



AGENDA OF THE TRANSIT COMMISSION

WEDNESDAY, FEBRUARY 15, 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, Terri Refsguard and Michael Conley-Kuhagen

B. Approval of the Agenda.

1. Approval of February 15, 2023 Transit Commission Agenda

C. Approval of Minutes.

1. Approval of the January 18, 2023 Transit Commission Minutes

D. Regular Business.

1. Discussion/Action: Green Bay Metro's Maintenance Policy and Procedure Manual

E. Informational.

1. Operational Reports
2. Director's Report
3. Next Transit Commission Meeting: Wednesday, March 15, 2023 at 8:15 a.m.

F. Adjournment.

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



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 15, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # B.I

Approval of February 15, 2023 Transit Commission Agenda

BACKGROUND

Enclosed is the agenda for the Transit Commission meeting being held on February 15, 2023.

RECOMMENDATION

Staff recommends the approval of the agenda for February 15, 2023.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 15, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # C.I

Approval of the January 18, 2023 Transit Commission Minutes

BACKGROUND

Enclosed are the proposed minutes from the Transit Commission meeting that was held on January 18, 2023.

RECOMMENDATION

Staff recommends the approval of the minutes from January 18, 2023.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission I-18-23



MINUTES OF THE TRANSIT COMMISSION

WEDNESDAY, JANUARY 18, 2023, 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, Terri Refsguard and Michael Conley-Kuhagen

Present: Emily Ysebaert, Randy Scannell, Roger Kolb, Terri Refsguard, Michael Conley-Kuhagen

Excused: Kevin Kuehn

Absent: Rashad Cobb

Chair Roger Kolb called the meeting to order at 8:14 a.m.

B. APPROVAL OF THE AGENDA.

I. Approval of January 18, 2023 Transit Agenda

Moved by Ald. Randy Scannell, seconded by Michael Conley-Kuhagen to approve the agenda for January 18, 2023. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No- None, Abstain- None

C. APPROVAL OF MINUTES.

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

Moved by Ald. Randy Scannell, seconded by Michael Conley-Kuhagen to approve the minutes from the December 21, 2022 meeting. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No- None, Abstain- None

D. REGULAR BUSINESS.

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

P. Kiewiz stated that annually, Green Bay Metro staff reviews the Green Bay Metro Financial Management & Administrative Procedures. This policy is in compliance with the Federal Transit

Administration. Standard housekeeping changes and a new section for the City of Green Bay's Assistant Finance Director/Treasurer was made to the policy. This document provides the staff with the requirements and expectations for the department.

Moved by Michael Conley-Kuhagen, seconded by Commissioner Emily Ysebaert to approve Green Bay Metro's Financial Management & Administrative Procedures dated January 2023 . Motion carried. Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

2. Discussion/Action: ADA Paratransit Service Policy

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 only updates were the service hours changes that went into effect 1/1/23 and the complaint section to ensure riders are aware of the process.

Moved by Ald. Randy Scannell, seconded by Michael Conley-Kuhagen to approve the updated ADA Paratransit Service Policy. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

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

Director Kiewiz stated that annually, staff reviews the Green Bay Metro Drug and Alcohol Policy. The policy is reviewed to ensure compliance with the Federal Transit Administration. Changes are tracked within the document for review.

Moved by Michael Conley-Kuhagen, seconded by Ald. Randy Scannell to approve the Green Bay Metro's Drug and Alcohol Policy. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

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

Director Kiewiz stated this is a Federal Transit Administration (FTA) requirement to assure Metro is in compliance. We use this document for training to ensure all staff and employees are aware of expectations of them as well as what to do in an emergency. Standard housekeeping changes and a new section for active shooters was made to the policy.

Moved by Ald. Randy Scannell, seconded by Michael Conley-Kuhagen to approve the updated Green Bay Metro's System Security & Emergency Action Plan. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

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

Director Kiewiz informed the commission that staff updated the Green Bay Metro's Fare and Fee Policy to include the service hour changes that went into effect 1/1/23.

Moved by Michael Conley-Kuhagen, seconded by Ald. Randy Scannell to approve the updated Green Bay Metro's Fare and Fee Policy. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

6. Discussion/Action: LIFT Program

Director Kiewiz stated the LIFT Program is a self-certifying program where riders receive up to four (4) low income passes per month. The LIFT Program will be flexible and beneficial for riders who need to access medical and various other appointments where business hours are only Monday through Friday. The staff has seen limited use. However, the staff is working on ways to expand the program. The staff recommends continuing the monthly maximum of 500 daily passes.

Moved by Ald. Randy Scannell, seconded by Commissioner Emily Ysebaert to approve continuing with the monthly maximum 500 daily passes for the Lift Program. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

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

Director Kiewiz stated 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. This document is reviewed and updated annually or as needed to reflect any capital changes. The change was that the Transit Director serves as the Accountable Executive, which is located on page I of Introduction.

Moved by Michael Conley-Kuhagen, seconded by Ald. Randy Scannell to approve the Transit Asset Management Plan (TAM). Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

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

Director Kiewiz stated 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. Staff are recommending the approval of the impact of the 2019 and 2021 fare analysis and 2021 service equity analysis reports.

Moved by Ald. Randy Scannell, seconded by Michael Conley-Kuhagen to approve the impact of the 2019 and 2021 fare analysis and 2021 service equity analysis reports. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No-None, Abstain- None

E. INFORMATIONAL.

I. Marketing Report

Director Kiewiz provided the 2022 Annual Bus Advertising Comparison report. She said advertising

revenue is up from last year. No concerns.

2. Mobility Management Update

Director Kiewiz provided an update on the Mobility Management program. Andrea Vlach, Mobility Coordinator, has been busy with travel training, conducting presentations for area agencies. A. Vlach is the main contact for learning and using microtransit.

3. Operational Reports

Director Kiewiz provided a brief overview of the ridership reports for Fixed Route, Paratransit, and GBM On Demand. Staff are seeing an increase in ridership. Director Kiewiz stated she would be happy to answer any questions the Commission might have.

4. Financial Report

Director Kiewiz provided an overview of the revenue and expense reports. Currently, Metro is under budget.

5. Director's Report

Director Kiewiz provided an overall update:

The staff is working on the FTA triennial review. This review is regularly scheduled every three years.

Staff update. We have not hired any positions since the last Commission Meeting. We have 7 operator positions open, and a retirement at the end of the month. We also still have a mechanic and three fueler positions open. The Operation Supervisors are currently driving to help cover operational hours.

6. Next Transit Commission Meeting: Wednesday, February 15, 2023.

F. ADJOURNMENT.

Moved by Michael Conley-Kuhagen, seconded by Commissioner Emily Ysebaert to adjourn at 9:12 a.m. Motion carried.

Yes- Emily Ysebaert, Randy Scannell, Roger Kolb, Michael Conley-Kuhagen, Terri Refsguard, No- None, Abstain- None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 15, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.I

Discussion/Action: Green Bay Metro's Maintenance Policy and Procedure Manual

BACKGROUND

Green Bay Metro has updated the Maintenance Policy and Procedure Manual to ensure continuing compliance with the Federal Transit Administration. The manual includes all inspections and checklists for all buses, support vehicles, machinery, equipment and facilities. This manual assists employees with knowing expectations and requirements.

Changes made include: updating several inspections and referencing other policies that apply to maintenance personnel.

RECOMMENDATION

Staff recommends approval of the Green Bay Metro's Maintenance Policy and Procedure Manual.

FISCAL IMPACT

ATTACHMENTS

- I. MAINTENANCE MANUAL 2023



MAINTENANCE POLICY AND PROCEDURE MANUAL



January 2023

GREEN BAY METRO

MAINTENANCE POLICY AND PROCEDURES

I. OVERVIEW

The Maintenance Department is responsible for ensuring that the facility and all vehicles are maintained in top mechanical condition, that transit buses are clean and comfortable for passengers, and that vehicles are available to meet service requirements.

Maintenance staff is responsible for knowing and following all policies and procedures listed in this document in addition to the following:

- Green Bay Metro's Drug & Alcohol Policy
- Green Bay Metro's Severe Weather Policy
- Green Bay Metro's Safety, System Security and Emergency Action Plan
- Green Bay Metro's Public Transit Agency Safety Plan (PTASP)
- City of Green Bay's Safety Manual
- City of Green Bay's Personnel Policies
- Current Collective Bargaining Agreement

Employees should speak to the Maintenance Manager as soon as possible with any questions or clarification.

Metro operates a single facility located at 901 University Avenue in the City of Green Bay, Wisconsin. The facility includes operations, maintenance, administrative, a Transit Commission meeting room, two public lobbies, and breakrooms in each area. The maintenance area includes a parts room, five (5) hoists, Maintenance Clerk office, and the Maintenance Manager's office.

The following is a list of Maintenance personnel. Job Descriptions are included in **(Attachment A)**.

▪ Transit Director	Attachment A-1
▪ Maintenance Manager	Attachment A-2
▪ Maintenance Clerk	Attachment A-3
▪ Mechanics (4)	Attachment A-4
▪ Fueler/Service Workers (3)	Attachment A-5
▪ IT Specialist	Attachment A-6
▪ Maintenance Technician	Attachment A-7
▪ Building Custodian I	Attachment A-8

The Green Bay Metro fleet consists of the following vehicles:

6	2009 New Flyer Low Floor 35' buses
10	2011 Gillig Low Floor 35' buses
4	2015 Gillig Low Floor 40' buses
3	2018 New Flyer Low Floor 35' buses
2	2018 New Flyer Low Floor 40' buses
3	2019 Gillig Low Floor 35' buses
4	2020 Gillig Low Floor 35' buses
4	2022 Gillig Low Floor 29' buses
36	Total revenue vehicles
1	2002 GMC Sierra 3500 Service Truck
1	2015 Ford F350 Service Truck
1	2018 Ford Explorer
2	2018 Ford Edge
5	Total non-revenue vehicles

II. INTRODUCTION

A. PURPOSE

This policy and procedure manual provides programs and direction in identifying mission critical safety items, which include, but not limited to:

Buildings	Plumbing systems
Elevators, if applicable	Overhead doors
Escalators, if applicable	Vehicle maintenance lifts
Passenger stations/shelters	Security Equipment
Parking Lots	Heating and air conditioning units
Rights-of-way	Power substations
Electric distribution and control equipment	Vehicle washers and wash water recycling systems

This procedures manual:

- Establishes priorities and organizational functions and tasks to be performed based on departmental goals and objectives.
- Specifies some type of action required to correct a situation and recommends the appropriate procedures.
- Is a tool to be used during training of new employees? It offers employees proper procedures to use in accomplishing their work. It also provides an overview of the various department sections and interactions.
- Meets FTA guidelines for establishing auditable procedure guidelines.

Each employee will be responsible for knowing and understanding the rules and regulations contained in this manual. If there is any question concerning the interpretation of any rule, policy or procedure contained in this manual, you should contact the Maintenance Manager or Transit Director for clarification.

B: EFFECTIVENESS

For the maintenance policy and procedures manual to be effective, it must be kept current. Policies and procedures must be constantly revised to keep up with changes; otherwise, the manual will become obsolete and useless. The Maintenance Manager is charged with the responsibility for documenting and making changes to this manual, which are essential to addressing the organization's objectives. All recommendations for inclusion in the manual should be submitted to the Maintenance Manager. Final approval of all revisions will be made by the Transit Director.

C: FUNCTION

The maintenance function at Green Bay Metro is responsible for assuring that all assets owned by the Transit System are maintained in the best possible condition. These assets include both revenue and non-revenue vehicles and the facility. Green Bay Metro defines best possible condition to mean that revenue equipment vehicles are clean and comfortable for the passenger, that a sufficient number of vehicles are available to meet scheduled peak service requirements, and that the exterior of the vehicles are free of graffiti and accident damage. In addition, the maintenance department is also responsible for purchasing the best available material and supplies at the lowest possible price and then storing this material in an organized and secure manner.

D. OBJECTIVES

In controlling the maintenance department's activities, the Maintenance Manager must ensure that the activities of the maintenance function support the efficient and effective provision of transit service on a daily basis.

These objectives must be achieved with the proper balance of maximum vehicle care and financial constraints of Green Bay Metro.

The overall quality of a transit system's maintenance program is reflected in the fleet size and equipment resources, mechanic skills and manpower levels, preventive maintenance procedures, and work control procedures, has cost implications which are both significant in the short term and very substantial in the long run. Additionally, facility and equipment resources are a significant public investment, which must be protected.

E. GOALS

It is Green Bay Metro's goal to protect our equipment and facilities by setting goals and standards that either meet or exceed the accepted industry standards. These standards include but are not limited to:

- On time performance for PM – 100% of PM's are performed +/- 10% of PM interval
- Road calls – A minimum of 4,000 miles between calls.
- Parts Cost – A maximum of 20 cents per mile for replacement parts.
- Miles Per Gallon – A minimum of 4.50 miles per gallon of fuel.
- Miles Per Add Quart of Oil – A minimum of 225 miles between add quart of engine oil.
- Staff Hours Per Thousand Miles – A minimum of 19 labor hours per thousand miles and a maximum of 27 labor hours per thousand miles.

We realize the importance of properly maintaining our equipment with on time PM's and therefore strive for 100% on-time performance. We do this by utilizing a software program that alerts the Maintenance Clerk 1,500 miles, 30 days, or 1,000 engine hours prior to the vehicle's service interval. Mileage, days, or engine hours is then monitored, and the bus is scheduled for its PM.

III. WORK SAFETY

The City of Green Bay's Safety Manager is responsible for the direction and coordination of the City's employee safety and health program including the City of Green Bay's Safety Manual. This manual sets forth policies and procedures to be followed by all City personnel regarding safety and accident prevention relating to persons and property. All employees are provided a copy upon hire in addition to updated versions.

Safety techniques are required to assure that repairs are performed safely without undue risk to personnel, property, facilities, or the public. Everyone should monitor their work to preclude violation of proven and established repair methods.

Any person involved in the maintenance of heavy equipment have a greater potential to be injured at work. All employees are responsible for their safety and the safety of others. All employees have the responsibility to perform their job with regard for their own safety, and safety of others and the public. All employees are expected to abide by all Federal, State and City safety standards/regulations applicable to their jobs. This includes but is not limited to: reading and following safety rules, wearing personnel protective equipment, immediately report all accidents and injuries along with watching out for and reporting all unsafe conditions they observe. The Maintenance Manager is responsible for the safe maintenance of the physical work environments and the safety performance of employees under their supervision.

Every maintenance employee shall:

- Consider the hazards of the job and wear appropriate personal protective equipment such as gloves, safety glasses, etc.
- Check before a major component is lifted, to be sure the lifting device is fastened securely. Be sure the item to be lifted does not exceed the capacity of the lifting device.
- Exercise caution when power tools are in use.
- Use an approved OSHA approved safety nozzle when compressed air is used to clean a component.
- Exercise caution when cleaning agents are used. Be sure the work area is adequately ventilated and protective gloves, goggles or face shield, and apron are used as required.
- Insist that caution be used when welding.
- Use shields and check equipment prior to welding.
- Make sure all work areas including service lanes are clean and orderly.
- Verify that appropriate tools for each job and that approved repair procedures are used.
- Use only approved types of work shoes.

Note: Proper service and repair is important to the safe, reliable operation of vehicles. This manual cannot advise on all conceivable ways of performing repairs or of the possible hazardous consequences. Therefore, no such evaluation is intended or implied.

IV. QUALITY CONTROL

For a maintenance operation to be effective, the quality of inspections and repair must take the highest priority. Everyone associated with the organization must understand what real quality means, emphasizing that quality is the absolute goal.

- Quality is defined as meeting and exceeding the expectation of our riders. Every employee must seek quality in each task they perform and hold quality as personal responsibility. Each repair or service action must consistently meet the established standards, which our riders expect from Green Bay Metro. Nothing less should be accepted.
- There is no such thing as “not having the time or that it costs too much to do it right”. It is always cheaper and more effective to do the job right the first time.
- The only performance measurement is the cost of quality. The true cost of not providing quality is the cost of road calls, missed runs, lost customers, etc.
- Note: When performing a quality inspection, it is important to recognize the primary concerns are public safety, prevention of road calls, and maximizing the long term operating efficiency of each vehicle.

V. VEHICLE MAINTENANCE

A preventive maintenance program has been developed based on manufacturer's recommendations. The manufacturer's programs have been modified slightly to reflect operating conditions and experience based on local vehicle operation. Green Bay Metro has developed a cycle of inspections every 6,000 miles. Revenue vehicle inspections are included in **(Attachment B)**. A coach is removed from service when an inspection is due, and returned when the inspection is completed. Non-revenue vehicle and facility inspections are included in **(Attachment C)**. All defects found during an inspection are repaired during this time. The Maintenance Manager monitors the Maintenance Department performance, in terms of inspections scheduled and inspections completed, on a daily basis.

A. Preventive Maintenance

1. Bus Inspection forms and intervals:

Gillig Inspection A – 6,000 miles	Attachment B-1
New Flyer Inspection A/B – 6,000 miles	Attachment B-2 & B-2a
Gillig Inspection B – 12,000 miles	Attachment B-3
New Flyer/Gillig Inspection C – 3,000 engine hours or 48,000 miles*	Attachment B-4
Gillig Inspection D - 36,000 miles	Attachment B-5
New Flyer Inspection D – 50,000 miles	Attachment B-6
New Flyer/Gillig Inspection T - 150,000 miles	Attachment B-7
New Flyer/Gillig Inspection E – 365 days	Attachment B-8
New Flyer/Gillig Inspection F – 3,000 or 6,000 engine hours*	Attachment B-9
New Flyer/Gillig Inspection G – 180 days	Attachment B-10
No G Inspection on 2022 buses. Non serviceable part.	
Wheelchair Inspection – 6,000 miles	Attachment B-11
LIFT-U Wheelchair Inspection – 6,000 miles	Attachment B-12
Pre-A/C Season Inspection – annually in spring	Attachment B-13
Pre-Heating Inspection – annually in fall	Attachment B-14
After Treatment Readings – 3,000 miles	Attachment B-15
Quantum Preventive Maintenance – 6,000 miles	Attachment B-16
New Flyer/Gillig Z Inspection – 3,000 miles as needed based off oil samples	Attachment B-17
1800 Power Steering P Inspection – 18,000 miles	Attachment B-18
Adjustable Foot pedal Inspection – 24,000 miles	Attachment B-19
1500 Secondary Air Filter – 25,000 miles	Attachment B-20
I Inspection – 100,000 miles	Attachment B-21

*** Based off individual manufacturer recommendation**

2. Wheelchair Ramps:

Wheelchair ramps are checked and serviced on every 6,000 mile inspection following the manufacturer recommended schedule. All wheel chair ramps are cycled on a daily basis as part of the drivers' pre-trip inspection.

As required by the ADA regulations, alternative service is to be provided to persons stranded for more than 30 minutes due to ramp/lift failures. In the event of a breakdown, the Paratransit contractor, or another accessible vehicle should pick up the intending passenger at the earliest possible time, within thirty minutes of the original boarding time.

3. On-Board Security System

The on-board security systems are checked and serviced on every 6,000 mile inspection following the manufacturer recommended schedule. Each day, upon start up, the driver looks at all the camera status lights to make sure the system is working correctly. The drivers also monitor the status lights throughout the day and report any deficiencies. If a deficiency is found, the bus is taken out of service until the on-board security system is repaired. During nightly fueling operations, the bus fuelers are also checking the status lights and report any deficiency to the mechanics on duty for repair.

Beginning with the 2200 buses the camera system performs self-diagnostics and sends alert emails daily if there are any issues present with the system.

B. Non-Scheduled Repair

1. Road-Calls:

When a driver detects a defect of a bus in service the Maintenance Division is notified. **(Attachment D)**. The mechanic on duty will decide if a bus switch is warranted. Minor defects are left until the end of the day and reported on the Operators Daily Report **(Attachment E)**. Major or safety defects and sanitary clean-ups are handled by switching the bus or by the mechanic replacing the defective part (a headlight, brake light, or a flasher, etc.) without removing the bus from service.

2. Operator Reported Defects:

Minor defects found in a driver's pre-trip inspection or while in service, are reported on a Vehicle Defect Card. These reports are collected by the fueler at the end of the service day and fixed that night or left for the dayshift to repair.

C. Work Orders (Attachment F)

1. Initiation:

Work orders will be initiated in the following situations:

- a. When a driver reports defects on a Vehicle Defect Card.
- b. In response to a road call.
- c. Upon completion of a preventive maintenance inspection.
- d. Whenever the service crew finds repair defects.
- e. Whenever repairs take 15 minutes or more or parts are used.

2. Completion:

Completed work orders will be placed in the mechanics' basket and collected by the Maintenance Clerk. A complete work order includes the date, mechanics' name, bus number, mileage, time spent on repairs, and a list of parts used.

D. Bus Advertising:

Bus advertising exterior signs will be inspected daily by the fueler. Any defects noted on the advertising signs will be reported to the Maintenance Manager by means of written documentation. The Maintenance Manager will investigate the reported defects and provide copies to the Paratransit Coordinator within one (1) working day of notice.

Any exterior signs removed from buses must be documented by a Change Report, which indicates who authorized the changes and which personnel completed the specified changes. Change Reports must be returned to the Administrative Assistant within one (1) working day from the date of change.

The maintenance department will maintain interior signs and any changes or defects noted will be done by the same procedures specified for exterior signs.

E. Tires:

Green Bay Metro currently leases tires for transit coaches. Mounting, balancing, dismounting, and the repair of flats are handled by Metro mechanics with inhouse equipment.

On a monthly basis, the Maintenance Clerk is responsible for ordering tires. Every 2 to 3 months, a representative from the vendor inspects worn tires and conducts random air pressure tests and makes recommendations on how to improve tire life.

Tire Inflation:

Tires on a Green Bay Metro vehicle may be inflated only when a remote-filling device is used enabling the maintenance personnel to be a minimum of ten (10) feet away from the tire being inflated. Tires that are not on a Green Bay Metro vehicle may only be inflated when the tire is placed in a tire cage.

If the front tire on a Green Bay Metro bus is flat, the maintenance personnel may change the tire, only if the bus is located in a safe location. If needed, arrangements will be made to have the vehicle towed to the Maintenance Facility for repair. If a rear dual tire is flat, the maintenance personnel must make the decision if it is safe to operate the vehicle, and if so, drive the vehicle back to the Maintenance Facility for repair. If the vehicle cannot be driven, arrangements must be made to have the vehicle towed in for repair.

F. Bodywork:

Green Bay Metro does have some body repair equipment so minor damage is repaired by Green Bay Metro mechanics. All buses in need of major painting or bodywork are taken to a body shop for repair. Green Bay Metro mechanics are responsible for minor repair and some touch up work. Removable panels that are damaged are painted in house and installed on the buses by mechanics to reduce expenses and keep vehicle down time to a minimum. Major bodywork may be contracted to private vendors.

G. Daily Service:

Whenever a bus is used in revenue service during the day, it is serviced at night. When serviced, the bus is pulled into the service lane and filled with fuel. The oil, transmission, and antifreeze levels are checked, and fluids are added if needed. The hub odometer reading and the type and amount of fluids used are recorded on the Fuel/Body Damage Inspection Report. **(Attachment C-3)**. Additionally, the rear tires are checked for flats. The bus interior is swept and mopped, the seats, windows, and driver's area cleaned. Next, the bus is pulled forward into the wash area where the exterior is washed. Afterwards, the bus is driven to the storage area and parked, ready for the next day's service.

The following workday, the Maintenance Clerk transfers the information from the automated fueling module to the computerized maintenance program. The program is capable of listing individual vehicle mileage and fluid consumption daily, monthly, year-to-date and lifetime. The Maintenance Manager monitors the reports daily for dramatic changes in consumption, which could indicate the need for repairs. Mileage figures are used to schedule preventive maintenance for each vehicle.

H. Service Vehicle Preventive Maintenance Schedule

Green Bay Metro does perform preventive maintenance on Metro Service vehicles inhouse. The PM's are monitored by the Maintenance Manager and performed by Green Bay Metro maintenance staff. Recommended mileage intervals for PMs are determined by the manufacturer. All warranty repairs are completed by the Authorized Dealer.

VI. BUILDING MAINTENANCE

A. Building and Grounds:

Under the guidance of the Transit Director, the Building Custodian I maintains all public lobbies, office space and employee areas. Daily tasks included, but not limited to vacuuming, mopping, trash, dusting, restrooms, and other general custodial tasks. Floors are maintained based on manufactures recommendations.

Under the guidance of the Maintenance Manager, the Maintenance Technician is responsible for keeping the building and grounds neat and orderly. The garage is swept daily. As needed, the maintenance repair area is swept and the floors are washed. All shop equipment is cleaned as needed.

The grass is mowed as needed. Snow is removed from sidewalks and entrances as soon as it falls to ensure safe movement around the property. All Maintenance personnel assist as needed. Priority for snow removal is given in the following order:

1. West End Employee Lot
2. West End Transit-way entrance
3. Transit-way
4. Transit Island
5. Entrances
6. Visitor Lot
7. East End Employee Lot
8. Sidewalks
9. Bus Shelters
10. Bus Stops

*Adjustments may be made with approval from the Maintenance Manager or the Transit Director.

Maintenance staff will monitor the conditions of the driveways, parking lots and sidewalks and remove snow as needed. Salting of the perimeter is required prior to snow fall and when temperatures are expected to cause slippery surfaces. All salting is required to be documented (**Attachment C-34**) and posted in the Maintenance shop.

The Maintenance Technician is also responsible for bus shelter maintenance and snow removal. The Maintenance Manager will maintain a current list of shelter locations (**Attachment G**) and provide the Snow Removal Route (**Attachment M**).

Other outside contractors that maintain the building through their services include but are not limited to: Landscaping, HVAC, security, fire alarm and fire sprinkler maintenance and electrical and plumbing services. Interior and exterior lights are to be kept in proper working condition at all times. Any lights found to be in need of repair are to be brought to the attention of the Maintenance Manager immediately. The Maintenance Manager will then assign an individual to repair the lights or request any assistance required, such as from the City Electricians.

B. Building and Shop Equipment:

All building and shop equipment is serviced or maintained as recommended by the manufacturer. Major shop equipment like the forklift is inspected before each use. Building equipment like the air compressor is serviced regularly, and all work is recorded in the maintenance log. If the mechanic cannot make repairs, or if special tools are required, a service contractor is secured to perform the necessary maintenance or repair.

For example, to ensure proper operation, an independent contractor inspects the heating and cooling systems. All other equipment is checked at least once per year. Filters are cleaned/replaced, belts are checked/replaced, and bearings are greased. All equipment has a folder or file for all history of maintenance, repairs and parts needed to keep the equipment in good working order. The Maintenance Manager reviews all facility defect cards. Complete list of building and equipment inspections included in **(Attachment C-1 through C-43)**.

C. Tank/Fuel System:

The Maintenance Clerk monitors the fuel system daily for any alerts. If any alerts or alarms are detected the Maintenance Manager is immediately informed. If needed, a vendor would be contacted for repair. On a daily basis the fuelers monitor that the system is functioning correctly. The Maintenance Technician inspects the fuel area on a monthly basis. **(Attachment C-35)** Annual inspections are conducted by contracted vendors.

D. Bus Stops:

In times that bus stops need to be removed, added or maintained an Operations Supervisor will complete an Operations Request Form **(Attachment H.)** The Operations Supervisor will call in any necessary locates. The completed form will then be given to the Maintenance Manager. After reviewing it, the Maintenance Technician will be assigned the task to complete it. Once completed the Maintenance Technician signs off, listing any areas of concern and provides it back to the Operations Supervisor.

VII. PURCHASING

A. Parts Inventory:

All parts used at Green Bay Metro are stored in the stock room. All parts are on inventory, except for small parts such as nuts and bolts and other parts less than \$1.00 each. A separate inventory is maintained and updated for fixed assets such as the spare engine assembly, spare alternators, compressors and differentials. Capital tools and equipment are also maintained on the fixed assets inventory. In addition, a small tool inventory is maintained.

Inventory records are maintained using a computer located in the Maintenance Manager and Maintenance Clerk offices. RTA maintenance, inventory program software developed for Green Bay Metro by Ron Turley Associates Fleet Management Systems is used to control the inventory. The program maintains short and long-term vehicle history information by tracking parts used on each bus daily. When the mechanics posts the vehicle work orders to the computerized program, parts used are automatically subtracted from the total inventory. A recorder prompting report identifies parts that have fallen below the number specified to be kept on-hand in the inventory. Use of the recorder prompting report enables the Maintenance Clerk to order parts in a timely fashion, minimizing vehicle downtime.

The Maintenance Manager is responsible for requisitioning parts with approval from the Transit Director. All purchases are required to be purchased following the Green Bay Metro's Purchasing and Procurement Manual. Generally, before a purchase order is sent, at least three (3) vendors are contacted, and unit prices and availability are compared. The goal of Green Bay Metro is to purchase the highest quality goods at the lowest possible price, including freight charges. Occasionally, in emergency situations, less than three (3) vendors may be consulted, and higher priced parts may be purchased to minimize vehicle downtime.

Upon receipt of requisitioned parts, the Maintenance Clerk will compare the packing slip with the purchase order to make certain the delivery is complete. Parts are inspected for damage before placement into the inventory. Items received are posted to the computer inventory; noting on the packing slip the date each item is entered. When all items on the purchase order have been delivered, the packing slip is forwarded to the Compliance Coordinator for payment upon receipt of invoice from the vendor.

A physical inventory is performed in December each year to determine the actual on hand inventory value and cross check the accuracy of inventory values reports generated by the automated system. Any adjustments to the inventory will be approved by the Transit Director. The Maintenance Manager monitors the inventory monthly to determine whether or not the total inventory dollar amount generated by the computer report corresponds to the physical inventory total, after adjusting for items added to the inventory (reflected by packing slips) and items expanded from the inventory (reflected by vehicle work orders).

B. Non-Inventory Items:

All items not on the regular inventory, like cleaning supplies, shop supplies, paint and other building supplies are not controlled by inventory. (However, the items are entered into a computerized data base file to track previous purchase prices, alternate vendors, alternate products or brand names, and alternate price quotations.) The procedure for requisitioning supplies is the same as that used for parts.

E. Fixed Assets:

After proper approvals and purchasing requirements have been met all acquired assets (non-bus) are to be reported to the Finance Manager. All technology items and items over the value of \$500.00 will be assigned a control number and logged. All requests for disposal of Green Bay Metro property must be approved prior to, by the Transit Director.

F. Shop Tools:

All requests to repair or replace tools are to be made to the Maintenance Manager. The Maintenance Manager will submit a detailed request to the Transit Director. Once approved and received, the mechanic receiving the tools must sign off accepting responsibility for the additional items. The Maintenance Manager maintains an inventory list of tools.

VIII. TRAINING

Green Bay Metro is committed to providing employees with ongoing training. The Maintenance Manager and Safety Manager prepare a training schedule each year. As stated in the PTASP the Safety Manager is responsible to ensure all employee training is conducted according to all federal and state requirements, Green Bay Metro policy and city policy. **(Attachment I)**

Whenever available, Green Bay Metro mechanics are sent to special training programs to keep them informed about new techniques, advanced technology, or equipment updates. Green Bay Metro also participates in the WIPTA, Wisconsin Public Transportation Association's Maintenance Committee to keep abreast of maintenance trends and problems.

IV. **EMPLOYEE SCHEDULES:**

Standard staffing scheduling is provided as **(Attachment J)**.

Break schedules for employees are as follows:

SHIFT	BREAK TIME
5:00am-1:00pm	7:55am-8:10am 10:20am-10:35am
11:00am-7:00pm	1:55pm-2:10pm 4:20pm-4:35pm
3:00pm-11:00pm	5:55pm-6:10pm 7:00pm-7:30pm

- Employees are required to be within listening distance of the radio at all times. Handhelds are available to accomplish this.

ATTACHMENTS

ATTACHMENT	DESCRIPTION
A-1	Transit Director Job Description
A-2	Maintenance Manager Job Description
A-3	Maintenance Clerk Job Description
A-4	Mechanic Job Description
A-5	Fueler/Service Worker Job Description
A-6	IT Specialist Job Description
A-7	Maintenance Technician Job Description
A-8	Building Custodian I Job Description
B-1	Gillig Inspection A
B-2	New Flyer Inspection A/B
B-2a	1800 New Flyer Inspection A/B
B-3	Gillig Inspection B
B-4	New Flyer Gillig Inspection C
B-5	Gillig Inspection D
B-6	New Flyer Inspection D
B-7	New Flyer/Gillig Inspection T
B-8	New Flyer/Gillig Inspection E
B-9	New Flyer/Gillig Inspection F
B-10	New Flyer/Gillig Inspection G
B-11	Wheelchair Inspection
B-12	Lift-U Wheelchair Inspection
B-13	Pre-A/C Season Inspection
B-14	Pre-Heating Inspection
B-15	After Treatment Readings
B-16	Quantum Preventative Maintenance Checklist
B-17	New Flyer & Gillig Inspection Z
B-18	1800 Power Steering P Inspection
B-19	Adjustable Foot Pedal Inspection

ATTACHMENTS

ATTACHMENT	DESCRIPTION
B-20	1500 Secondary Air Filter
B-21	Alternator Bearing I Inspection
C-1	Genie Lift
C-2	Kubota Mower
C-3	Fuel/Body Damage Inspection
C-4	Bus Wash Inspection
C-5	ADA Door
C-6	Fire Extinguisher
C-6.1	Fire Extinguisher Spreadsheet
C-7	Bus Fire Extinguisher
C-8	M20 Floor Scrubber
C-9	Safety Stations
C-10	Tennant 5700XP Floor Scrubber
C-11	Facility & Grounds
C-12	Automatic Parts Washer
C-13	Champion Air Compressor
C-14	Counting Room HVAC System
C-15	Overhead Doors
C-16	HydroTek Pressure Washer
C-17	Forklift – Quarterly
C-17.1	Forklift Inspection Checklist
C-18	SSV #18 Golf Cart
C-20	Quarterly Visual Inspection – Field Sheet (AFSCI)
C-21	Transmatic Vacuum System
C-22	Lift System Advantage Paralelagram
C-23	Lift System ARI-Hetra 8-4 Vehicle Lift
C-24	Lift System-Rotary Twin Post
C-25	Emergency Exit Lights Inspection

ATTACHMENTS

ATTACHMENT	DESCRIPTION
C-26	Service Door General
C-27	Building HVAC General
C-28	Flush Valve Battery Replacement
C-29	Coats HIT Tire Changer
C-30	Small Engine
C-31	Employee Support Vehicle
C-32	Annual Facility Site Compliance Inspection (AFSCI)
C-32.1	Outfall Map
C-33	Annual Schedule of Inspections
C-34	Facility Salt Map
C-35	Tank Inspection Monthly Checklist
C-36	Fire Protection Weekly Inspection Form
C-37	Sprinkler Alarm Inspections
C-38	Toolcat
C-39	Access Batteries
C-40	Robinair 34888HD
C-40A	Freon Capacities
C-41	Boiler Water Filters
C-42	Gate Inspection
C-43	Fall Protection Inspection
D	Road Call
E	Operator Daily Report
F	Work Order
G	Bus Shelter and Bench Locations
H	Operations Request Form
I	Annual Training Plan
J	Employee Schedule
K	New Bus, Salvage Component Check List

ATTACHMENTS

ATTACHMENT

DESCRIPTION

L	Bus Shelter Installation Tools
M	Snow Removal Route



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 15, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.I

Operational Reports

BACKGROUND

Operational reports included. Staff will present the reports.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

1. 12.Dec Ridership
2. 12.Dec Micro KPIs
3. Multi-Year comparision - RIDERSHIP

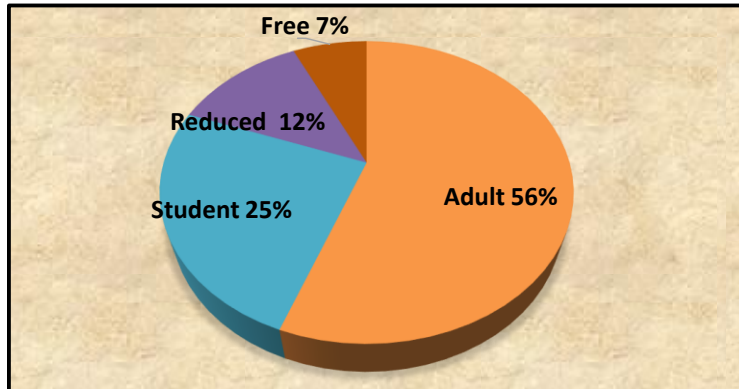
OPERATIONAL REPORT DECEMBER 2022

Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
December 2021	25,745	8,980	7,721	8,284	50,730	495,371
December 2022	33,500	15,979	7,740	4,489	61,708	681,502
Difference	7,755	6,999	19	(3,795)	10,978	186,131
	30%	78%	0%	-46%	22%	38%

Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
December 2021	1,822	71	108	148	2,149	14,641
December 2022	2,339	139	170	2	2,650	28,888
Difference	517	68	62	(146)	501	14,247
	28%	96%	57%	-99%	23%	97%



**YTD
PASSENGERS
710,390**

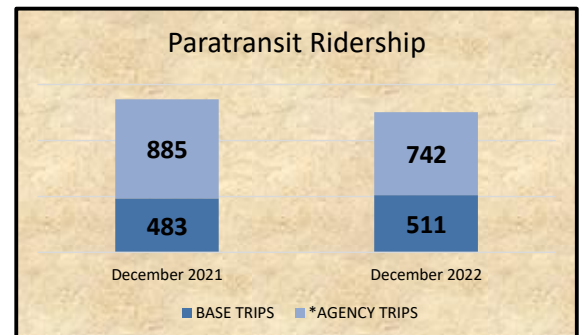
**Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.*

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

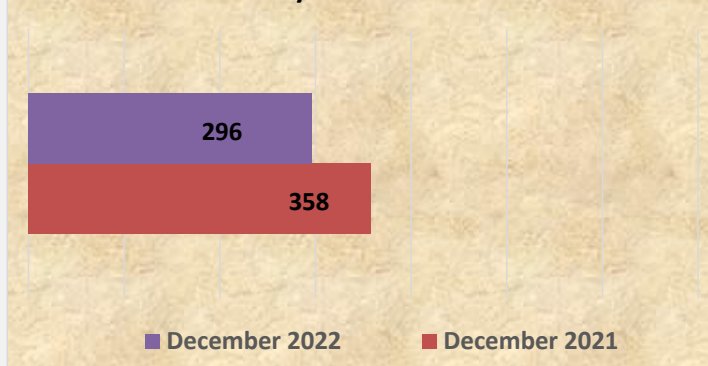
Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
December 2021	483	885	1,368	16,496
December 2022	511	742	1,253	16,398
Difference	28	(143)	(115)	(98)
	5.8%	-16.2%	-8.4%	-1%

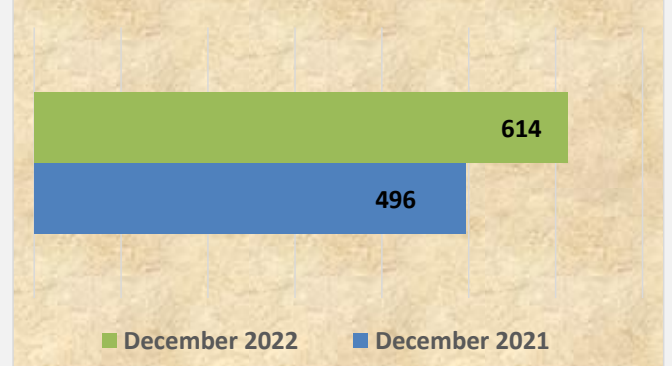
**Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).*



Mobility Devices Boarded



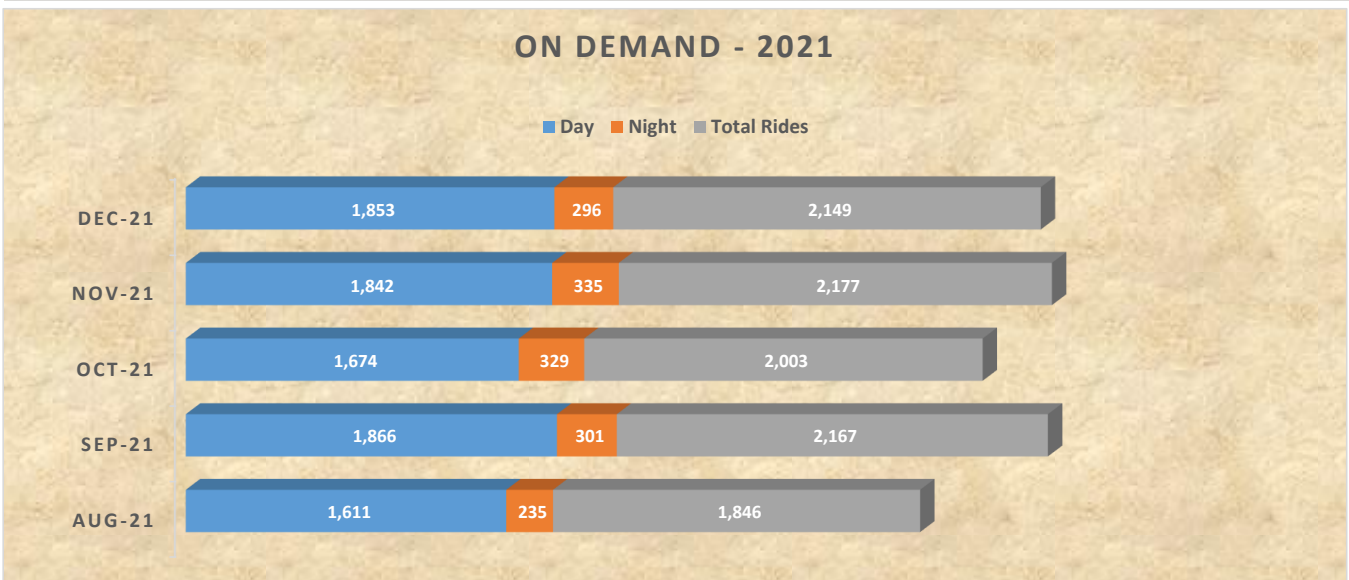
Bikes Loaded



GBM ON DEMAND RIDERSHIP - KPIs

DECEMBER 2022

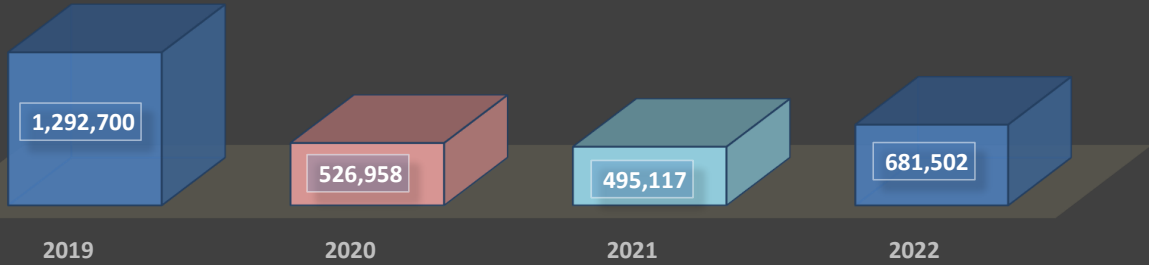
	Day Service	Night Service	Total	YTD	Target
Passengers	2,197	453	2,650	28,888	
Operating Hours	1,215.0	218.9	1,433.9	14,965	
Passengers per Operating Hour	1.81	2.07	1.85	1.93	3.0
Average Customer Wait Time (minutes)	13.21	15.81			<20.0
On-Time Pickups	91%	87%			95%



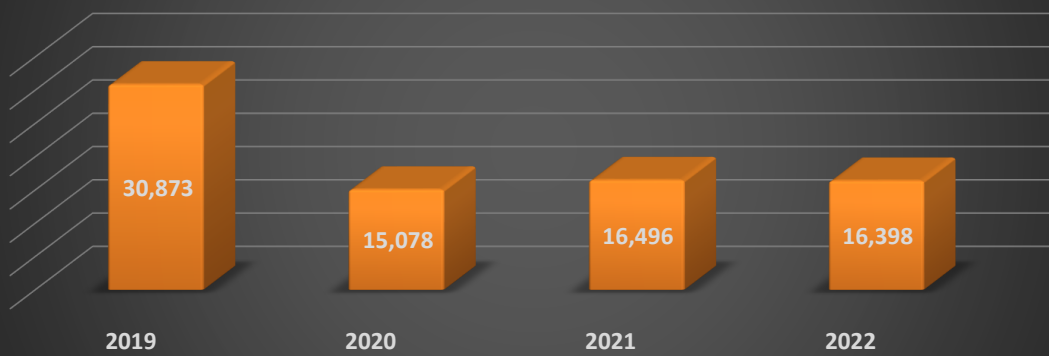
Day Service	Monday - Friday	5:45am - 8:45pm	Saturday	7:45am - 3:45pm
Night Service	Monday - Friday	8:45 pm - 10:45pm	Saturday	N/A

*Key Performance Indicators (KPI)

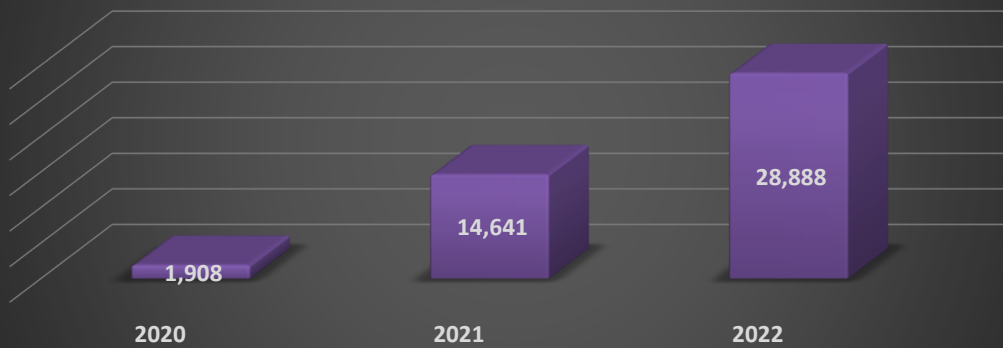
ANNUAL RIDERSHIP - FIXED ROUTE



Annual Ridership Paratransit



Annual Ridership On Demand





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 15, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.2

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



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 15, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.3

Next Transit Commission Meeting: Wednesday, March 15, 2023 at 8:15 a.m.

BACKGROUND

RECOMMENDATION

FISCAL IMPACT

ATTACHMENTS

None