



AGENDA OF THE TRANSIT COMMISSION

WEDNESDAY, APRIL 19, 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, Michael Conley-Kuhagen, Terri Refsguard and Hector Rodriguez

B. Approval of the Agenda.

1. Approval of April 19, 2023 Transit Commission Agenda

C. Approval of Minutes.

1. Approval of the March 22, 2023 Transit Commission Minutes

D. Regular Business.

1. Discussion/Action: Incidental Use Request - Greyhound
2. Discussion regarding the *Green Bay Metro 2024-2028 Transit Development Plan (TDP)* public outreach process, Brown County Planning Commission/Green Bay MPO

E. Informational.

1. Operational Reports
2. Financial Report
3. Director's Report
4. Next Transit Commission Meeting: Wednesday, May 17, 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

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # B.I

Approval of April 19, 2023 Transit Commission Agenda

BACKGROUND

Enclosed is the agenda for the Transit Commission meeting being held on April 19, 2023.

RECOMMENDATION

Staff recommends the approval of the agenda for April 19, 2023.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # C.I

Approval of the March 22, 2023 Transit Commission Minutes

BACKGROUND

Enclosed are the proposed minutes from the Transit Commission meeting that was held on March 22, 2023.

RECOMMENDATION

Staff recommends the approval of the minutes from March 22, 2023.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission 3-22-23



MINUTES OF THE TRANSIT COMMISSION

WEDNESDAY, MARCH 22, 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, Michael Conley-Kuhagen and Terri Refsguard

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

Chair Roger Kolb called the meeting to order at 8:18 a.m.

B. APPROVAL OF THE AGENDA.

I. Approval of March 22, 2023 Transit Commission Agenda

Moved by Commissioner Emily Ysebaert, seconded by Ald. Randy Scannell to approve the agenda for March 22, 2023. Motion carried.

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

C. APPROVAL OF MINUTES.

I. Approval of the February 15, 2023 Transit Commission Minutes

Moved by Commissioner Emily Ysebaert, seconded by Ald. Randy Scannell to approve the minutes from the February 15, 2023 meeting. Motion carried.

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

D. REGULAR BUSINESS.

I. Discussion/Action: Lease Accounting Policy

Director Kiewiz stated the staff is working with Baker Tilley on our annual audit. One item that came up while prepping for the audit was that the City nor Green Bay Metro had a lease accounting policy. This is going to be a policy required under new governmental accounting standards. We currently do

not have any leases that would fall into this at this point. This policy will confirm compliance as required under governmental accounting requirements.

Moved by Commissioner Kevin Kuehn, seconded by Ald. Randy Scannell to approve the Lease Accounting Policy. Motion carried.

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

2. Discussion/Action: Potential Expansion of Service Hours

Director Kiewiz stated service has had several changes since COVID. The staff is requesting to begin services at 5:15 a.m. Monday through Friday and to expand GBM On Demand to 11:30 p.m. Monday through Friday, this would help with third shift workers.

Moved by Commissioner Kevin Kuehn, seconded by Commissioner Emily Ysebaert to approve expanding service hours as described, effective April 3, 2023. Motion carried.

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

3. Discussion/Action: Ride Green Bay Metro Promotion

Director Kiewiz stated that the past few years have come with many challenges. Green Bay Metro has increased route frequency, made route changes and introduced a new mode of transportation, GBM On Demand. Staff continue to see ridership increase. The staff want to encourage people to try all the new opportunities public transit has to offer. Green Bay Metro will be introducing many new technologies, such as a seamless fare option between modes, a new customer interface, and many new bus stops will include real-time bus information along with audio announcements for the disabled.

Green Bay Metro's goal is to increase ridership and meet the community's transportation needs. In order to do this, we need to educate, encourage and promote the service.

Promotion to include:

Reduce Adult Full Fare and Reduced Fare 30-day passes by \$20 per month for the remainder of 2023.

Reduce the basic one-way Paratransit fare to \$2.

Effective April 1, 2023 through December 31, 2023.

Moved by Commissioner Kevin Kuehn, seconded by Commissioner Emily Ysebaert to approve the RIDE GREEN BAY METRO Promotion, with the effective date of April 1, 2023 through December 31, 2023. Motion carried.

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

E. INFORMATIONAL.

I. Operational Reports

Packets include ridership reports for fixed route, microtransit and paratransit. Staff is seeing an increase in ridership on fixed route and microtransit. The GBM On Demand is averaging a 14 minute

ETA. No concerns.

2. Financial Report

Director Kiewiz provided a brief overview of the revenue and expense reports. No concerns.

Director Kiewiz commented that Baker Tilley will be conducting our Annual Financial Audit and they will do a presentation of the final audit to the commission in the near future.

3. Director's Report

Director Kiewiz provided an update:

Staff did not attend the FTA Drug and Alcohol Training due to the snow storm and delayed flights.

Director Kiewiz provided each Commissioner a Busline Magazine that Green Bay Metro was featured in.

Staff update: 2 new operators have started, 1 operator applicant is in the process. No progress on mechanic or fuelers at this time.

Bus accident on 3/25/23.

April 3rd is Green Bay Metro's 50th birthday. Please join us for snacks, trivia and prizes.

No changes to transit security. Transit buses and the facility do have video surveillance, including audio on buses and in the customer service area. This has been the case for 20+ years. Transit is required to spend a specific percentage of all federal dollars received on safety and security. Signage of all surveillance is visible in all areas.

4. Next Transit Commission Meeting: Wednesday, April 19, 2023 at 8:15 a.m.

F. ADJOURNMENT.

Moved by Ald. Randy Scannell, seconded by Commissioner Kevin Kuehn to adjourn at 8:53. Motion carried.

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



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.I

Discussion/Action: Incidental Use Request - Greyhound

BACKGROUND

Greyhound has requested access to the transitway for intercity bus use. The request is for two trips per day with a monthly fee of \$457. Director Kiewiz will discuss the agreement.

RECOMMENDATION

Staff recommends approving the Incidental Use Request for Greyhound, pending FTA concurrence.

FISCAL IMPACT

ATTACHMENTS

- I. Greenbay WI (City) Bus Stop License 4-12-23

BUS STOP AGREEMENT
GREYHOUND LINES, INC. AND
GREEN BAY METRO

THIS AGREEMENT, entered into as of the 1st day of May 2023, by and between **GREYHOUND LINES, INC.**, (hereinafter referred to as "Agreement"), a corporation, and CITY OF GREEN BAY - GREEN BAY METRO SYSTEM (hereinafter referred to as "BUS STOP LICENSOR"), collectively referred to as the Parties.

WHEREAS, Greyhound Lines, Inc. (hereinafter referred to as "Greyhound") offers thruway intercity bus service using contracted motor coach operators; and **WHEREAS**, Greyhound wishes to stop motor coaches at a location provided by BUS STOP LICENSOR described in "Attachment A" (the "Location") in order to board and drop off passengers; and

WHEREAS, BUS STOP LICENSOR will permit Greyhound to stop motor coaches at the Location, subject to the terms and conditions provided herein.

NOW, THEREFORE, in consideration of the covenants and promises hereinafter set forth and other good and valuable consideration acknowledged by the Parties herein, it is hereby agreed as follows:

- (1) Greyhound may stop motor coaches, not to exceed (2) two stops per day, at the Location. Any schedule changes whether to increase or decrease stops must be requested by written thirty (30) day notice to BUS STOP LICENSOR. Such schedule change requests must be approved by BUS STOP LICENSOR before becoming effective.
- (2) Greyhound shall pay BUS STOP LICENSOR a fee \$ 457 per month of operation and use of the Location. Fees shall be invoiced (1) one month in advance, and payment shall be due by the first of each month. . It is understood and agreed by and between the Parties that time is of the essence with respect to payment of the monthly fee set forth above. Failure on the part of Greyhound to make

payment in accordance with the terms of this Agreement shall cause this Agreement to automatically terminate.

- (3) Greyhound shall present to the City of Green Bay and Green Bay Metro a Certificate of Insurance with coverage and minimum policy limits as set forth herein. It is hereby agreed and understood that the insurance required of Greyhound by the City of Green Bay and Green Bay Metro is primary coverage and that any insurance or self-insurance maintained by the City of Green Bay and or Green Bay Metro, its officers, council members, agents, employees or authorized volunteers will not contribute to a loss. This insurance shall be written for not less than any limit of liability specified herein, or required by law, whichever is greater, notwithstanding that the policy may have lower limits applying elsewhere in the policy.

1. GENERAL LIABILITY COVERAGE

A. Commercial General Liability

- (a) \$1,000,000 each occurrence limit
- (b) \$1,000,000 personal injury and advertising injury
- (c) \$1,000,000 general aggregate
- (d) \$1,000,000 products – completed operations aggregate

B. Claims made form of coverage is not acceptable.

C. Insurance must include:

- (a) Premises and Operations Liability
- (b) Blanket Contractual Liability including coverage for the joint negligence of the City of Green Bay and or Green Bay Metro, its officers, council members, agents, employees, authorized volunteers and the named insured
- (c) Personal Injury

(d) Explosion, collapse and underground coverage

(e) Products/Completed Operations

(f) Independent Contractors

2. BUSINESS AUTOMOBILE COVERAGE

A. Minimum Limits - \$1,000,000 Combined Single Limit for Bodily Injury and Property Damage each accident

B. Must cover liability for "Any Auto" - including Owned, Non-Owned and Hired Automobile Liability

3. WORKERS COMPENSATION AND EMPLOYERS LIABILITY

A. Must carry coverage for Statutory Workers Compensation and Employers Liability minimum limit of:

\$100,000 Each Accident

\$500,000 Disease Policy Limit

\$100,000 Disease - Each Employee

4. ADDITIONAL PROVISIONS

* Additional Insured – On all Liability Policies, City of Green Bay and Green Bay Metro, and its officers, council members, agents, employees, and authorized volunteers shall be “Additional Insureds.”

* Endorsement - The Additional Insured and Subrogation Waiver policy endorsements must accompany the Certificate of Insurance.

* Waiver of Subrogation – Waivers of subrogation in favor of the City of Green Bay and Green Bay Metro must be endorsed onto Worker’s Compensation, Commercial General Liability and Automobile Liability Coverages. The insurance company, in its endorsement, agrees to waive all

rights of subrogation against the City of Green Bay and Green Bay Metro, its officers, officials, employees and volunteers for losses paid under the terms of the policy that arises from the work or activities performed by the named insured as contemplated the terms of this Agreement. *

Certificates of Insurance - A copy of the Certificate of Insurance must be on file with the Risk Management.

* Acceptability of Insurers - No insurance required hereunder shall be carried with an insurer not authorized to do business in Wisconsin. The City of Green Bay and or Green Bay Metro reserves the right to disapprove any insurance company. A minimum AM Best Rating of A-VII is required. * Written Notice of Cancellation or Non-Renewal shall be sent to the City of Green Bay no less than thirty (30) days prior to such cancellation or non-renewal at the following address:

City of Green Bay
Attn: Risk Management
100 North Jefferson Street
Green Bay, Wisconsin 54301

- (4) Greyhound hereby agrees to indemnify, defend and hold harmless the City of Green Bay and or Green Bay Metro, its elected and appointed officials, officers, employees, agents, representatives and volunteers, and each of them, from and against any and all suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, interest, attorneys' fees, costs and expenses of whatsoever kind or nature in any manner directly or indirectly caused, occasioned, or contributed to in whole or in part or claimed to be caused, occasioned, or contributed to in whole or in part, by reason of any act, omission, fault, or negligence, whether active or passive, of Greyhound or of anyone acting under its direction or control or on its behalf, even if liability is also sought to be imposed on City of Green Bay and or Green Bay Metro its elected and appointed officials, officers, employees, agents, representatives and volunteers. The obligation to indemnify, defend and hold

harmless the City of Green Bay and or Green Bay Metro, its elected and appointed officials, officers, employees, agents, representatives and volunteers, and each of them, shall be applicable unless liability results from the gross negligence, intentional acts or intentional torts, or criminal acts of the City of Green Bay and or Green Bay Metro, its elected and appointed officials, officers, employees, agents, representatives and volunteers.

- (5) During the term of this Agreement, the Parties, and the employees, representatives, agents and or volunteers thereof, shall not discriminate against any person based on race, color, creed, religion, sex, national origin, age, ancestry, disability, sexual orientation, gender identity, gender non-conformity, gender expression, transgender status, pregnancy, or marital or parental status.
- (6) This Agreement will be construed and interpreted in accordance with the laws of the State of Wisconsin, notwithstanding any conflicts of laws provisions.
- (7) If any provision of this Agreement or the application thereof to any persons or circumstances shall, to any extent, be invalid or unenforceable, then the remainder of this Agreement or the application of such provision, or portion thereof, and each provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law.
- (8) Nothing in this Agreement is intended nor may be construed to create between BUS STOP LICENSOR and **Greyhound** either an employer/employee, joint venture, landlord/tenant, or any other similar relationship. No agent, employee or representative of either Party shall be deemed to be an agent, employee or representative of the other Party. Neither Party shall have the authority to act for or on behalf of the other Party to bind the other Party without the express written approval of the other Party.
- (9) The term of this AGREEMENT shall begin on May 1, 2023 and shall end on April 30, 2024. The Agreement shall thereafter automatically renew for additional (1) one - year terms. Either Party may

terminate this AGREEMENT by providing sixty (60) days of advance written notice to the other Party.

(10) This Agreement constitutes the Parties' complete agreement and may only be modified, amended, or added after the date of this Agreement by a written instrument executed by both Parties.

(11) This Agreement may be executed in several counterparts, and the signatures on this Contract may be transmitted electronically. Electronic signatures will be deemed to constitute original signatures and counterparts to this Agreement containing the signatures (whether original or electronic) of all the Parties will be deemed to constitute a single, enforceable Contract.

GREYHOUND LINES, INC.

GREEN BAY METRO

BY: _____
(Signature)

BY: _____
Roger Kolb, Transit Commission Chair

NAME: _____

TITLE: _____

BY: _____

Patty Kiewiz – Green Bay Metro Director

DATE: _____

DATE: _____

ATTACHMENT A
BUS STOP LOCATION

Buses will stop at the Green Bay Metro Transportation Center, in a designated bus slip.

The address is:

901 University Avenue
Green Bay, WI 54302

The location is shown in the aerial photo below:





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.2

Discussion regarding the *Green Bay Metro 2024-2028 Transit Development Plan (TDP)* public outreach process, Brown County Planning Commission/Green Bay MPO

BACKGROUND

Brown County Planning staff will give a presentation on the *Green Bay Metro 2024-2028 Transit Development Plan (TDP)* public outreach process.

RECOMMENDATION

Receive and place on file.

FISCAL IMPACT

ATTACHMENTS

- I. Public Comments

**Staff Report to the Green Bay Transit Commission
Green Bay Metro 2024-2028 Transit Development Plan (TDP)
Public Comment Summary
by Brown County Planning Commission (BCPC)/
Green Bay Metropolitan Planning Organization (MPO)
for the Green Bay Urbanized Area
April 19, 2023**

Green Bay Metro and the BCPC/Green Bay MPO conducted a survey as part of the beginning stages of preparing a Transit Development Plan (TDP) for the system. The purpose of the plan is to guide improvements for the next five years. The survey was made available to riders and non-riders during the months of February and March. A total of 169 on-line or hard copy surveys were completed. Over 250 comments were received. Comments were broken down into three categories 1.) requests for service, 2.) technology, and 3.) general.

The MPO staff is in the process of sharing the comments with the TDP work group that was created to guide the development of the plan. Comments will be evaluated and incorporated into the various plan chapters as appropriate.

It is anticipated that a full draft of the report will be presented to the Transit Commission in October and made available to the public for review, comment, and public hearing opportunity. Approval consideration is tentatively scheduled for November 15, 2023. The comments received from the public are as follows:

Requests for service:

1. Request for more service. (11)
2. Request for service later in the evening. (10)
3. Request service on Sunday. (9)
4. Request to return to fixed route bus service instead of microtransit. (7)
5. Request for service to the Village of Howard. (5)
6. Request for fixed route buses in De Pere. (5) (Currently served by On Demand Microtransit)
7. Request for service to East Town Mall. (5) (Currently served by On Demand Microtransit)
8. Request to expand On Demand Microtransit. (5)
9. Request for more frequent service. (5)
10. Request additional bus routes. (4)
11. Request for fixed route bus service on Moraine Way. (4)
12. Request for service in Red Smith neighborhood. (3)
13. Request to see some of the routes that were discontinued be reinstated (3).
14. Request for an On Demand Microtransit stop at Swan & Chicago in De Pere. (2)
15. Request that the 13 Brown County Community garden sites serving majority low income individuals be served by bus. (2)
16. Request for more Saturday service.
17. Request for early Saturday service.
18. Request free service.
19. Request for lower fares.
20. Request free Saturday service.
21. Request free service for all veterans.
22. Request for service to Prevea Clinic on Pilgrim Way in Ashwaubenon.
23. Request bus route to Aurora BayCare Medical Center. (Currently served by On Demand Microtransit)
24. Request to bring back fixed route bus to 1-43 Business Center instead of On Demand Microtransit.

25. Request to bring back the route by the Badger Terrace elderly and disabled apartment complex. I have a disability and it's hard for me to get to the new bus stop at times.
26. Request both east and westbound service on Shawano Avenue and Dousman Street.
27. Request for fixed route bus service at Villa West Apartments.
28. Request for expanded service during school year after school hours.
29. Request service to the De Pere park and ride lot. (Currently served by On Demand Microtransit)
30. Request for more access across STH 172.
31. Request the expansion of the service area to cover all of Green Bay, Bellevue, Allouez, and De Pere. As a homeowner and a taxpayer there should be a much wider range of transportation services available for everyone to get to work, medical appointments, and shop.
32. Request to have more bus stops in the outer skirts of the Green Bay Metro service area.
33. Request service to Bellevue. (Portions currently service by fixed bus routes and On Demand Microtransit)
34. Request for more direct routes, especially in the downtown area.
35. Request service from UW-Green Bay to downtown without transferring.
36. Request On Demand Microtransit to UW-Green Bay in day instead of fixed route bus service.
37. Request service to the airport. (Currently served by On Demand Microtransit)
38. Request On Demand Microtransit to Hy-Vee store from Woodside Manor 1 at 1050 Pilgrim Way.
39. Request increase access to De Pere.
40. Request to reinstate fixed bus routes #11 & #17. Was big loss to me and my son not to have those anymore. We are not considered in a On Demand Microtransit zone where we live. I used to ride regularly on errands, shopping, eating out.
41. Request stop near downtown in east De Pere. My son would use the bus weekdays. (Currently served by On Demand Microtransit)
42. Request certain discontinued routes to be reinstated. I would ride five days a week again. Also get service hours back to what they used to be. (Service hours have been extended)
43. Request fixed bus route due to size a student groups using smaller On Demand Microtransit vehicles.
44. Request near Webster on the east side of Ledgeview St to move the bus stop this is as a "far side stop" so that a shelter can be added. The current stop on the SE corner of the intersection is inadequate for grocery store workers that ride the bus.
45. Request the Webster corridor in Allouez needs extra and priority snow removal. There is no planted terrace to buffer bus riders from traffic and so almost no place to stand. Many are teens headed to school. They deserve better.
46. Request for service northwest of Hoffman Rd and Bellevue St as new multi-family being constructed in this area. A location to watch as it develops further density.
47. Request for bus to run to Depere area again as a lot of younger youths are living in the De Pere area that need transportation. Or at least make it closer to get to Green Bay instead of having to take microtransit to Allouez than transfer to the 11 bus.
48. Request for buses that go to all the nursing homes and assisted living facilities.

Comments regarding Technology:

1. Don't use social media. Is this reason I've missed some permanent route structure changes? Think these should be Rider Alerts.
2. User friendly app.
3. I use reduced fare Tap N Go so have to physically go to transit center to add money.
4. Due to basically only using On Demand Microtransit, I'm having to jump on a bus once a month just to get a pass stamped and get right back off. Anything to do away with this would be nice.
5. Allow riders to buy a 30-day pass via the app, and simply having something on my phone to show the driver, rather than a physical pass.
6. Fix errors with On Demand Microtransit app.
7. When I tried to sign up for Via, they kept asking for my credit card number, even when I said I would be paying with cash or bus pass.

8. Routing information is not easily accessible.
9. Virtual monthly passes.
10. Request accessible, reliable, safe, smart phone compatible schedule/payment, on board Wi-Fi.
11. Communication about updates and how to use services could be improved/expanded across platforms.
12. We need more security on the buses. There are drugs being dealt on the free Green and Gold lines, and its spilling out into the mall. There are also members of the homeless communities asking riders for money.
13. More information regarding schedules & routes and providing consistent schedules.
14. If calling please have the dispatcher give the ride length options.
15. Make the routes easier to understand online.
16. Improve the overseas call center. (Via does not have an overseas call center)
17. Request a browser version of the GBM On Demand app,

General Comments:

1. Appreciate the bus drivers/nice. (6)
2. Bus doesn't go when/where I need it. (4)
3. I do not need public transportation. (3)
4. Metro does a good job. (3)
5. Fewer transfers. (3)
6. Appreciate the service. (2)
7. Appreciate the increase in half-hour service. (2)
8. Appreciate bus service on Packers game days. (2)
9. Install more shelters. (2)
10. More east side to the west side direct service. (2)
11. I assist with transportation for students from Syble Hopp School to jobsites and community sites.
12. Appreciate clean busses.
13. Appreciate the innovative thinking.
14. Appreciate accessible On Demand Microtransit vans.
15. I use Microtransit On Demand.
16. I use the bus when I don't want to walk to work in inclement/ cold weather.
17. Appreciate #6 Red route operating twice an hour.
18. I use paratransit on a daily basis 2x/day.
19. Already my primary mode of transportation.
20. Very convenient when my parents can't provide me transportation home.
21. We greatly appreciate all that the GBM team is doing to keep things going in these trying times.
22. I used it to travel to Lambeau and back. Nice feature. I will use it again.
23. I have never used the bus; I have used microtransit 5 times a week.
24. I ride 2-3 times week in warmer weather. Less in winter when I have more rides available.
25. I use the bus for medical appointments.
26. My clients need to use transit.
27. I could take the initiative to familiarize myself with routes and timing and consider where it fits my needs.
28. If I were more knowledgeable about using the bus, the routes and timing, etc. I would like to use the bus more.
29. I used the bus in the past, but a job change made it necessary for me to drive myself.
30. Cost of parking downtown for my job is too cheap. The cost of my time riding the bus versus the parking fee don't pencil out.
31. We use the bus occasionally with some weeks more and some weeks less. Our use is more discretionary and not tied to employment or schooling.
32. Lobby for more state and federal assistance.
33. I would like to see all municipal partners represented on the Transit Commission.
34. I would like to see employment centers located beyond the current service area be addressed in the TDP.

35. I would like zero-vehicle household and one-vehicle household data incorporated into the TDP.
36. I do not ride the bus but work with and serve students that need public transportation.
37. I would love to use the bus, and do sometimes, but it is extremely inaccessible to those of us in the suburbs.
38. I would use the bus more if it was as convenient as On Demand Microtransit.
39. I look forward to seeing what is done with all the feedback and am hopeful for future improvements.
40. I hope bus riders are filling out the survey.
41. I currently own a vehicle. I also live well over one mile from a bus stop which is over a thirty-minute walk.
42. At this time, I am willing to pay for the cost to own and operate a vehicle.
43. I commute from Appleton to Green Bay every day for work so there is no need for me to use the transit.
44. I live outside of the service area so I cannot use it.
45. I live in Ledgeview, kind of close to the border of De Pere. So, if I want to get a ride, I have to go to the zone about 25 minutes away and call.
46. No need for bus with current lifestyle.
47. Job change; bus doesn't work as well for me.
48. I primarily use my vehicle to commute from University Avenue to south De Pere, so it's more convenient.
49. If I do need to use public transport (to get home from the bar) I'll either walk or take a lyft.
50. I retired. Transit was a factor.
51. ACCESS!!! Coming from the East Coast, public transportation is CRITICAL for cities to thrive. I don't ride the bus now because I CAN'T. I have four children and no bus comes to Allouez.
52. Need to be able to ride on the west side without going downtown to transfer.
53. More sidewalks so people do not have to walk or cross dangerous roads.
54. Do not like walking in the street to bus stop. My daughter and I almost got hit walking in the street. There's no sidewalk.
55. The frequency of routes is simply not conducive to getting to where I need to go on time. I would also like more bus shelters with sidewalks. Is it possible to have heaters in the bus stops like in Minneapolis and other colder cities?
56. Bus stops not safe on Ashland Avenue.
57. Would use if metro had more stops at more locations at more times.
58. The current routes are inaccessible and include either long walk times or walking over roads that are busy and dangerous to pedestrians.
59. Place bus stops closer together.
60. Warmer enclosed bus stops especially on #7 Lime route as there's less buildings blocking the wind.
61. Make it easier to access.
62. The route changes have been bad. Route 13 is sorely missed.
63. I would take it once in a while if there were routes closer than a 30 minute walk and it didn't take an hour to get to work. I likely would not take it regularly.
64. Waste of time using the bus.
65. Increase service from West De Pere to Ashwaubenon and Downtown GB.
66. Buses stopped going to the I-43 industrial park where I work. The excuse was not enough riders but when I was on the bus in the afternoon there were quite a few people riding.
67. Decreased available from West De Pere to Ashwaubenon and Downtown GB
68. I want to go where I want to go when I want to go there.
69. I use On Demand Microtransit at Webster/Ridgeway, otherwise 3 other locations! Webster/Summer Range, Ridgeway/Winnebago or Webster/Charles. Inconsistent, Unreliable. I lose days on my bus pass; I have to activate it elsewhere.
70. Don't trust On Demand Microtransit to get to appointments which is the probably only reason I would try to use it.
71. I used to take the bus all the time but now I can't get to place where I want to go if I want to see a movie.
72. Since your last changes, took away areas that access medical facilities. Am not getting off and trying to figure out how to catch On Demand Microtransit to get to those areas. Too complicated.

73. The stop locations in Green Bay do not align with my routine travels. Typically, I consider taking public transportation when I'm headed downtown and don't want to worry about staying sober/parking.
74. I've been going on bus rides since the bus stop was on Washington Ave. I've never been able to drive so I'm dependent on local transportation.
75. I stopped riding regularly when the service dropped from half hourly to hourly. Also, when the service moved out of downtown, so I had to change busses to get there.
76. Request running at more frequent intervals, especially on weekends, would make the bus a more viable option for my transportation need.
77. I could walk across town faster than taking the bus.
78. I would ride more often if the routes were more efficient and had a wider service area.
79. No longer have a fixed route accessible to students.
80. My son is attending NWTC but doesn't drive as he's on the spectrum. He would really like to take the bus daily as a way to handle his own transportation. I take him myself, but pre-pandemic he was able to get himself where he needed to go independently.
81. On demand rides do not work for the most targeted transit user.
82. I used to ride the bus when I was younger and had a job at the mall. One problem many of us faced was that the mall hours had us working later than the last bus ride, so we were put into situations of leaving work early to catch the bus and lose our jobs.
83. I need to get price of 30 day Pass. for "on demand ride." We will be needing to go to doctor and dental appointments several times a month and will not be driving through the winter months and go shopping a couple days a week. Thank you for your service.
84. I probably walk or bike more than I would ever take the bus. But I am more concerned about others who cannot walk or bike ride having accessible public transit.
85. People with disabilities don't always navigate the On Demand Microtransit app well. My son is on the spectrum and relies on repeatable, scheduled activities. The old bus schedule was much better for him.
86. One of the biggest struggles of taking the bus is often just the long walk from my home to any bus stop as they mostly seem to be placed around businesses rather than homes.
87. Not needed at this time but concerned about taxpayer cost to run empty bus routes
88. I wish surveys like this were made more apparent. I am passionate about public transit and the GB metro just does not cut it. I would love the opportunity to provide more feedback more frequently
89. Do not have smart phone so have to call. Sometimes I wait for over 10 mins & get a message, sorry we cannot help you today. I use the 2nd # & still can't get through. Sometimes it takes me over 30 mins to book a ride & then wait another 40 minutes for the ride.
90. When my brother lived w/ me, had no car, & was trying to find a job it was very hard for him to get to job interviews or find a job on a bus line.
91. Gone are the days of public transportation for daily needs. We have cars. It's an unnecessary expense on a city for very few who use it.
92. Microtransit vehicles did not perform well in the snow.
93. Service cuts have all but eliminated the usefulness of Green Bay Metro for me.
94. Make it easier to get bus passes.
95. The explanations for microtransit are confusing.
96. More information regarding schedules & routes and providing consistent schedules.
97. Buses are empty as often as not. The hub and spoke system is inefficient. Proof: buses are often empty. I used buses daily in Minneapolis but never here. Rethink the whole system.
98. Seems like the older drivers retire, new ones drive the bus like their car. Braking is hard, turns are wild and when someone says good morning or hi, say it back! Rude! Might be the one thing that makes the persons day. Middle and high school kids horrible!
99. Why don't you start with battery power for public transit.
100. The only city of its size to not have Sunday service.
100. Transportation Center should be located further south.
101. Give drivers incentives to stay employed with Metro and as a recruitment tool.
102. Give drivers the authority to remove anyone who is disruptive and disrespectful.

103. Please make all drivers aware that there are many that are deaf or hearing impaired riding the bus. WE CANNOT HEAR THEM during important announcements. They need to make sure everyone on the bus understands. We are not ignoring them.
104. For a \$2 around town there should be free fare with an insurance plan and a bus passenger ID needed to go on the bus.
105. There should be a large low income apartment building behind the bus garage.

Letter received via email.

A general concern. The survey suggests that comments are only being sought about the existing service area of Green Bay Metro. As a Brown County planning document, it should seek comments about transit service in the whole County. There are people who would like to have the option of GBM service but live outside the current service area. Specifically excluded are:-

- young people unable to drive because of age or income.
- the elderly who by reason of infirmity (including fear of driving) are no longer able to drive.
- anyone unable to afford to run an additional car for each household member. Each car is estimated to cost a household \$5000 a year, pushing families into debt and poverty and acting as an extremely regressive tax.

Brown County MPO should be studying the whole County to find out where Transit is needed, not just where it is already provided. The MPO works for ALL residents of the County.

Comments on Green Bay Transit Service. (In no particular order or priority).

Transit is known to be needed in the Village of Howard, and to some extent in Suamico. GBM Microtransit is needed to serve, at a minimum an area bounded by Velp Avenue, Lineville Road, Hillcrest Heights, and the southern Village Boundary. This will provide service to the High and Middle Schools where the ability of students to attend after school activities is limited by the lack of transportation options. Point service should be provided to Festival Foods (Suamico) and Employment locations on the Velp Industrial Park.

In general the promotion of GBM services needs to be greatly improved. This is particularly true of the "on demand" service where lack of a visible route structure obscures its provision. People cannot use a service that they are not aware of.

Microtransit services in De Pere (and future services in Howard) should connect directly with NWTC.

Microtransit should be introduced into the high density population centers of Hobart, Bellevue, Ledgeview, and those rapidly developing parts of De Pere not already served.

GBM should promote its links to other Public Transportation service within Brown County and their connections outside the County. Specifically long distance bus, (including Amtrak Bus connecting to Amtrak train services). Oneida transit, and Menominee Regional Transit.

GBM needs to reconsider its decision not to provide bus service to Appleton and other metro areas in the Fox Valley. Those in Brown County who depend on public transit are isolated from nearby metropolitan areas and are thereby denied additional employment and educational opportunities. GBM should look to, in cooperation with other transit authorities, providing Express/Limited Stop service at least every two hours from the Green Bay Transit Center to GB Downtown, Ashwaubenon, De Pere, Wrightstown, Kaukauna, Appleton, Neenah, Menasha and Oshkosh. Service should operate from 7 AM to 9 PM. The lack of service prevents the local labor market from operating efficiently and limits the ability of young people to maximize their opportunity to obtain training and qualifications.

Frank Ingram
1460 Maple Hills Drive
Green Bay WI 54313.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.I

Operational Reports

BACKGROUND

Green Bay Metro's staff will present the Commission with the operational reports.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

1. Accident Analysis Workbook 2022
2. 02.Feb Ridership
3. 02.Feb Micro KPIs

Transit Mutual Insurance Corporation

Safety Department

ACCIDENT ANALYSIS REPORT

PREPARED BY: Patty Kiewiz, Transit Director
REPORT MONTH: Dec
REPORT YEAR: 2022
LOCATION: Green Bay
LOCATION CODE: Green Bay Metro

ACCIDENT SUMMARY	CURRENT MONTH	CLAIMS PAID	YEAR TO DATE	PREV YR MONTH	PREV YR TO DATE
		Y.T.D.			
TOTAL ACCIDENTS	2		24	1	14
<i>Preventable Street Accidents</i>	1		14	1	6
<i>Preventable Yard Accidents</i>	0		6	0	2
<i>Non-Preventable Accidents</i>	1		4	0	6
Preventable Street Accident Freq. Rate per 100,000 Miles	1.61		1.84	1.55	0.81
Total Accident Freq. Rate per 100,000 Miles	3.23		3.15	1.55	1.89
Total Preventable Accident Freq. Rate per 100,000 Miles	1.61		2.62	1.55	1.08
MILES OPERATED	61,966		762,296	64,554	739,938

INDUSTRIAL ANALYSIS

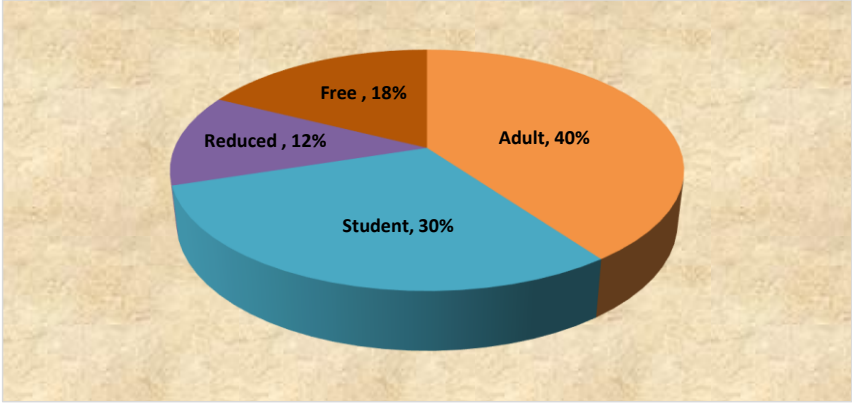
SUMMARY	CURRENT MONTH	CLAIMS PAID	YEAR TO DATE	PREV YR MONTH	PREV YR TO DATE
		Y.T.D.			
TOTAL EMPLOYEE INJURIES	1	\$0.00	3	2	7
<i>Preventable Injuries</i>	0		2	2	6
<i>Non-Preventable Injuries</i>	1		1	0	1
<i>Lost Time Injuries</i>	0		1	0	1
<i>No Lost Time Injuries</i>	0		1	2	6
<i>Lost Time Injuries from Non Prev MVA</i>	0		0	0	0
Lost Time Injury Freq. Rate per 200,000 Hours	0.00		2.11	0.00	2.14
Total Injury Freq. Rate per 200,000 Hours	18.74		6.32	36.56	14.95
Preventable Injury Freq. Rate per 200,000 Hours	0.00		4.21	36.56	12.82
TOTAL HOURS WORKED	10,671		94,918	10,942	93,616

Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
February 2022	18,706	12,908	6,787	7,492	45,893	90,641
February 2023	19,887	17,213	6,984	10,164	54,248	121,780
Difference	1,181	4,305	197	2,672	8,355	
	6%	33%	3%	36%	18%	

Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
February 2022	1,847	113	107	92	2,159	4,090
February 2023	3,278	153	160	9	3,600	7,318
	1,431	40	53	(83)	1,441	
	77%	35%	50%	-90%	67%	



YTD PASSENGERS
129,098

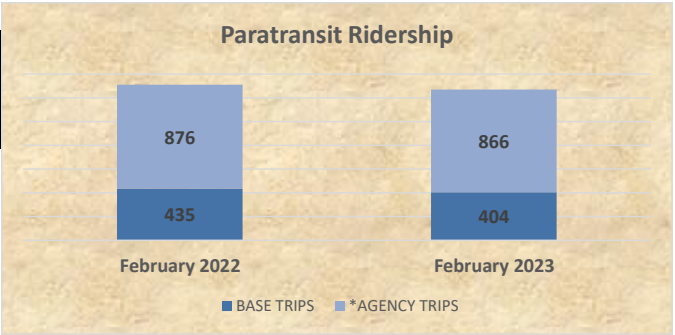
*Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.

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

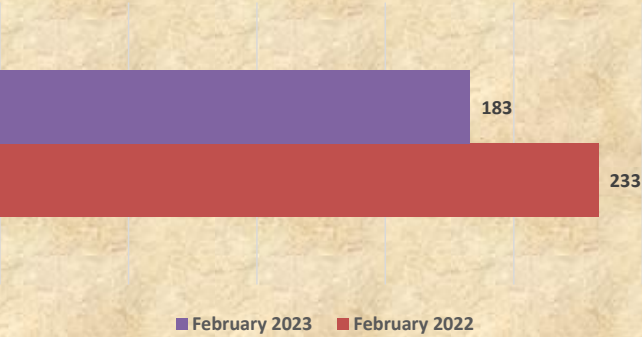
Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
February 2022	435	876	1,311	2,432
February 2023	404	866	1,270	2,621
Difference	(31)	(10)	(41)	
	-7.1%	-1.1%	-3.1%	

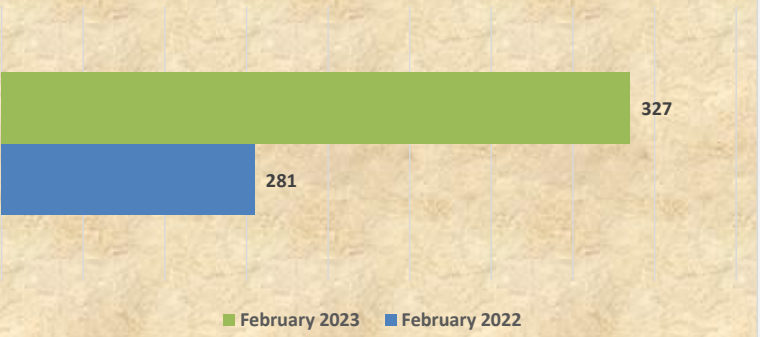
*Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).



Mobility Devices Boarded



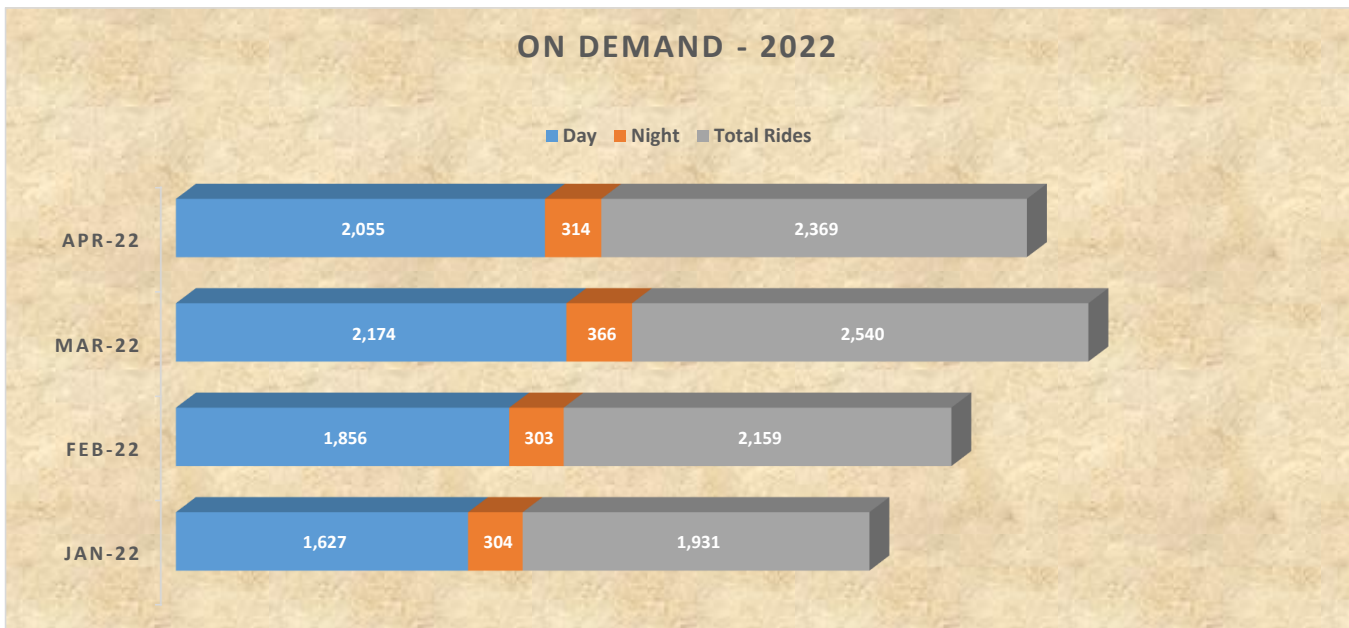
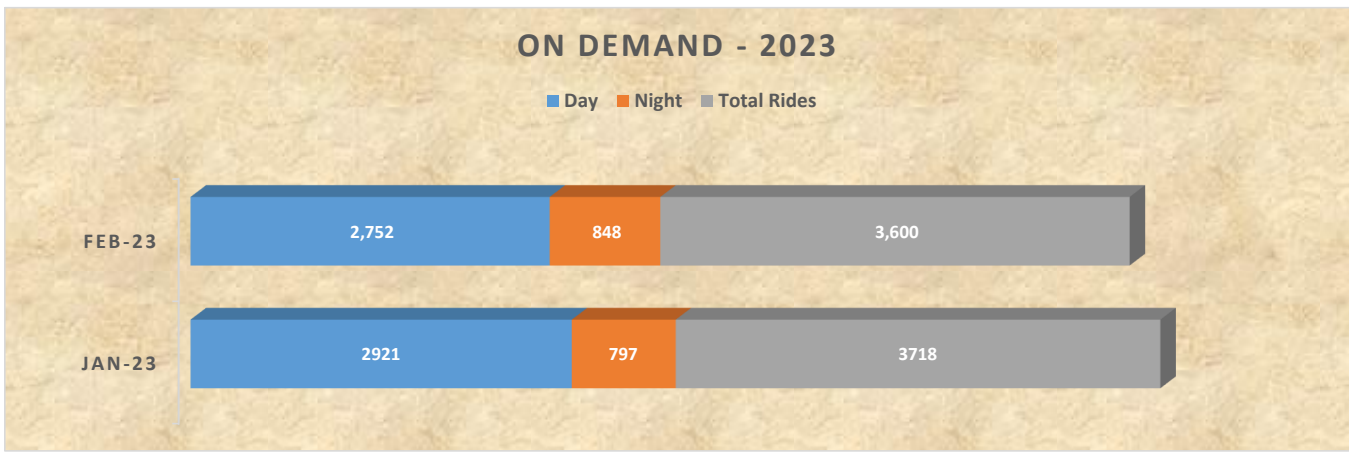
Bikes Loaded



GBM On Demand Ridership

February 2023

	Day Service	Night Service	Feb Total	YTD	Target
Passengers	2,752	848	3,600	7,318	
Operating Hours	1,462.0	287.1	1,096.1	2,892	
Passengers per Operating Hour	1.88	2.95	2.00	2.53	3.0
Average Customer Wait Time (minutes)	13.52	17.14	14.46		<20.0
On-Time Pickups	91%	87%	89%		95%



Day Service	Monday - Friday	5:45 am - 6:45 pm	Saturday	7:45 am - 1:45 pm	
Night Service	Monday - Friday	6:45 pm - 10:45 pm	Saturday	1:45 pm - 7:45 pm	



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.2

Financial Report

BACKGROUND

Green Bay Metro's staff will present the Commission with the financial report for January and February.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

- I. 02-Feb Financials



EXPENSES

ACCOUNT DESCRIPTION	2023 Jan-Feb	2022 Jan-Feb	+/-	%	2023 BUDGET	% OF BUDGET
Wages & Salaries	309,796.27	310,165.54	(369)	-0.1%	2,660,944	11.6%
Fringe Benefits	139,722.28	190,493.89	(50,772)	-26.7%	1,645,874	8.5%
Other Employment Expenses	15,065.03	3,795.80	11,269	296.9%	67,600	22.3%
Contract Services	13,630.03	23,350.10	(9,720)	-41.6%	401,799	3.4%
Materials & Supplies	68,000.86	80,365.50	(12,365)	-15.4%	871,811	7.8%
Building & Equip Maintenance	37,426.03	30,543.78	6,882	22.5%	211,900	17.7%
Utilities	23,175.73	12,236.24	10,939	89.4%	123,731	18.7%
Insurance	137,321.00	159,153.00	(21,832)	-13.7%	160,492	85.6%
Miscellaneous	19.60	24.60	(5)	-20.3%	250	7.8%
Paratransit Services	53,940.34	47,825.46	6,115	12.8%	946,034	5.7%
Microtransit Services	14,984.39	8,796.98	6,187	70.3%	1,659,500	0.9%
Subrecipient Expenses	-	-	-	0.0%	-	0.0%
TOTAL	813,081.56	866,750.89	(53,669)	-6.2%	8,749,935	9.3%

ORIGINAL BUDGET

REVENUES

ACCOUNT DESCRIPTION	2023 Jan-Feb	2022 Jan-Feb	+/-	%	2023 BUDGET	% OF BUDGET
Federal Operating Asst	-	-	-	0.0%	2,574,289	0.0%
State Operating Asst	-	-	-	0.0%	2,449,982	0.0%
Other Local Municipalities	104,358.50	120,063.55	(15,705)	-13.1%	552,752	18.9%
Green Bay	208,000.00	208,000.00	-	0.0%	1,683,788	12.4%
Farebox Revenue-Fixed Route	77,929.61	73,506.19	4,423	6.0%	775,000	10.1%
Farebox Revenue-Paratransit	36,951.00	32,717.00	4,234	12.9%	385,000	9.6%
Farebox Revenue-Microtransit	3,775.00	2,778.00	997	35.9%	-	0.0%
College Program Fares	-	-	-	0.0%	-	0.0%
TMI Refund	-	-	-	0%	-	0.0%
Non-Transportation Revenue	6,863.92	2,955.38	3,909	132.3%	9,699	70.8%
State Fuel Refund	2,874.49	-	2,874	0.0%	-	0.0%
Advertising	14,405.48	16,548.66	(2,143)	-13.0%	100,000	14.4%
Intercity Bus Commissions	1,431.84	-	1,432	0.0%	6,000	23.9%
Partnership Contributions	5,404.00	6,031.00	(627)	-10.4%	213,424	2.5%
TOTAL	461,993.84	462,599.78	(606)	-0.1%	8,749,935	5.3%

KEY PERFORMANCE INDICATORS (KPI)

Operating Days	50	49	1.0	2.0%	305
Revenue Miles	106,618	124,525	(17,907)	-14.4%	663,084
Revenue Hours	6,959	8,317	(1,358)	-16.3%	43,783
Unlinked Passenger Trips	121,780	90,641	31,139	34.4%	817,802
Revenue / Cost	56.8%	53.4%			100%
Farebox Revenue / Mile	0.73	0.59	0.14	23.8%	1.17
Farebox Revenue / Pass Trip	0.64	0.81	(0.17)	-21.1%	0.95
Farebox Revenue / Hour	11.20	8.84	2.36	26.7%	17.70
Passenger / Mile	1.14	0.73	0.41	56.9%	1.23
Cost / Mile	6.98	6.51	0.47	7.3%	9.27
Cost / Passenger Trip	6.11	8.94	(2.83)	-31.6%	7.51

*Insurance is [NET] TMI

Feb = 16.7%

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

2023



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.3

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

April 19, 2023

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.4

Next Transit Commission Meeting: Wednesday, May 17, 2023 at 8:15 a.m.

BACKGROUND

RECOMMENDATION

FISCAL IMPACT

ATTACHMENTS

None