic data, and equipment is necessary to manage the financial resources of GBM. As a matter of GBM policy, supplies, materials, electronic data or equipment are for the exclusive use of GBM employees and must be used for company business only. Conversion of GBM assets for personal use by a GBM employee is subject to company discipline and may be grounds for criminal prosecution.

Equipment: Property termed as equipment, (i.e.: tools, audio visual, computers, file cabinets, radios, cell phones, cameras, vehicles, etc.) must be inventoried by the Finance Manager or designee. The Transit Director or designee oversees the equipment and must maintain an ongoing inventory. The Transit Director is also responsible to insure that employees under their supervision are using the equipment for the intended purpose. Management must report any loss of equipment due to theft, misappropriation, or conversion to unauthorized use by following the established reporting procedure. End of life cycle disposition of equipment must be completed in accordance with FTA guidelines and must receive approval by the Transit Director.

Supplies and materials: Supplies and materials must be purchased and inventoried under the guidelines set forth by the FTA. Use of supplies and materials must be monitored by the Transit Director. The Transit Director must report any loss of supplies due to theft, misappropriation or conversion to unauthorized use by following the established reporting procedure.

Electronic data: Electronic data is a valuable asset and necessary for GBM to do business. All data, software, hardware, internet connections and other related equipment is restricted to the exclusive use for the purpose of GBM business. All employees are subject to the provisions of the City of Green Bay's Policies. The Transit Director is responsible for the supervision of electronic assets and must report any loss due to theft, misappropriation, or conversion to unauthorized use by following the established reporting procedure.

Financial Assets

Management and security of GBM's financial assets is the responsibility of the Transit Director. Procedures for the secure management of financial assets are contained within several documents:

- Green Bay Metro Procurement and Contract Administration Manual
- Operating Assistance Contract with Wisconsin Department of Transportation
- Annual Financial Audit – Green Bay Transit Commission
- Financial Management and Procedures
- Transit Asset Management Plan (TAM Plan)
- City of Green Bay Purchasing Procedures
- Monthly Financial Reports Approved by Transit Commission

Several **divisions** have a responsibility to handle and manage financial assets. The Transit Director has the responsibility to ensure that all employees handle GBM's financial assets in accordance with

established policy, procedures, and contractual requirements. An employee who fails to follow procedures or misappropriates any financial asset is subject to disciplinary action and criminal prosecution.

The Transit Director is required to report any deviation of asset management policy or misappropriation of assets in accordance with established reporting procedures.

Document Control

Secure storage of all confidential documents is the policy of GBM. All personnel who are responsible for confidential documents shall secure all material in a locked file cabinet or other secure area. All electronic data shall be secured and backed up in accordance with the City policy. The Transit Director is responsible for the development of internal confidential document policies and classification procedures.

Lost and Found

All lost and found items are to be secured in accordance with GBM policy. The purpose of this policy is to provide a system for lost items to be returned to their owner. Suspicious items are to be isolated and reported to law enforcement (911) for investigation. All lost and found items are handled as stated in the Lost and Found Policy located in the latest version of the Dispatch Manual.

Security Cameras

GBM has made a substantial investment in video surveillance equipment. The equipment has proven valuable in crime prevention and investigation of security related incidents. Recording equipment has the capability to provide video from several angles within each bus and building location. Digital equipment has the capability to record and print still shots for printing and distribution to law enforcement or GBM staff. Digital equipment installed in buses and Dispatch area can record audio.

An inventory of all camera system information is maintained in the Transit Director's office.

Maintenance of Cameras and Video Equipment: All equipment is maintained by the GBM Maintenance Department and the IT Specialist, in addition to being monitored by the Operation Supervisors. All video recorders are checked monthly to ensure that recorders are working properly. Records of these monthly checks are maintained by the Maintenance Manager.

Incident Storing and Record Keeping: When a security incident is reported the video hard drive is retrieved from either the bus or recorder location. Videos are reviewed, labeled and saved on the GBM computer network.

Records are kept regarding the distribution of video or still photos to law enforcement agencies.

Incident Reporting Procedures

A security incident is an incident that can be defined as follows:

- **Crime** – Unlawful trespass, assault, theft, vandalism, verbal abuse, threat of harm, fire arm transport or display, fare evasion, workplace violence, etc.
- **Security breach** – Unapproved building entry, building unsecured, bomb threat, suspicious package or other item, etc.

Incident reporting is important for the investigation and resolution of security incidents. The following charts are the recommended procedures for reporting security incidents.

Incident on Bus

Reporting	Procedure
Incident occurs on bus	• Bus Operator contacts Dispatcher via radio • Dispatcher responds with voice communication and confirms situation with bus operator. • Dispatcher responds with appropriate level of response. • Dispatcher completes written report of incident. • Bus operator completes written report. • Reports are reviewed by Operations Supervisor and video of incident is recorded and saved. • If necessary, information will be forwarded to law enforcement agency. • Operator is interviewed and any additional information is recorded. • Incident is evaluated and follow-up recommendations are made.

Crime Prevention

The security of GBM passengers and employees is paramount in fostering an environment that provides for continued ridership and a quality work environment. The policy of GBM requires all employees to follow all best practices and procedures necessary to establish and maintain a transit system and workplace that is secure from crime and violence. The following programs are targeted to achieve this goal.

Police of Buses

Operation Supervisors are responsible to ensure proper conduct on all Metro property.

Bus Operator Training

All Bus Operators receive training in subject areas that include avoiding troublesome situations, personal security, dealing with difficult passengers and Homeland Security issues.

Management Training

GBM security program policy provides for management training opportunities. It is essential that GBM personnel become aware of security risks and best practices to effectively deal with security issues.

Public Information

The Transit Director has the responsibility to distribute security related information to customers and the general public. In the event of a security incident requiring communications to the general public or media comment, the Transit Director or designee, is the official spokesperson.

Homeland Security

In recognition that transit facilities and buses are both a visible and potentially high value target for terrorists, GBM has adopted a policy that requires preparations to prevent an attack. GBM adopts the FTA's and US Department of Homeland Security's action plan for Terrorist Threat Alert.

Plan Evaluation

This Security Plan will be reviewed annually, and changes made as deemed necessary.

EMERGENCY ACTION PLAN

Revised January 2023

I. OBJECTIVE

The objective of the Green Bay Metro Emergency Action Plan is to comply with the Occupational Safety and Health Administration's (OSHA) Emergency Action Plan Standard, 29 CFR 1910.38, and 49 CFR Part 673, the Public Transportation Agency Safety Plan (PTASP) to prepare employees for dealing with emergency situations. This plan is designed to minimize injury and loss of human life and company resources by training employees, procuring, and maintaining necessary equipment, and assigning responsibilities. This plan applies to all emergencies that may reasonably be expected to occur at Green Bay Metro.

II. ASSIGNMENT OF RESPONSIBILITY

A. Chief Safety Officer

The Transit Director or designee, will serve as the Chief Safety Officer and shall manage the Emergency Action Plan for Green Bay Metro. The Chief Safety Officer is responsible for the safety of Green Bay Metro's employees and the public it serves. The Chief Safety Officer has the authority to make necessary decisions pertaining to the safe operations of the transit system. In the event that the Chief Safety Officer determines it is unsafe to provide transit services they have the authority to suspend service after notifying the Chair of the Green Bay Transit Commission and the Mayor of Green Bay. The Transit Commission will convene in a special meeting within five (5) working days if the suspension of service is expected to exceed five (5) days to determine a course of action.

An Operations Supervisor will serve as the Safety Manager and will maintain all training records pertaining to this plan and the Public Transportation Agency Safety Plan. The Chief Safety Officer is responsible for scheduling routine tests of the Green Bay Metro emergency notification system with the appropriate authorities.

The Chief Safety Officer shall also coordinate with local public resources, such as fire department and emergency medical personnel, to ensure that they are prepared to respond as detailed in this plan.

B. Emergency Plan Coordinators

The Green Bay Metro Emergency Plan Coordinators are as follows:

Transit Division	Primary Position	Primary Phone #	Alternate Position	Alternate Phone #
Administrative	Paratransit Coordinator	920-448-3452	Compliance Coordinator	920-448-3454
Operations	Operations Supervisor (1)	920-448-3493	Operations Supervisor (2 or 3)	920-448-3456 920-448-3325
Maintenance	Maintenance Manager	920-448-3451	Maintenance Clerk	920-448-3459

The Emergency Plan Coordinators are responsible for instituting the procedures in this plan in their designated areas in the event of an emergency.

The following individuals shall be responsible for assisting employees who have disabilities or who do not speak English during evacuation:

Transit Division	Person Requiring Assistance	Phone #	Assigned Assistant's Position	Assistant's Phone #
Administrative			Paratransit Coordinator	920-448-3452
Operations	Kevin Donlon	920-448-3458	On Duty Operations Supervisor	920-448-3493 920-448-3456 920-448-3325
Maintenance			Maintenance Manager or Maintenance Clerk	920-448-3451 920-448-3459

C. Management

Green Bay Metro will provide adequate controls and equipment that, when used properly, will minimize, or eliminate risk of injury to employees in the event of an emergency. Green Bay Metro management will ensure proper adherence to this plan through regular review.

D. Supervisors

Under the direction of the Safety Manager, Supervisors will follow and ensure that employees are trained in the procedures outlined in this plan.

E. Employees

Employees are responsible for following the procedures described in this plan.

F. Contractors

Contract employees are responsible for complying with this plan and shall be provided the training described herein by Green Bay Metro.

III. PLAN IMPLEMENTATION

A. Reporting Fire and Emergency Situations

All fires and emergency situations will be reported immediately to the Dispatcher on duty. The Dispatcher will make the necessary call to the emergency response personnel for Green Bay Metro:

1. Fire: 911 or 391-7450 non-emergency
2. Police/Sheriff: 911 or 448-3200 non-emergency
3. Ambulance: 911

Outside of regular business hours when no Dispatcher is on duty the maintenance worker on duty will be required to call the appropriate emergency response personnel.

Once the proper authorities are contacted and it is safe to do so, the Transit Director will be notified immediately.

1. Verbally as soon as possible during normal work hours; or
2. By telephone if outside of normal work hours (920) 609-3869.
3. In the Transit Directors absents, the Maintenance Manager will be contacted (920) 613-6252.

Under no circumstances shall an employee attempt to fight a fire that has passed the incipient stage (that which can be put out with a fire extinguisher), nor shall any employee attempt to enter a burning building to conduct search and rescue. These actions shall be left to emergency services professionals who have the necessary training, equipment, and experience (such as the fire department or emergency medical professionals). Untrained individuals may endanger themselves and/or those they are trying to rescue.

B. Informing Green Bay Metro Employees of Fires and Emergency Situations

In the event of a fire or an emergency, Management shall ensure that all employees are notified as soon as possible using the building alarm system (which includes both audible and visual alarms 24 hours a day).

If a fire or emergency occurs after normal business hours, Management shall contact all employees not on shift of future work status, depending on the nature of the situation.

C. Active Shooter

If an active shooter situation occurs at or near the Metro facility, any available employee is required to immediately activate one of the blue lockdown buttons. Buttons are located in the maintenance, admin, and operation divisions.

Activation of any one of these buttons will result in a complete facility lockdown. An announcement will automatically be broadcasted throughout the facility to notify anyone in the facility that a lockdown has occurred. Emergency personal (911) must be notified immediately once lockdown is initiated. Notification will be made by Dispatch, or other staff if necessary. Security card access is automatically disabled once the facility lockdown button has been activated for all entry. The Transit Director or the Maintenance Manager can clear the lockdown.

Any employee near the occurrence must notify a member of management as soon as it's safe to do so. The Transit Director will be notified. A Dispatcher or a member of management will notify in-service buses (ALL CALL – NO ENTRY) not to enter Metro property, via the radio system. Once notified, in-service buses are required to proceed directly to South Adams Street, south of the Mason Street Bridge using the safest route. In-service buses are not to pass or come near the Metro Center. In-service buses must remain in place on South Adams Street until notified by management or emergency personal with further instructions.

As trained, employees are to evacuate the facility as soon as possible. No care is to be given to others or to any property. If necessary to shelter in place, each room is equipped with a door security bar. Place the U-shaped end under the door handle and secure the door. This will minimize entry to the room. Employees that have secured themselves are to remain in place till instructed by emergency personal. Employees that vacated the premises are to meet at Whitney Park (Main Street) and remain there for further instruction from management or emergency personnel. See Appendix B.

D. Mayor Notification

1. The Chief Safety Officer shall contact the Mayor and Transit Commission Chair as soon as possible if media coverage of a situation is expected.
2. The Chief Safety Officer will contact Human Resources as soon as possible with information on employee injuries and/or loss of life, property damages, theft, or cargo losses.

E. Emergency Contact Information

Green Bay Metro's Safety Manager shall maintain a list of all employees' personal emergency contact information and shall keep the list posted for easy access in the event of an emergency.

F. Fire Evacuation Routes

Fire evacuation escape route plans are posted in traffic areas throughout Green Bay Metro. See Appendix A for fire evacuation meet-up location. If a fire/emergency alarm is sounded or instructions for evacuation are given by management, all employees (except those noted in Part III.F of this plan) shall immediately exit the building(s) at the nearest exits as shown in the escape route plans and shall meet as soon as possible on the NE corner of the property. Employees with offices shall close the doors as they exit the area. The Transit Director or the Maintenance Manager will initiate a facility unlock process via access software. **This does not include active shooter situations. See section C.**

G. Securing Property and Equipment

In the event that evacuation of the premises is necessary, some items may need to be secured to prevent further detriment to the facility and personnel on hand (such as securing confidential/irreplaceable records or shutting down equipment to prevent release of hazardous materials). Only the following individuals may remain in the building, if time allows and it is safe to do so, in order to secure the property and equipment, to which they have been assigned. The following individuals are assigned to secure property and equipment if it is safe to do so. **At no time, shall an employee put their safety in jeopardy.**

Name	Property or Equipment to Secure	Location of Property or Equipment
IT Specialist or Paratransit Coordinator	Computer Room	Administration
On Duty Operation Supervisor	Dispatch Closet	Dispatch Office
Maintenance Manager or Maintenance Technician	Ensure Sprinkler Valve is Open, Power Down Facility	Bus Storage Garage

All individuals shutting down critical systems or utilities shall be capable of recognizing when to abandon the operation or task. Once the property and/or equipment has been secured, or the situation becomes too dangerous to remain, these individuals shall exit the building by the nearest escape route as soon as possible and meet the remainder of the employees at the NE area of the property. **This does not include active shooter situations. See section C.**

H. Advanced Medical Care

Under no circumstances shall an employee provide advanced medical care and treatment. These situations shall be left to emergency services professionals. Untrained individuals may endanger themselves and/or those they are trying to assist. **All administrative staff, managers and supervisors are CPR/AED certified and may assist in emergency situations until medical personnel arrive.**

I. Accounting for Employees/Visitors After Evacuation

Once an evacuation has occurred, management shall account for each employee/visitor assigned to them at the NE area of the property (park area). Each employee is responsible for reporting to the appropriate manager or supervisor so an accurate head count can be made. All employee counts shall then be reported to the Chief Safety Officer as soon as possible. **This does not include active shooter situations. See section C.**

J. Re-entry

Once the building has been evacuated, no one shall re-enter the building for any reason, except for designated and properly trained rescue personnel (such as fire department or emergency medical professionals). Untrained individuals may endanger themselves and/or those they are trying to rescue.

All employees shall remain at the NE area of the property until the fire department or other emergency response agency notifies the Chief Safety Officer that either:

1. The building is safe for re-entry, in which case personnel shall return to their workstations; or
2. The building/assembly area is not safe, in which case personnel shall be instructed by management on how/when to vacate the premises.

K. Sheltering in Place

In the event that chemical, biological, or radiological contaminants are released into the environment in such quantity and/or proximity to Green Bay Metro, authorities and/or management may determine that it is safer to remain indoors rather than to evacuate employees.

1. Management shall immediately **close the department and initiate a facility lockdown.** If there are customers, passengers, or visitors in the building, they shall be advised to stay in the building for their safety.
2. Unless there is an imminent threat, employees, customers, clients, and visitors shall call their emergency contacts to let them know where they are, and they are safe.
3. Management shall turn on call-forwarding or alternative telephone answering systems or services.
4. **Management shall quickly close windows, air vents, and dampers.** Management familiar with the building's mechanical systems shall turn off, seal, or disable all fans, heating and air conditioning systems, especially those systems that automatically provide for exchange of inside air with outside air.

If there is a danger of explosion, management shall close the window shades, blinds, or curtains.

5. Management shall gather essential disaster supplies (i.e., nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, batteries, duct tape, plastic sheeting, plastic garbage bags, 5 gallon buckets), which may be stored in the parts room, and shall take them to the boiler room or parts room within the building.
6. All employees shall move immediately to the boiler room or parts room within the building. All customers and visitors shall move immediately into the public rest rooms.
7. Management shall write down the names of everyone in the room, and call the Green Bay Police Department to report who is in the room, and their affiliations with Green Bay Metro (employee, visitor, and passenger).
8. Management shall monitor telephone, radio, television, and internet reports for further instructions from authorities to determine when it is safe to leave the building.

L. Severe Weather

The Chief Safety Officer or designee shall announce severe weather alerts (such as tornadoes) by voice or phone. All employees shall immediately retreat to the boiler room, closest restrooms or parts room until the threat of severe weather has passed as communicated by the Chief Safety Officer, or designee. See Green Bay Metro's Severe Weather Policy for complete instructions.

M. Flood Emergency

In the event of possible flooding, the Chief Safety Officer (Transit Director) will be in contact with senior leadership team of the City of Green Bay. Team consisting of the Mayor, Police Chief, Fire Chief, Department of Public Works, **Chief of Operations**, Transit Director, Finance Director, Parks Director, Economic Development Director, Water Utility Director, IT Director, and the City Attorney. The Fire Chief serves as the Emergency Management Director for the City of Green Bay.

Sandbagging would be started immediately upon determination by the Transit Director, in coordination with the Fire Chief and the Director of Public Works. Materials would be provided by the Department of Public Works (DPW). Staff would attempt to relocate materials and supplies to higher elevation. Once water levels reached 1½ feet of water within the Transit Facility staff would begin moving the buses and all **possible equipment to a DPW location**. The Maintenance Manager would be responsible for the power shut down of the facility. The Administration and Operations Division would temporarily work out of City Hall or another city department if necessary. Maintenance would utilize a DPW location.

The decision to return to work at the facility would be a joint decision involving The Transit Director, the Director of Public Works, and the Fire Chief. All city resources would be used to assist in minimizing damage. The decision to return to the facility would only be made if it is safe and functional.

IV. TRAINING

A. Employee Training

All employees shall receive instruction on this Emergency Action Plan as part of New Employee Orientation upon hire. Additional training shall be provided:

1. When there are any changes to the plan and/or facility
2. When an employee's responsibilities change
3. Annually as refresher training

Items to be reviewed during the training include:

1. Proper housekeeping
2. Fire prevention practices
3. Fire extinguisher locations, usage, and limitations
4. Threats, hazards, and protective actions
5. Means of reporting fires and other emergencies
6. Names of the Chief Safety Officer and Coordinators
7. Individual responsibilities
8. Alarm systems
9. Active Shooter
10. Escape routes and procedures
11. Emergency shut-down procedures
12. Procedures accounting for employees and visitors
13. Closing doors
14. Sheltering in place
15. Severe weather procedures
16. Emergency Action Plan availability

B. Fire/Evacuation Drills

Fire/Evacuation drills shall be conducted at least annually and shall be conducted in coordination with local police and fire departments. Additional drills shall be conducted if physical properties of the business change, processes change, or as otherwise deemed necessary.

C. Training Records

The Safety Manager shall document all training pertaining to this plan and shall maintain records on file.

V. PLAN EVALUATION

This Emergency Action Plan shall be reviewed annually, or as needed if changes to the worksite are made, by the Chief Safety Officer. Following each fire drill, management shall evaluate the drill for effectiveness and weaknesses in the plan and shall implement changes to improve it.

VI. PLAN HISTORY

Adopted and approved by the Green Bay Transit Commission May 9, 2014

Revised and approved by the Green Bay Transit Commission June 29, 2016

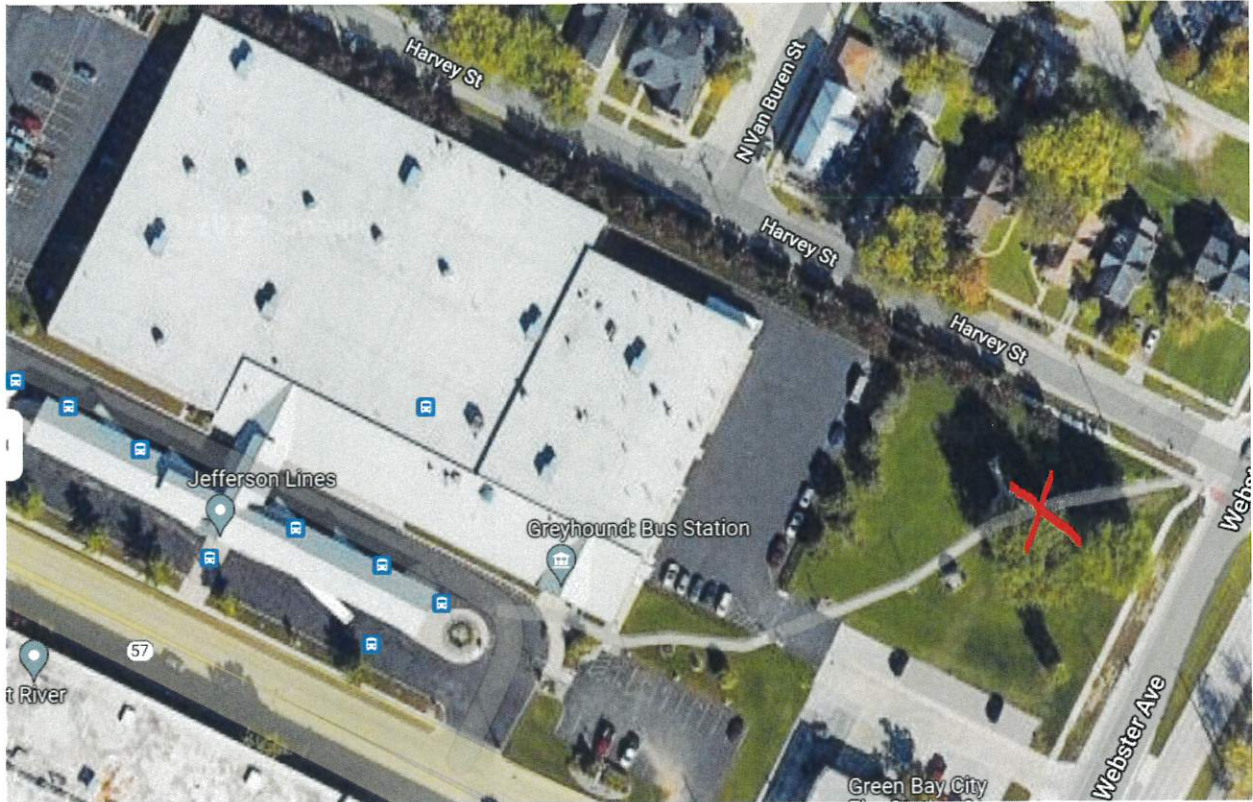
Revised and approved by the Green Bay Transit Commission August 7, 2017

Revised and approved by the Green Bay Transit Commission June 17, 2020

Revised and approved by the Green Bay Transit Commission January 18, 2023

APPENDIX A
Fire Evacuation Route

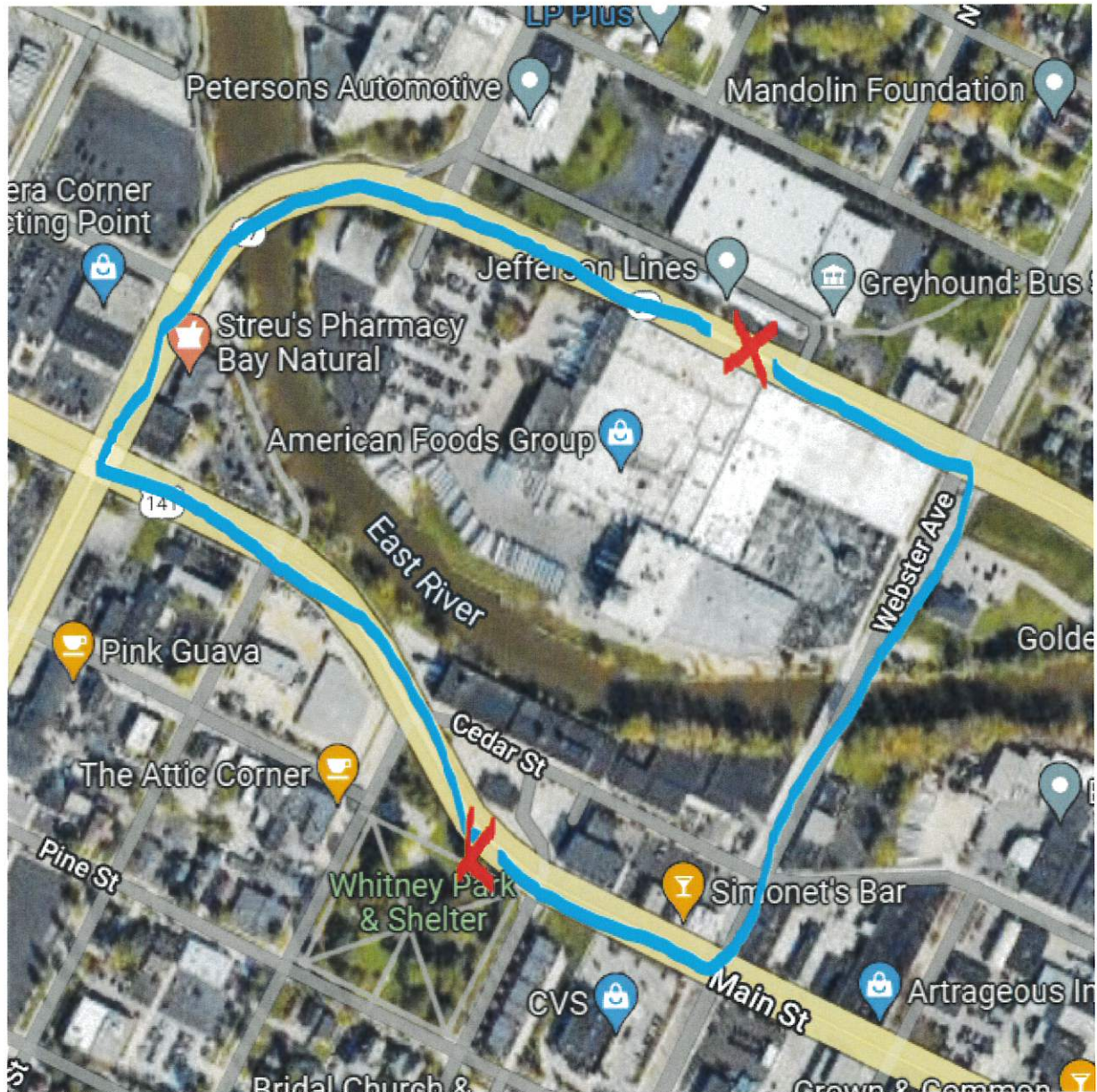
Fire evacuation meet-up location:



APPENDIX B

Whitney Park Evacuation Route

Two path options from Metro facility to Whitney Park.



GREEN BAY METRO (GBM)
Acknowledgement of System Security and Emergency Plans
January 2023

I acknowledge that I have received a copy of the Green Bay Metro System Security Plan and Emergency Action Plans on the date indicated below. I understand that I am responsible for being familiar with and complying with the policies of the city 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



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.5

Discussion/Action: Green Bay Metro's Fare and Fee Policy

BACKGROUND

Staff has updated the Green Bay Metro's Fare and Fee Policy to include service hour changes that went into effect 1/1/23.

RECOMMENDATION

Staff recommends the approval of the updated Green Bay Metro's Fare and Fee Policy.

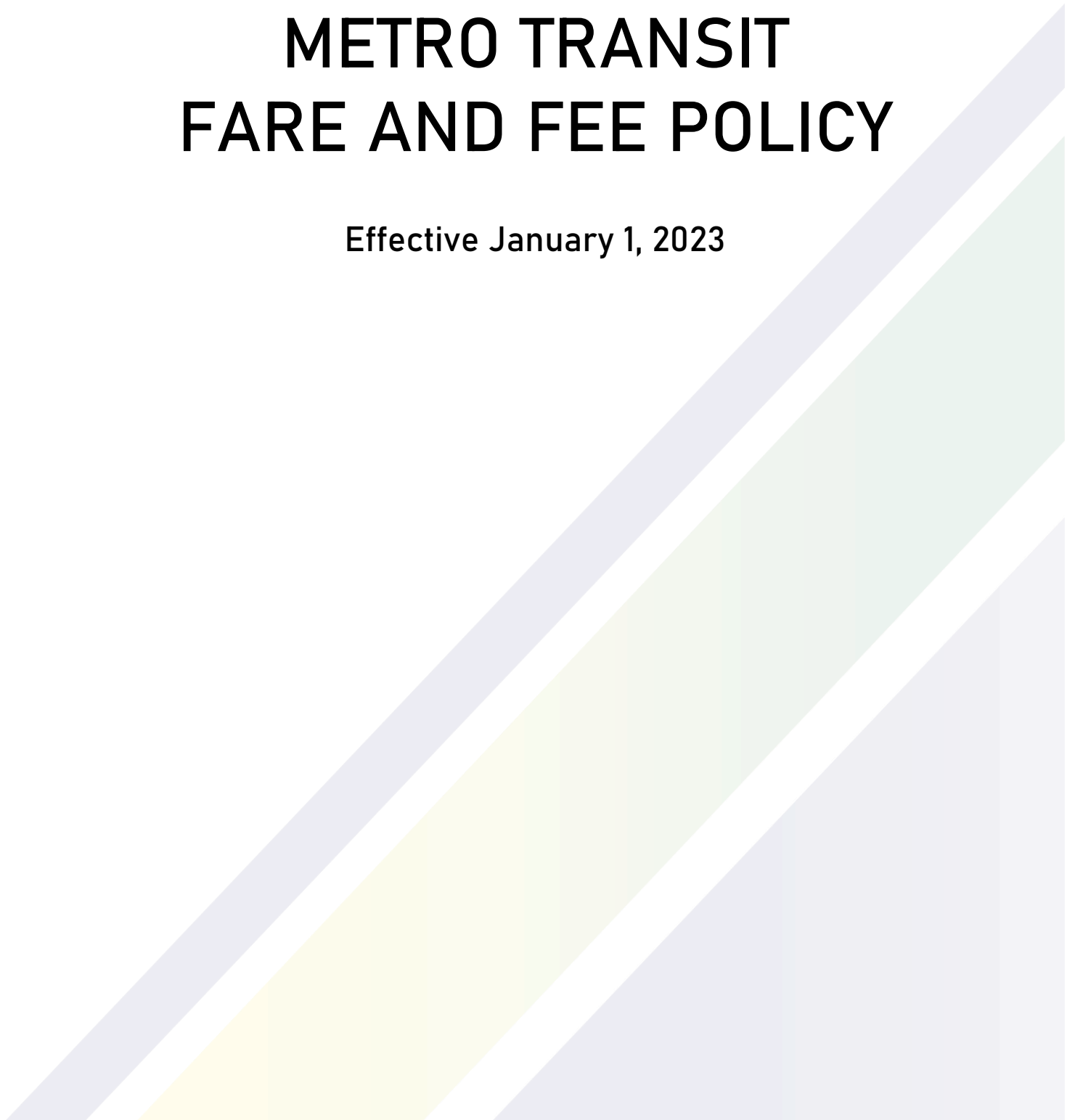
FISCAL IMPACT

ATTACHMENTS

- I. Metro Transit Fare and Fee Policy 1.18.23 FINAL

METRO TRANSIT FARE AND FEE POLICY

Effective January 1, 2023



SERVICE CATEGORY: Metro Fixed Route Service and Microtransit (GBM On Demand Service)

Adult Fares (18-64)

Cash	\$2.00
One Day Pass	\$4.00
Weekly Pass	\$15.00
30 Day Pass	\$39.00

Reduced Fares – With Proper ID

Cash	\$1.00
One Day Pass	\$2.00
30 Day Pass	\$29.00

Student Fares – Grades 6-12

Cash	\$1.50
One Day Pass	\$3.00
30 Day Pass	\$26.00

Notes:

1. The 30 Day Pass will entitle the person to whom it is issued an unlimited number of rides during the 30 day period after initial activation.
2. The Weekly Pass will entitle the person to whom it is issued an unlimited number of rides during the 7 day period after initial activation.
3. The Medicare card is an acceptable form of identification for a person for Reduced Fare. Without identification, the adult fare applies.
4. In order to be eligible to ride for the student fare, student's grades 6-12 must present a valid school issued identification card.

Free Fares and Partnerships for Fixed Route and On Demand

The following categories are persons who are not required to pay the fare outlined above.

1. Children ages 4 and under ride for free with an adult.
2. Service Connected Veterans – must present a valid Service Connected Veteran identification card upon boarding the bus in order to receive a free fare. Without a valid ID, persons would be subject to Adult Fares.

Partnership Agreements

1. Green Bay Area Public Schools – Students of Green Bay Area Public Schools ride the bus for free as per the negotiated agreement between Green Bay Metro and the Green Bay Area Public

School District. Students in grades 6-12 must show a valid school issued ID in order to board the bus for free, otherwise Student Fares apply.

2. Ashwaubenon Public Schools - Students of Ashwaubenon Public Schools ride the bus for free as per the negotiated agreement between Green Bay Metro and the Ashwaubenon Public School District. Students in grades 6-12 must show a valid school issued ID in order to board the bus for free, otherwise Student Fares apply.
3. University of Wisconsin Green Bay (UWGB) - Students of UWGB are able to obtain a bus pass from Student Services that is valid for 6 months at a time and allows them to ride the bus for free. Quarterly, Green Bay Metro invoices the University a discounted rate per ride as outlined in the negotiated agreement between Green Bay Metro and UWGB.
4. Green Bay Packers - Routes 8 Green and 9 Gold are free to all passengers due to a sponsorship from the Green Bay Packers. Additionally, Green Bay Metro operates 4 Limited Service routes on all NFL home games that are free to all passengers. During the time frame that the Limited Service Game Day Routes are operational, all fixed route and On Demand Services are free fares as well.

Hours of Operation

Monday through Friday 5:45 a.m. - 6:45 p.m.

Weeknights (All Zones): 6:45 p.m. - 10:45 p.m.

Saturday from 7:45 a.m. to 1:45 p.m.

Saturday On Demand (All Zones): 1:45 p.m. to 7:45 p.m.

Sunday service provided on all NFL (National Football League) home games

Limited Service provided

Green Bay Metro does not provide service on:

- Sundays (except for NFL home games)
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Green Bay Metro provides reduced service on:

- Good Friday
- Christmas Eve Day
- New Year's Eve Day

SERVICE CATEGORY: Paratransit Services

All Passengers:

Cash	\$4.00
Agency Fare	\$19.00 per trip (To be paid by the agency)

Notes:

1. The cost for each agency trip will be \$19.00 (\$4.00 base fare + \$15.00 agency fare).
2. Paratransit Convenience Tickets are sold at the Green Bay Metro office.
3. An agency is defined as an organization that serves persons who qualify for human service or transportation-related programs or services due to disability, income, or advanced age consistent with President's Executive Order on Human Service Transportation Coordination on February 24, 2004.
4. Green Bay Metro does not provide Medicaid (Medical Assistance) trips. Clients that have Medicaid (Medical Assistance) should contact the State of Wisconsin's current non-emergency medical provider.

SERVICE CATEGORY: LIFT Card Program

Beginning on January 1, 2022, Green Bay Metro will be offering a limited number of free day passes to low income passengers under a new program called GBM LIFT (Low-Income Fare Trips). This program will be implemented after the discontinuation of the Green Saturday Program. Passengers who want to participate in the program must self-certify income eligibility. Passes can be obtained from the Green Bay Metro Transit Center during program hours.

GREEN BAY METRO FEES

Paratransit and Reduced Fare Fees:

Replacement ID Card	\$6.00
Paratransit No-Show	\$15.00

Other Fees:

New Smart Card	\$3.00
Smart Card Replacement	\$3.00
Credit Card Fee	\$2.00

RESOLUTION
OF THE
CITY OF GREEN BAY, WISCONSIN
TRANSIT COMMISSION

Regarding Green Bay Metro Fare Policy

WHEREAS, the fare tariff generates revenue in order for the Green Bay Metro Transit System to meet its budget; and

WHEREAS, the ADA allows an entity to charge a fare higher than the maximum of twice the fixed-route adult cash fare as specified by the ADA to a social service agency or other organization for agency trips as defined in 49 CFR Part 37.131 (c) (4).

WHEREAS, an Agency Fare is supported by a program as defined in 49 CFR Part 604, Appendix A "Listing of Federal Programs Providing Transportation Assistance" and said agency is responsible for arranging and/or providing specialized transportation schedules and pays for the trip on behalf of the Paratransit customer; and,

WHEREAS, an Agency in this context means an organization that serves persons who qualify for human service or transportation-related programs or services due to disability, income, or advanced age. This term is used consistent with President's Executive Order on Human Service Transportation Coordination (February 24, 2004); and,

WHEREAS, the City of Green Bay is able to sustain more efficient and broadly available access to transportation for people with disabilities by sharing resources in this way; and,

NOW, THEREFORE, BE IT RESOLVED that the Transit Commission does hereby formally adopt the attached Green Bay Metro Fare Policy, from this point forward until revised by the Transit Commission, as the official fare for the Green Bay Metro Transit System.

Approved this 18th day of January 2023, by the Green Bay Transit Commission.

/s/ Roger Kolb
Roger Kolb, Chair
Transit Commission

Adoption and Revision History

Approved by the Green Bay Transit Commission January 18, 2012
Revised by the Green Bay Transit Commission November 25, 2013
Revised by the Green Bay Transit Commission November 19, 2014
Revised by the Green Bay Transit Commission December 18, 2019
Revised by the Green Bay Transit Commission December 15, 2021
Revised by the Green Bay Transit Commission January 18, 2023





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.6

Discussion/Action: Lift Program

BACKGROUND

Director Kiewiz will provide an update on the Lift Program.

RECOMMENDATION

Staff recommends continuing the Lift Program with a monthly maximum of 500 daily passes.

FISCAL IMPACT

ATTACHMENTS

- I. 2022 LIFT Program - tracking summary

2022 LIFT PROGRAM

FULL FARE						
	BUDGETED		ACTUALS			
	# FF	Cost	# FF	SM Card	Cost	Remaining
Jan	300	\$ 1,200	12	2	\$ 54.00	\$ 1,146.00
Feb	300	\$ 1,200	17	2	\$ 74.00	\$ 1,126.00
Mar	300	\$ 1,200	24	4	\$ 108.00	\$ 1,092.00
Apr	300	\$ 1,200	32	4	\$ 140.00	\$ 1,060.00
May	300	\$ 1,200	32	3	\$ 137.00	\$ 1,063.00
Jun	300	\$ 1,200	76	13	\$ 343.00	\$ 857.00
Jul	300	\$ 1,200	28	6	\$ 130.00	\$ 1,070.00
Aug	300	\$ 1,200	49	5	\$ 211.00	\$ 989.00
Sept	300	\$ 1,200	64	0	\$ 256.00	\$ 944.00
Oct	300	\$ 1,200	64	0	\$ 256.00	\$ 944.00
Nov	300	\$ 1,200	68	0	\$ 272.00	\$ 928.00
Dec	300	\$ 1,200	40	0	\$ 160.00	\$ 1,040.00
	3,600	\$ 14,400	506	39	\$ 2,141.00	\$ 12,259.00

	REDUCED					REMAINING
\$2.00	BUDGETED		ACTUALS			
\$3.00	# RF	Cost	# RF	SM Card	Cost	
Jan	200	\$ 400	12	2	\$ 30.00	4,758.00
Feb	200	\$ 400	13	2	\$ 32.00	4,726.00
Mar	200	\$ 400	11	0	\$ 22.00	4,704.00
Apr	200	\$ 400	4	0	\$ 8.00	4,696.00
May	200	\$ 400	16	2	\$ 38.00	4,658.00
Jun	200	\$ 400	30	2	\$ 66.00	4,592.00
Jul	200	\$ 400	20	1	\$ 43.00	4,549.00
Aug	200	\$ 400	44	6	\$ 106.00	4,443.00
Sept	200	\$ 400	41	0	\$ 82.00	4,361.00
Oct	200	\$ 400	17	0	\$ 34.00	4,327.00
Nov	200	\$ 400	18	0	\$ 36.00	4,291.00
Dec	200	\$ 390	25	0	\$ 50.00	4,241.00
	2,400	\$ 4,790	251	15	\$ 547.00	

Total Cost FF	\$ 2,141.00	
Total Cost RF	\$ 547.00	
	<u>\$ 2,688.00</u>	
Reimb from 85.21	(547.00)	
	(252.00)	5% Admin
	<u>\$ 1,889.00</u>	Total Cost of LIFT Program 2022



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.7

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

BACKGROUND

In accordance with 49 CFR Parts 625 and 630 for Transit Asset Management (TAM), Green Bay Metro (GBM) is the TAM sponsor for the Section 5307 Formula Grant in the Green Bay Urbanized Area, 5339 Bus and Bus Facilities, 5310 Enhanced Mobility for Seniors and Individuals with Disabilities sub-recipients (Appendix A -TAM Subrecipient List), or other federal grants received by GBM. This document presents GreenBay Metro's methodology for its performance target of capital assets. This document is reviewed and updated annually to reflect any capital changes.

Director Kiewiz will discuss the changes.

RECOMMENDATION

Staff recommends approving the TAM plan as presented.

FISCAL IMPACT

ATTACHMENTS

- I. GBM TAM Plan 01-2023 - DRAFT



Transit Asset Management Plan



January 2023

Transit Asset Management (TAM) Plan

Green Bay Metro "GBM" has developed this TAM to aide in:

- (1) assessment of the current condition of capital assets;
- (2) determine what condition and performance of its assets should be (if they are not currently in a State of Good Repair);
- (3) identify the unacceptable risks, including safety risks, in continuing to use an asset that is not in a State of Good Repair; and
- (4) deciding how to best balance and prioritize reasonably anticipated funds (revenues from all sources) towards improving asset condition and achieving a sufficient level of performance within those means.

Agency Overview

Green Bay Metro Transit is a public transit system owned and operated by the City of Green Bay since 1973. Partnering municipalities include the City of De Pere and the Villages of Allouez, Ashwaubenon, and Bellevue.

GBM's inventory of revenue vehicles and capital assets, include the following:

- 36 Fixed route buses
- 20 pieces of equipment ≥ \$50,000
- One facility that includes administration/operations/vehicle storage/refueling & maintenance.

Currently GBM contracts with a private provider for paratransit and microtransit services. The private provider owns and maintains all vehicles used for the service.

Introduction

In accordance with 49 CFR Parts 625 and 630 for Transit Asset Management (TAM), Green Bay Metro (GBM) is the TAM sponsor for the Section 5307 Formula Grant in the Green Bay Urbanized Area, 5339 Bus and Bus Facilities, 5310 Enhanced Mobility for Seniors and Individuals with Disabilities sub-recipients (*Appendix A - TAM Subrecipient List*), or other federal grants received by GBM. This document presents Green Bay Metro's methodology for its performance target of capital assets.

GBM is currently operating as an FTA-defined *Tier II* transit operator in compliance with (49 CFR § 625.45 (b) (1). Tier II transit providers are those transit agencies that do not operate rail fixed-guideway public transportation systems and have either 100 or fewer vehicles in fixed-route revenue service during peak regular service or have 100 or fewer vehicles in general demand response service during peak regular service hours.

This TAM provides an outlay of how GBM will assess, monitor, and report the physical condition of assets utilized in the operation of the public transportation system. **The Transit Director serves as the Accountable Executive.**

TAM Plan Elements

As a Tier II public transportation provider, GBM has developed and implemented a TAM containing the following elements:

- (1) Asset Inventory Portfolio: An inventory of the number and type of capital assets to include Rolling Stock, Facilities, and Equipment.
- (2) Asset Condition Assessment: A condition assessment of those inventoried assets for which GBM has direct ownership and capital responsibility.
- (3) Decision Support Tools & Management Approach: A description of the analytical processes and decision-support tools that GBM uses to estimate capital investment needs over time and develop its investment prioritization.
- (4) Investment Prioritization: GBM's project-based prioritization of investments, developed in accordance with §625.33.

Definitions

Accountable Executive: Means a single, identifiable person who has ultimate responsibility for carrying out the safety management system of a public transportation agency; responsibility for carrying out transit asset management practices; 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.

Asset Category: Means a grouping of asset classes, including a grouping of equipment, a grouping of rolling stock, a grouping of infrastructure, and a grouping of facilities.

Asset Class: Means a subgroup of capital assets within an asset category. For example, buses, trolleys, and cutaway vans are all asset classes within the rolling stock asset category.

Asset Inventory: Means a register of capital assets and information about those assets.

Capital Asset: Means a unit of rolling stock, a facility, a unit of equipment, or an element of infrastructure used for providing public transportation.

Decision Support Tool: Means an analytic process or methodology: (1) To help prioritize projects to improve and maintain the state of good repair of capital assets within a public transportation system, based on available condition data and objective criteria; or (2) To assess financial needs for asset investments over time.

Direct Recipient: Means an entity that receives federal financial assistance directly from the Federal Transit Administration.

Equipment: Means an article of nonexpendable, tangible property having a useful life of at least one year.

Exclusive-Use Maintenance Facility: Means a maintenance facility that is not commercial and either owned by a transit provider or used for servicing their vehicles.

Facility: Means a building or structure that is used in providing public transportation.

Full Level of Performance: Means the objective standard established by FTA for determining whether a capital asset is in a state of good repair.

Horizon Period: Means the fixed period of time within which a transit provider will evaluate the performance of its TAM plan. FTA standard horizon period is four years.

Implementation Strategy: Means a transit provider's approach to carrying out TAM practices, including establishing a schedule, accountabilities, tasks, dependencies, and roles and responsibilities.

Infrastructure: Means the underlying framework or structures that support a public transportation system.

Investment Prioritization: Means a transit provider's ranking of capital projects or programs to achieve or maintain a state of good repair. An investment prioritization is based on financial resources from all sources that a transit provider reasonably anticipates will be available over the TAM plan horizon period.

Key Asset Management Activities: Means a list of activities that a transit provider determines are critical to achieving its TAM goals.

Life-Cycle Cost: Means the cost of managing an asset over its whole life.

Participant: Means a tier II provider that participates in a group TAM plan.

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 (e.g., a measure for on-time performance is the percent of trains that arrive on time, and a corresponding quantifiable indicator of performance or condition is an arithmetic difference between scheduled and actual arrival time for each train).

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 System: Means the entirety of a transit provider's operations, including the services provided through contractors.

Public Transportation Agency Safety Plan: Means a transit provider's documented comprehensive agency safety plan that is required by 49 U.S.C. 5329.

Recipient: Means an entity that receives federal financial assistance under 49 U.S.C. Chapter 53, either directly from FTA or as a subrecipient.

Rolling Stock: Means a revenue vehicle used in providing public transportation, including vehicles used for carrying passengers on fare-free services.

Service Vehicle: Means a unit of equipment that is used primarily either to support maintenance and repair work for a public transportation system or for delivery of materials, equipment, or tools.

State of Good Repair (SGR): Means the condition in which a capital asset is able to operate at a full level of performance.

Subrecipient: Means an entity that receives federal transit grant funds indirectly through a state or a direct recipient.

TERM Scale: Means the five (5) category rating system used in the Federal Transit Administration's Transit Economic Requirements Model (TERM) to describe the condition of an asset: 5.0—Excellent, 4.0—Good, 3.0—Adequate, 2.0—Marginal, and 1.0—Poor.

Tier I Provider: Means a recipient that owns, operates, or manages either (1) one hundred and one (101) or more vehicles in revenue service during peak regular service across all fixed route modes or in any one non-fixed route mode, or (2) rail transit.

Tier II Provider: Means a recipient that owns, operates, or manages (1) one hundred (100) or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode, (2) a subrecipient under the 5311 Rural Area Formula Program, (3) or any American Indian tribe.

Transit Asset Management (TAM): 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.

Transit Asset Management (TAM) Plan: Means a plan that includes an inventory of capital assets, a condition assessment of inventoried assets, a decision support tool, and a prioritization of investments.

Transit Asset Management (TAM) Policy: Means a transit provider's documented commitment to achieving and maintaining a state of good repair for all of its capital assets. The TAM policy defines the transit provider's TAM objectives and defines and assigns roles and responsibilities for meeting those objectives.

Transit Asset Management (TAM) Strategy: Means the approach a transit provider takes to carry out its policy for TAM, including its objectives and performance targets.

Transit Asset Management (TAM) System: Means a strategic and systematic process of operating, maintaining, and improving public transportation capital assets effectively, throughout the life cycles of those assets.

Transit Provider (provider): Means a recipient or subrecipient of federal financial assistance under 49 U.S.C. Chapter 53 that owns, operates, or manages capital assets used in providing public transportation.

Useful life: Means either the expected life cycle of a capital asset or the acceptable period of use in service determined by FTA.

Useful life benchmark (ULB): Means the expected life cycle or the acceptable period of use in service for a capital asset, as determined by a transit provider, or the default benchmark provided by FTA.

State of Good Repair (SGR) Standards Policy

The GBM SGR policy is as follows:

A capital asset is in a state of good repair (SGR) when each of the following objective standards are met:

- (1) If the asset is in a condition sufficient for the asset to operate at a full level of performance. An individual capital asset may operate at a full level of performance regardless of whether or not other capital assets within a public transportation system are in an SGR;
- (2) The asset is able to perform its manufactured design function;

- (3) The use of the asset in its current condition does not pose an identified unacceptable safety risk and/or deny accessibility; and
- (4) The asset's life-cycle investment needs have been met or recovered, including all scheduled maintenance, and rehabilitation.

The TAM allows GBM to predict the impact of its policies and investment justification decisions on the condition of its assets throughout the asset's life cycle and enhances the ability to maintain an SGR by proactively investing in an asset before the asset's condition deteriorates to an unacceptable level. (*Appendix B -TAM Goals*)

It is the belief of GBM that TAM implementation and monitoring provides a framework for maintaining an SGR by considering the condition of its assets in relation to the local operating environment. GBM has developed its SGR policies to account for the prevention, preservation, maintenance, inspection, rehabilitation, disposal, and replacement of capital assets. The goal of these policies is to allow GBM to determine and predict the cost to improve asset condition(s) at various stages of the asset life cycle, while balancing prioritization of capital, operating and expansion needs. The two foundational criteria of SGR performance measures are *Useful Life Benchmark* (ULB) and *Condition*.

Useful Life Benchmark:

The Useful Life Benchmark (ULB) is defined as the expected lifecycle of a capital asset for a particular transit provider's operating environment, or the acceptable period of use in service for a particular transit provider's operating environment. ULB criteria are user defined, taking into account a provider's unique operating environment (service frequency, weather, geography). When developing Useful Life Benchmarks (ULB), GBM recognized and took into account the local operating environment of its assets within the service area, historical maintenance records, manufacturer guidelines, and the default asset ULB derived from the FTA. In most cases, if an asset exceeds its ULB, then it is a strong indicator that it may not be in a state of good repair.

Methodology

GBM has reviewed the inventory of federally funded vehicles, equipment, and facilities and used age to ascertain a starting point for **2023** TAM targets.

1. ASSET INVENTORY PORTFOLIO

The following capital asset items that GBM owns, operates, and has a direct capital responsibility, included in the TAM asset inventory, are comprised of: Rolling Stock, Equipment, and Facilities (see below). At the time of this writing, GBM does not operate passenger rail service. Therefore, GBM does not have any associated rail infrastructure in its asset portfolio.

Vehicles (*Appendix C*)

GBM evaluated its inventory, including sub-recipient inventory of vehicle capital items and divided all vehicle types into three categories: heavy duty bus, medium duty bus (cutaway), and light duty vehicles (auto/minivan/van/SUV). GBM then used FTA's Useful Life Age Benchmark (ULB) set in 2017-2018 Asset Inventory Module Reporting Guide, pages 35 and 36.

Target for Vehicle

GBM and its sub-recipients set the TAM performance target to only allow for 25 percent of the vehicles to pass beyond useful life.

Equipment *(Appendix D)*

The equipment evaluated (per FTA requirements) within this TAM is all non-revenue service vehicles (regardless of value) and any GBM-owned equipment with a cost of over \$50,000 in acquisition value. Equipment includes non-revenue service vehicles that are primarily used to support maintenance and repair work for a public transportation system, supervisory work, or for the delivery of materials, equipment, or tools. GBM does not utilize or operate any third-party, non-revenue service vehicle equipment assets. All non-revenue service vehicle equipment assets are owned and operated by GBM.

Target for Equipment

GBM currently has nine (9) pieces of equipment that are beyond its useful life. The condition of these items has been examined in greater detail in the 2021 GBM Transit Asset Management Conditional Assessment Report; if the condition of this equipment is deemed beyond its "state of good repair" in the TAM, then steps will be taken to get replacement equipment programmed in the Transportation Improvement Program (TIP). Items are forecasted in the current TIP, as required. Seven (7) of the nine pieces of equipment beyond its useful life are current projects GBM is working on.

Facilities *(Appendix E)*

GBM evaluated the condition of the facilities in its sponsored TAM plan using the TERM Condition Rating (as shown below). GBM will use the FTA minimum useful life standard for facilities of 40 years, as stated in FTA Circular 5010.1E, page IV-26.

TERM Rating	Condition	Description
Excellent	4.8–5.0	No visible defects, near-new condition.
Good	4.0–4.7	Some slightly defective or deteriorated components.
Adequate	3.0–3.9	Moderately defective or deteriorated components.
Marginal	2.0–2.9	Defective or deteriorated components in need of replacement.
Poor	1.0–1.9	Seriously damaged components in need of immediate repair.

Facility Targets

GBM's transit facility is in good condition. GBM set the TAM performance target based on the TERM rating scale above. The TERM rating of the facility shall not be rated less than 3.0.

2. ASSET CONDITION ASSESSMENT

GBM assesses the condition of its assets on an annual basis by utilizing the FTA TERM (Transit Economic Requirements Model) condition rating assessment scale (see above). This rating scale assigned a numerical value or rank based on the physical condition(s) presented by each individual asset throughout its life cycle. The rating scale is based on numbers 1 to 5, with five being new and one being poor. Assets with a rating of 2.5 or higher are considered to be in an SGR. All completed asset inspection forms are documented, and ratings are recorded on the GBM Fixed Asset List.

The inspection process and documentation forms utilized to assess facility and vehicle assets are detailed in the following TAM companion documents:

- (1) GBM Maintenance Policy and Procedure Manual
 - Facility/Building/Equipment Inspection Procedures & Inspection Assessment Standards
 - GBM Revenue & Non-Revenue Vehicle Inspection Procedures & Inspection Assessment Standards
- (2) GBM Fleet Replacement Schedule
- (3) GBM TAM Assessment Guidelines

3. DECISION SUPPORT TOOLS & MANAGEMENT APPROACH

Management Approach

The primary management approach utilized to maintain an SGR is risk mitigation. This management philosophy applies risk mitigation strategies (policies and procedures) throughout the assets life cycle, both from a maintenance perspective (breakdowns) and a safety & accessibility perspective (accidents/ADA requirements).

Decision Support Tools

The following tools are used in making investment decisions:

Process/Tool	Brief Description
Inspection Reports	Individual inspection reports documenting the condition of the asset.
Rolling Stock Report	Inventory report that is used to track all rolling stock inventories, including age, cost, and mileage. This assists in decisions by providing the ability to compare details about the various rolling stock vehicles.
Fixed Asset Inventory Report	Inventory report that shows rolling stock and all other equipment. GBM is able to utilize this report to see what is surpassing its useful life, the condition rating and the other investment opportunities GBM has.

4. INVESTMENT PRIORITIZATION

Maintenance Manager uses best judgment and experience to prioritize needs and submits a request of priorities to the Transit Director. Projects are then ranked based on need. Consideration is given to estimation of funding levels from all sources that are reasonably expected.

The ranking of programs and projects will be expressed as: *High Priority, Medium Priority, or Low Priority*. Each investment prioritization program or project ranked shall contain a year and/or date in which the GBM intends to carry out the program or project.

Plan Review

GBM shall maintain all supporting TAM records and documents. GBM shall make TAM records available to federal (FTA), state (WisDOT) and MPO (Brown County Planning) entities that provide(s) funding to GBM and to aid in the planning process. The TAM can be considered a “living document” that shall be reviewed on at least a quarterly basis, updated, and incorporated into GBM’s capital and budget planning, and reporting processes. Beginning in 2018, TAM data served as a “baseline” measure of asset performance management. As more data is collected, additional monitoring categories and goals may be included to support condition and reliability-based decision-making.

NTD Reporting

TAM Targets are reported to NTD annually as required; effective 2018.

Conclusion

The Green Bay Transit Commission, management team, staff, and employees of Green Bay Metro firmly believe that by implementing this *Transit Asset Management* (TAM) Plan, that it will allow the transportation system to meet its mission and offer safe, efficient, reliable, and accessible public transportation options to the general public of the Green Bay metropolitan area.

In addition, GBM believes that by implementing this TAM, the following *State of Good Repair* (SGR) indicators will be either maintained or improved upon:

- Limit safety risks;
- Justify investments;
- Increase system reliability & accessibility;
- Lower maintenance costs; and/or
- Increase system performance.

Contact

Accountable Executive—Patty Kiewiz, Transit Director (920) 448-3455 patricia.kiewiz@greenbaywi.gov

Sherry Schuh, Accountant (920) 448-3453 sherry.schuh@greenbaywi.gov

Adoption and Revision History

Adopted and approved by the Green Bay Transit Commission on July 18, 2018.

Revised and updated by the Green Bay Transit Commission on August 21, 2019.

Revised and updated by the Green Bay Transit Commission on June 17, 2020

Revised and updated by the Green Bay Transit Commission on, April 21, 2021

Appendixes updated by the Green Bay Transit Commission on, June 15, 2022

Revised and updated by the Green Bay Transit Commission on, January 18, 2023

Appendix A – 5310 SUBRECIPIENT LIST

DAV – Disabled American Veterans – Dept. of Wisconsin
Richard Marbes, Treasurer
1253 Scheuring Road, Suite A
De Pere, WI 54115-1070

Curative Connections
Steve McCarthy, President and CEO
PO BOX 8027
Green Bay, WI 54308

Appendix B – TAM Goals

GBM shall establish annual TAM goals, which are separate from annual SGR performance goals, based upon tangible criteria related to asset performance. GBM has established the following baseline measures. TAM goals include monitoring the following criteria: the means of measuring and the goal as it compares to actuals.

CRITERIA	MEASURE	FY 2021		FY 2022	FY2023
		GOAL	ACTUAL	GOAL	GOAL
Safety Risks	Number of preventable accidents per 100,000 revenue miles – (FR)	.25	.81	.25	.25
System Reliability	On time performance, by mode – (FR)	90%	90.15	90%	90%
Maintenance Resources	Number of vehicles out of service for 30 or more days – (FR)	1	*7	1	1
System Performance	Missed trips due to major breakdown - (FR)	<5	2	<5	<5

- Number of vehicles out of service for 30 or more days is higher due to parts being backordered.

Appendix C - Vehicles

The chart below shows the results of GBM's **2022** findings:

Vehicle Type	Vehicle Count	Useful Life Age Benchmark (ULB)	Percent of Fleet Beyond ULB
Heavy Duty Bus	36	12	27.8%
Light-Duty Mid-Sized Bus	0	5	0.0%
Light-Duty Vehicles (Revenue Vehicles)	10	4	60.0%
Total	46		

GBM and sub-recipient owned vehicles were also divided into the NTD categories that made up the A-90 form. While GBM typically uses the categories above in TrAMS to enter application information, the NTD A-90 form uses alternative categories:

Vehicle Type	Percent of Fleet Beyond ULB
BU (36)	27.8%
CUTAWAY (8)	50.0%
VAN – MINIVAN (2)	100%
Grand Total	34.8%

Appendix D – Equipment

GBM evaluated the inventory of its most significant equipment (items with a replacement cost of \$50,000 or more). These items are listed below and are all located at the GBM facility. The guidance used was from the FTA and from various reports that discuss useful life for these types of equipment to determine if these pieces of equipment were beyond their useful life. Conditional Rating is based on useful life and

Equipment Type	ULB	Years of Remaining Useful Life	Age	Years Equipment Acquired	Conditional Rating
Vacuum Equipment	15	(6)	21	2001	3-Adequate
Lift – Door 7	15	(6)	21	2001	2-Marginal
Lift – Door 6	15	(6)	21	2001	2-Marginal
Lift – Door 5	15	(6)	21	2001	1-Poor
Lift – Service Bay	15	(6)	21	2001	2-Marginal
Parallelogram Lift – Wash Bay	15	3	12	2010	2-Marginal
Bus Wash	15	6	9	2013	3-Adequate
Driveway Expansion	15	11	4	2018	5-Excellent
Tennant Ride-On Floor Scrubber	7	(2)	9	2013	3-Adequate
Bobcat – Tool cat w/ broom & spreader	10	4	6	2016	5-Excellent
GFI Odyssey Farebox System	10	(2)	12	2010	2-Marginal
Motorola Radio System	10	0	10	2012	2-Marginal
Baycom Video Surveillance System	5	0	5	2017	3-Adequate
Double Map AVL/GPS System	5	1	4	2018	2-Marginal
Dually 4WD Truck	7	(13)	20	2002	1-Poor
F-350 Service Vehicle w/ Spreader & Plow	7	0	7	2015	5-Excellent
Ford Explorer – Service Vehicle	7	3	4	2018	5-Excellent
Ford Edge – Service Vehicle	7	3	4	2018	5-Excellent
Ford Edge – Service Vehicle	7	3	4	2018	5-Excellent
Fuel System	15	(6)	21	2001	4-Good

*20 pieces of equipment * 45% exceeded ULB * Average age of equipment 10 years * Average Rating 3

Appendix E – Facility

The chart below shows the results of our findings:

Facility Type	Condition	Years of Remaining Useful Life	Age	Completion Year	Condition
Transit Facility (all)	4	19.0	21.0	2001	Good
Averages		20.0	20.0		



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.8

Discussion/Action: 2019-2021 Fare And Service Equity Analysis

BACKGROUND

FTA Circular 4702.1B Chapter IV.7, requires Green Bay Metro to establish policies that will guide the analysis to determine whether major service and fare changes will have a disproportionately negative impact on minority or low-income populations. These reports were previously discussed when changes occurred. However, official Transit Commission action was not recorded.

RECOMMENDATION

The staff is recommending the approval of the impact of the 2019 and 2021 fare analysis and 2021 service equity analysis reports.

FISCAL IMPACT

ATTACHMENTS

1. GBM Title VI Fare Equity Analysis 2019 - FINAL
2. GBM Title VI Fare Equity Analysis 2021 - FINAL
3. GBM Title VI Service Equity Analysis 2021 FINAL
4. APPENDIX D

GBM TITLE VI FARE CHANGE EQUITY ANALYSIS

2019

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INTRODUCTION

Green Bay Metro assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987, (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by Green Bay Metro. Title VI compliance is a condition of receipt of federal funds. GBM's Title VI policy can be found on GBM's website [GBM Title VI Policy](#).

Community Outreach is a requirement of Title VI. Public dissemination provisions of Title VI information require recipients of Federal financial assistance to publish or broadcast program information in the media. Advertisements must state that the program is an equal opportunity and/or indicate the federal law prohibits discrimination. Additionally, reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by services. GBM public notices are posted on all fixed route buses, paratransit vehicles, public lobbies, and websites.

GBM is governed by the Green Bay Transit Commission. The Commission consists of seven individuals that are appointed by the Mayor of Green Bay. One of the seven is a City of Green Bay Council person that services as a liaison to the City Council.

TITLE VI POLICIES AND DEFINITIONS

FTA Circular 4702.1B Chapter IV.7, requires GBM to establish policies that will guide the analysis to determine whether major service and fare changes will have a disproportionately negative impact on minority or low-income populations.

Fare Equity Analysis

A fare equity analysis is to be conducted whenever GBM proposes a fare change. A fare change is any increase or decrease in GBM's fare, regardless of the magnitude. The definition of fare change does not include instances where all passengers ride free, or to temporary fare reductions that are mitigating measures for other activities such as construction, or to promotional fare reductions, so long as the temporary fare reduction or promotional reduction does not last longer than six months.

For fare changes, adverse effects could include an increase in cost or a reduction in accessibility for fare media. If a proposed fare change results in a disparate impact or a disproportionate burden, GBM will consider modifying the proposed service change. GBM will then analyze the modification and make sure it removed the potential disparate impact or disproportionate burden. If a less discriminatory option cannot be identified and GBM can demonstrate a substantial legitimate justification for the proposed service change, GBM may proceed with the proposed change.

Definitions

Adverse Effect—refers to a geographical or temporal reduction in service that includes, but is not limited to eliminating a route, shortening a route by eliminating segments, rerouting an existing route, and increasing headways.

Discrimination—refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or origin.

Disparate Treatment—refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e. less favorably) than others because of race, color, or national origin.

Disproportionate Burden—refers to a neutral policy or practice that disproportionately affects low-income populations' more than non-low-income populations.

Low-Income Person—refers to a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Minority Person—includes the following:

American Indian or Alaskan Native, which refers to people having origins in any of the original peoples of North or South America and who maintain tribal affiliations or community attachment.

Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or Spanish culture or origin, regardless of race.

Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority Population—refers to a readily identifiable group of minority persons who live in geographic proximity.

National Origin—refers to the particular nation in which a person was born, or where the person's parents or ancestors were born.

METHODOLOGY OF PROPOSED CHANGE

GBM is proposing a system-wide fixed route & ADA paratransit fare increase for the first time since 2009. A fare change is defined as an increase or decrease in fares: (a) on the entire system, (b) on certain transit modes, or (c) by fare payment type or fare media. Appendix A shows the current and proposed fares structure for each fare category. GBM proposes to discontinue college passes. All other fare media will have an increase of 11% - 50%.

For proposed fare change GBM will—

1. Analyze the fare structure of prior year changes.
2. Compare prior year revenue.
3. Compare fare structure change to peer systems.
4. Hold public Informational meetings and public hearing.

A fare change will be deemed to have a disparate impact on minority populations or a disproportionate burden on low income populations if its implementation results in either a lower level or quality of transit service or excludes protected classes from full and fair participation in decision-making.

EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW INCOME POPULATIONS

FTA Circular 4702.1B states that a recipient can implement a fare increase that would have a disproportionate or adverse effect provided that it demonstrates the action meets a substantial need that is in the public interest, and that alternatives would have more severe adverse effects than the preferred alternative.

Impact

1. Fare Structure—GBM compared the fare structure of prior years. See full multi-year fare history in Appendix A.

Proposed Fare changes		2009	+ / -	2019	+ / -	2020	
Full Fare	Cash	\$1.50	0.00	\$1.50	0.50	\$2.00	33%
Student	Cash	\$1.50	(0.50)	\$1.00	0.50	\$1.50	50%
Reduced	Cash	\$0.75	0.00	\$0.75	0.25	\$1.00	33%
Full Fare	30-Day Pass	\$35.00	0.00	\$35.00	4.00	\$39.00	11%
Student	30-Day Pass	\$19.00	3.00	\$22.00	4.00	\$26.00	18%
Reduced	30-Day Pass	\$25.00	0.00	\$25.00	4.00	\$29.00	16%
College	30-Day Pass			\$30.00		DXD	
Full Fare	Week Pass			\$12.00	3.00	\$15.00	25%
Full Fare	Day Pass			\$3.00	1.00	\$4.00	33%
Student	Day Pass			\$2.00	1.00	\$3.00	50%
Reduced	Day Pass			\$1.50	0.50	\$2.00	33%
Paratransit	Origin to Destination	\$3.00	0.00	\$3.00	1.00	\$4.00	33%
Agency Fare	Origin to Destination			\$15.00	4.00	\$19.00	27%

2. Prior Year Revenue—GBM compared the prior year revenue. See Appendix C. Federal and State funding allocations have consistently decreased. In order to be fiscally responsible, GBM is proposing to increase fares. While funding at the Federal and State level has decreased over time, transportation expenses have increased by 29%. The revenue generated by fares only covers 18% of expenses. Green Bay Metro understands some transit dependent riders will struggle with the rate increase. GBM has fare-free green Saturdays to address this issue. GBM, through a community partnership, also has two routes that are free to all riders.
3. Peer System Analysis—GBM compared proposed fare change to fifteen other WI peer systems. In analyzing the data, it was determined Green Bay Metro cash fares were only slightly higher than the average. However, when looking at 30-day unlimited fares, GBM was below the average price. See table below and Appendix B for full list of Wisconsin Peer Systems.

Wisconsin Peer Systems	Adult Cash Fare	Student Cash Fare	Reduced Cash Fare	Unlimited 30-day Adult Pass	Unlimited 30-Day K-12 Student Pass	Unlimited 30-Day Reduced Pass
Average:	\$1.77	\$1.43	\$0.88	\$50.00	\$38.00	\$30.28
Green Bay Metro:	\$2.00	\$1.50	\$1.00	\$39.00	\$26.00	\$29.00
Difference:	\$0.23	\$0.07	\$0.12	(\$11.00)	(\$12.00)	(\$1.28)
	13%	5%	14%	-22%	-32%	-4%

4. Public Informational Meeting—GBM will be conducting public informational meetings and public hearings. The purpose is to inform the public of the potential fare changes, gather input on the fare proposal, and collect data about existing and future fare usage.

GBM's Public Participation Plan policy is to advise interested parties of public informational meeting dates and times and to invite responses and written comments, either by email, phone call, US Mail, or in person. Notifications shall be published in the newspaper, listed on GBM's website, social media, and alerts placed on the fixed route buses and ADA paratransit vehicles as well as the transportation center lobby.

Disparate Impact and Disproportionate Burden Analysis

GBM's policy states that disparate impact occurs when the minority population adversely affected by a fare or service change.

GBM's policy states that a disproportionate burden occurs when the low-income population is adversely affected by a fare or service change.

GBM's Title VI program does not place a limit on the percentage of a cost increases, and because this is not an exact conversion, the actual increase in cost for each population can be a challenge to measure. In general the cost appears to increase between 11% and 50%. Green Bay Metro does not find a disparate or disproportionate burden for the proposed 2020 fare system increase due to the comparison to other local and regional transit systems fares and the fact that Green Bay Metro Transit has not had a system wide fare increase since 2009.

APPENDIX A

Green Bay Metro Fixed Route and Paratransit System						
Fare History and Analysis						
by Brown County Planning Commission						
Fare Category	Years					
Adult	1998	2003	2005	2009	2019	Proposed 2020
Cash	\$1.00	\$1.25	\$1.50	\$1.50	\$1.50	\$2.00
Day Pass					\$3.00	\$4.00
Week Pass					\$12.00	\$15.00
30-Day Pass	\$21.50	\$23.00	\$26.00	\$35.00	\$35.00	\$39.00
College 30-Day Pass					\$30.00	Discontinue
Student (K-12)*	1998	2003	2005	2009	2019	Proposed 2020
Cash	\$1.00	\$1.25	\$1.50	\$1.50	\$1.00	\$1.50
Day Pass					\$2.00	\$3.00
30-Day Pass	\$16.00	\$16.00	\$19.00	\$19.00	\$22.00	\$26.00
Reduced (Age 65 or over or Disability w/ ID)	1998	2003	2005	2009	2019	Proposed 2020
Cash	\$0.50	\$0.60	\$0.75	\$0.75	\$0.75	\$1.00
Day Pass					\$1.50	\$2.00
30-Day Pass	\$10.75	\$12.25	\$15.25	\$25.00	\$25.00	\$29.00
Paratransit Program	1998	2003	2005	2009	2019	Proposed 2020
Origin to Destination	\$2.00	\$2.50	\$3.00	\$3.00	\$3.00	\$4.00
Origin to Destination - Agency Fare					\$15.00	\$19.00

APPENDIX B

Transit System Fixed Route Bus Fare Comparisons with Green Bay Metro Fare Adjustment Proposal for January 2020 by Brown County Planning Commission							
	Wisconsin Peer Systems	Adult Cash Fare	Student Cash Fare	Reduced Cash Fare	Unlimited 30-day Adult Pass	Unlimited 30-Day K-12 Student Pass	Unlimited 30-Day Reduced Pass
1	Appleton (Valley Transit)	\$2.00	\$0.75	\$1.00	\$60.00	\$22.00	\$40.00
2	Beloit Transit	\$1.50	\$1.50	\$0.75	not offered*	not offered*	not offered*
3	Eau Claire Transit	\$1.75	\$1.25	\$0.85	\$50.00	not offered*	\$25.00
4	Fond du Lac Area Transit	\$1.50	\$1.25	\$0.75	\$38.00	\$32.00	not offered*
5	Janesville Transit	\$1.50	\$1.50	\$0.75	\$52.00	\$30.00	not offered*
6	Kenosha Transit	\$2.00	\$1.50	\$1.00	\$60.00	\$45.00	\$30.00
7	La Crosse Municipal Transit	\$1.50	\$1.25	\$0.75	\$35.00	\$23.00	\$25.00
8	Manitowoc (Maritime Metro)	\$1.50	\$1.00	\$0.75	\$28.00	not offered*	not offered*
9	Madison Metro	\$2.00	\$1.25	\$1.00	\$65.00	not offered*	\$32.50
10	Milwaukee County Transit	\$2.25	\$2.25	\$1.10	\$72.00	\$72.00	\$32.00
11	Oshkosh (GO Transit)	\$1.50	\$1.50	\$0.75	\$35.00	not offered*	not offered*
12	Racine (RYDE)	\$2.00	\$2.00	\$1.00	\$65.00	\$65.00	\$30.00
13	Sheboygan (Shoreline Metro)	\$1.75	\$1.75	\$0.85	\$48.00	not offered*	not offered*
14	Waukesha Metro	\$2.00	\$1.25	\$1.00	\$50.00	\$32.00	\$37.00
15	Wausau (Metro Ride)	\$1.75	\$1.50	\$0.85	\$42.00	\$21.00	\$21.00
	Average:	\$1.77	\$1.43	\$0.88	\$50.00	\$38.00	\$30.28
16	Green Bay Metro:	\$2.00	\$1.50	\$1.00	\$39.00	\$26.00	\$29.00
	Difference:	\$0.23	\$0.07	\$0.12	(\$11.00)	(\$12.00)	(\$1.28)
		13%	5%	14%	-22%	-32%	-4%

* 30 day or monthly pass not available for specific category; passenger could purchase adult 30 day pass, pay daily cash fare, or may have options for lower-cost single-ride tickets, tokens, day pass, student semester pass, or punch card.

APPENDIX C

10 YEAR OUTLOOK

2009		2019	
Federal & State	Local	Federal & State	Local
\$4,753,073	\$1,951,536	\$4,544,710	\$2,571,292

REVENUE

GBM TITLE VI FARE EQUITY ANALYSIS

2021

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INTRODUCTION

Green Bay Metro (GBM) is committed to provide an equitable mass transit system that fairly distributes the benefits and adverse effects of transit service without regard for race, color, national origin, or low-income status. This principle is detailed and reinforced by Title VI of the Civil Rights Act of 1964 and Executive Order 12898 (Environmental Justice).

Green Bay Metro (GBM) has committed to the Federal Transit Administration's (FTA) Title VI objectives set for in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. This analysis was conducted in compliance with FTA, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any major service change at a planning and programming stage to determine whether the changes have a discriminatory impact. GBM's Title VI policy can be found on GBM's website [GBM Title VI Policy](#).

GBM is governed by the Green Bay Transit Commission. The Commission consists of seven individuals that are appointed by the Mayor of Green Bay. One of the seven is a City of Green Bay Council person that services as a liaison to the City Council.

TITLE VI POLICIES AND DEFINITIONS

FTA Circular 4702.1B Chapter IV.7, requires GBM to establish policies that will guide the analysis to determine whether major service and fare changes will have a disproportionately negative impact on minority or low-income populations. Accordingly, GBM established equity analysis policies and a service and fare evaluation process to meet this requirement. Major Service and Fare Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy were approved by the Green Bay Transit Commission April 2021 in the 2021 Title VI Policy. Collectively these policies provide foundational requirements for evaluating service change proposals for equity.

GBM Major Service Change Policy

A fare change is defined as any fare increase or reduction. All major service changes require an equity analysis. However, any proposed change (minor or major) to the cost of fares, change in the method of payment or elimination of fare purchase options requires an equity analysis and will be subject analysis of adverse effects.

GBM shall consider the degree of adverse effects and analyze those effects when planning fare changes.

GBM Disparate Impact Policy

Major Service and fare changes should not have a disparate or disproportionate adverse effect on low-income or minority populations.

GBM Disproportionate Burden Policy

Per policy, low-income or minority populations should not have a disparate or disproportionate adverse effect.

If a proposed major service or fare change results in a disparate impact or a disproportionate burden, GBM will consider modifying the proposed service change. GBM will then analyze the modification and make sure it removed the potential disparate impact or disproportionate burden. If a less discriminatory option cannot be identified and GBM can demonstrate a substantial legitimate justification for the proposed service change, the FTA may allow GBM to proceed with the proposed change.

Definitions

Adverse Effect—refers to a geographical or temporal reduction in service that includes, but is not limited to eliminating a route, shortening a route by eliminating segments, rerouting an existing route, and increasing headways.

Disparate Treatment—refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e. less favorably) than others because of race, color, or national origin.

Disproportionate Burden—refers to a neutral policy or practice that disproportionately affects low-income populations' more than non-low-income populations.

Low-Income Person—refers to a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Minority Person—includes the following:

American Indian or Alaskan Native, which refers to people having origins in any of the original peoples of North or South America and who maintain tribal affiliations or community attachment.

Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or Spanish culture or origin, regardless of race.

Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority Population—refers to a readily identifiable group of minority persons who live in geographic proximity.

National Origin—refers to the particular nation in which a person was born, or where the person's parents or ancestors were born.

On Demand Service—refers to public shared-ride transportation scheduled via an app. The App-based scheduling allows passengers to book trips (during service operating hours) to be picked up from an agreed upon location with a determined drop off destination.

PROPOSED CHANGES

GBM fare change proposals for 2022:

1) Replacement of Green Saturday with Low Income Fare Trip (LIFT) Program

GBM piloted the Green Saturday initiative in 2011. Green Saturday initiative allows everyone to ride Metro for free on Saturdays. The purpose of the initiative was to promote public transportation, allowing individuals to try public transit for free at no cost with the intent of increasing ridership. GBM is proposing the replacement of the Green Saturday Initiative with a LIFT program which will allow GBM riders to self-certify income eligibility status and receive day passes/smartcard to use any day during the week, not just Saturdays. Passes/smartcard would be obtained from the GBM Transit Center during normal service hours.

2) Addition of mobile ticket option (Mobile Link Account – App Only)

The proposed mobile ticket farebox upgrade option is part of an app based application allowing riders the freedom and flexibility to purchase fare media anywhere, at any time via smartphone. A rider will download the GBM Transit app and set up a mobile link account which will link the riders debit/credit card for app based pass purchases. Riders will choose the pass type to purchase, the linked card will be charged and rider will receive a time-sensitive mobile barcode to scan at the Fast Fare E when boarding the bus.

3) Addition of reusable smartcard media (Smartcard Account—Pass/Digital Wallet)

GBM Tap-N-GO smartcard is reusable and reloadable, allowing riders continual use of the media. Tap-N-GO smartcard will likely have an up-front cost of \$3.00 and a minimum load requirement of \$8.00 for digital wallet. The card will have the option of a digital wallet or

a pass wallet. The smartcard account, when set up online via website or at the passenger center through the APOS with the dispatcher at the customer service window, can link the user's debit or credit card, which upon purchase of a fare will charge the user's account for the amount of the pass. If a rider does not want to set up a profile, they can purchase fare media anonymously as a guest or as a non-registered user without establishing an account. However, only registered account users can utilize the fare capping feature and security options.

The Tap-N-GO digital wallet allows for a fare capping feature. This will provide riders the benefit of never spending more than the cost of a day pass (full fare or reduced) in a single day. As the rider taps the card on the bus, it will take single ride value of \$2.00 for the first two rides and on the third and subsequent rides will take a ride value of \$0.00. Riders have the ability to register an account, allowing the use of the auto-replenish feature for riders with higher frequency of usage.

The Tap-N-GO pass wallet can hold multiple passes at once. This media can be purchased using cash or debit/credit card at GBM Passenger Center and TVMs, but can only be purchased online via website using debit/credit card.

GBM is not eliminating any current fare options or increasing fares. The only cost for the mobile link and smartcard accounts is a \$2.00 flat fee for any purchase using a debit or credit card and the potential one-time cost of \$3.00 for the reusable / reloadable Tap-N-GO smartcard.

Methodology

GBM is proposing a farebox upgrade to its current odyssey system. With the Executive Order #72, dated March 12, 2020, GBM halted operations for a week in order to put COVID protective measures in place. At the time GBM Transit Commission instituted safe capacity limits on buses, following the CDC and State & local Health Department recommendations, to promote social distancing and approved free fares in order to protect riders and drivers, by allowing rear-door entry onto buses. The public health pandemic caused drastic declines in ridership and revenue. The proposed change will continue GBM's mission to keep riders and drivers safe with a touchless fare system option.

GBM conducted a transit rider survey the summer of 2021. See Appendix A. FTA recommends using ridership survey data whenever possible for fare equity analyses. The purpose of the survey was to gather updated rider data to help determine if minority and/or low-income riders are disproportionality more likely to use the fare media that would be subject to proposed changes than the general population. The proposed changes are to replace Green Saturdays with LIFT program and to add two fare media options—mobile link and smartcards—and will not

affect the current cost or change the fare structure. Rider Survey 2021 had 336 respondents. Results of survey are list in Appendix B. This data will be used for the following purposes:

- Compile data on frequency of use, pass type, fare type media
- Generate route and zone usage data
- Gather updated demographic information for disparate and disproportionate burden analysis
- Assemble rider opinion on mobile ticketing and items relating to mobile fare payment, including access to debit or credit card, smartphone, and interest in usage of media

GBM is not proposing any changes to the fare pricing structure at this time. Fare structure is detailed below.

<u>Adult Fares (18-64)</u>		<u>Reduced Fares – With Proper ID</u>		<u>Student Fares – Grades 6- 12</u>	
Cash	\$2.00	Cash	\$1.00	Cash	\$1.50
One Day Pass	\$4.00	One Day Pass	\$2.00	One Day Pass	\$3.00
Weekly Pass	\$15.00	30 Day Pass	\$29.00	30 Day Pass	\$26.00
30 Day Pass	\$39.00				

Existing fare media includes cash, passes, and change cards. Fare is paid on-board (cash, change card) or paid prior to boarding at GBM Passenger Center, outlet, or at ticket vending machine (TVM) through purchase of magnetic cards. The proposed changes will include the addition of a Fast Fare electronic farebox that accepts barcode fare media and the Tap-N-Go smartcard.

The proposed changes will allow for passes to be purchased in two additional ways, mobile link or smartcard media. Riders will need to choose between a mobile link account (app only) and a smartcard account (pass/digital wallet).

GBM magnetic passes will still be available for purchase from GBM Passenger Center, outlets, and at TVM and cash & change cards will still be accepted at farebox for single rides and day passes.

EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW INCOME POPULATIONS

Impact of Proposed Service Change on Minority and Low Income Populations

Of all the respondents, 28% were from minorities. See appendix B. All respondents to the rider survey who indicated a race/ethnicity other than White/Caucasian were considered a minority for purposes of this analysis. This included those that choose other. This analysis compares pass type usage to race/ethnicity. Surveys where respondents did not answer the race/ethnicity or pass type usage question were excluded from the analysis. See results in table below.

<u>Pass Type by Ethnicity</u>			
	Minority	Non-Minority	Total
Single Ride	6	9	15
Day Pass	11	39	50
Weekly Pass	2	12	14
30-Day Pass	57	106	163
	76	166	242
	31%	69%	

2021 Dept. of Health and Human Services Poverty Threshold for a 3-member household is \$21,960. Rider survey asked for median household income by groups. See appendix B. Of all respondents, 51.8% selected income equal to Federal Poverty Level (FPL) of \$0 - \$21,960. The rider survey did not ask number of persons in household. For purposes of this analysis, assumption is made that respondents are in 3-member household. Any unanswered survey questions in income and pass type usage categories were excluded from analysis. Below are the results comparing pass type to household income.

<u>Pass Type by Household Income</u>			
	Low Income	Non-Low Income	Total
Single Ride	9	2	11
Day Pass	29	18	47
Weekly Pass	5	9	14
30-Day Pass	101	49	150
	144	78	222
	65%	35%	

The rider survey also asked three questions relating to fare media upgrades.

1. Do you have a smartphone?
66% said YES—28% said NO—6% did not answer
2. Do you have a debit / credit card?
70% said YES—23% said NO—7% did not answer
3. If mobile ticketing allowed you to purchase your passes via an app on your smartphone, would you use it?

38% said YES—20% said NO—28% said UNSURE—14% did not answer

Disparate Impact and Disproportionate Burden Analysis

GBM's Major Service Change Policy requires any proposed changes (minor or major) to the cost of fares, change in the method of payment or elimination of fare purchase options requires an equity analysis and will be subject analysis of adverse effects. A fare equity analysis evaluates the distribution of potential adverse impacts created by proposed fare changes to ensure the burden is not borne disproportionately by minority or low income populations.

Replacement of Green Saturday with Low Income Fare Trip (LIFT) Program

- a. No disparate impact has been determined. A free service is being replaced by a free service that will allow riders to self-certify and will distribute free day passes on a first come, first served basis. The intended purpose of the original initiative was to promote public transportation as a whole, allowing individuals to try public transit for free on Saturdays with the goal of utilizing it Monday through Friday. Although Saturday ridership saw an increase, it appeared to shift service away from Monday-Friday. Per comparison of pass type by ethnicity, 73% of all ethnicities utilized the weekly & 30-day passes.
- b. No disproportionate burden is established since even though a free service is being discontinued, it is to be replaced by another free service. Per comparison of pass type by income, 74% of all income levels utilized the weekly & 30-Day passes.

Addition of mobile ticket option (Mobile Link Account – App Only) & Addition of reusable smartcard media (Smartcard Account—Pass/Digital Wallet)

- c. No disparate impact has been determined. When comparing all respondents that answered the race/ethnicity, smartphone, debit/credit card, and mobile ticket questions, and discarding any that did not answer one or more of these questions, 31% were minorities and 69% were non-minorities. 31% would be considered a disparate impact, but in actuality only 18% of the total minority answered “no” to one or more of the above categories. The other 13% of minority have the ability to choose the new fare media options. GBM found no disparate impact to minorities in this category. The fare media is in ADDITION to existing methods and will not have an adverse effect on the minority population by eliminating options.

31%	36	13% Minority - Yes
	49	18% Minority - No
69%	70	25% Non-Minority - Yes
	123	44% Non-Minority - No
	278	100%

- d. No disproportionate burden is established since the introduction of a new fare media option does not take away from current fare structure, which is remaining the same. When comparing all respondents that answered income, smartphone, debit/credit card, and mobile ticket questions, and discarding any that did not answer one or more of these questions, 36% identified at the FPL Poverty and 64% were non-poverty. 36% would be considered disproportionate burden, but in truth only 16% of low income riders answered “no” to one or more of the above categories. GBM found no disproportionate burden to low income riders since the fare media is in ADDITION to existing fare structure and will not take away any options.

36%	Poverty - Yes	51	20%
	Poverty - No	41	16%
64%	Non-poverty - Yes	50	20%
	Non-poverty - No	111	44%
100%		253	100%

APPENDIX A

RIDER SURVEY 2021

Please circle appropriate responses



How often do you use public transportation?

Daily | Monthly | Occasionally | Never

Which best describes your fare type usage?

Reduced | Full Fare (select one)

Single Ride | Day Pass | Weekly Pass | 30-Day Pass (select one)

Which Fixed Routes and/or Microtransit Zones do you utilize?

Route 1 | Route 2 | Route 3 | Route 4 | Route 5 | Route 6 | Route 7 |
Route 8 | Route 9 | Route 10 | Route 11

Zone 1—West GB | Zone 2—Ashwaubenon | Zone 3—DePere | Zone 4—East GB

Do you have a smart phone?

Yes | No

Do you have a debit or credit card?

Yes | No

Mobile ticketing would allow you to purchase passes via an app on your smartphone. If this was available, would you use it?

Yes | No | Unsure

What is your race or ethnicity?

American Indian | Asian | Hispanic or Latino | African American |
Pacific Islander | White or Caucasian | Other _____

What is your household income?

\$0—\$21,960 | \$21,961—\$49,872 | \$49,873—\$62,340 | > \$62,340

What is your gender?

Male | Female | Non-Binary

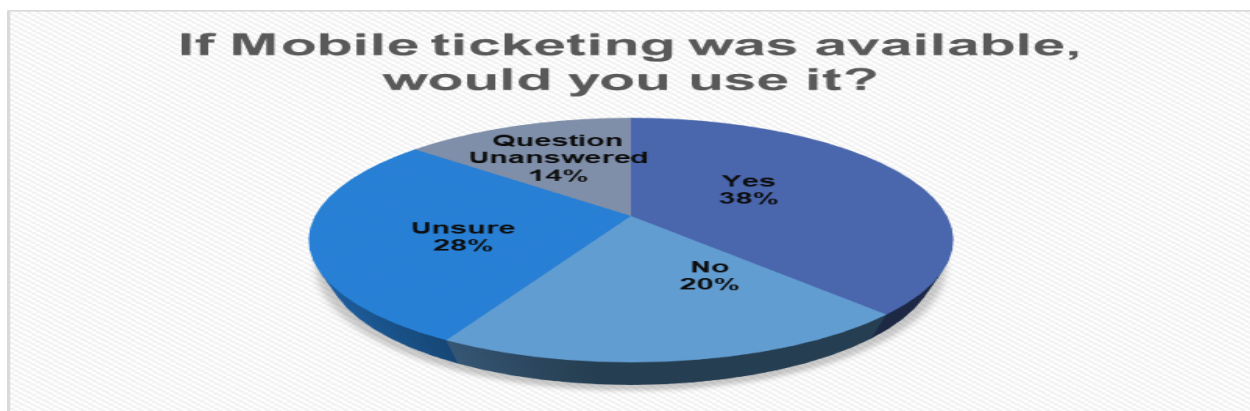
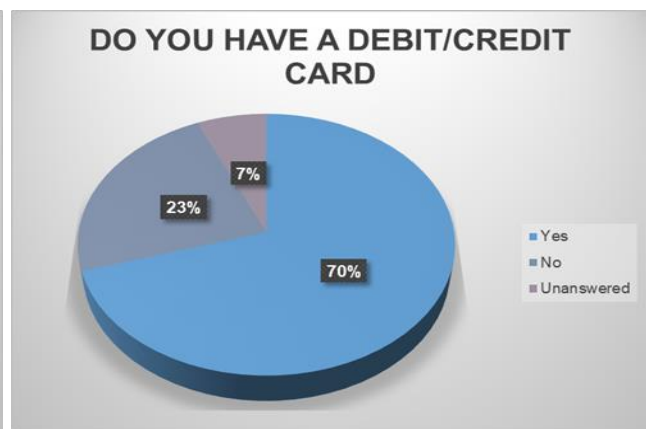
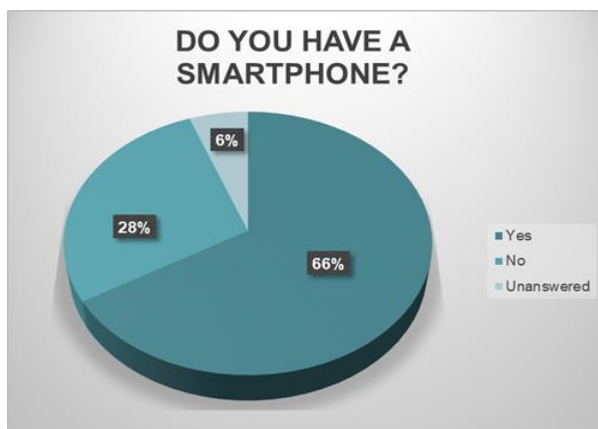
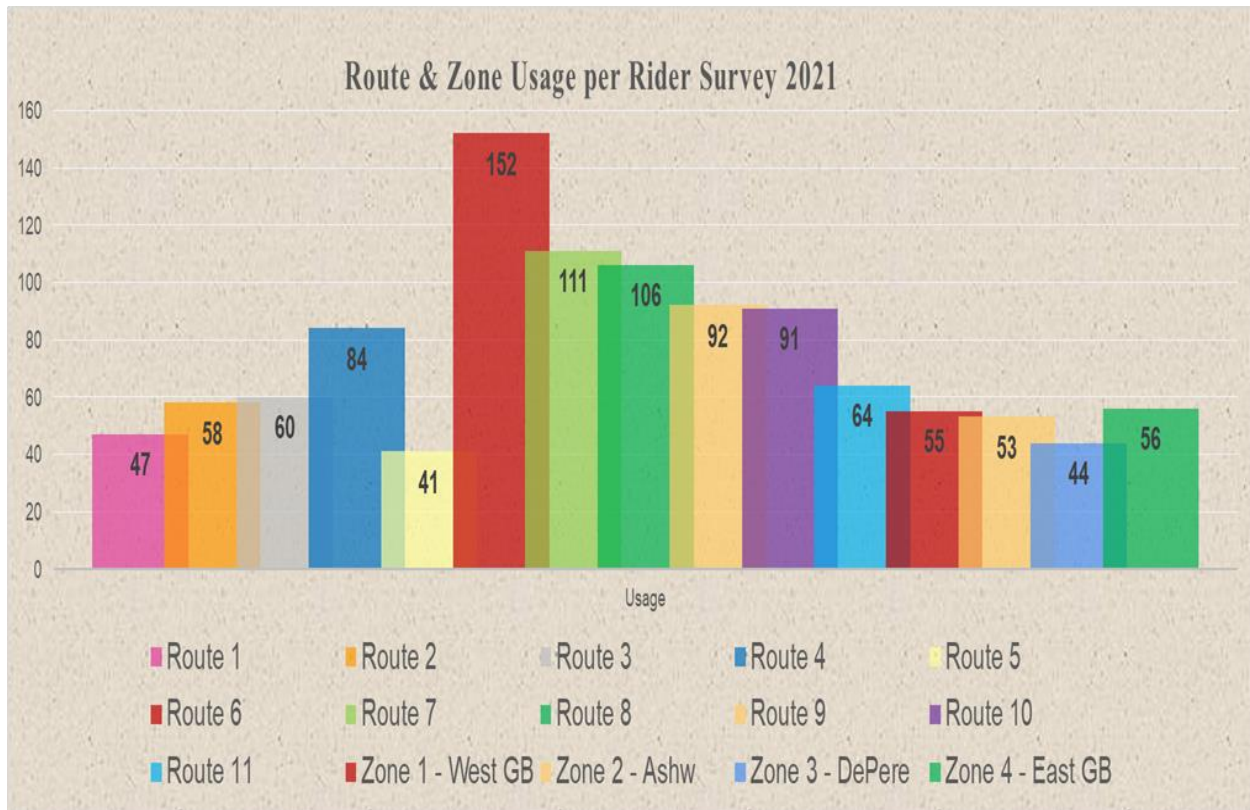
What is your age group?

< 17 | 18—24 | 25—34 | 35—54 | 55—64 | > 65

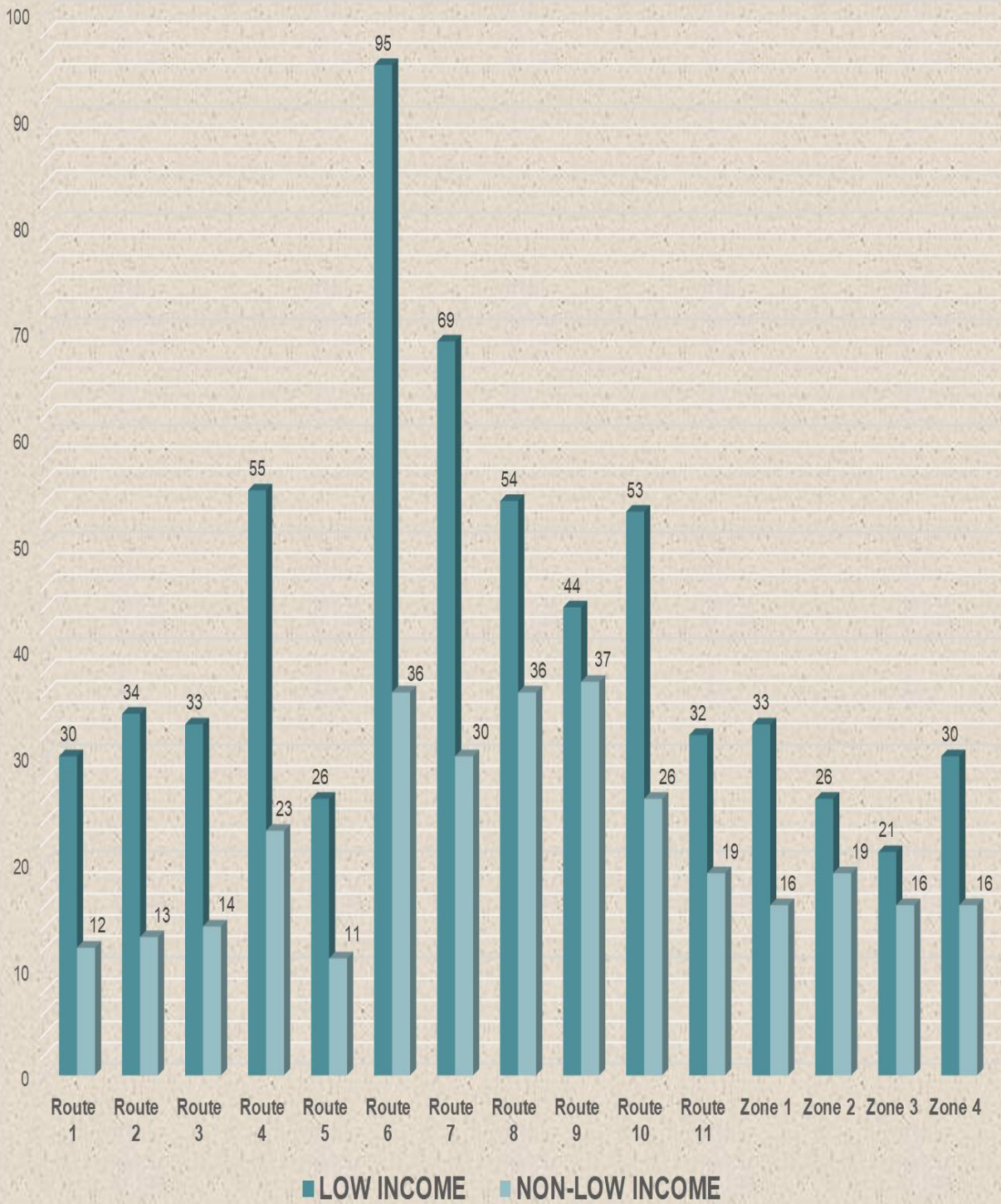
08-2021

APPENDIX B

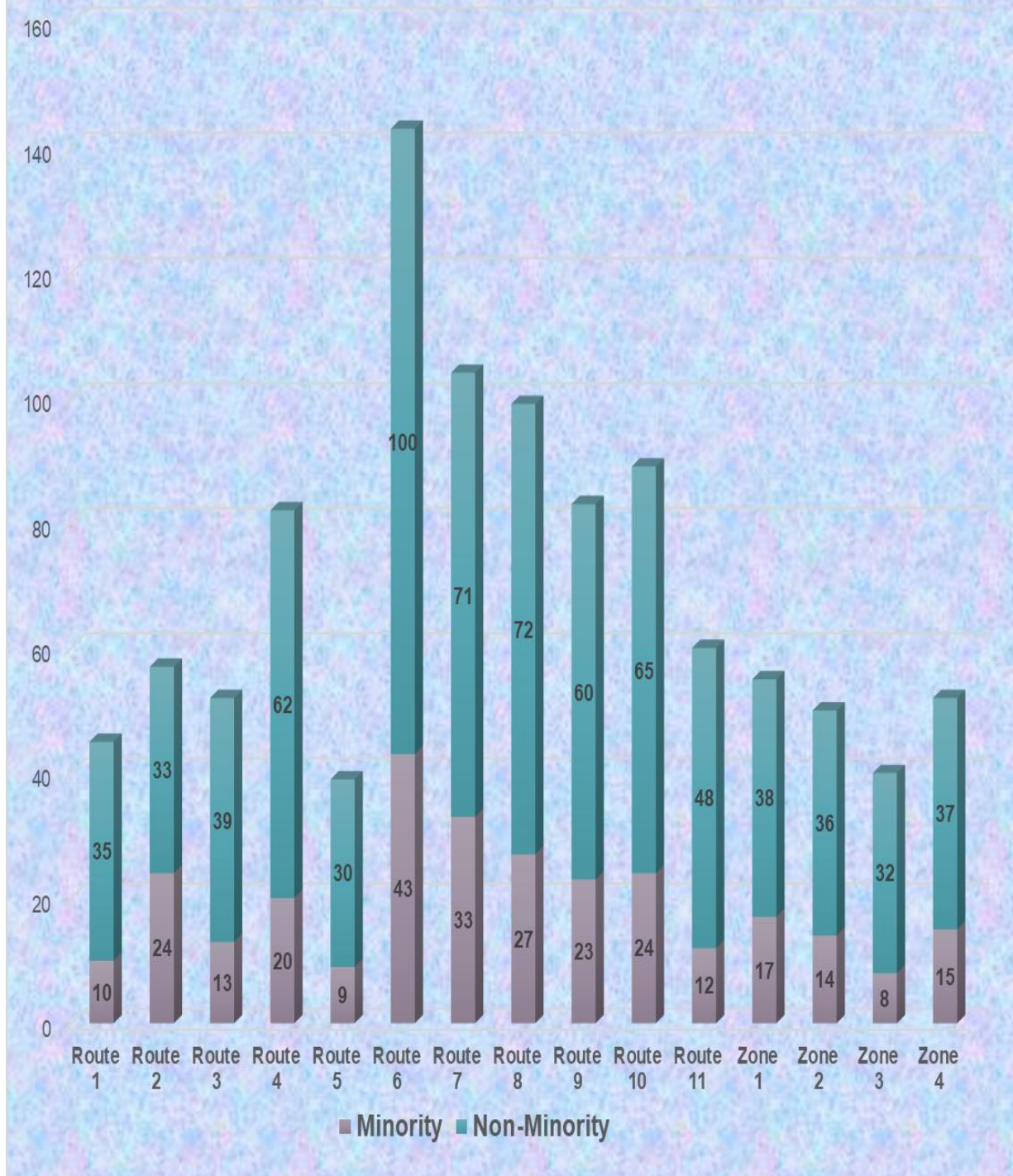
Frequency of Use of Public Transportation					
Daily	215	64.0%			
Monthly	39	11.6%			
Occasionally	53	15.8%			
Never	13	3.9%			
No Response	16	4.8%			
TOTAL	336	100.0%			
Fare Type Usage			Pass Type Usage		
Reduced	61	18.2%	Single Ride	17	5.1%
Full Fare	91	27.1%	Day Pass	60	17.9%
			Weekly Pass	14	4.2%
			30-Day	175	52.1%
			Other - Student	1	0.3%
			Other - UWGB	1	0.3%
No Response	184	54.8%	No Response	68	20.2%
TOTAL	336	100.0%	TOTAL	336	100.0%
Ethnicity			Household Income		
American Indian	27	8.0%	\$0 - \$21,960	174	51.8%
Asian	5	1.5%	\$21,961 - \$49,872	69	20.5%
Hispanic/Latino	18	5.4%	\$49,873 - \$62,340	14	4.2%
African American	31	9.2%	> \$62,340	12	3.6%
Pacific Islander	1	0.3%			
White/Caucasian	201	59.8%			
Other	12	3.6%			
No Response	41	12.2%	No Response	67	19.9%
TOTAL	336	100.0%	TOTAL	336	100.0%
Gender			Age		
Male	145	43.2%	< 17	6	1.8%
Female	145	43.2%	18 - 24	31	9.2%
Non-Binary	6	1.8%	25 - 34	49	14.6%
			35 - 54	110	32.7%
			55 - 64	64	19.0%
			> 65	33	9.8%
No Response	40	11.9%	No Response	43	12.8%
TOTAL	336	100.0%	TOTAL	336	100.0%



HOUSEHOLD INCOME BY ROUTE & ZONE



Ethnicity By Route & Zone





GBM Title VI Service Equity Analysis

May 2021

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INTRODUCTION

Green Bay Metro (GBM) is committed to providing an equitable mass transit system that fairly distributes the benefits and adverse effects of transit service without regard for race, color, national origin, or low-income status. This principle is detailed and reinforced by Title VI of the Civil Rights Act of 1964 and Executive Order 12898 (Environmental Justice).

Green Bay Metro (GBM) has committed to the Federal Transit Administration's (FTA) Title VI objectives set for in Circular 4702.1B. This analysis was conducted in compliance with FTA, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any major service change at a planning and programming stage to determine whether the changes have a discriminatory impact. GBM's Title VI policy can be found on GBM's website [GBM Title VI Policy](#).

GBM is governed by the Green Bay Transit Commission. The Commission consists of seven individuals that are appointed by the Mayor of Green Bay. One of the seven is a City of Green Bay Council person that services as a liaison to the City Council.

TITLE VI POLICIES AND DEFINITIONS

FTA Circular 4702.1B Chapter IV.7, requires GBM to establish policies that will guide the analysis to determine whether major service changes will have a disproportionately negative impact on minority or low-income populations. Accordingly, GBM established equity analysis policies and a service evaluation process to meet this requirement. Major Service and Fare Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy were approved by the Green Bay Transit Commission April 2021 in the 2021 Title VI Policy. Collectively these policies provide foundational requirements for evaluating service change proposals for equity.

GBM Major Service Change Policy

A major service change is defined as a 25 percent addition or reduction in the service hours of any route that would remain in effect for twelve (12) or more months. All major service changes will be subject to an equity analysis that includes an analysis of adverse effects.

GBM shall consider the degree of adverse effects and analyze those effects when planning major service changes.

GBM Disparate Impact Policy

A major service change should not have a disparate or disproportionate adverse effect on low-income or minority populations.

GBM Disproportionate Burden Policy

Per policy, low-income or minority populations should not have a disparate or disproportionate adverse effect.

If a proposed major service change results in a disparate impact or a disproportionate burden, GBM will consider modifying the proposed service change. GBM will then analyze the

modification and make sure it removed the potential disparate impact or disproportionate burden. If a less discriminatory option cannot be identified and GBM can demonstrate a substantial legitimate justification for the proposed service change, the FTA may allow GBM to proceed with the proposed change.

Definitions

Adverse Effect—refers to a geographical or temporal reduction in service that includes, but is not limited to eliminating a route, shortening a route by eliminating segments, rerouting an existing route, and increasing headways.

Discrimination—refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or origin.

Disparate Treatment—refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e. less favorably) than others because of race, color, or national origin.

Minority Person—includes the following:

American Indian or Alaskan Native, which refers to people having origins in any of the original peoples of North or South America and who maintain tribal affiliations or community attachment.

Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or Spanish culture or origin, regardless of race.

Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority Population—refers to a readily identifiable group of minority persons who live in geographic proximity.

National Origin—refers to the particular nation in which a person was born, or where the person's parents or ancestors were born.

System Average—refers to the averages of minorities and low-income persons within the total populous of the geographic regions GBM serves. The present system averages are expressed below in tabular format.

Low-Income System Average:

Population Estimate:	176,547
Low-Income Population:	21,021
Percent Low-Income:	11.9%

Minority System Average:

Population Estimate:	176,547
Minority Population:	43,156
Percent Minority:	24.4%

**This data is based on Green Bay Metro Transit participating municipalities, not Brown County as a whole.

METHODOLOGY

GBM's Title VI Program outlines the Major Service Change, Disparate Impact, and Disproportionate Burden policies. GBM's Public Participation Policy requires presentation of service change information to the public in informational meeting forums. See Appendix C.

A major service and fare change is defined as a 25 percent addition or reduction in the service hours of any route that would remain in effect for twelve (12) or more months. All major service changes will be subject to an equity analysis that includes analysis of the adverse effects.

Adverse Effect is defined as a geographical or temporal reduction in service that includes, but is not limited to eliminating a route, shortening a route by eliminating segments, rerouting an existing route, and increasing headways. GBM shall consider the degree of adverse effects and analyze those effects when planning major service changes.

Proposed Changes

- Restructure the existing fixed route network
- Add additional microtransit service areas and transfer points
- Adjust Paratransit service area to new $\frac{3}{4}$ mile area around fixed route services

Homework

In 2019 Wisconsin Department of Transportation conducted a Transit System Management Performance Review. This report examined GBM's performance over several years and compared average values against that of a peer group of systems. The report conclusion stated GBM is a well-managed transit system that delivers effective service while proactively planning for the future. One of the planning and scheduling recommendations was to continue to explore new service delivery models for low-density areas, including restructuring fixed routes and/or conducting pilot projects as feasible. With this in mind, GBM contracted with SRF Consulting Group to prepare a Microtransit Feasibility Report.

The report identified portions of GBM's service area covered by Routes 15, 16, and 18 as potential pilot areas for on demand microtransit service due to lower ridership. The goal was to offer an equivalent or better level of customer satisfaction and lower total operating costs.

On March 11, 2020 the World Health Organization declared the world-wide pandemic, COVID19. This resulted in a drastic decline in Green Bay Metro ridership. As a result, GBM reduced services due to financial concerns and staff levels. During this time GBM reviewed

services and needs. With the same emphasis as always; to maintain good, safe transportation while being efficient and rider friendly.

Under the Federal Transit Administration Circular 4220.1F, public emergency/unacceptable delay, GBM implemented microtransit (on demand service) to ensure the essential riders that were still required to report to work had a reliable transportation option.

The current fixed route service was reduced from pre-pandemic levels and incorporated the pilot of microtransit on demand service in low ridership areas.

The proposed restructuring of the fixed route network increases the frequency of service from hourly to every half hour on many of the routes. This service increase will potentially benefit the service area population. Common improvements in transit service, such as increased frequency and increased span of service, will result in an increase in the number of trips available.

A cost benefit analysis was done for the proposed additional microtransit service areas and transfer points. With already having implemented the pilot, there are no additional upfront costs since GBM will be utilizing the existing VIA staff, application platform and call center. Some ongoing costs would potentially be additional vehicles and hourly service rates. However these potential ongoing costs have a customer benefit of more possible trip options, the ability to utilize the same GBM fares (passes), lower trip times, increased frequency, a better rider experience, and the service working seamlessly with the fixed route system.

A geographical information system (GIS) based approach was employed in this analysis to measure the location and magnitude of proposed service changes and compare the distribution of impacts and benefits to minority, non-minority, low-income, and non-low income populations. See appendix B for maps capturing minority population and household income analysis on current routes versus proposed routes.

The analysis consisted of:

1. Current and proposed service levels
2. Spatially allocated current and proposed transit service levels to population groups.
3. Calculate the percentage change in service hours between the current and proposed service levels to determine the percentage addition or reduction in routes.
4. Determine whether the proposed service will result in disparate impacts by applying the disparate impact and disproportionate burden policies.

EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW INCOME POPULATIONS

In August 2020, under the Federal Transit Administration Circular 4220.1F, public emergency/unacceptable delay, GBM implemented microtransit (on demand service) to ensure the essential riders that were still required to report to work had a reliable transportation option. Green Bay Metro determined these microtransit services to be a pilot program. The pilot serviced the areas of Route 15, 16 and 18 on the east side of Green Bay. In addition, due to the ongoing drastic decline in ridership from the COVID-19 pandemic microtransit services were utilized nearly system wide for the last two hours of weekday evening service.

As we maneuvered unprecedented times with the pandemic, COVID19 it became apparent that having an additional mode (microtransit, on demand) could benefit our community in many ways.

Prior to the pandemic, GBM had been studying the feasibility of a microtransit pilot project. GBM hired a consulting firm to conduct a study. That study concluded that the introduction of microtransit services would improve the delivery of service in select areas.

Impact

Analysis was done comparing routes (pre-pandemic and current COVID19) to the proposed changes. See table in Appendix A. It has been noted that although there are many changes to the fixed route with a transition to microtransit service, the core areas are still receiving the same amount of service, in a more efficient frequency.

- 1) Route Comparison—below is a comparison of the routes and service hours per day (Monday-Friday). You can see the base pre-pandemic service levels. During the pandemic, GBM saw a dramatic reduction in ridership. Unsure of revenue and staffing levels, this prompted a service reduction in order to keep the riders and drivers safe while still providing service. With the proposed service changes riders will see an increase in service hours per day.

PRE-PANDEMIC ROUTES - M-F (2019)					COVID19 SERVICE ROUTES - M-F					PROPOSED CHANGES - M-F (Aug 2021)				
	Time	Srv Freq	Trips	Hours Per Day		Time	Srv Freq	Trips	Hours Per Day		Time	Srv Freq	Trips	Hours Per Day
16 - Pink	5:15 am - 6:15 pm	1	13	13	1 - Pink	N/A				1 - Pink	5:45 am - 8:45 pm	1	15	15.00
2 - Orange Zippin Line	5:45 am - 9:45 pm	0.5	28	14	2 - Orange Zippin Line	5:45 am - 7:45	0.5	28	14.0	2 - Orange	5:45 am - 8:45 pm	0.5	30	15.00
3 - Silver	5:15 AM - 6:15 pm	1	13	13	3 - Silver	N/A				3 - Silver	5:45 am - 8:45 pm	0.5	30	15.00
4 - Blue Line	5:45 am - 9:45 pm	1	16	16	4 - Blue Line	5:45 am - 7:45 pm	1	14	14.0	4 - Blue Line	5:45 am - 8:45 pm	0.5	30	15.0
5 - Plum	5:45 am - 9:45 pm	1	10	10	5 - Plum	N/A				5 - Yellow	5:45 am - 8:45 pm	1	15	15.0
6 - Red Line (2 buses)	5:45 am - 9:45 pm	1	29	29	6 - Red Line (2 buses)	5:45 am - 7:45 pm	1	27	27.0	6 - Red Line (2 buses)	5:45 am - 8:45 pm	1	29	29.0
7 - Lime Line (2 buses)	5:45 am - 9:45 pm	1	29	29	7 - Lime Line (2 buses)	5:45 am - 7:45 pm	1	27	27.0	7 - Lime Line (2 buses)	5:45 am - 8:45 pm	1	29	29.0
8 - Green Line	5:45 am - 9:45 pm	1	16	16	8 - Green Line	5:45 am - 7:45 pm	1	14	14.0	8 - Green Line	5:45 am - 8:45 pm	1	15	15.0
9 - Gold Line	5:15 am - 9:15 pm	1	16	16	9 - Gold Line	6:45 am - 6:45 pm	1	13	13.0	9 - Gold Line	6:15 am - 8:15 pm	1	14	14.0
10 - Yellow Line (W Transfer Point)	5:09 am - 9:09 pm	1	16.5	16.5	10 - Yellow Line (W Transfer Point)	5:45 am - 7:45 pm	0.5	14	7.0	10 - Plum	5:45 am - 8:45 pm	0.5	30	15.0
11 - Sky Line	5:15 am - 9:15 pm	1	16	16	11 - Sky Line	5:45 am - 7:45 pm	1	14	14.0	11 - Sky Line	5:45 am - 8:45 pm	0.5	30	15.0
12 - Coal Line	5:15 am - 9:45 pm	0.5	32	16	12 - Coal Line	6:15 am - 7:15 pm	1	14	14.0	12 - Coal Line				
13 - River Line	6:15 am - 9:15 pm	0.5	27	13.5	13 - River Line	7:15 am - 7:45 pm	0.5	28	14.0	13 - River Line				
14 - Brown Line	5:15 am - 9:45 pm	0.5	32	16	14 - Brown Line	5:45 am - 7:45 pm	1	14	14.0	14 - Brown Line				
15 - Aqua	5:45 am - 9:45 pm	1	16	16	15 - Aqua	N/A				15 - Aqua				
17 - Brick Line (E Transfer Point)	5:45 am - 9:45 pm	1	16	16	17 - Brick Line (E Transfer Point)	5:45 am - 7:45 pm	0.5	13	6.5	17 - Brick Line (E Transfer Point)				
18 - TAN	5:45 am - 9:15 pm	0.5	30	15	18 - TAN	N/A				18 - TAN				
On Demand - Day (Zones)					On Demand - Day (Zones)	5:45 am - 7:45 pm	3	14	42.0	On Demand - Day (4 Zones)	5:45 am - 8:45 pm	5	15	75.0
On Demand - Night (System Wide)					On Demand - Night (System Wide)	7:45 pm - 9:45 pm	3	2	6.0	On Demand - Night (System Wide)	8:45 pm - 10:45 pm	3	2	6.0
		14.5	355.5	281			16	236.0	226.5			16.5	284	273.0

**On Demand service frequency is number of vehicles and trips is number of service hours.

- 2) Minority & Low Income Populations—with the help of Brown County Planning Commission, data was populated for the minority and low income populations within Brown County. This data is for the county as a whole, versus just service area. See Appendix B for maps.

- a) Minority population are shown in current and proposed routes to have the same coverage, although in the proposed changes some of the areas are utilizing a different mode of transportation.
 - b) Low Income population are shown in current and proposed routes to have the same coverage, although in the proposed changes some of the areas are utilizing a different mode of transportation. A concern with the new mode of transportation was the potential inaccessibility to a phone for some of the low income population. This issue was addressed by having phones available on fixed route buses to allow riders access to schedule their ride.
- 3) Major Service Change Calculations—GBM Title VI policy defines a major service change as a 25% addition or reduction in service.
- a) Calculations were done comparing pre-pandemic service hours to the proposed service hour changes
 - i) Calculation = (-4%) reduction in service hours from 2019 to proposed
 - ii) This is less than a 25% increase/decrease and does not meet the requirement as a major service change
 - b) Calculations were done comparing current COVID-19 service hours to the proposed service hour changes
 - i) Calculation = 22% increase in service hours from current to proposed
 - ii) This is less than a 25% increase/decrease and does not meet the requirement as a major service change

TOTALS	Hours Per Day	+/-	%
Pre-Pandemic (2019)	259.82		
Proposed	248.75	(11.07)	-4%
COVID-19 (Current)	203.33		
Proposed	248.75	45.42	22%

- 4) Disparate & Disproportionate Burden Analysis—GBM's Title VI policy asserts low-income or minority populations should not have a disparate or disproportionate adverse effect.
- a) Disparate Impact Analysis

The system-level Disparate Impact analysis of Major Service increases/decreases is completed by determining what portion of GBM's minority population stands to benefit from the Major Service Change improvements, and comparing that to the of GBM's non-minority population that potentially benefits. A potential Disparate Impact would exist if

minority populations benefited substantially less than non-minority populations. We analyze this by comparing current and proposed route changes and making sure areas with minority populations receive the same or better service. See maps in Appendix B.

No System-level Disparate Impact is found related to the proposed Major Service changes.

b) Disproportionate Burden Analysis

The system-level Disproportionate Burden analysis is completed by determining what proportion of GBM's low-income population is positively impacted by the Major Service increases/decreases, and comparing that to GBM's higher income population that is positively impacted. Low Income per this analysis is median household income of \$21,961 - \$49,872. A potential Disproportionate Burden would exist if low-income populations benefitted substantially less than higher income populations. See maps in Appendix B.

No System-level Disproportionate Burden is found related to the proposed Major Service changes.

APPENDIX A

PRE-PANDEMIC ROUTES - M-F (2019)					PROPOSED CHANGES - M-F (Aug 2021)				
	Time	Srv Freq	Trips	Hours Per Day		Time	Srv Freq	Trips	Hours Per Day
16 - Pink	5:15 am - 6:15 pm	1	13	13	1 - Pink	5:45 am - 8:45 pm	1	15	15.00
2 - Orange Zippin Line	5:45 am - 9:45 pm	0.5	28	14	2 - Orange	5:45 am - 8:45 pm	0.5	30	15.00
3 - Silver	5:15 AM - 6:15 pm	1	13	13	3 - Silver	5:45 am - 8:45 pm	0.5	30	15.00
4 - Blue Line	5:45 am - 9:45 pm	1	16	16	4 - Blue Line	5:45 am - 8:45 pm	0.5	30	15.0
5 - Plum	5:45 am - 5:45 pm	1	10	10	5 - Yellow	5:45 am - 8:45 pm	1	15	15.0
6 - Red Line (2 buses)	5:45 am - 9:45 pm	1	29	29	6 - Red Line (2 buses)	5:45 am - 8:45 pm	1	29	29.0
7 - Lime Line (2 buses)	5:45 am - 9:45 pm	1	29	29	7 - Lime Line (2 buses)	5:45 am - 8:45 pm	1	29	29.0
8 - Green Line	5:45 am - 9:45 pm	1	16	16	8 - Green Line	5:45 am - 8:45 pm	1	15	15.0
9 - Gold Line	5:15 am - 9:15 pm	1	16	16	9 - Gold Line	6:15 am - 8:15 pm	1	14	14.0
10 - Yellow Line (W Transfer Po	5:09 am - 9:09 pm pm	1	16.5	16.5	10 - Plum	5:45 am - 8:45 pm	0.5	30	15.0
11 - Sky Line	5:15 am - 9:15 pm	1	16	16	11 - Sky Line	5:45 am - 8:45 pm	0.5	30	15.0
12 - Coal Line	5:15 am - 9:45 pm	0.5	32	16	12 - Coal Line				
13 - River Line	6:15 am - 9:15 pm	0.5	27	13.5	13 - River Line				
14 - Brown Line	5:15 am - 9:45 pm	0.5	32	16	14 - Brown Line				
15 - Aqua	5:45 am - 9:45 pm	1	16	16	15 - Aqua				
17 - Brick Line (E Transfer Poin	5:45 am - 9:45 pm	1	16	16	17 - Brick Line (E-Transfer Point)				
18 - TAN	5:45 am - 9:15 pm	0.5	30	15	18 - TAN				
On Demand - Day (Zones)					On Demand - Day (4 Zones)	5:45 am - 8:45 pm	5	15	75.0
On Demand - Night (System Wide)					On Demand - Night (System Wide)	8:45 pm - 10:45 pm	3	2	6.0
		14.5	355.5	281			16.5	284	273.0

PRE-PANDEMIC ROUTES - Sat (2019)					PROPOSED CHANGES - Sat (Aug 2021)				
	Time	Srv Freq	Trips	Hours Per Day		Time	Srv Freq	Trips	Hours Per Day
16 - Pink	N/A				1 - Pink	8:15AM - 3:45 pm	1	8	8.0
2 - Orange Zippin Line	7:45 am - 6:15 pm	1	11	11	2 - Orange Zippin Line	7:45 AM - 3:45 pm	0.5	16	8.0
3 - Silver	N/A				3 - Silver	7:45 AM - 3:45 pm	0.5	16	8.0
4 - Blue Line	7:45 am - 6:45 pm	1	11	11	4 - Blue Line	7:45 AM - 3:45 pm	0.5	16	8.0
5 - Plum	N/A				5 - Yellow	7:45 AM - 3:45 pm	1	8	8.0
6 - Red Line (1 bus)	7:45 am - 6:45 pm	1	11	11	6 - Red Line (1 bus)	7:45 AM - 3:45 pm	1	8	8.0
7 - Lime Line (1 bus)	7:45 am - 6:45 pm	1	11	11	7 - Lime Line (1 bus)	7:45 AM - 3:45 pm	1	8	8.0
8 - Green Line	7:45 am - 6:45 pm	1	11	11	8 - Green Line	7:45 AM - 3:45 pm	1	8	8.0
9 - Gold Line	7:45 am - 6:15 pm	1	11	11	9 - Gold Line	8:15AM - 3:15 pm	1	7	7.0
10 - Yellow Line (W Transfer Po	7:09 am - 6:40 pm	1	11.5	11.5	10 - Plum	7:45 AM - 3:45 pm	0.5	16	8.0
11 - Sky Line	7:15 am - 6:15 pm	1	11	11	11 - Sky Line	7:45 AM - 3:45 pm	0.5	16	8.0
12 - Coal Line	7:45 am - 6:45 pm	0.5	22	11	12 - Coal Line				
13 - River Line	8:15 am - 6:45 pm	1	11	11	13 - River Line				
14 - Brown Line	7:45 am - 6:45 pm	0.5	22	11	14 - Brown Line				
15 - Aqua	8:00 am - 6:53 pm	1	11	11	15 - Aqua				
17 - Brick Line (E Transfer Poin	7:45 am - 6:39 pm	1	11	11	17 - Brick Line (E-Transfer Point)				
18 - TAN	8:00 am - 5:57 pm	0.5	20	10	18 - TAN				
On Demand - Day (Zones)					On Demand - Day (4 Zones)	7:45 am - 3:45 pm	5	8	40.0
On Demand - Night (System Wide)					On Demand - Night (System Wide)				
		12.5	185.5	153.5			13.5	135	127.0

**ON DEMAND SRV FREQ = # of vehicles	TOTAL	259.82	**ON DEMAND SRV FREQ = # of vehicles	TOTAL	248.75
**ON DEMAND TRIPS = # of srv hours/day		(11.07)	**ON DEMAND TRIPS = # of srv hours/day		
COMPARISON BETWEEN PRE-PANDEMIC TO PROPOSED		-4%			

**On Demand Srv. Freq. = No. of vehicles

**On Demand Trips = No. of service hours/day

COVID19 SERVICE ROUTES - M-F					PROPOSED CHANGES - M-F (Aug 2021)				
Time	Srv Freq	Trips	Hours Per Day		Time	Srv Freq	Trips	Hours Per Day	
1 - Pink	N/A				1 - Pink	5:45 am - 8:45 pm	1	15	15.00
2 - Orange Zippin Line	5:45 am - 7:45	0.5	28	14.0	2 - Orange	5:45 am - 8:45 pm	0.5	30	15.00
3 - Silver	N/A				3 - Silver	5:45 am - 8:45 pm	0.5	30	15.00
4 - Blue Line	5:45 am - 7:45 pm	1	14	14.0	4 - Blue Line	5:45 am - 8:45 pm	0.5	30	15.0
5 - Plum	N/A				5 - Yellow	5:45 am - 8:45 pm	1	15	15.0
6 - Red Line (2 buses)	5:45 am - 7:45 pm	1	27	27.0	6 - Red Line (2 buses)	5:45 am - 8:45 pm	1	29	29.0
7 - Lime Line (2 buses)	5:45 am - 7:45 pm	1	27	27.0	7 - Lime Line (2 buses)	5:45 am - 8:45 pm	1	29	29.0
8 - Green Line	5:45 am - 7:45 pm	1	14	14.0	8 - Green Line	5:45 am - 8:45 pm	1	15	15.0
9 - Gold Line	6:45 am - 6:45 pm	1	13	13.0	9 - Gold Line	6:15 am - 8:15 pm	1	14	14.0
10 - Yellow Line (W Transfer Point)	5:45 am - 7:45 pm	0.5	14	7.0	10 - Plum	5:45 am - 8:45 pm	0.5	30	15.0
11 - Sky Line	5:45 am - 7:45 pm	1	14	14.0	11 - Sky Line	5:45 am - 8:45 pm	0.5	30	15.0
12 - Coal Line	6:15 am - 7:15 pm	1	14	14.0	12 - Coal Line				
13 - River Line	7:15 am - 7:45 pm	0.5	28	14.0	13 - River Line				
14 - Brown Line	5:45 am - 7:45 pm	1	14	14.0	14 - Brown Line				
15 - Aqua	N/A				15 - Aqua				
17 - Brick Line (E Transfer Point)	5:45 am - 7:45 pm	0.5	13	6.5	17 - Brick Line (E Transfer Point)				
18 - TAN	N/A				18 - TAN				
On Demand - Day (Zones)	5:45 am - 7:45 pm	3	14	42.0	On Demand - Day (4 Zones)	5:45 am - 8:45 pm	5	15	75.0
On Demand - Night (System Wide)	7:45 pm - 9:45 pm	3	2	6.0	On Demand - Night (System Wide)	8:45 pm - 10:45 pm	3	2	6.0
		16	236.0	226.5			16.5	284	273.0

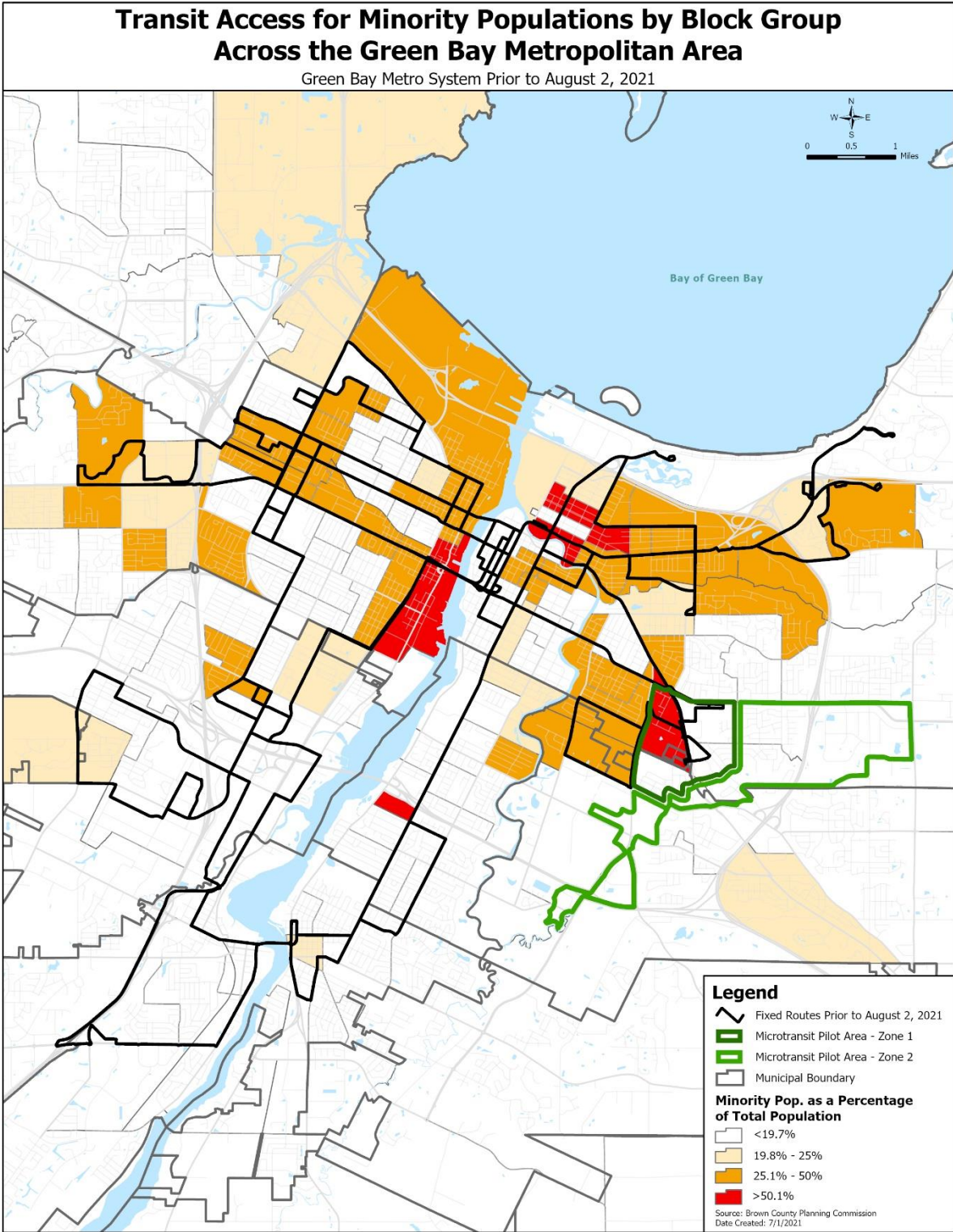
COVID19 2021 SERVICE ROUTES - Sat					PROPOSED CHANGES - Sat (Aug 2021)				
Time	Srv Freq	Trips	Hours Per Day		Time	Srv Freq	Trips	Hours Per Day	
1 - Pink	N/A				1 - Pink	8:15AM - 3:45 pm	1	8	8.0
2 - Orange Zippin Line	7:45 am - 3:45 pm	0.5	8	4.0	2 - Orange Zippin Line	7:45 AM - 3:45 pm	0.5	16	8.0
3 - Silver	N/A				3 - Silver	7:45 AM - 3:45 pm	0.5	16	8.0
4 - Blue Line	7:45 am - 3:45 pm	1	8	8.0	4 - Blue Line	7:45 AM - 3:45 pm	0.5	16	8.0
5 - Plum	N/A				5 - Yellow	7:45 AM - 3:45 pm	1	8	8.0
6 - Red Line (1 bus)	7:45 am - 3:45 pm	1	8	8.0	6 - Red Line (1 bus)	7:45 AM - 3:45 pm	1	8	8.0
7 - Lime Line (1 bus)	7:45 am - 3:45 pm	1	8	8.0	7 - Lime Line (1 bus)	7:45 AM - 3:45 pm	1	8	8.0
8 - Green Line	7:45 am - 3:45 pm	1	8	8.0	8 - Green Line	7:45 AM - 3:45 pm	1	8	8.0
9 - Gold Line	N/A				9 - Gold Line	8:15AM - 3:15 pm	1	7	7.0
10 - Yellow Line (W Transfer Point)	7:45 am - 3:45 pm	0.5	7	3.5	10 - Plum	7:45 AM - 3:45 pm	0.5	16	8.0
11 - Sky Line	7:45 am - 3:45 pm	1	8	8.0	11 - Sky Line	7:45 AM - 3:45 pm	0.5	16	8.0
12 - Coal Line	N/A				12 - Coal Line				
13 - River Line	7:45 am - 3:45 pm	0.5	8	4.0	13 - River Line				
14 - Brown Line	7:45 am - 3:45 pm	1	8	8.0	14 - Brown Line				
15 - Aqua	N/A				15 - Aqua				
17 - Brick Line (E Transfer Point)	7:45 am - 3:45 pm	0.5	7	3.5	17 - Brick Line (E Transfer Point)				
18 - TAN	N/A				18 - TAN				
On Demand - Day (Zones)	7:45 am - 3:45 pm	3	8	24.0	On Demand - Day (4 Zones)	7:45 am - 3:45 pm	5	8	40.0
On Demand - Night (System Wide)	N/A				On Demand - Night (System Wide)				
		11	86.0	87.0			13.5	135	127.0

**ON DEMAND SRV FREQ = # of vehicles	TOTAL	203.33	**ON DEMAND SRV FREQ = # of vehicles	TOTAL	248.75
**ON DEMAND TRIPS = # of srv hours/day		45.42	**ON DEMAND TRIPS = # of srv hours/day		
COMPARISON BETWEEN COVID19 (CURRENT) TO PROPOSED		22%			

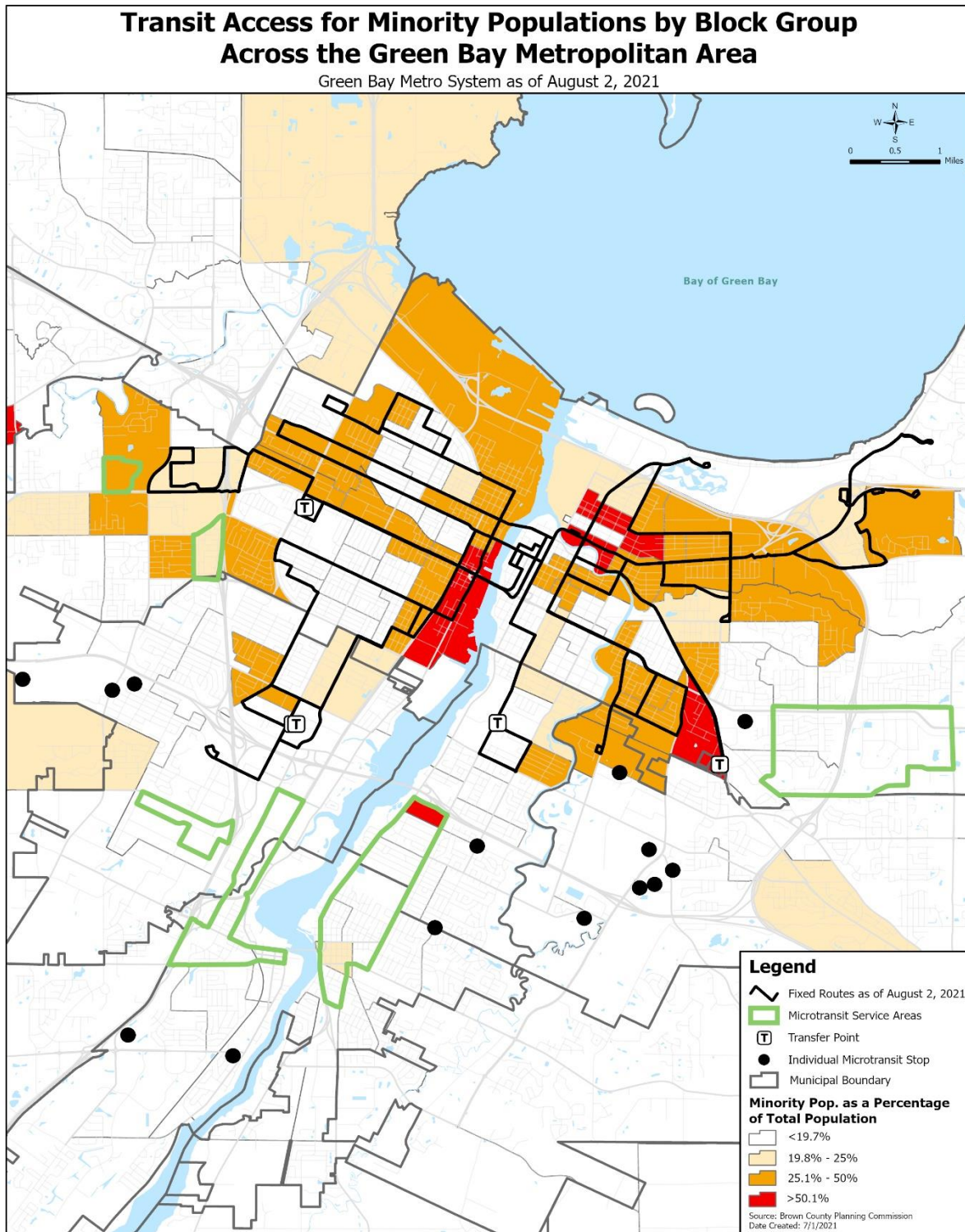
**On Demand Srv. Freq. = No. of vehicles

**On Demand Trips = No. of service hours/day

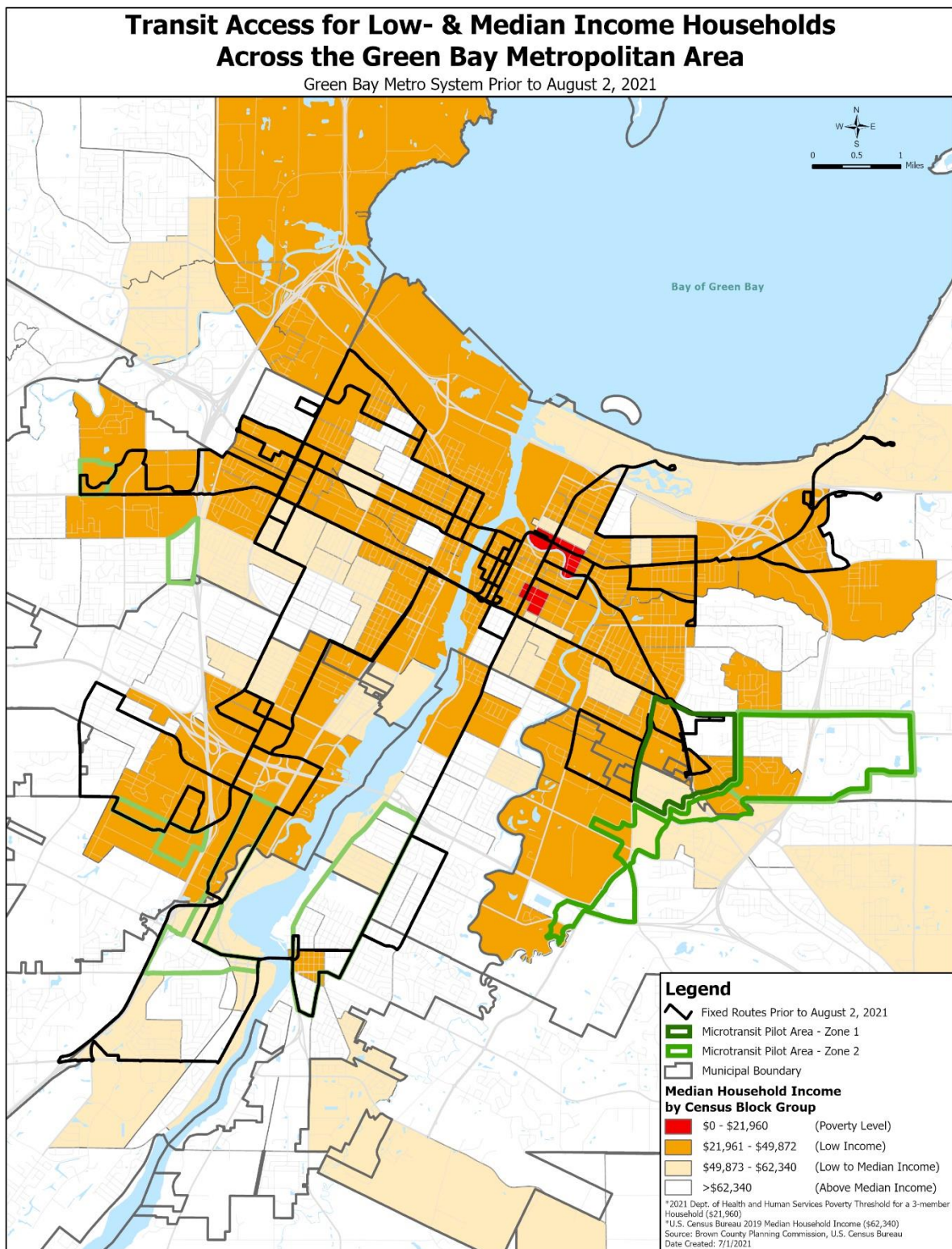
APPENDIX B



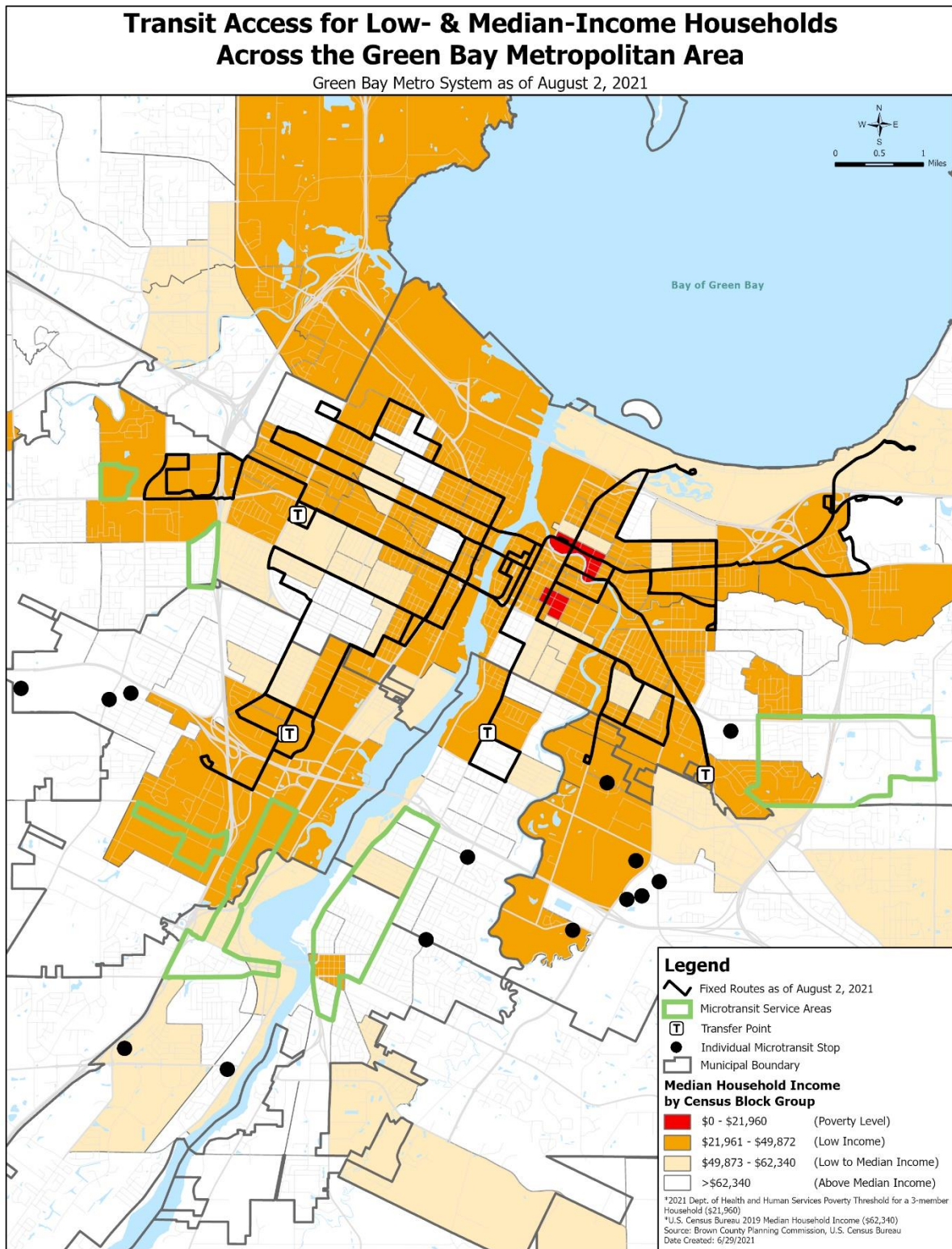
**Maps based on Brown County total population



****Maps based on Brown County total population**



****Maps based on Brown County median household income**



****Maps based on Brown County median household income**

APPENDIX C

The thirty-day public review and comment period is scheduled for May 17, 2021 through June 15, 2021.

All meetings listed below will be in-person at Green Bay Metro, 901 University Ave. If you are unable to attend in person and would like to schedule a virtual option, please contact Director Kiewiz at (920) 448-3455.

Public information meetings will be held on the following dates:

Monday, May 24, 2021 at 9:45am Wednesday, May 26, 2021 at 5:45pm
Wednesday, June 2, 2021 at 3:15pm Thursday, June 3, 2021 at 11:45am

*masks required and social distancing guidelines will be in place

Public hearing will be held:

Tuesday, June 8, 2021 at 5:15pm

*masks required and social distancing guidelines will be in place

Green Bay Transit Commission scheduled to take action on:

Wednesday, June 30, 2021 at 8:15am

Proposed Implementation Date: Monday, August 2, 2021

APPENDIX D

Public Informational Meeting—GBM conducted public informational meetings and public hearings. Three public information meetings were held as well as a public hearing. The purpose of these events was to inform the public of the potential fare changes, gather input on the fare proposal, and collect data about existing and future fare usage.

In total, 13 people attended the meetings and provided written and/or verbal comments. Comments collected via email & phone calls, which totaled 9, fell into the following categories:

Concerns:

- Unreliable bus tracking service
- What about students?
- Unhappy College Express pilot did not pan out
- Many comments were inquiring on the actual rate increase and if it would be permanent or temporary

Support for Proposed Changes:

- A few comments stated they were okay with the fare increase and it seemed fair and in line

Suggestions:

- Sunday Service
- All veterans ride free
- Purchase passes at major bus stops

Per GBM's Public Participation Plan, we held a 30-day public review and public hearing for fixed route and ADA paratransit fare changes. Interested parties were advised of public informational meeting dates and times and were invited to respond or submit written comments, either by email, phone call, US Mail, or in person. Notification of proposed fare changes were published in the newspaper, listed on GBM's website, social media, and alerts were placed on the fixed route buses and ADA paratransit vehicles as well as the transportation center lobby.

Green Bay Transit Commission took action on the proposed rate changes, and it was approved December 18, 2019 to be effective January 1, 2020.



Public Information Meetings

Tuesday, November 5, 2019 @ 8:15 am

Tuesday, November 12, 2019 @ 4:15 pm

Tuesday, November 26, 2019 @ 5:45 pm



Public Hearing

Wednesday, November 20, 2019 @ 8:15 am



Transit Commission Action

Wednesday, December 18, 2019 @ 8:15 am



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.I

Marketing Report

BACKGROUND

Marketing report is included. Staff will be available to answer any questions regarding this report.

RECOMMENDATION

No action is necessary.

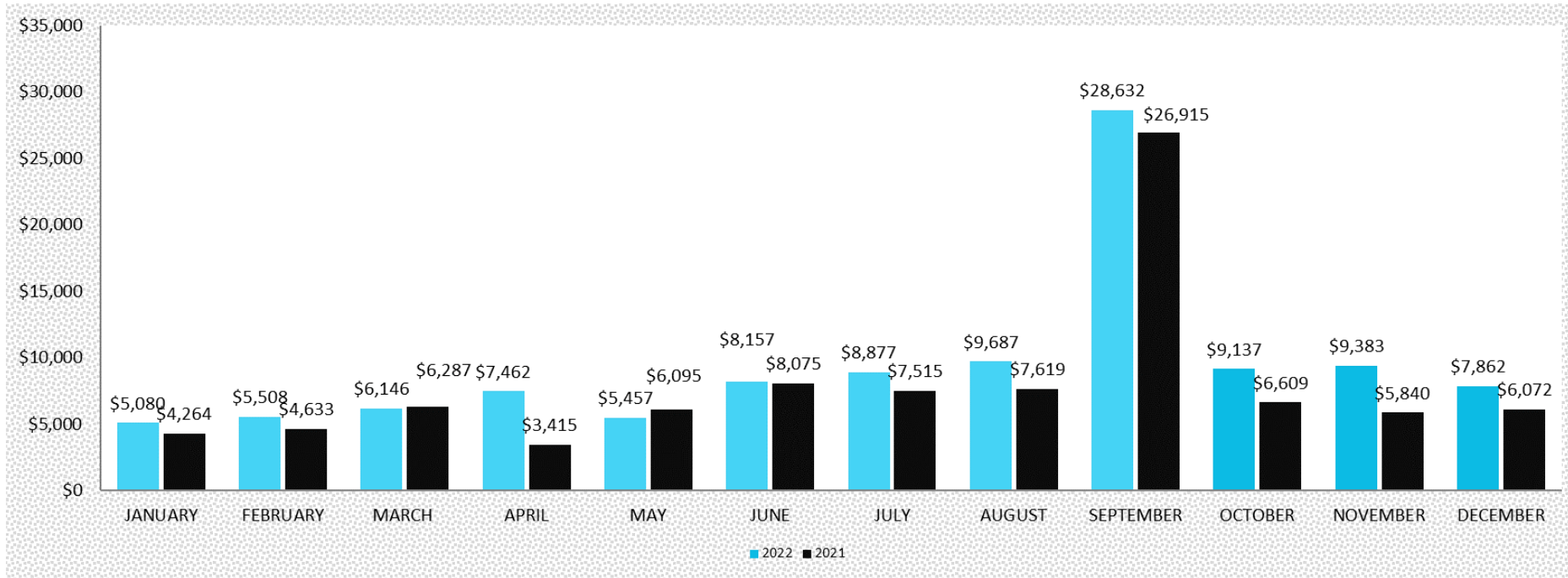
FISCAL IMPACT

ATTACHMENTS

- I. 2022 January – December Bus Advertising Comparison



2022 JANUARY-DECEMBER BUS ADVERTISING COMPARISON



2022	\$114,938.00
2021	\$93,339.00

\$21,599 Difference

* *September higher due to Packers paying the entire contract at one time.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.2

Mobility Management Update

BACKGROUND

Green Bay Metro and Brown County Planning previously partnered to create a Mobility Management program. As part of the program, Metro houses a position, the Mobility Coordinator of Brown County. The biannual staff report for this program is attached. Staff will be available to answer any questions regarding this report.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

- I. MOBILITY MANAGEMENT REPORT 7.2022

MOBILITY MANAGEMENT PROGRAM QUARTERLY/BIANNUAL REPORTS



Mobility Management
of Brown County

"Creating Independence"

Report Qtr: 2nd Half, Biennial (7/1/22-12/31/22)

Report Year: 2022

Mobility Management (MM) Mobility Coordinator (MC) Travel Training (TT)

- I. Assess unmet transportation needs and service gaps and to develop plans and programs to address these unmet needs and service gaps.**
 - a. Ongoing call sheet – tracking where calls are coming from, what needs are, etc.
 - b. Continue to research projects and plans around the state and country that are successfully being implemented by Mobility Managers. (ongoing)

- II. Develop and maintain an outreach system that helps seniors and people with disabilities throughout Brown County gain access to needed transportation services.**
 - a. Attendance at quarterly meetings: TCC and NEWRATC meetings.
 - b. Participation in WAMM monthly conference calls.
 - c. Attended Forward Service Corp. Career Expo and had information table.
 - d. 12 presentations this reporting period. Attendees ranged from 4 to 40 individuals. Locations included nonprofits, government agencies, and social service agencies.
 - e. Information marketing and resource dissemination at these agencies as well as periodic posts, photos, on social media, information about Mobility Management and TT on back of route guides, GB Metro website contains MM page and a link to TT from other pages on the site.
 - f. Continued oversight of Low Income Fare Trips (LIFT) program that started 1/1/22 to provide up to four day passes per 30 days to individuals at or below 150% of poverty level.

- III. Identify and/or develop fact sheets, resource packets, and other information to educate seniors and people with disabilities about transportation options; list the organizations/agencies to whom contact was made.**
 - a. Continue to distribute brochures on travel training, route guides, GBM On Demand, applications for paratransit, LIFT, and reduced fare at community events and presentations.
 - b. MM Pages and TT links available on GB Metro's website – www.greenbaymetro.org.
 - c. Continue to update transportation resources document with all available options listed and contact information for each.
List of organizations/agencies:
 - ADRC of Brown County, Green Bay

- Area schools: East, South West, Minoka Hill, Preble, Edison, UWGB, SNC, NWTC, Syble Hopp
- Aspiro
- Curative Connections
- BC Shelter Care
- Department of Workforce Development
- Forward Service Corporation
- Job Center
- NEW Community Shelter
- St. John's Shelter
- Micah Center

IV. Number of customer contacts made and received by the Mobility Coordinator, and number of customers for whom rides were found during the biennium.

- Total of 461 calls received.
- MC was able to refer or assist in finding rides for a total of 59. 1 request for rides could not be met. Remaining calls were not seeking rides.
- MC also received 93 calls regarding travel training, 209 regarding Low Income Fare Trips (LIFT) program and 99 regarding GBM On Demand.

V. Number of one-on-one Travel Training conducted by the MC during the biennium.

MC held 36 individual one-on-one travel training sessions. Total hours dedicated to travel training in Q1 & Q2 2022 = 51.

VI. Updates on LIFT program

- MC approved 126 LIFT applications during Q3 & Q4. 20 applications were seniors (1 non-ambulatory) and 24 were disabled, non-seniors.

VII. Oversee GBM On Demand Service

- Assist riders with creating accounts, understanding system usage, and trouble-shooting issues.
- Participate in weekly communications with Via (microtransit service provider).
- Participate on Service Development Team to identify ways to make fixed routes more efficient and expand microtransit service area.

Report respectfully submitted by Mobility Coordinator, Andrea Vlach



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.3

Operational Reports

BACKGROUND

Operational reports included. Staff will present the reports.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

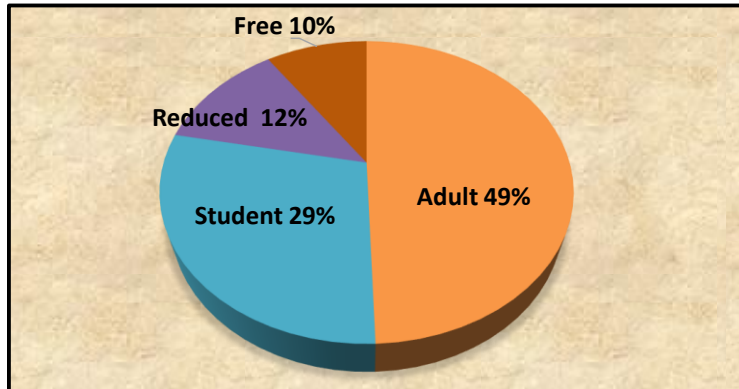
ATTACHMENTS

1. 11.Nov Ridership
2. 11.Nov Micro KPIs
3. GBM One-Pager 1_3_23

OPERATIONAL REPORT NOVEMBER 2022

Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
November 2021	24,461	11,186	7,613	9,131	52,391	444,641
November 2022	33,770	20,869	8,810	6,972	70,421	619,794
Difference	9,309	9,683	1,197	(2,159)	18,030	
	38%	87%	16%	-24%	34%	



Microtransit On Demand Ridership

ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
1,815	96	89	177	2,177	12,492
2,414	158	190	6	2,768	26,238

YTD PASSENGERS
646,032

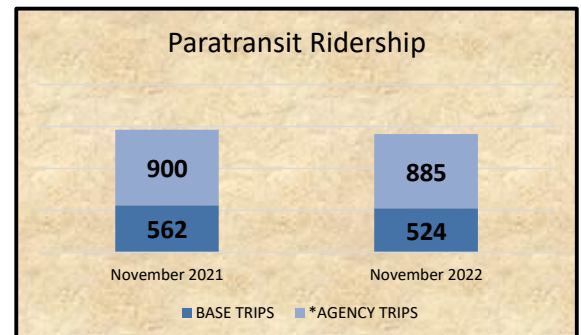
*Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.

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

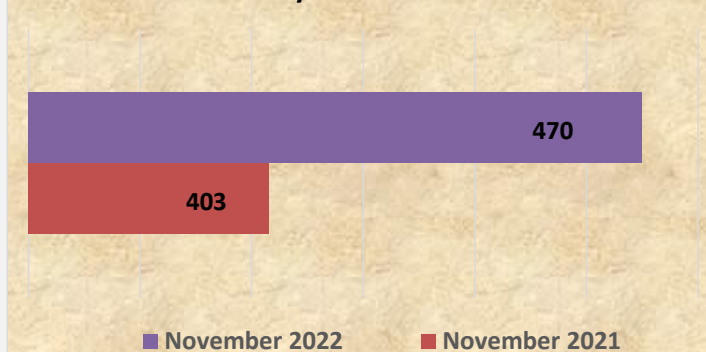
Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS
November 2021	562	900	1,462
November 2022	524	885	1,409
Difference	(38)	(15)	(53)
	-6.8%	-1.7%	-3.6%

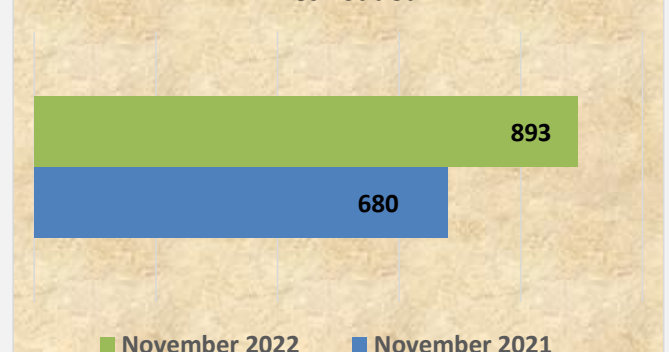
*Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).



Mobility Devices Boarded



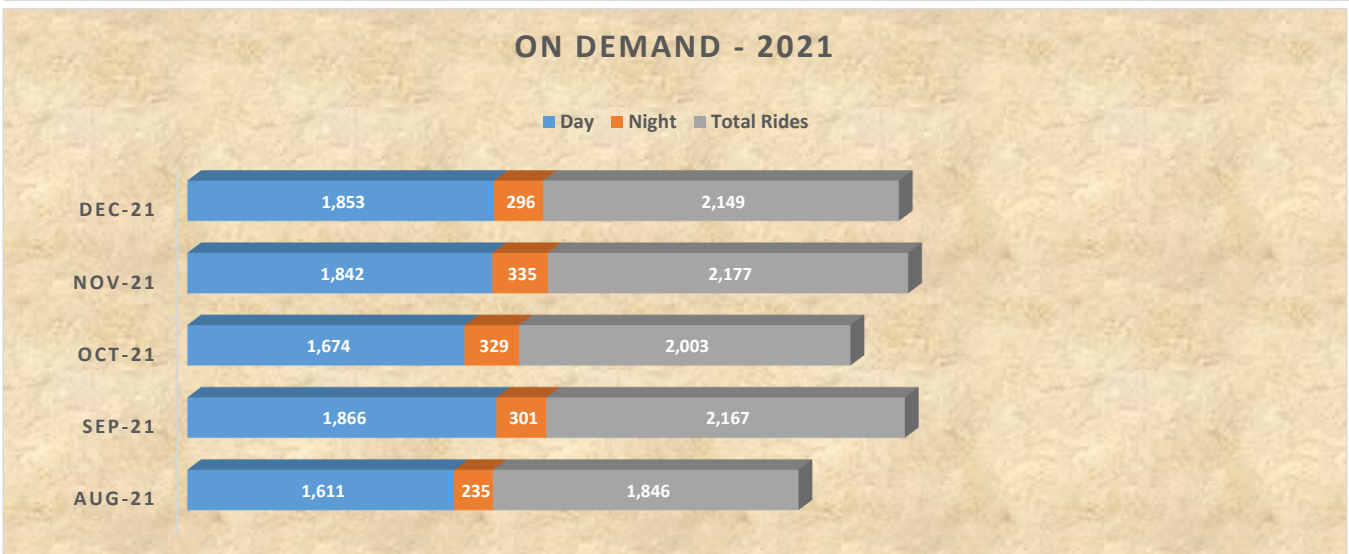
Bikes Loaded



GBM ON DEMAND RIDERSHIP - KPIs

NOVEMBER 2022

	Day Service	Night Service	Total	YTD	Target
Passengers	2,309	459	2,768	26,238	
Operating Hours	1,120.0	194.5	1,314.5	13,531	
Passengers per Operating Hour	2.06	2.36	2.11	1.94	3.0
Average Customer Wait Time (minutes)	14.60	20.59			<20.0
On-Time Pickups	89%	75%			95%

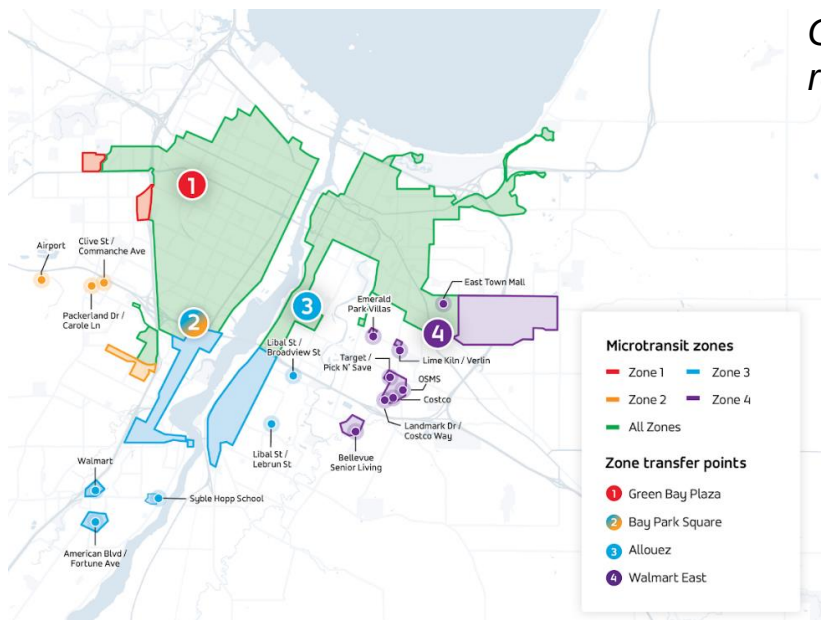


Day Service	Monday - Friday	5:45am - 8:45pm	Saturday	7:45am - 3:45pm
Night Service	Monday - Friday	8:45 pm - 10:45pm	Saturday	N/A

*Key Performance Indicators (KPI)

Green Bay Metro's GBM on Demand service is a model for efficient, high quality microtransit

Green Bay residents use GBM on Demand to connect to transit, reach essential services and travel around their community



GBM on Demand Demographic Makeup

- ~25 sq. miles
- Population: ~160,000 (2020 Census)
- Jobs: ~79,500
- Households without a car: 7%
- Poverty Level: 13%
- People living with a disability: 12%

GBM on Demand 2022 Performance Statistics

- **28,888** - completed rides
- **94.2%** - YoY growth in completed rides
- **1,724** - rider accounts created
- **0.6%** - average seat unavailable
- **14.2** - min avg. ETA
- **4.9/5** - avg. ride rating

Service Hours

- **Within Zones:** M-F 5:45am - 8:45pm; Sat 7:45am - 3:45pm
- **Entire Service Area:** M-F 8:45pm - 10:45pm; Sat 3:45pm - 7:45pm



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.4

Financial Report

BACKGROUND

Green Bay Metro's staff will present the Commission with the financial report for November 2022.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

- I. II-November Financials



EXPENSES

ACCOUNT DESCRIPTION	2022 Jan-Nov	2021 Jan-Nov	+/-	%	2022 BUDGET	% OF BUDGET
Wages & Salaries	2,280,073.38	2,092,248.17	187,825	9.0%	2,585,333	88.2%
Fringe Benefits	1,192,696.12	1,149,697.01	42,999	3.7%	1,597,262	74.7%
Other Employment Expenses	65,570.02	42,440.44	23,130	54.5%	46,160	142.0%
Contract Services	173,384.59	172,120.02	1,265	0.7%	333,573	52.0%
Materials & Supplies**	585,844.74	400,189.52	185,655	46.4%	686,265	85.4%
Building & Equip Maintenance	227,099.30	235,962.99	(8,864)	-3.8%	204,300	111.2%
Utilities	87,905.67	75,014.33	12,891	17.2%	100,091	87.8%
Insurance*	170,891.62	197,700.05	(26,808)	-13.6%	164,129	104.1%
Miscellaneous	211.00	225.00	(14)	-6.2%	250	84.4%
Paratransit Services	524,244.22	508,467.25	15,777	3.1%	1,094,740	47.9%
Microtransit Services	923,579.89	655,182.09	268,398	41.0%	1,921,754	48.1%
Subrecipient Expenses	-	-	-	0.0%	-	0.0%
TOTAL	6,231,500.55	5,529,246.87	702,254	12.7%	8,733,857	71.3%

REVENUES

ACCOUNT DESCRIPTION	2022 Jan-Nov	2021 Jan-Nov	+/-	%	2022 BUDGET	% OF BUDGET
Federal Operating Asst	1,975,470.00	1,713,733.00	261,737	15.3%	2,456,328	80.4%
State Operating Asst	2,366,052.00	2,431,972.00	(65,920)	-2.7%	2,358,141	100.3%
Other Local Municipalities	603,262.30	594,913.48	8,349	1.4%	644,265	93.6%
Green Bay	1,144,000.00	1,144,000.00	-	0.0%	1,676,517	68.2%
Farebox Revenue-Fixed Route	419,705.56	351,092.85	68,613	19.5%	775,000	54.2%
Farebox Revenue-Paratransit	209,147.00	209,893.00	(746)	-0.4%	462,000	45.3%
Farebox Revenue-Microtransit	13,422.00	11,557.00	1,865	16.1%	-	0.0%
College Program Fares	5,627.00	2,959.00	2,668	90.2%	-	0.0%
TMI Refund*	50,038.00	65,431.00	(15,393)	-24%	-	0.0%
Non-Transportation Revenue	47,275.35	38,975.51	8,300	21.3%	17,200	274.9%
State Fuel Refund	11,493.25	7,916.36	3,577	45.2%	-	0.0%
Advertising	109,293.42	90,717.20	18,576	20.5%	120,000	91.1%
Intercity Bus Commissions	6,249.00	7,668.22	(1,419)	-18.5%	36,000	17.4%
Partnership Contributions	143,750.00	111,305.17	32,445	29.1%	188,404	76.3%
TOTAL	7,104,784.88	6,782,133.79	322,651	4.8%	8,733,857	81.3%

KEY PERFORMANCE INDICATORS (KPI)

Operating Days	281	282	(1)	-0.4%	307
Revenue Miles	696,749	672,602	24,147	3.6%	802,941
Revenue Hours	46,806	45,938	868	1.9%	53,491
Unlinked Passenger Trips	619,794	444,641	175,153	39.4%	591,868
Revenue / Cost	114.0%	122.7%			1
Farebox Revenue / Mile	0.60	0.52	0	15.4%	1
Farebox Revenue / Pass Trip	0.68	0.79	(0)	-14.2%	1
Farebox Revenue / Hour	8.97	7.64	1	17.3%	14
Passenger / Mile	0.89	0.66	0	34.6%	0.74
Cost / Mile	6.87	6.49	0	5.8%	8.48
Cost / Passenger Trip	7.72	9.82	(2)	-21.4%	11.51

*Insurance is [NET] TMI

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



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

January 18, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.5

Director's Report

BACKGROUND

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

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

None