



AGENDA OF THE TRANSIT COMMISSION

WEDNESDAY, MAY 15, 2024, 8:15 AM
TRANSIT
901 University Ave

A. Roll Call.

1. Roger Kolb, Chair; Randy Scannell, Vice-Chair; Kevin Kuehn, Secretary; Alderman Craig Stevens, Michael Conley-Kuhagen, Terri Refsguard and Hector Rodriguez.

B. Approval of the Agenda.

1. Approval of the Wednesday, May 15, 2024 Transit Commission Agenda.

C. Approval of Minutes.

1. Approval of Transit Commission minutes from April 16, 2024.

D. Regular Business.

1. Discussion/Action: Green Bay Metro Performance Measures and Standards
2. Discussion/Action: Green Bay Metro's 2024 Title VI Plan
3. Discussion/Action: Purchase of (1) 35' Gillig Bus (7-Pack)
4. Discussion/Action: Table of Organization - Maintenance Division

E. Informational.

1. Operational Reports
2. Financial Reports
3. Director's Report
4. Next Transit Commission Meeting: June 19, 2024, at 8:15am.

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

May 15, 2024

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # B.I

Approval of the May 15, 2024, Transit Commission Agenda.

BACKGROUND

RECOMMENDATION

Staff recommends the approval of the Transit Commission agenda for May 15, 2024.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # C.1

Approval of Transit Commission minutes from April 16, 2024.

BACKGROUND

Minutes from the meeting held on April 15, 2024.

RECOMMENDATION

Staff recommends approval of the minutes from the April 17, 2024, meeting.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission Minutes 4-17-24



MINUTES OF THE TRANSIT COMMISSION

WEDNESDAY, APRIL 17, 2024, 8:15 AM

TRANSIT

901 University Ave

A. ROLL CALL.

- I. Roger Kolb, Chair; Randy Scannell, Vice-Chair; Kevin Kuehn, Secretary; Michael Conley-Kuhagen, Terri Refsguard and Hector Rodriguez.

Present: Roger Kolb, Michael Conley - Kuhagen, Hector Rodriguez, Alderperson Craig Stevens and Terri Refsguard

Excused: Kevin Kuehn

Chair Roger Kolb called the meeting to order at 8:15 a.m.

B. APPROVAL OF THE AGENDA.

- I. Approval of the Wednesday, April 17, 2024 Transit Commission Agenda.

Moved by Commissioner Rodriguez, seconded by Commissioner Terri Refsguard to approve the April 17, 2024, agenda. Motion carried.

Yes – Roger Kolb, Michael Conley - Kuhagen, and Alderperson Craig Stevens

No – None, Abstain - None

C. APPROVAL OF MINUTES.

- I. Approval of Transit Commission minutes from March 20, 2024.

Moved by Commissioner Rodriguez, seconded by Commissioner Refsguard to approve the April 17, 2024, minutes. Motion carried.

Yes – Roger Kolb, Michael Conley - Kuhagen, and Alderperson Craig Stevens

No – None, Abstain - None

D. REGULAR BUSINESS.

1. Presentation/Discussion/Action: 2023 Annual Financial Audit

Jodi Dobson, Partner from Baker Tilly presented the fiscal year 2023 financial report and statements. J. Dobson discussed the responsibilities, audit status, approach, internal controls and the required communications. She stated there were no concerns and no adjusting entries required. J. Dobson stated the staff was very responsive to their requests.

Commissioner Rodriguez asked how Metro compares to other similar organizations. J. Dobson stated that transit is on top of things.

Moved by Alderperson Stevens, seconded by Commissioner Terri Refsguard to receive and place on file the 2023 Financial Audit as presented. Motion carried.

Yes – Roger Kolb, Michael Conley Kuhagen, and Commissioner Rodriguez

No – None, Abstain - None

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

Director Kiewiz provided background information on the PTASP. P. Kiewiz stated this is a working document and gets updated as needed. Changes can be due to federal regulations or from our department. Changes are summarized in the change log and highlighted within the document for easy review.

Discussion was held on accidents and defensive driving training that is provided to Metro staff.

P. Kiewiz stated this plan has been approved by the Safety Solutions Team this month.

Moved by Commissioner Rodriguez, seconded by Alderperson Stevens, to approve the PTASP as presented. Motion carried.

Yes – Roger Kolb, Michael Conley-Kuhagen, and Terri Refsguard

No – None, Abstain - None

3. Public Hearing: Fixed Route Restructuring Proposal and Modifications to the Paratransit Boundary

Director Kiewiz provided an overview of the proposed route changes and paratransit boundary change. She stated two public information meetings were conducted. No concerns were shared, just seeking information on route times. The majority of the changes are minor, except Route 4. This route is currently every 30 minutes, but is unable to stay on time. Staff recommended changing the route to every 60 minutes, due to ongoing train delays and the inability of passengers to make transfers. Director Kiewiz stated she would like to see this route have two buses similar to Route 6 and 7 in the future if resources allowed.

Motion to open the floor, moved by Commissioner Rodriguez, seconded by Alderperson Stevens. Motion carried.

Yes – Roger Kolb, Michael Conley - Kuhagen, and Terri Refsguard

No – None, Abstain - None

Chair R. Kolb asked if anyone in the audience was wishing to speak, anyone, and a third time, anyone?

No interested parties wanted to speak.

Motion to close the floor, moved by Commissioner Rodriguez, seconded by Alderperson Stevens. Motion carried.

Yes – Roger Kolb, Michael Conley-Kuhagen, and Terri Refsguard

No – None, Abstain - None

4. Discussion/Action: Fixed Route Restructuring Proposal and Modifications to the Paratransit Boundary

Commissioner Kolb requested a motion.

Moved by Commissioner Refsguard, seconded by Commissioner Rodriguez, to approve the fixed route restructuring and modification to the paratransit boundary, effective May 6, 2024. Motion carried.

Yes – Roger Kolb, Michael Conley - Kuhagen, and Alderperson Stevens

No – None, Abstain - None

E. INFORMATIONAL.

1. Operational Reports

Director Kiewiz provided a brief overview of the Fixed Route, Paratransit, and GBM On Demand services. P. Kiewiz stated ridership continues to increase.

No other discussion.

2. Financial Reports

Director Kiewiz stated packets include the financial report for February. P. Kiewiz stated the staff had no concerns.

No other discussion was held.

3. Director's Report

Director Kiewiz shared an update on where staff were at since the approval of the Fleet Transition Plan. P. Kiewiz stated she received approval from the Brown County Planning Commission for reallocation of grant funds and will bring her request to the Transit Commission in May for approval.

P. Kiewiz stated the staff had worked with HR to hold a job fair for bus drivers. The fair will be on April 24th. The hope is to hire 4 more bus drivers.

P. Kiewiz provided an update on the Compliance Coordinator and Dispatcher position.

4. Next Transit Commission Meeting: May 15, 2024 at 8:15am.

F. ADJOURNMENT.

Moved by Commissioner Refsguard, seconded by Commissioner Rodriguez, to adjourn the meeting at 9:17am. Motion carried.

Yes – Roger Kolb, Michael Conley-Kuhagen, and Alderperson Stevens

No – None, Abstain - None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.I

Discussion/Action: Green Bay Metro Performance Measures and Standards

BACKGROUND

Federal Transit Administration (FTA) Circular 4702.1b Chapter VI requires transit systems to establish service performance measures and standards. Performance measures are used to assess whether or not transit service is achieving desired objectives, while performance standards are the minimum acceptable levels of performance.

The current measures date back many, many years. The proposed modifications reflect all current modes of transportation.

RECOMMENDATION

Staff recommends approval of the Green Bay Metro Performance Measures and Standards as presented.

FISCAL IMPACT

ATTACHMENTS

- I. Metro Performance Measures and Standards Draft 2024

DRAFT
GREEN BAY METRO
PERFORMANCE MEASURES AND STANDARDS
ADOPTED (PENDING) BY THE GREEN BAY TRANSIT COMMISSION
May 15, 2024

Green Bay Metro (GBM) provides public transportation in the form of fixed route bus service, on-demand microtransit, and ADA paratransit in the Cities of Green Bay and De Pere and the Villages of Allouez, Ashwaubenon, and Bellevue.

Federal Transit Administration (FTA) Circular 4702.1b Chapter VI requires transit systems to establish service performance measures and standards. Performance measures are used to assess whether or not transit service is achieving desired objectives while performance standards are the minimum acceptable levels of performance.

The FTA further expects transit agencies to monitor service to ensure service is provided in a non-discriminatory manner.

The Green Bay Transit Commission has established performance measures and standards as described below. The measures used are generally considered industry best practices.

Fixed Route Bus Service

Fixed route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.

Performance Measures and Standards for Fixed Route Service:

- a. **Schedule Adherence or On-Time Performance.** Schedule adherence measures the ability of the service to meet a set schedule. This is one of the most important criteria in evaluating route performance. Nonadherence to the schedule results in increased wait time, makes transferring more difficult, and creates uncertainty about arrival time at the destination. On-time operation ensures a smooth-running system. GBM defines on-time as arriving at a designated bus stop zero to five minutes after the scheduled time. The on-time performance standard for the system is 90%. Service not meeting the on-time performance standard will be analyzed and strategies for improvement will be considered.

While the goal of the system is to achieve a 100 percent on-time operation, many unanticipated factors can cause delays, such as traffic congestion, accidents, rail and bridge crossings, and inclement weather.

- b. **Vehicle Headway.** Vehicle headway is the amount of time between transit vehicle arrivals at a stop. The longer headway between vehicles, the longer passengers have to wait at a stop if they miss their desired vehicle. The headway standard for each route is 60 minutes. For the most productive routes, GBM maintains a headway service level of 30 minutes.
- c. **Vehicle Load Standards.** Load standards allow for adequate capacity to meet passenger demand. It is calculated by dividing the number of passengers at the maximum load point of a route by the number of seats provided on the vehicle. A factor greater than 1.00 signifies that some passengers are standees. The load standard is 1.25 passengers per seat. If the load standard regularly reaches above 1.25, a second or “shadow” bus may be deployed.

- d. **Passengers per Hour of Service.** Determining the number of passengers per hour is a way to measure service effectiveness. Bus routes can be compared to one another as to how many passengers they carry regardless of the number of service hours or structure. The number of passengers per hour for each bus route should be at least 80 percent of the system median.
- e. **Operating Ratio or Farebox Recovery Rate.** Determining the operating ratio of a route is a way to measure service efficiency. The operating ratio of a route is determined by dividing passenger revenue of the route by the operating expense of the route. Operating ratio is the amount of expenses recovered by fares and is expressed as a percentage. The operating ratio of any route should not be less than 80 percent of the system median. An average passenger fare will be used to calculate the passenger revenue of a route due to the complexities associated with multiple fare categories, payment types, and that day passes and 30-day passes may be used on both fixed route and microtransit services.
- f. **Performance of a New Route.** New routes should meet the Passenger per Hour and Operating Ratio standards after one year of service. This will allow necessary time for the public to become familiar with the route prior to meeting the standard.

On Demand Microtransit Service

Microtransit is an on-demand shared ride service. It uses the same technology as ride hailing services like Uber. Passengers request a ride through a mobile app (or by phone) and a vehicle is dispatched in real time to a pick-up location within one of the designated service zones. Microtransit services are provided during fixed route service times and at select times outside of the fixed route service hours.

Performance Measures and Standards for Microtransit Services:

- a. **Average Wait Time.** Wait time is considered from the time the passenger books the trip to the time the vehicle arrives. The standard is an average of 30 minutes. This means some wait times will be below and some wait times will be above 30 minutes, but the system average must be maintained at a level below 30 minutes 98% of the time.
- b. **On-Time Pick-Up.** GBM defines on-time as a vehicle arriving at a designated pick-up location to be within five minutes of the scheduled pick-up time. Pick-ups should be within five minutes of the scheduled time 90% of the time.
- c. **Travel Time/In Vehicle Time.** Passengers shall not spend more than 60 minutes in a vehicle during a one-way trip.
- d. **Service Utilization.** Service utilization is defined by the number of passenger trips provided in one hour of service. GBM defines effective service vehicle utilization as 3.0 passengers per service hour. Service utilization of 3.0 passengers per vehicle should be met 95% of the time.

Paratransit Service

Paratransit is an alternative to the fixed route bus system. It is intended for people who cannot be served by fixed route buses due to a disability. Service is more flexible in terms of scheduling and routing, is offered on a demand-response basis, and is usually provided by low capacity vehicles, such as small buses, vans, and sedans. Paratransit is meant to be complementary to the fixed route system in terms of service area, service days and hours, and cost. GBM contracts with a private

transportation company to provide the service. The Americans with Disabilities Act (ADA) governs program service requirements and policies. Those policies can be found in a separate document entitled *Green Bay Metro ADA Paratransit Service Policy Document*. The document is published on the GBM webpage.

Performance Evaluation

Fixed route, microtransit, and paratransit service performance is monitored by staff continually and the Green Bay Transit Commission is provided ridership and revenue statistics each month. On an annual basis, a comprehensive *System Review and Analysis Report* will be prepared and presented to the Green Bay Transit Commission. The report will provide detail regarding the performance of each service. In the event that any aspect of the service is not meeting performance standards, recommendations for achieving desired performance will be made.

Service Policies for the Distribution of Amenities

The following policies are meant to ensure that transit amenities are distributed fairly and in a non-discriminatory manner throughout the system. Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public.

- a. **Fixed Route Bus Scheduling.** Bus scheduling refers to the process by which transit vehicles are placed into service. GBM rotates buses among all routes to ensure a balance of miles is obtained on the vehicles. No specific bus, type, or style is assigned permanently to a specific route. Routes with high passenger loads may be assigned a higher capacity bus to assure vehicle load standards are met.
- b. **Vehicle Amenities.** All Metro buses are low-floor and equipped with air-conditioning, ramps, mobility device securements, and automated bus stop annunciators. All microtransit and paratransit vehicles are air conditioned and equipped with the necessary equipment to secure a mobility device.
- c. **Bus Stops.** Bus stop spacing or the amount of space between bus stops shall be no less than one-half mile apart. Bus stops may be placed at other locations if warranted by special circumstances. Safety will be considered when placing all bus stops, with adherence to ADA accessibility guidelines wherever possible.
- d. **Safe Stop Program.** GBM makes every effort to ensure bus stops are safe. Under this program, riders may request a non-signed alternative drop off location due to snow, construction, or other concerns.
- e. **Passenger Shelters.** Passenger shelters shall be provided at stops where passenger boarding volumes are greater than 20 per day, if feasible. Boarding locations that attract a high number of seniors and individuals with disabilities will also be considered. The shelters shall be of an attractive design that provides good shelter from the weather and must be of sufficient size so as not to restrict the mobility and comfort of patrons in mobility devices. Benches may be placed in areas that may not be feasible for a shelter.

Placement of shelters and benches will comply with Americans with Disabilities Act (ADA) accessibility guidelines for building and facilities.

Related Policy Documents:

Green Bay Metro ADA Paratransit Service Policy Document

Green Bay Metro Title VI Compliance Program

Public Participation Policy for the Green Bay Metro System

Green Bay Metro Public Transportation Agency Safety Plan (PTASP)

Green Bay Metro Transit Asset Management Plan (TAM)



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.2

Discussion/Action: Green Bay Metro's 2024 Title VI Plan

BACKGROUND

The Federal Transit Administration's (FTA) Circular 4702.1B requires that Green Bay Metro and all its subrecipients submit a Title VI Program to FTA once every three years. This plan must meet federal law, including the requirements of the Code of Federal Regulation (CFR).

RECOMMENDATION

Staff recommends approval of the 2024 Title VI Plan as presented.

FISCAL IMPACT

ATTACHMENTS

- I. 2024 GBM Title VI Program-Draft 05.15.24



TITLE VI COMPLIANCE PROGRAM

APRIL 2024



The Montgomery Bus Boycott was a civil rights protest during which African Americans refused to ride city buses in Montgomery, Alabama, to protest segregated seating. The boycott took place from December 5, 1955, to December 20, 1956, and is regarded as the first large-scale U.S. demonstration against segregation. Picture above features Martin Luther King Jr., a young pastor who was one of the leaders of the boycott.

Equitable distribution of transit service is a core principle of Green Bay Metro. This document describes the measures taken to promote equitable transit service as stipulated by Title VI of the Civil Rights Act of 1964 and Executive Order 12898 (Environmental Justice).

Table of Contents

Executive Summary.....	3
Definitions.....	4
Policy of Nondiscrimination.....	5
Distribution	5
Demographic Profile	5
Complaint Procedure.....	8
Overview	8
Submitting Complaints to Green Bay Metro	9
Written Complaints	9
Verbal Complaints	9
Procedure.....	9
Appeal	10
Documentation of Complaints.....	10
Filing Federal Complaints	10
Subrecipient	10
Public Participation	11
Performance Measures and Standards Policies	11
Fare and Service Change Equity Analysis.....	12
Major Service and Fare Change Policy	12
Disparate Impact Policy	12
Disproportionate Burden Policy	12
Conclusion.....	13
Accomplishments	13
Outreach and Engagement	13
General Information	13
Resources	14
Adoption and Revision History.....	14
Appendix A	
Green Bay Metro Demographic Profile Map Statistics	15
Appendix B	
Green Bay Metro Title VI Complaint Form	19
Appendix C	
Green Bay Metro Title VI Public Notice.....	21
Appendix D	
Green Bay Metro LEP Plan.....	22

The Brown County Planning Commission, serving as the Metropolitan Planning Organization (MPO) for the Green Bay Urbanized Area, provided data used in the plan. Green Bay Metro's Title VI Plan can be found at [Green Bay Metro Title VI](#)

EXECUTIVE SUMMARY

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

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance. Specifically, Title VI states, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

In 1994, President Clinton issued Executive Order 12898, which states that each federal agency "shall make achieving environmental justice part of its mission by identifying and addressing disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."

The Federal Transit Administration's (FTA) Circular 4702.1B provides its recipients of FTA financial assistance with instructions for achieving compliance with Title VI and Environmental Justice. In this circular, the FTA requires that Green Bay Metro document measures be taken to comply with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. In addition, all subrecipients of Green Bay Metro are required to submit a Title VI Program ensuring compliance of the FTA Circular 4702.1B.

Vision Statement

To be a partner in the community by providing transportation that is convenient and accessible to the public.

Mission Statement

Green Bay Metro is committed to providing safe and dependable transportation to jobs, schools, medical services, and other destinations.

Core Values

Safety: The assurance that all passengers will be transported by professional operators on well-maintained vehicles while meeting all state and federal regulations.

Customer Service: The assurance that all passengers will be treated according to the following initiative: The City of Green Bay is dedicated to being accessible to all residents while providing a quality service which is inclusive, professional, responsive, and knowledgeable, and meeting the needs of our community.

Dependability: The assurance that route, fare, and other Metro information is accurate, that Metro vehicles will arrive and depart at their scheduled times, and that transfers can be made easily to allow customers to complete their trips.

Economy: The assurance that Metro will provide frequent and convenient access to employers, educational and medical facilities, recreational and social opportunities, and many other destinations at a cost to customers and member communities that is comparable to transit systems of similar size.

Ingenuity: The assurance that Metro will constantly seek to increase the quality, variety, and scope of its transportation services through the use of innovative funding methods, establishment of new public and private partnerships, and development of other creative initiatives.

These core values shape our perception of what we do to engage our employees, partners, and stakeholders and foster a culture of positive interaction and respect for all cultures and diverse communities.

Green Bay Metro is governed by the Green Bay Transit Commission. The Commission consists of seven individuals that are appointed by the Mayor of Green Bay. One of the seven is a City of Green Bay Council person that serves as a liaison to the City Council. Any person interested in serving on the Transit Commission can submit an application to the mayor's office by filling out the Board/Commission/Committee Member [Application](#) on the City of Green Bay website.

Membership of Green Bay Metro Transit Commission and Committees, by self-identified race

Body	Caucasian	Latino	African American	Asian American	Native American
Transit Commission	85.7%	14.3%			
Disability Appeals Committee	100%				

DEFINITIONS

Color: Skin color or complexion

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

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

Limited English Proficient (LEP): Refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

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

Race (as defined by the U.S. Census): A social classification of people which includes, at a minimum, White, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander. Based on the demographics for your area, other races may be included.

POLICY OF NONDISCRIMINATION

To comply with 49 CFR 21.9(d), Green Bay Metro must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI.

NOTIFYING THE PUBLIC OF TITLE VI RIGHTS

Green Bay Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. It is GBM's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Promote the full and fair participation of all affected populations in transportation decision-making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by person with limited English proficiency.

Distribution

Public Dissemination provisions of Title VI information require recipients of Federal financial assistance to publish or broadcast program information in the media. Advertisements must state that the program is an equal opportunity program and/or indicate that federal law prohibits discrimination. Additionally, reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by services.

List of Locations where Title VI notices are posted:

- Green Bay Metro website: Green Bay Metro [Title VI](#)
- Green Bay Metro Passenger Center public lobby at 901 University Avenue, Green Bay, WI 54302.
- Green Bay Metro Administration public lobby at 901 University Avenue, Green Bay, WI 54302.
- All fixed route buses.
- All paratransit and Green Bay Metro On Demand microtransit vehicles.

To obtain a copy of the Title VI Compliance Program, please contact Green Bay Metro.

Title VI compliance is a condition of receipt of federal funds. Patricia Kiewiz, Green Bay Metro Transit Director, serves as the Title VI Coordinator and is authorized to ensure compliance with this policy and the law, including the requirements of the Code of Federal Regulation (CFR).

Demographic Profile

Green Bay Metro serves 61.50 square miles of the Green Bay Urbanized area, with a population of 180,397.

**Persons Self-Identified as White/Caucasian and non White/Caucasian
2020 US Census Bureau**

Area	People	Number of Persons Self-Identified as White/ Caucasian	Percent of Persons Self-Identified as White/ Caucasian	Number of Persons Self-Identified as non White/ Caucasian	Percent of Persons Self-Identified as non White/ Caucasian
Green Bay	107,395	68,646	63.9%	38,749	36.1%
De Pere	25,420	22,069	86.8%	3,351	13.2%
Allouez	12,219	11,451	93.7%	768	6.3%
Ashwaubenon	16,991	14,322	84.3%	2,669	15.7%
Bellevue	15,945	12,542	78.7%	3,403	21.3%
All Communities Served by Green Bay Metro	177,970	129,030	72.5%	48,940	27.5%
All of Brown County	268,740	208,440	77.6%	60,300	22.4%

Prepared by Brown County Planning Commission.

Based on the American Community Survey, all of Brown County has a minority population of 22.4%. The communities served by Green Bay Metro have a minority population of 27.5%.

Green Bay Metro transit service is primarily utilized by minority and low-income populations.

For detailed information pertaining to the Green Bay Metro's minority and low-income populations, zero vehicle households, and nondriver demographic maps are included in Appendix A to this document.

NOTIFICACIÓN AL PÚBLICO DE LOS DERECHOS DEL TÍTULO VI

Green Bay Metro se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios por motivos de raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, según enmendado. Es objetivo de Green Bay Metro:

- Garantizar que se proporcione el nivel y la calidad del servicio de transporte sin distinción de raza, color u origen nacional.
- Promover la participación plena y justa de todas las poblaciones afectadas en la toma de decisiones sobre transporte.
- Prevenir la denegación, reducción o demora de beneficios relacionados con programas y actividades que benefician a poblaciones minoritarias o de bajos ingresos.
- Garantizar un acceso significativo a programas y actividades por parte de personas con dominio limitado del inglés.

Green Bay Metro está comprometido con una política de no discriminación en la realización de sus negocios, incluido el cumplimiento de las responsabilidades del Título VI y la prestación de servicios de transporte equitativos y accesibles. Cualquier persona que crea que ha sido objeto de discriminación en virtud del Título VI por motivos de raza, color u origen nacional puede presentar una queja del Título VI ante Green Bay Metro.

Cualquier queja de este tipo debe realizarse por escrito y presentarse al Coordinador del Título VI de Green Bay Metro dentro de los 180 días siguientes a la fecha de la presunta discriminación. Un formulario de queja de derechos civiles del Título VI está disponible llamando al 920-448-3450. Las quejas deben dirigirse a:

Patricia Kiewiz
Coordinador del Título VI
Metro de Bahía Verde
901 Avenida Universidad
Green Bay, WI 54302

OGEYSIINTA DADWAYNAHA EE XUQUUQDA TITLE VI

Green Bay Metro ayaa xooga saaraysaa inay xaqiijisa in qofna laga reebin ka qaybgalka mise loo diido ka faa'ideysiga adeegyadeeda iyadoo laga reebaayo sababaha isirka, midibka, ama asakla qaraneedi, sida uu dhigaayo Qaanuunka Title VI ee Sharciga Xuquuqda Rayidka ee 1964, sida dib lagu saxay ah. Waa himilada Green Bay Metro inay:

- Inay xaqiijiso in heerka iyo tayada adeega gaadiidka lagu bixiyo iyadoon loo eegin isirka, midibka, ama asakla qaraneedi.
- Inay horumariso ka qayb qaadashada buuxdo oo na cadaaladda leh ee go'aamaha gaadiidka dhammaan dadka ay taabanayso.
- Inay ka hortagaan u diidmada, ka yaraynta, ama ka daahinta faa'idada la xiriirto barnaamijyada iyo hawlaha oo anfaca dadka laga tira badan yahay ama dadka dakhliga hoose.
- Inay xaqiijiso helitaanka micnaha leh ee barnaamijyada iyo hawlaha dadyowga luuqadda Ingiriiska xadidayso.

Green Bay Metro waxay xooga saaraysaa xeerka takoor la'aanta xagga qabashada hawsheeda, taasoo soo galayso raacitaanka masuuliyadka Qaanuunka Title VI iyo bixidda adeegyada gaadiidka loo siman yahay oo na la wada heli karo. Qof walbo oo aaminsan in lagu takooray Title VI iyadoo loo eegaayo isirka, midibka, ama asakla qaraneedi ayaa cabashada Qaanuunka Title VI ka samayn karaa Green Bay Metro.

Cabasho walbo oo noocaasi ayaa noqon karto mid afka ah mise qoraal ee loo gudbiyay Isu duwaha Title VI ee Green Bay Metro maalinka takoorka lagu eedeynayo dhacay ka dib ilaa 180 maalmood gudahooda. Foomka Cabashada Xuquuqda Rayidka ee Qaanuunka Title VI ayaa lagu heli karaa markii la waco 920-448-3450. Cabashooyinka waa in lagu gudbiyo:

Patricia Kiewiz
Title VI Coordinator (Isu Duwaha Title VI)
Green Bay Metro
901 University Avenue
Green Bay, WI 54302

COMPLAINT PROCEDURE

GBM is committed to a policy of nondiscrimination in the conduct of its business, including adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discriminations under Title VI on the basis of race, color, or national origin may file a Title VI complaint with GBM.

Any such complaint can be verbal or written to the Green Bay Metro Title VI Coordinator within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available by calling 920-448-3450. Complaints should be addressed to:

Patricia Kiewiz
Title VI Coordinator
Green Bay Metro
901 University Avenue
Green Bay, WI 54302

We offer an [online version of the complaint form](#). Or you may complete and return this [printable complaint form \(PDF\)](#) .

A complainant may also file a complaint directly with the Federal Transit Administration by submitting it to the Office of Civil Rights at the address below or emailed at [FTA Title VI Complaint Email](#)

Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
United States
Phone: 888-446-4511

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

Overview

Federal recipients are required to directly accept, log, and investigate complaints of discrimination. Further, recipients are required to notify the public of their right to complain and the procedures for processing their complaint. These procedures cover all complaints filed under Title VI relating to any program or activity administered by Green Bay Metro, its sub-recipients, consultants, and contractors.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel.

Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Green Bay Metro. Any such complaint must be filed in writing or in person with Green Bay Metro, 901 University Avenue, Green Bay, WI, 54302. Any individual, group, or entity that believes they have been subjected to discrimination prohibited by nondiscrimination requirements may file a complaint. A formal complaint must be filed within 180 days of the alleged occurrence.

Green Bay Metro and its subrecipient have had no investigations or lawsuits pertaining to Title VI.

Submitting Complaints

Written and verbal complaints will be accepted by Green Bay Metro.

Written Complaints

The preferred method is to file your complaint in writing using the Title VI Complaint Form (Appendix B), and sending it to:

Patricia Kiewiz, Transit Director
Green Bay Metro Title VI Coordinator
901 University Avenue
Green Bay, WI 54302
(920) 448-3450

The complainant is advised to file a complaint within thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- Complainant's name, mailing address, phone number and information on how to best contact you (i.e., telephone number, e-mail address, etc.).
- How, when, where, and why do you believe you were discriminated against. Include the location, names, and contact information of any witnesses.
- Other information that you deem significant.

Verbal Complaints

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (920) 448-3450 and ask for the Title VI Coordinator.

Procedure

Upon receiving the complaint, Green Bay Metro will determine its jurisdiction, acceptability, need for additional information, and investigative merit of the complaint. In some situations, Green Bay Metro may request that the City of Green Bay Human Resources Department or an independent outside agency conduct the investigation.

Once Green Bay Metro decides its course of action, the complainant will be notified in writing of such determination within five calendar days.

In cases where Green Bay Metro assumes investigation of the complaint, Green Bay Metro will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have ten days upon receipt to furnish Green Bay Metro with his/her response to the allegations.

Within 60 days of receipt of the complaint, the Title VI Coordinator will prepare a written investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.

The recommendations shall be reviewed by the city of Green Bay attorney. The City Attorney may discuss the report and recommendations with the Title VI Coordinator. The report will be modified as needed and made final for its release to the parties.

Once the investigative report becomes final, briefings will be scheduled within 15 days. Both the complainant and the respondent shall receive a copy of the investigative report during the briefings and will be notified of their respective appeal rights.

Appeal

If the complainant or respondent is not satisfied with the results of the investigation of the alleged discriminatory practice(s), they shall be advised of their rights to appeal Green Bay Metro's decision to the Federal Transit Administration Office of Civil Rights, Attention: Complaint Team, 1200 New Jersey Avenue, SE, Washington DC 20590.

Documentation of Complaints

A record of complaints will be maintained by Green Bay Metro and contain the following information for each complaint filed:

- The name and contact information of the person filing the complaint.
- The date of the complaint
- The basis of the complaint
- The disposition of the complaint

Filing Federal Complaints:

Complaints can be filed externally with the U.S. Department of Transportation and/or the FTA at:

Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
United States
Phone: 888-446-4511

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

A complainant may also file a complaint directly with the Federal Transit Administration by submitting it to the Office of Civil Rights at the address below or emailed at [FTA Title VI Complaint Email](#)

SUBRECIPIENT

Green Bay Metro's subrecipients of federal financial assistance must also comply with the Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin, as effectuated by U.S. DOT regulation 49 C.F.R. Part 21. To meet its enforcement responsibilities Green Bay Metro has implemented a subrecipients monitoring process.

- Each year subrecipients must provide Green Bay Metro with an FTA Certifications and Assurances, signed and initialed that all records and other information required under FTA Circular 4702.1B have been or will be compiled, as appropriate, and maintained.

- Each year Green Bay Metro requests a record of any Title VI complaints filed with subrecipients and the documentation certifying investigation and resolution into said claims.
- Once every three years subrecipients must provide Green Bay Metro with an updated Title VI plan in order for Green Bay Metro to ensure compliance with FTA Title VI regulations and to meet the requirements of FTA Circular 4702.1B.
- Subrecipients are required to display the public notice card for Title VI Plan in all Section 5310/85.22 funded vehicles.
- Subrecipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).
- Subrecipients agree to comply with and participate in Compliance Site Reviews conducted by Green Bay Metro or authorized contractor.

PUBLIC PARTICIPATION

Federal regulations require transit operators take reasonable steps to ensure the Limited English Proficient (LEP) persons have meaningful access to programs and activities. This means the public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

Green Bay Metro has established a *Public Participation Policy for the Green Bay Metro System* to ensure that Green Bay Metro utilizes effective means of providing information and receiving public input on transportation decisions from the general public, minority, LEP, and low-income populations. Specific strategies are detailed in the [policy document](#).

PERFORMANCE MEASURES AND STANDARDS POLICIES

Federal Transit Administration (FTA) Circular 4702.1b Chapter VI requires transit systems to establish service performance measures and standards. Performance measures are used to assess whether or not transit service is achieving desired objectives while performance standards are the minimum acceptable levels of performance.

The Green Bay Transit Commission has established performance measures and standards specific to fixed route bus, on demand microtransit, and paratransit services. Performance standards and measures can be found in the *Green Bay Metro Performance Measure and Standards* document found on the Green Bay Metro website ([link here](#)).

FTA further expects transit agencies to monitor service to ensure transit amenities are distributed fairly and in a non-discriminatory manner throughout the system. Therefore, Green Bay Metro has established service policies for the distribution of amenities. Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Specific requirements related to vehicle assignment, transit stops, shelter placement, and other amenities are addressed in the policy.

FARE AND SERVICE CHANGE EQUITY ANALYSIS

FTA Circular 4702.1B Chapter IV.7, requires Green Bay Metro to establish policies that will guide the analysis to determine whether major service changes will have a disproportionately negative impact on minority or low-income populations. Accordingly, Green Bay Metro established equity analysis policies and a service evaluation process to meet this requirement. Green Bay Metro must establish a Major Service and Fare Change Policy, a Disparate Impact Policy, and a Disproportionate Burden Policy. Collectively, these policies provide foundational requirements for evaluating service change proposals for equity. These policies and their applicable thresholds are listed below:

Major Service and Fare Change Policy

- A major service change is defined as a 25 percent addition or reduction in the service hours of any route that would remain in effect for twelve (12) or more months. All major service changes will be subject to an equity analysis that includes an analysis of adverse effects.
- Adverse Effect is defined as a geographical or temporal reduction in service that includes, but is not limited to eliminating a route, shortening a route by eliminating segments, rerouting an existing route, and increasing headways. Green Bay Metro shall consider the degree of adverse effects and analyze those effects when planning major service changes.
- A fare change is defined as any fare increase or reduction.

Disparate Impact Policy

Disparate impact refers to an outwardly neutral policy or practice that disproportionality affects members of a group identified by race, color, or national origin. A major service change or fare increase, or decrease should not have a disparate adverse effect on minority populations. In the event the proposed change has an adverse impact that affects protected populations more than other populations, the finding would potentially be considered Disparate Impact. To mitigate this result, Green Bay Metro will explore alternatives that would serve the same objectives with a more equitable impact. Results of a Title VI equity analysis are presented to the Transit Commission.

Disproportionate Burden Policy

A disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. Median household income by census block for Brown County is \$55,039. A major service change or fare increase, or decrease should not have a disproportionate adverse effect on low-income populations. If a proposed major service change or fare change results in a disproportionate burden, Green Bay Metro will consider modifying the proposed service change. Green Bay Metro will analyze the modification and may remove the potential disproportionate burden. If a less discriminatory option cannot be identified Green Bay Metro will provide legitimate justification for the proposed service change.

CONCLUSION

An equitable public transit system is a fair transit system where services, resources, benefits, and impacts are distributed with respect to transit demand, not race, color, national origin, or income status. Staff seeks to comply with these civil rights laws, and to enhance efforts to guarantee fairness in the delivery of Green Bay Metro's services.

Accomplishments

Title VI Accomplishments between April 2021 and May 2024

The following summarizes Green Bay Metro's effort to not only comply with the requirements of FTA Circular 4702.1B, but to advance social equity through policy and public engagement.

Activities

- Green Bay Metro completed an equity analysis for major fare adjustment (temporary reduction in fares) for implementation from April through December of 2023.
- Green Bay Metro completed equity analyzes for service modifications for implementation in January of 2022 and May of 2024.
- The Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO) prepared the *2024-2028 Transit Development Plan for the Green Bay Metro System* which included Title VI and related information.

Outreach and Engagement

Brown County Mobility Management Program

The program was established in 2016 in partnership with the Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO). The Mobility Coordinator position is housed at Green Bay Metro and has provided the following services:

- Delivered presentations to older adults, people with disabilities, minority and Limited English Proficient individuals and groups, low-income persons, and to those who are reliant on public transportation.
- Assisted individuals in finding appropriate, affordable, and accessible transportation from the local network of service providers.
- Provided one-on-one travel training services at no cost.
- Developed travel training materials such as brochures, maps, and informational handouts.
- Established and managed the LIFT program. The program allows low-income individuals to apply for and receive up to four free day passes per month to be used on Green Bay Metro's fixed route bus and microtransit services.
- Maintained a Transportation Options & Resources List which is updated on a regular basis.

General Information

Green Bay Metro website: [website](#)

Green Bay Metro Transit Guides: Service guides are available in Spanish, Somali, and Hmong and can be accessed on Green Bay website: [website](#)

Facebook: [Facebook](#)

X (formerly Twitter): [X](#)

QR Code:



RESOURCES

Please see the websites below for more information.

Green Bay Metro Transit

- [Green Bay Metro Title VI](#)
- [Green Bay Metro Title VI Complaint Form](#)
- [Green Bay Metro Public Participation Policy](#)
- [Green Bay Metro Reports & Studies](#)

WisDOT guidance

- [WisDOT Transit Title VI Compliance](#)
- [WisDOT Department Title VI Office](#)

Federal legal authorities

- [FTA Circular 4702.1B](#) (Title VI)
- [FTA Circular 4703.1](#) (Environmental Justice)
- [49 C.F.R. 21](#)
- [Executive Order 13166](#) (LEP)
- [Executive Order 12898](#) (Environmental Justice)

Federal guidance

- [US DOT LEP guidance](#)
- [FTA resource page](#)
- [FHWA resource page](#)

Training Links

- [FTA Title VI training page](#)
- [FTA Title VI training video](#)
- [FHWA Title VI PowerPoint presentations](#)

Other helpful resources

- [US Census Bureau](#)

ADOPTION AND REVISION HISTORY

Approved by Green Bay Transit Commission February 19, 2014

Approved by Green Bay Transit Commission May 20, 2015

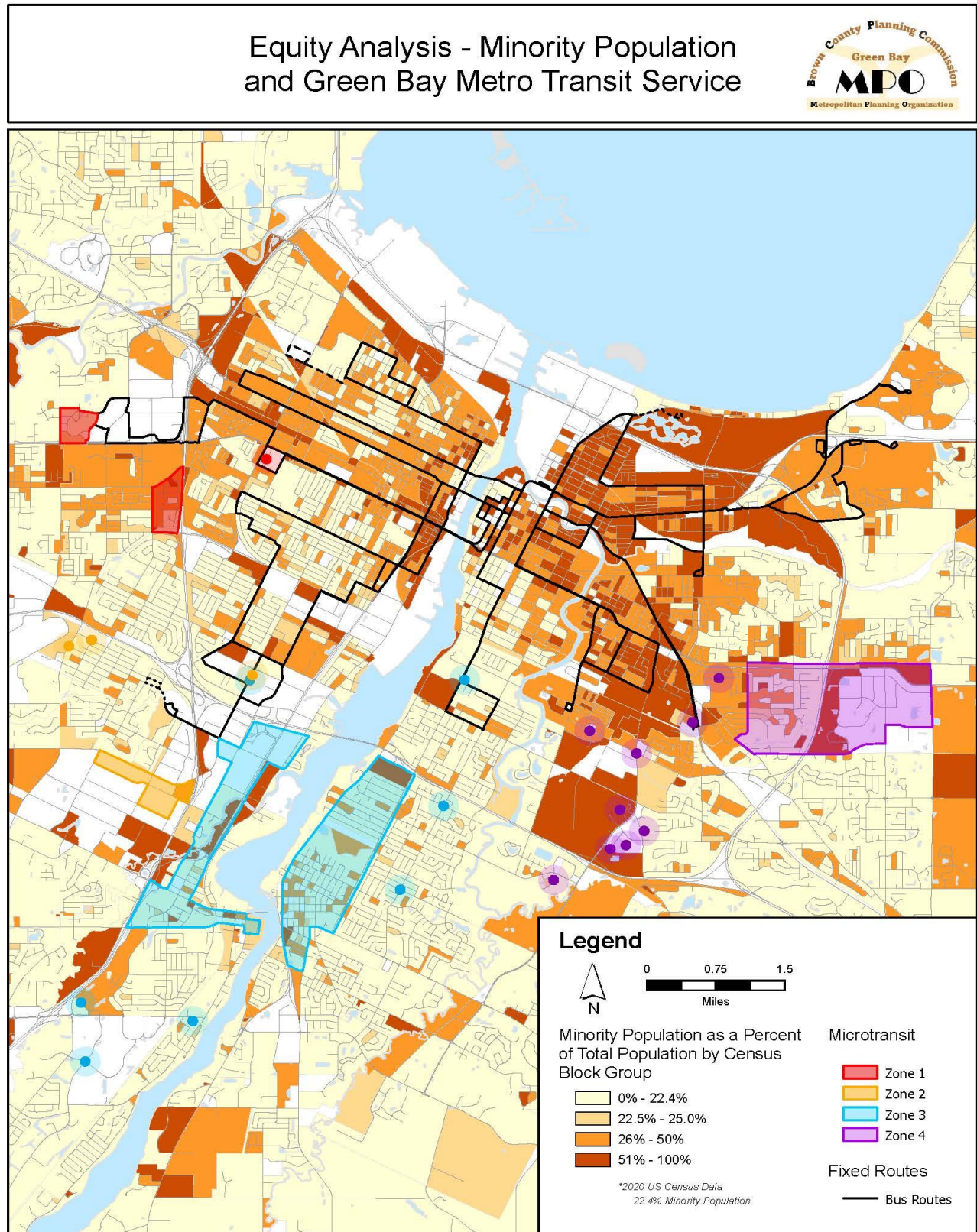
Approved by Green Bay Transit Commission February 17, 2016

Approved by Green Bay Transit Commission March 14, 2018

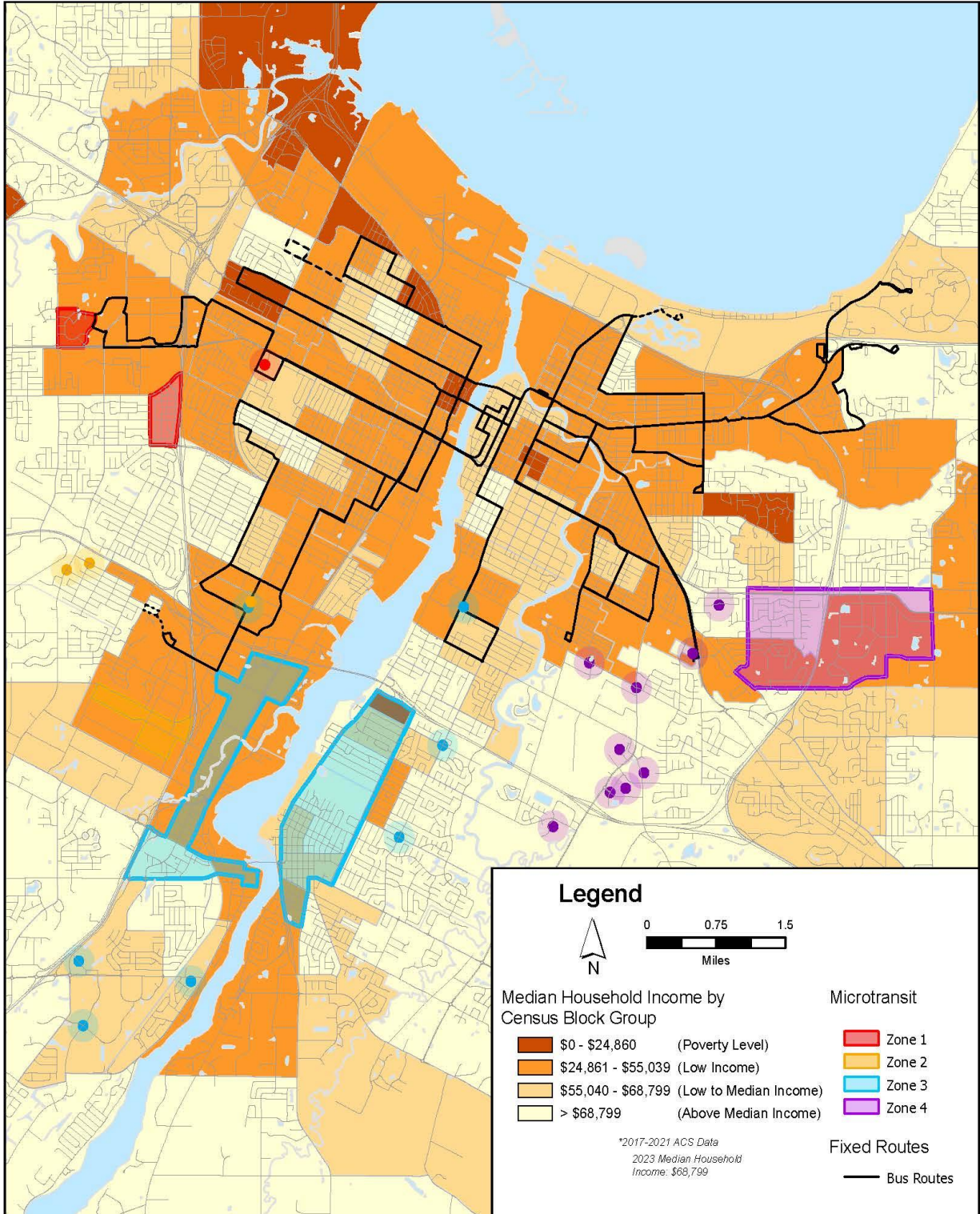
Approved by Green Bay Transit Commission April 21, 2021

Approved by Green Bay Transit Commission May 15, 2024

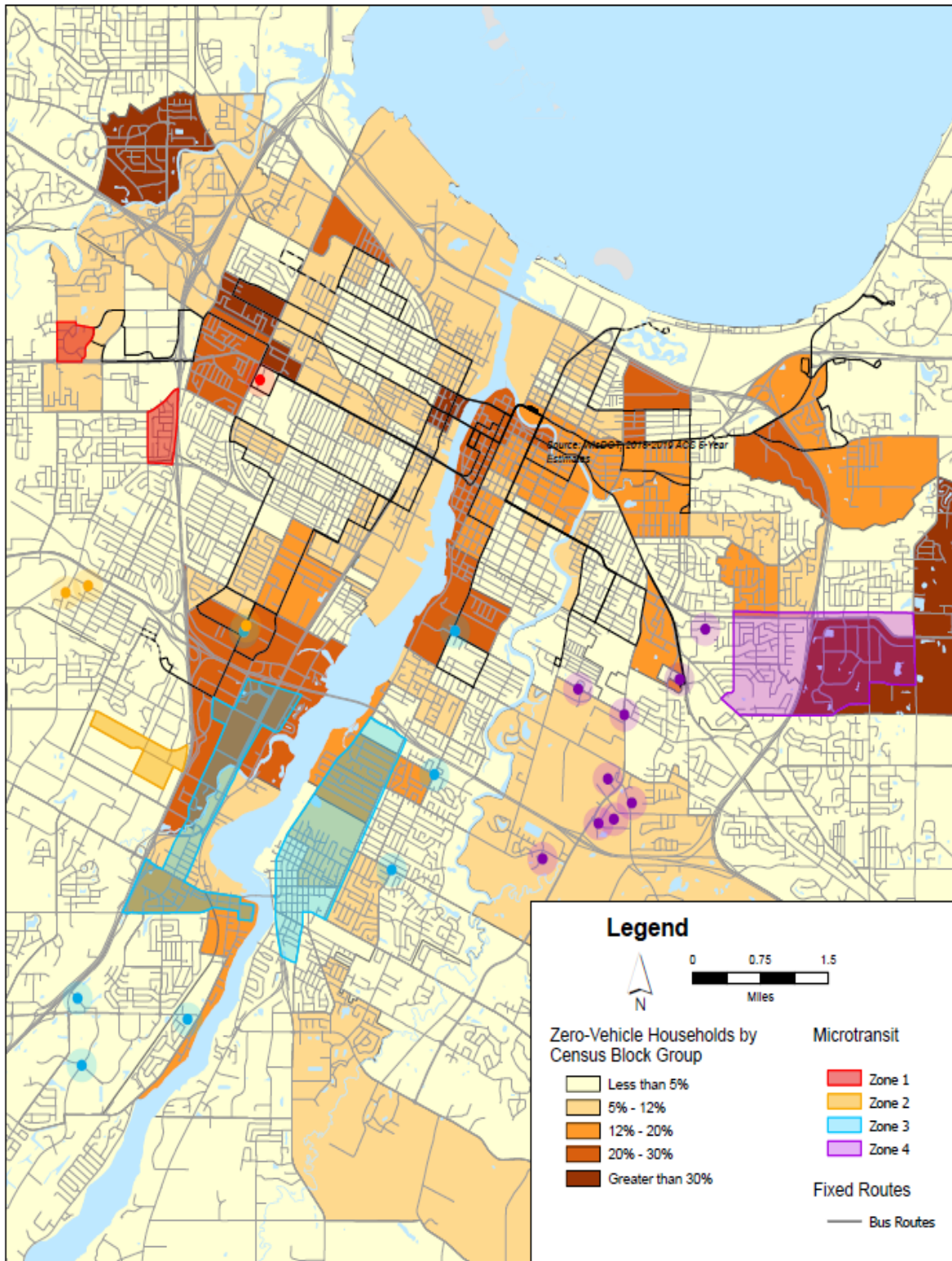
Appendix: A Demographic Profile Map Statistics



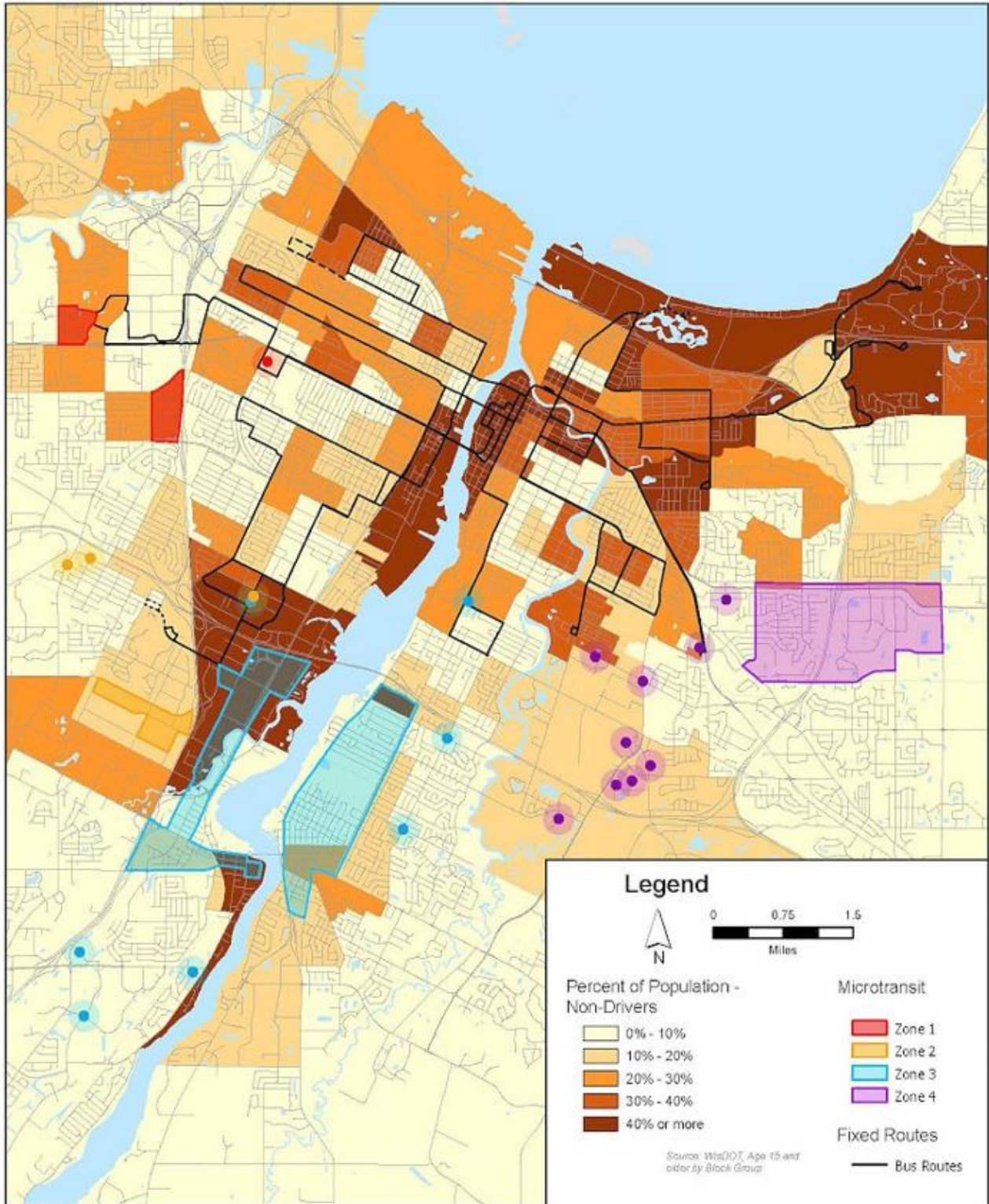
Equity Analysis - Household Income and Green Bay Metro Transit Service



Zero-Vehicle Households and Green Bay Metro Transit Service



Non-Drivers and Green Bay Metro Transit Service



Appendix B



Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to:

Title VI Coordinator
Green Bay Metro
901 University Avenue
Green Bay, WI 54302

1. Complainant's Name _____

2. Address _____

3. City, State and Zip Code _____

4. Telephone Number (home) _____ (business) _____

5. Person discriminated against (if someone other than the complainant)

Name _____

Address _____

City, State and Zip Code _____

6. Which of the following best describes the reason you believe the discrimination took place?

Was it because of your:

a. Race/Color _____

b. National Origin _____

c. Other _____

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? _____ Yes _____ No

If yes, check all that apply:

_____Federal agency _____Federal court _____State agency _____State court
_____Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____
Address _____
City, State, and Zip Code _____
Telephone Number _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature Date

Appendix C



Title VI Public Notice

Green Bay Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. It is Green Bay Metro's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Promote the full and fair participation of all affected populations in transportation decision-making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

Green Bay Metro is committed to a policy of non-discrimination in the conduct of its business, including adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color, or national origin may file a Title VI complaint with Green Bay Metro.

Any such complaint must be in writing and submitted to the Green Bay Metro Title VI Coordinator within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available by calling 920-448-3450. Complaints should be addressed to:

Patricia Kiewiz
Title VI Coordinator
Green Bay Metro
901 University Avenue
Green Bay, WI 54302

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A complainant may also file a complaint directly with the Federal Transit Administration by submitting it to the Office of Civil Rights at the address below or emailed at [FTA Title VI Complaint Email](#)

Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
United States
Phone: 888-446-4511

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services. If information is needed in another language, contact 920-448-3450.

Appendix D

Green Bay Metro Limited English Proficiency (LEP) Plan

Policy Statement

Green Bay Metro is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

Census. The United States is home to millions of national origin minority individuals who are LEP. That is, persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English at a level that permits them to interact effectively with recipients of Federal financial assistance. This includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all. Because of language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language.

Limited English Proficiency 2022 American Community Survey (ACS) Estimates for Brown County

Language Spoken at Home	Population Five Years & Over	Percent of Population Five Years & Over	Number of Persons Five Years & Over that Speak English only or "very well"	Number of Persons Five Years & Over that Speak English less than "very well"
Speak English only	231,590	90.7%	231,590	----
Speak a language other than English				
Spanish	15,538	6.0%	8,206	7,152
Other Indo-European	2,187	0.9%	1,575	612
Asian and Pacific Island	4,343	1.7%	2,110	2,233
All Other	1,748	0.7%	1,287	461
Totals:	255,226		244,768	10,458

Those under the age of 5 are not included in language data.

Indo-European includes many, but not all, countries in Europe and the Middle East.

Prepared by Brown County Planning Commission.

ANALYSIS OF FACTORS

Factor No. 1: The number or proportion of LEP persons in the service area. The vast majority of the population with which we do business (individuals wishing to ride transit) is proficient in English, so that LEP services are not normally required.

- According to the 2022 American Community Survey, English is spoken by 90.7% of those five and older in Brown County. The majority of those who speak another language also speak English.
- A total of 7,152 or 2.8 percent of the Spanish speaking population in Brown County indicate they speak English less than "very well".
- A total of 2,233 Asian and Pacific Islander speaking individuals indicate they speak English less than "very well". The ACS recognizes approximately 280 Asian and Pacific Islander languages. The most common are Chinese, Japanese, Korean, Hmong, Thai, Laotian, and Vietnamese.
- Green Bay Metro ensures meaningful access to all programs and activities by persons with Limited English Proficiency. Monitoring of the system is done to ensure all language needs are met. Currently ridership consists of only English and Spanish speaking riders. No other LEP populations meet Safe Harbor thresholds.
- Green Bay Metro Title VI and LEP policies and complaint procedures are posted at the Transportation Center and on Green Bay Metro's website. Employees are trained to be aware and assist LEP individuals by directing them to Green Bay Metro dispatch, which will then connect them to the appropriate persons for language assistance help.

Factor No. 2: The frequency with which LEP individuals come into contact with the service. All contacts with Green Bay Metro are made through its Metro Center located in Green Bay, WI. LEP persons are serviced daily via our buses and contracted paratransit demand response service. LEP contacts are relatively minimal.

Factor No. 3: The nature and importance of service provided by Green Bay Metro. Green Bay Metro provides important transit services throughout the urbanized area to the public through its fixed route, limited service, microtransit and paratransit programs.

Factor No. 4: The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons. Green Bay Metro has experienced staff that is fluent in Spanish and have agreed to serve as interpreters as needed on those occasions when a person with limited English proficiency contacts the transit system. In an effort to accommodate individuals with language barriers at all times, Green Bay Metro does utilize translation services from a contracted company when necessary. Green Bay Metro provides the following documents in English, Spanish and Somali:

- Route Guide
- Title VI Notice
- Title VI Complaint Form
- ADA Paratransit Application
- Reduced Fare Application
- Travel Training Brochure

- Google Translate is available to assist in the interpretation of Green Bay Metro's website at www.greenbaymetro.org.

IMPLEMENTATION PLAN

Green Bay Metro's LEP plan is currently implemented, and it is reviewed annually, including any contacts with LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled. We identify LEP persons in the service area by ridership, telephone contact counts, neighborhood demographics, general awareness surveys and on-board surveys. Green Bay Metro's Title VI Policy and a Complaint Form are available at the Metro Center. All printed maps and schedules have Title VI language. When service changes occur, notices are available in Spanish and English language, other languages upon request. Alerts that provide information on changes are posted on the bus, website, and all social media outlets. To comply with 49 CFR 21.9(d), Green Bay Metro must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI.

INCLUSIVE PUBLIC PARTICIPATION

Community Outreach is a requirement of Title VI. Recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population, the public involvement process, and the resources of Green Bay Metro. Green Bay Metro will engage the public in its planning and decision-making processes, as well as its marketing and outreach activities and includes the Green Bay Chamber of Commerce Diversity Committee, the Green Bay Area Hispanic Community Council, and the Green Bay Area Hmong Community Center for input.

CUSTOMER COMPLAINT PROCESS

Citizens may contact Green Bay Metro to lodge a complaint or comment. All complaints/comments are tracked, followed-up and a response is made to the citizen. This process can be initiated by calling Green Bay Metro at (920) 448-3450, or by visiting the Metro Center located at 901 University Avenue, Green Bay, WI 54302.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # D.3

Discussion/Action: Purchase of (1) 35' Gillig Bus (7-Pack)

BACKGROUND

Director Kiewiz will present to the Transit Commission a request to purchase one electric Gillig 35' 7-pack bus, with charger. This purchase will be conducted off the WisDOT Heavy Duty Bus Procurement.

RECOMMENDATION

Staff recommends approval for the purchase of (1) 35' Gillig, 7-Pack bus and charger as presented.

FISCAL IMPACT

ATTACHMENTS

- I. Green Bay 35ft BEB Quote 5.3.24



May 3, 2024

Green Bay Metro
Mrs. Patricia Kiewiz
Transit Director
901 University Avenue
Green Bay, WI 54302

Dear Mrs. Kiewiz,

Thank you for your interest to purchase (1) 35-foot Gillig Electric Buse

Attached you will find the price variance that encompasses your next order. Gillig is pleased to quote the following:

One (1)	35FT ELECTRIC LOW FLOOR BUS (7-pack)	\$1,224,495.00 Each
----------------	---	----------------------------

This price is valid until **May 17th, 2024**, and is FOB Green Bay, WI – Green Bay Metro. Price excludes any taxes, bank transaction fees of any kind, and all license and registration fees. The production of these buses can be scheduled within 12 months after receipt of the purchase order no later than May 17th, 2024.

We thank you for this opportunity and appreciate your continued interest in Gillig and our products. We certainly look forward to working with Green Bay Metro and in so doing, continue to build on our lasting partnership. Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Rudiger".

Dan Rudiger
Regional Sales Manager
Gillig LLC

CC: William F. Fay Jr.
Javier Hernandez Jr.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

PREPARED BY

AGENDA ITEM # D.4

Discussion/Action: Table of Organization - Maintenance Division

BACKGROUND

Maintenance Manager Hofer is requesting a modification to a maintenance position. Currently, maintenance has three (3) Service Technicians. Manager Hofer is requesting a service tech position be changed to a Mechanic Assistant position. Director Kiewiz will work with the Human Resource Department on a job description and the rate of pay.

RECOMMENDATION

Staff recommends changing the table of organization as presented.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Org May 2024

TRANSIT DEPARTMENT

TRANSIT DEPARTMENT

Transit Director (1)

MAINTENANCE DIVISION

Maintenance Manager (1)

Maintenance Clerk (1)

Maintenance Technician
(1)

Mechanic (4)

Mechanic Assistant (1)

Service Technician (2)

ADMINISTRATIVE DIVISION

Finance Manager
(1)

Compliance
Coordinator (1)

Mobility
Coordinator (1)

OPERATIONS DIVISION

Operations Manager (1)

SUPPORT

Dispatcher (3)

IT Specialist (1)

Building Custodian (1)

SERVICE

Operations
Supervisor (3)

Operations Assistant (1)

Bus Operator (23)

Bus Operator (.5)

Fulltime Employees 47

Parttime Employees 1



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.1

Operational Reports

BACKGROUND

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

RECOMMENDATION

No action is necessary.

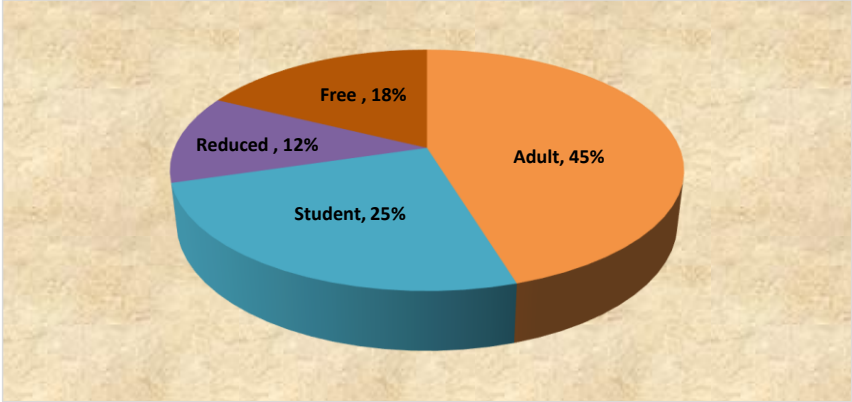
FISCAL IMPACT

ATTACHMENTS

- I. 03.Mar Ridership

Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
March 2023	24,185	17,653	7,723	11,922	61,483	183,263
March 2024	26,742	17,323	8,097	12,562	64,724	206,697
Difference	2,557	(330)	374	640	3,241	
	11%	-2%	5%	5%	5%	



Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
March 2023	3,953	268	193	8	4,422	11,740
March 2024	5,466	550	362	32	6,410	17,287
Difference	1,513	282	169	24	1,988	
	38%	105%	88%	300%	45%	

YTD PASSENGERS 223,984

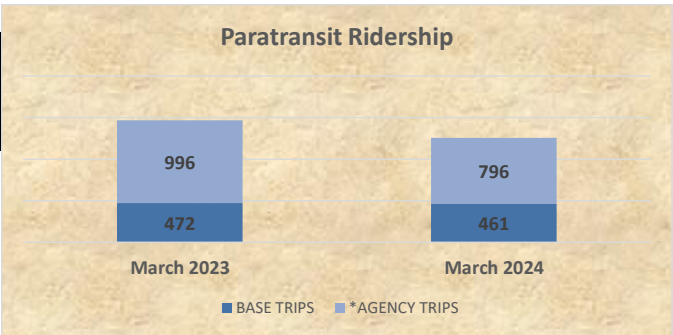
**Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.*

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

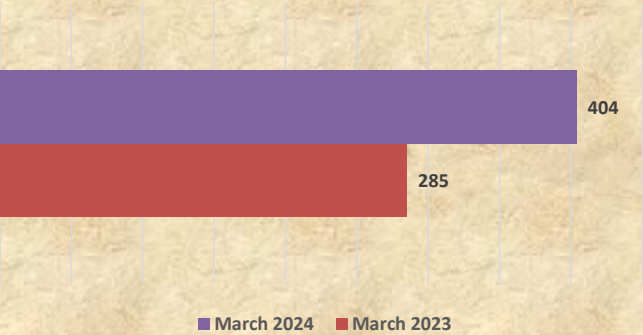
Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
March 2023	472	996	1,468	4,089
March 2024	461	796	1,257	3,680
Difference	(11)	(200)	(211)	
	-2.3%	-20.1%	-14.4%	

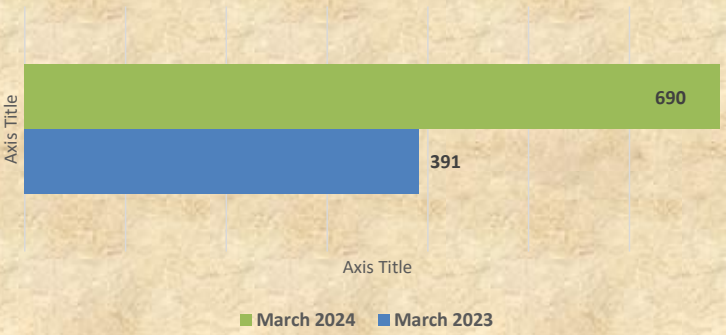
**Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).*



Mobility Devices Boarded



Bikes Loaded





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

PREPARED BY

Patty Kiewiz, Transit Director

AGENDA ITEM # E.2

Financial Reports

BACKGROUND

Green Bay Metro's staff will present the Commission with the monthly financial report.

RECOMMENDATION

Receive and place on file.

FISCAL IMPACT

ATTACHMENTS

- I. 03.Mar Financials



EXPENSES

ACCOUNT DESCRIPTION	2024 Jan-Mar	2023 Jan-Mar	+/-	%	2024 BUDGET	% OF BUDGET
Wages & Salaries	499,242.76	499,831.86	(589)	-0.1%	2,639,789	18.9%
Fringe Benefits	239,661.97	218,325.02	21,337	9.8%	1,546,634	15.5%
Other Employment Expenses	7,322.00	22,067.54	(14,746)	-66.8%	81,600	9.0%
Contract Services	19,656.45	17,599.07	2,057	11.7%	473,177	4.2%
Materials & Supplies	101,752.46	125,884.54	(24,132)	-19.2%	672,991	15.1%
Building & Equip Maintenance	102,665.70	73,123.74	29,542	40.4%	246,900	41.6%
Utilities	56,877.77	44,218.47	12,659	28.6%	220,002	25.9%
Insurance	130,736.00	140,762.00	(10,026)	-7.1%	166,207	78.7%
Miscellaneous	43.20	39.20	4	10.2%	250	17.3%
Paratransit Services	82,390.81	101,019.97	(18,629)	-18.4%	705,817	11.7%
Microtransit Services	289,799.00	279,357.54	10,441	3.7%	2,488,935	11.6%
Subrecipient Expenses	-	-	-	0.0%	-	0.0%
TOTAL	1,530,148.12	1,522,228.95	7,919	0.5%	9,242,302	16.6%

ORIGINAL BUDGET

REVENUES

ACCOUNT DESCRIPTION	2024 Jan-Mar	2023 Jan-Mar	+/-	%	2023 BUDGET	% OF BUDGET
Federal Operating Asst	-	-	-	0.0%	2,840,609	0.0%
State Operating Asst	-	-	-	0.0%	2,726,479	0.0%
Other Local Municipalities	137,732.59	138,188.00	(455)	-0.3%	550,930	25.0%
Green Bay	324,999.99	312,000.00	13,000	4.2%	1,708,675	19.0%
Farebox Revenue-Fixed Route	105,196.54	112,725.72	(7,529)	-6.7%	775,000	13.6%
Farebox Revenue-Paratransit	50,362.00	57,791.00	(7,429)	-12.9%	292,600	17.2%
Farebox Revenue-Microtransit	4,618.00	6,335.00	(1,717)	-27.1%	-	0.0%
College Program Fares	2,536.00	1,730.00	806	46.6%	-	0.0%
TMI Refund	9,454.00	-	9,454	0%	-	0.0%
Non-Transportation Revenue	10,215.98	29,382.52	(19,167)	-65.2%	9,101	112.3%
State Fuel Refund	3,736.30	2,874.49	862	30.0%	-	0.0%
Advertising	21,706.56	23,391.72	(1,685)	-7.2%	100,000	21.7%
Intercity Bus Commissions	1,500.00	2,287.98	(788)	-34.4%	6,000	25.0%
Partnership Contributions	8,106.00	8,106.00	-	0.0%	232,908	3.5%
TOTAL	680,163.96	694,812.43	(14,648)	-2.1%	9,242,302	7.4%

KEY PERFORMANCE INDICATORS (KPI)

Operating Days	77	77	-	0.0%	308
Revenue Miles	166,154	162,596	3,558	2.2%	693,821
Revenue Hours	11,049	10,703	346	3.2%	45,838
Unlinked Passenger Trips	206,697	183,263	23,434	12.8%	910,060
Revenue / Cost	44.5%	45.6%			100%
Farebox Revenue / Mile	0.63	0.69	(0.06)	-8.7%	1.12
Farebox Revenue / Pass Trip	0.51	0.62	(0.11)	-17.3%	0.85
Farebox Revenue / Hour	9.52	10.53	(1.01)	-9.6%	16.91
Passenger / Mile	1.24	1.13	0.12	10.4%	1.31
Cost / Mile	6.97	7.02	(0.05)	-0.8%	8.72
Cost / Passenger Trip	5.60	6.23	(0.63)	-10.1%	6.65

*Insurance is [NET] TMI

March - 25%

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

2024



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

May 15, 2024

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