



AGENDA OF THE TRANSIT COMMISSION

**WEDNESDAY, FEBRUARY 19, 2025, 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 February 19, 2025 Transit Commission Agenda.

C. Approval of Minutes.

1. Approval of Transit Commission minutes from November 20, 2024.
2. Approval of Transit Commission minutes from January 15, 2025.

D. Regular Business.

1. Discussion/Action: Passenger Waiting Shelters
2. Discussion/Action: Contract extension with VIA for Microtransit and Paratransit Services
3. Discussion/Action: Microtransit & Paratransit Service RFP 2024-28
4. Presentation: Green Bay Metro – Annual System Review and Analysis Report, December 2024, by Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO).
5. Discussion/Action: Incidental Use Request - FlixBus

E. Informational.

1. Operational Reports
2. Financial Reports
3. Director's Report
4. Next Transit Commission Meeting: April 16, 2025 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

February 19, 2025

PREPARED BY

AGENDA ITEM # B.I

Approval of the February 19, 2025 Transit Commission Agenda.

BACKGROUND

RECOMMENDATION

Staff recommends the approval of the Transit Commission agenda for February 19, 2025

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

Becky Fleck, Transit Staff

AGENDA ITEM # C.I

Approval of Transit Commission minutes from November 20, 2024.

BACKGROUND

Minutes from the meeting held on November 20, 2024.

RECOMMENDATION

Staff recommends approval of the minutes from the November 20, 2024, meeting.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission 11-20-2024



MINUTES OF THE TRANSIT COMMISSION

WEDNESDAY, NOVEMBER 20, 2024, 8:15 AM

TRANSIT

901 University Ave

A. ROLL CALL.

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

Present: Roger Kolb, Michael Conley - Kuhagen, Kevin Kuehn, Randy Scannell, Alderman Craig Stevens, and Hector Rodriguez

Excused: Terri Refsguard

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

B. APPROVAL OF THE AGENDA.

- I. Approval of the Wednesday, November 20, 2024 Transit Commission Agenda.

Moved by Randy Scannell, seconded by Hector Rodriguez to approve the November 20, 2024, agenda. Motion carried.

Yes – Roger Kolb, Michael Conley-Kuhagen, Kevin Kuehn, and Alderman Craig Stevens

No – None, Abstain - None

C. APPROVAL OF MINUTES.

- I. Approval of Transit Commission minutes from October 16, 2024.

Moved by Kevin Kuehn, seconded by Randy Scannell to approve the October 16, 2024, minutes. Motion carried.

Yes – Roger Kolb, Michael Conley-Kuhagen, Randy Scannell, Kevin Kuehn, Hector Rodriguez, and Alderman Craig Stevens

No – None, Abstain - None

D. PUBLIC HEARING.

- I. Public Hearing: Proposed Fare Increase for Fixed Route, Microtransit, and ADA Paratransit Agency Fares

Chair Roger Kolb opened the public hearing for comment.

Chair Roger Kolb asked if anyone wished to speak. No comments, Chair Roger Kolb closed the public hearing.

Moved by Randy Scannell, seconded by Michael Conley-Kuhagen to close the public hearing. Motion carried.

Yes- Roger Kolb, Kevin Kuehn, Hector Rodriguez, and Alderman Craig Stevens

No- None, Abstain- None

E. REGULAR BUSINESS.

- I. Discussion/Action: Proposed Fare Increase for Fixed Route, Microtransit and ADA Paratransit Agency Fares.

Director Kiewiz stated we are looking to increase Adult 30-Day, Student 30-Day, Reduced 30-Day and Agency fare passes by \$2 and Adult Weekly pass by a \$1. The Public Hearing has been posted on our website and no comments were received. The last fare increase we had was in 2020.

Hector Rodriguez asked how much of an increase this is since 2020.

P. Kiewiz shared it is a 5% increase from 2020. The next closest transit is 30 miles south of Green Bay and their 30-Day pass starts at \$60.

Moved by Randy Scannell, seconded by Hector Rodriguez to approve the Fare Increase for Fixed Route, Microtransit, and ADA Paratransit Agency Fares.

Motion carried.

Yes- Roger Kolb, Michael Conley-Kuhagen, Kevin Kuehn, and Alderman Craig Stevens

No- None, Abstain- None

2. Discussion: Homeland Security Review

Director Kiewiz did a short review of the Homeland Security report. We are obligated to use 1-1.5% of our budget on safety. This report will help with what we need to focus on.

Hector Rodriguez commented that he appreciates our preventative measures to ensure everyone's safety.

3. Discussion/Action: Proposed Increase of Incremental Usage Fee

Director Kiewiz stated we are looking to increase the cost per use to \$8.44 of the facility used of their passengers. Currently cost is \$7.52 every time they pull in.

Moved by Randy Scannell, seconded by Michael Conley-Kuhagen to approve the increase of Incremental usage fee. Motion carried.

Yes - Roger Kolb, Kevin Kuehn, Hector Rodriguez, and Alderman Craig Stevens

No - None, Abstain- None

4. Discussion/Action: 2025 Green Bay Metro Budget

Director Kiewiz presented the budget. Bellevue has some concerns for the rates on the municipalities. The budget is up about \$300,000 from the previous year. We are still waiting to see how the GASB pension effects the 2025 budget.

Randy Scannell asked if the city has approved this budget?

P. Kiewiz stated that the city has approved it and is comfortable with our budget.

Moved by Kevin Kuehn, seconded by Randy Scannell to approve the fiscal year 2025 budget. Motion carried.

Yes - Roger Kolb, Michael Conley-Kuhagen, Hector Rodriguez, and Alderman Craig Stevens

No - None, Abstain- None

F. INFORMATIONAL.

1. Operational Reports

Director Kiewiz stated that there are no concerns and ridership continues to increase.

Kevin Kuehn asked when we will be receiving the battery electric bus.

P. Kiewiz stated that it is expected to be here by the end of January.

K. Kuehn asked what we will do with the batteries once they reach their disposal date. Director Kiewiz will confirm where they are disposed of.

P. Kiewiz stated that we will work with the city Fire Department on training and procedures.

No further discussion was held.

2. Financial Reports

Director Kiewiz provided an overview of the financial report. The staff have no concerns.

No further discussion was held.

3. Director's Report

Director Kiewiz shared that we will be disposing a couple buses, and one will be donated to the Fire Department for training. State management review occurs every 5 years and ours will be today.

No further discussion was had.

4. Next Transit Commission Meeting: December 18, 2024 at 8:15am.

G. ADJOURNMENT.

Motion by Randy Scannell, seconded by Kevin Kuehn, to adjourn at 9:02 a.m. Motion carried.

Yes – Roger Kolb, Michael Conley-Kuhagen, Randy Scannell, Kevin Kuehn, Hector Rodriguez, and Alderman Craig Stevens

No – None. Abstain - None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

Becky Fleck, Transit Staff

AGENDA ITEM # C.2

Approval of Transit Commission minutes from January 15, 2025.

BACKGROUND

Minutes from the meeting held on January 15, 2025.

RECOMMENDATION

Staff recommends approval of the minutes from the January 15, 2025, meeting.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission 1-15-2025



MINUTES OF THE TRANSIT COMMISSION

**WEDNESDAY, JANUARY 15, 2025, 8:15 AM
TRANSIT
901 University Ave**

A. ROLL CALL.

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

Present: Roger Kolb, Alderman Craig Stevens, and Hector Rodriguez

Excused: Terri Refsguard, Michael Conley - Kuhagen, Kevin Kuehn, Randy Scannell

No action will occur due to lack of quorum.

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

B. APPROVAL OF THE AGENDA.

- I. Approval of the Wednesday, January 15, 2025 Transit Commission Agenda.

C. APPROVAL OF MINUTES.

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

D. REGULAR BUSINESS.

E. INFORMATIONAL.

1. Operational Reports

Director Kiewiz stated that there are no concerns and ridership continues to increase.

No further discussion was held.

2. Financial Reports

Director Kiewiz provided an overview of the financial report. The staff have no concerns and are working on end of year audit.

No further discussion was held.

3. Director's Report

Director Kiewiz stated that we had our state management review and haven't received our report back yet. The BEB is in California currently and everything is running on time and doesn't have any issues. We should be receiving the bus at the end of January or beginning of February. The charging stations and dispensers are installed and ready to go.

R. Kolb asked if we would be putting it into service right away.

P. Kiewiz shared that it would take about a month of service training with Gillig, before we put it into service.

Director Kiewiz shared that she has been in discussion about the various number of closures near the stadium with the draft. The Tavern league has been in contact with GB metro, working on creating routes for about 40 vans. GB Metro is still providing fixed route service and going to try and help with the evening service.

No further discussion was had.

4. Next Transit Commission Meeting: February 19, 2025 at 8:15am.

F. ADJOURNMENT.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

AGENDA ITEM # D.I

Discussion/Action: Passenger Waiting Shelters

BACKGROUND

Green Bay Metro staff worked with the city Purchasing Department on RFP #2025-01, GBM Passenger Waiting Shelters. This is to replace shelters due to age and add additional shelters for riders. Funds have been obtained from Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities.

RECOMMENDATION

Staff recommends awarding to the lowest responsive, responsible bidder, Duo-Gard Industries, Inc., for the amount of \$32,510.00.

FISCAL IMPACT

ATTACHMENTS

- I. 2025-01 Bid Summary

CITY OF GREEN BAY BID SUMMARY

RFQ #2025-01 PASSENGER WAITING SHELTERS

ISSUED: 01/09/2025 DUE: 01/23/2025

CC: 15500, 91400, 96700

BROADCAST LIST: 1505 PLANHOLDERS: 14

	COMPANY NAME	ITEM DESCRIPTION	QTY	EACH	SHIP (Weeks)	TERMS	PRICE
1	BRASCO INTERNATIONAL, INC Madison Heights, MI	Brasco Slimline Series	3.00	\$7,995.00	30	Net 30	\$23,985.00
			5.00	\$7,550.00	30	Net 30	\$37,750.00
			7.00	\$6,995.00	30	Net 30	\$48,965.00
2	GLOBAL EQUIPMENT COMPANY, INC Port Washington, NY	Handi Hut 4-2SL-DKB	3.00	\$8,403.37	8	Net 30	\$25,210.11
			5.00	\$8,380.13	8	Net 30	\$41,900.65
			7.00	\$8,250.97	8	Net 30	\$57,756.79
3	DUO-GARD INDUSTRIES, INC Canton, MI	Ready Ship	3.00	\$6,502.00	8	Net 30	\$19,506.00
			5.00	\$6,502.00	8	Net 30	\$32,510.00
			7.00	\$6,502.00	8	Net 30	\$45,514.00
RECOMMENDATION: Award the lowest responsive, responsible, vendor: DUO-GARD INDUSTRIES, INC							



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

AGENDA ITEM # D.2

Discussion/Action: Contract extension with VIA for Microtransit and Paratransit Services

BACKGROUND

Contract extension with VIA for Microtransit and Paratransit Services. Historically this contract has expired in March. Due to the time of year (weather) staff seeks approval to extend the contract through May 31, 2025 under the same terms and conditions. This will then assist with a smoother transition if a change in contractors were to occur.

RECOMMENDATION

Staff recommends approving extension through May 31, 2025.

FISCAL IMPACT

ATTACHMENTS

- I. Amendment # 4 to Contract GBM_2 month extension.docx (1)

Amendment #4
to the
CONTRACT AGREEMENT FOR THE PROVISION OF MICROTRANSIT SERVICES

Tidewater Transit LLC (“**Via**”) and Green Bay Metro (“**Customer**” and, together with Via, the “**Parties**”) have entered into that certain agreement titled Contract Agreement for the Provision of Microtransit Services, dated June 1, 2022, and modified by the Amendment #1, dated September 22, 2022, the Amendment #2, dated December 22, 2022, and Amendment #3, dated March 23, 2023 (together, the “**Agreement**”). Upon execution of this Amendment #4 (the “**Amendment**”), the Parties agree to modify the Agreement as follows:

1. **Service Period Extension.** The Parties hereby agree to extend the Term of the Agreement by a further period of 2 months, starting on the Effective Date and ending on May 31, 2025 (inclusive); and such additional term shall be the “Additional Term” for the purposes of the Agreement.

2. **Conflicts, Use of Terms, Governing Law.** Capitalized terms used but not defined herein have the meanings set forth in the Agreement. Except as expressly provided herein, the terms and conditions of the Agreement remain unchanged. This Amendment #4 will be governed by the same law as the Agreement and is effective as of March 29, 2025.

Tidewater Transit LLC

By:

Name: Alex Lavoie

Title: Manager

Date:

Green Bay Metro

By:

Name: Roger Kolb

Title: Chair, GB Transit Commission

Date:



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # D.3

Discussion/Action: Microtransit & Paratransit Service RFP 2024-28

BACKGROUND

Green Bay Metro staff worked with the city Purchasing Department on RFP #2024-28, Microtransit and Paratransit Services. Federal Transit Administration requires procurements to be conducted, at a minimum of every 5 years. Director Kiewiz will provide a summary of the project.

RECOMMENDATION

Staff recommends awarding the 5 year contract with Tidewater Transit (VIA).

FISCAL IMPACT

ATTACHMENTS

- I. RFP 2024-28 Intent To Award Transit w BAFO



Purchasing Department
100 North Jefferson Street • Room 410
Green Bay, Wisconsin 54301-5026
www.greenbaywi.gov

Phone 920.448.3047
Fax 920.448.3050

2/12/2025

RE: Notice of Intent to Award
RFP # 2024-28 Microtransit & Paratransit Services

Dear Sir/Madam:

The evaluation of proposals received for this RFP has been completed and the following is recommended for award:

The City of Green Bay Transit Department is recommending awarding the Microtransit & Paratransit Services to award the five year contract to Tidewater Transit (VIA Transportation). In the amount of \$13,112,253.

The recommended award will be brought for approval before the next Transit Commission meeting scheduled for February 19, 2025 at 8:15am.

The meeting is open to the public and attendance is not required. As the room and time may change, please confirm the date, time, and location if you plan to attend.

Please see the summary of the bids received for this project.

Thank you for your continued interest in doing business with the city of Green Bay. If you have any questions, or require additional information, please feel free to contact me at 920-448-3049.

Sincerely,

Thomas Walenski

Thomas J. Walenski
Procurement Manager
City of Green Bay

Attachment

CC: Patricia Kiewiz



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

AGENDA ITEM # D.4

Presentation: Green Bay Metro – Annual System Review and Analysis Report, December 2024, by Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO).

BACKGROUND

Lisa J. Conard, Principal Planner of Brown County Planning Commission/Green Bay MPO will present the Green Bay Metro – Annual System Review and Analysis Report, December 2024, by Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO).

RECOMMENDATION

Receive and place on file.

FISCAL IMPACT

ATTACHMENTS

- I. 2024 - System Review I



Annual System Review and Analysis Report

A circular inset photograph showing a person with blonde hair sitting in the driver's seat of a bus, looking out the windshield. The bus is on a road with trees in the background.

**LET US PUT YOU IN
THE DRIVERS SEAT!
NOW HIRING DRIVERS**

www.greenbaywi.gov/jobs

Prepared by the Brown County Planning Commission(BCPC)/
Metropolitan Planning Organization (MPO) for the Green Bay Urbanized Area
December 2024



U.S. Department of Transportation
Federal Highway Administration



U.S. Department of Transportation
Federal Transit Administration



The preparation of this report has been financed in part through grants from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation, under the Metropolitan Planning Program, Section 104(f) of Title 23, U.S. Code. The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation.

Green Bay Metro invites you to visit its website at <https://greenbaywi.gov/231/Metro-Transit> or by scanning the QR code. Follow Metro on Facebook at <https://www.facebook.com/GreenBayMetro/> or on X at <https://twitter.com/gbmetro>



The Brown County Planning Commission/Metropolitan Planning Organization (MPO) for the Green Bay Urbanized Area invites you to visit its website at: www.browncountywi.gov/BCPCGreenBayMPO or by scanning the QR code. Follow the MPO us on Facebook at: www.facebook.com/BCPCGreenBayMPO or on X at www.twitter.com/BCPCGreenBayMPO.



On the Cover: Green Bay Metro is hiring bus drivers.

TABLE OF CONTENTS

Overview	1
Fixed Route Bus and On Demand Microtransit System	7
Limited Service Route (LSR) System	11
Paratransit Program.....	12
Fare Structure	14
Bus Fleet and Other Capital Needs.....	15
Programs.....	17
Plans	21
Summary of Recommendations	23

APPENDICIES

Fixed Route Bus Service - Quarterly Reviews & Microtransit Summary.....	24
---	----

CHAPTER ONE Overview

Annual System Review and Analysis Report

The Brown County Planning Commission and Green Bay Metro staff collect detailed system ridership data on a quarterly basis each year in the months of February, May, August, and November. Once a year, a larger scale review is conducted resulting in the publication of the *Green Bay Metro Annual System Review and Analysis Report*, by the Brown County Planning Commission.

Green Bay Metro Services

Green Bay Metro provides fixed route bus, on-demand microtransit, and paratransit services within the Cities of Green Bay and De Pere and within the Villages of Allouez, Ashwaubenon, and Bellevue. To pay for the service, Metro applies for and receives federal and state grants, receives contributions from municipalities participating in the system, and generates revenue through passenger fares, sale of advertising, and partnerships.

Fixed Route Bus Service

Metro provides 11 full service and three limited service fixed routes using 29', 35', and 40' buses.



Green Bay Metro 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.



The program is designed to allow riders the ability to move seamlessly between the fixed route bus and microtransit services.

Paratransit Service

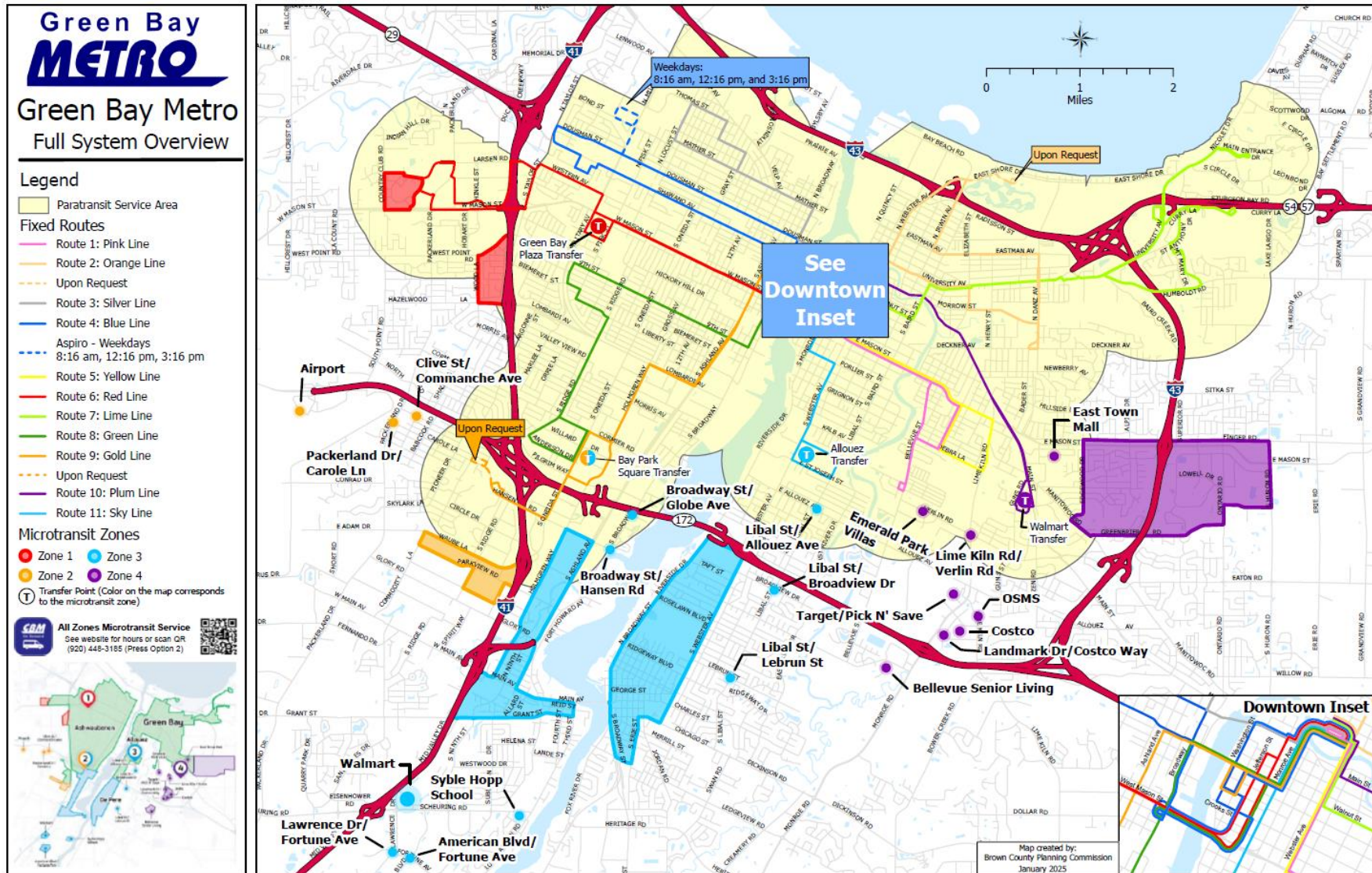


Paratransit is a form of specialized transportation service for individuals who are unable to use the fixed route bus system due to a disability. Individuals must complete an eligibility form and be certified to use the service. The service is currently provided under contract with Via, a private transportation company, with use of small buses.

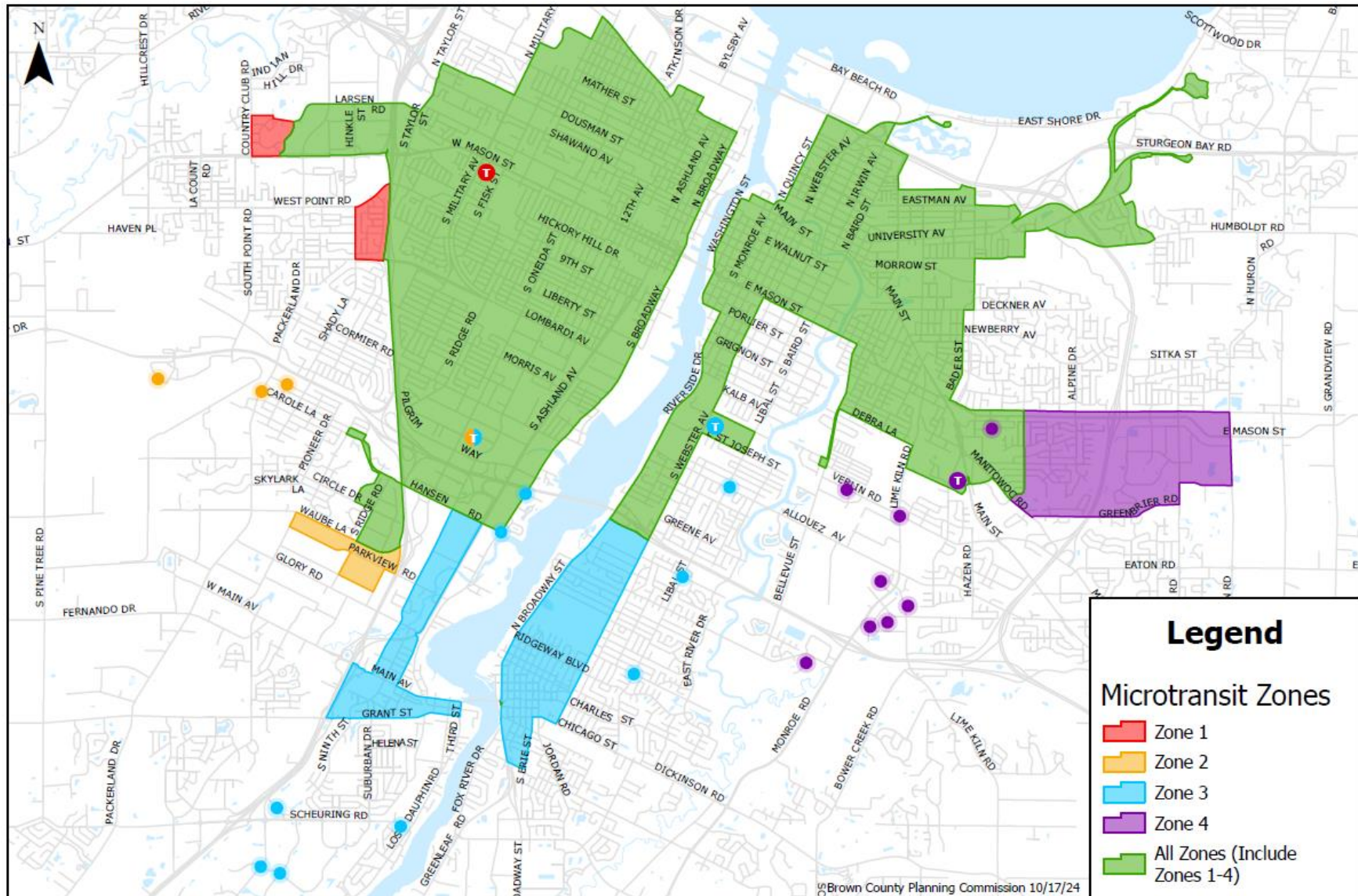
Americans with Disabilities Act (ADA) complementary paratransit service must be provided within 3/4 of a mile of a fixed bus route. The service must operate during the same hours and days as the fixed route service and passengers can be charged no more than twice the regular fixed route bus fare.

A map detailing Metro services is on the following page.

Green Bay Metro Bus Routes, Microtransit, and Paratransit Service



Green Bay Metro Microtransit Service Zones



Operating Budget Overview

As stated, Green Bay Metro receives operating assistance from a variety of sources. The table on the following page includes actual and projected budgets for an eight year period from 2020-2027.

Actual and Projected Operating Expenses and Revenue Sources

	Actual				Projected			
	2020	2021	2022*	2023**	2024	2025	2026	2027
Operating Expense:	\$6,563,412	\$6,518,076	\$7,409,365	\$7,455,464	\$9,242,302	\$9,276,614	\$9,276,614	\$9,311,269
	-14.35%	-0.69%	13.67%	0.62%	23.97%	0.37%	0.37%	0.37%
Funding Sources:								
<u>Public Operating Assistance:</u>								
Federal 5307/Capitalized Maint./CARES/ARP	\$3,044,158	\$2,429,953	\$2,911,340	\$3,057,168	\$2,840,609	\$2,840,609	\$2,840,609	\$2,840,609
State of Wisconsin Section 85.20	2,399,494	2,431,972	2,366,052	1,913,579	2,726,479	2,726,479	2,726,479	2,726,479
Village of Allouez	6,035	24,909	35,994	92,382	136,465	137,829	137,829	139,208
Village of Ashwaubenon	3,586	71,650	115,321	85,029	135,574	136,930	136,930	138,299
Village of Bellevue	2,573	40,631	64,940	83,867	137,355	138,728	138,728	140,116
City of De Pere	8,404	47,011	70,476	103,489	141,537	142,952	142,952	144,382
City of Green Bay	22,184	448,463	721,931	1,059,984	1,708,675	1,725,761	1,725,761	1,743,019
<u>Public Operating Assistance Subtotal:</u>	<u>\$5,486,434</u>	<u>\$5,494,589</u>	<u>\$6,286,054</u>	<u>\$6,395,497</u>	<u>\$7,826,693</u>	<u>\$7,849,289</u>	<u>\$7,849,289</u>	<u>\$7,872,111</u>
<u>Revenue:</u>								
Farebox Revenue -Bus/Microtransit	\$373,147	\$408,665	\$483,203	\$427,990	\$775,000	782,750	782,750	790,578
Farebox Revenue - Paratransit Program	361,926	273,901	241,519	227,356	292,600	295,526	295,526	298,481
Advertising (sale of ads on buses)	119,366	96,134	121,997	101,616	100,000	101,000	101,000	102,010
Investment Income	10,447	2,139	(4,604)	38,304	4,000	4,040	4,040	4,080
Other (partnership income, sale of used oil, etc.)	212,092	242,648	281,196	264,701	244,009	244,009	244,009	244,009
<u>Revenue Subtotal:</u>	<u>\$1,076,978</u>	<u>\$1,023,487</u>	<u>\$1,123,311</u>	<u>\$1,059,967</u>	<u>\$1,415,609</u>	<u>\$1,427,325</u>	<u>\$1,427,325</u>	<u>\$1,439,158</u>
Funding Sources Total:	\$6,563,412	\$6,518,076	\$7,409,365	\$7,455,464	\$9,242,302	\$9,276,614	\$9,276,614	\$9,311,269

* Loss in Investment Income reflects a substantial market value adjustment processed at end of CY 2022 per city auditor, Baker Tilly.

** Substantial fare reduction from April - December 2023.

CHAPTER TWO

Fixed Route Bus and On Demand Microtransit System

Service

With the onset of the COVID-19 pandemic in March of 2020, stay-at-home orders, school closures, and rider preferences led to major ridership declines for public transit systems in the United States and throughout the world.

In response, Green Bay Metro made a number of changes to existing services. This included reducing service hours on weeknights and Saturdays. Metro also began to offer select routes on an on-demand basis, meaning, if no one requested service, the bus did not depart the transportation center.

Later in 2020, Metro introduced the microtransit pilot program. The program quickly proved successful with reduced passenger travel times and lower operating costs.

With the success of the pilot, microtransit services were expanded in August of 2021. At the same time, a complete fixed route restructuring, designed to improve route directness and increase service frequency, was implemented.

On January 2, 2023, service hours were expanded to include an earlier weekday start time of 5:15 a.m. and a later weeknight end time of 11:30 p.m.

Amount of Fixed Route Bus and Microtransit Service

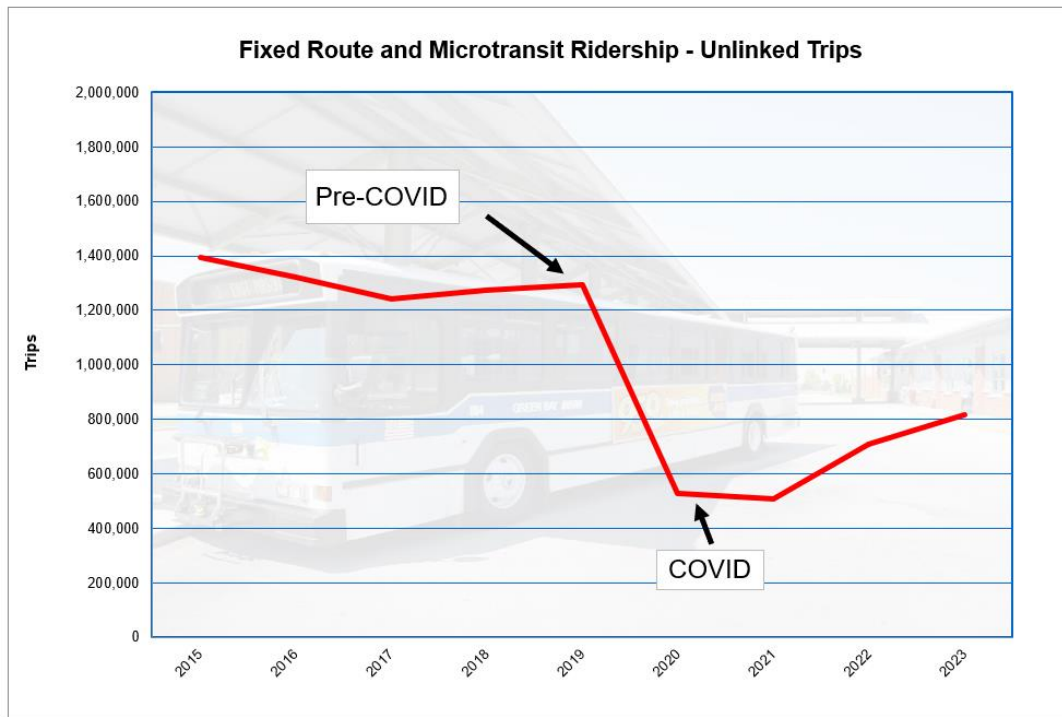
The amount of service a transit system provides is typically expressed in terms of service hours or revenue hours.

Green Bay Metro provided 43,739 hours of fixed route service and 22,779 hours of on-demand microtransit service in 2023. In 2019, the year before the pilot on-demand service began, a total of 86,880 fixed route service hours were provided. The implementation of microtransit allowed Metro staff to greatly reduce the number of service hours while improving service frequency on the fixed route system and expanding service earlier on weekday mornings and later on weekday evenings.

Ridership

The following graph details ridership. Again, the number of service hours provided for each year varied.

The graph below shows the increase in ridership since the pandemic. In 2023, Metro provided 818,463 unlinked trips.



Driver Shortage

As with most transit systems, Green Bay Metro has experienced a fixed route bus driver shortage since the pandemic. As a result, Green Bay Metro recently reduced the amount of service provided by the #6 Red route on Saturday from 11 one-hour trips (service departing the transitway every 30 minutes at :15 and :45) to six one-hour trips (with service departing the transitway once per hour at :45). Metro staff intends to restore service once driver levels reach appropriate levels.

Performance

Fixed Route System

A common measure used to evaluate service effectiveness is expressed by the number of passengers boarding per one hour of service.

Ridership data have been collected for each fixed bus route on weekdays and Saturdays for each quarter in February, May, August (when school is not in session), and November.

Each quarterly dataset can be seen in Appendix A. A weekday summary is as follows:

Summary Fixed Route Bus Service Passengers per Hour Weekday				
Route	February 2024	May 2024	August 2024	November 2024
#1 Pink	15.3	14.8	12.7	16.8
# 2 Orange	23.8	21.2	14.2	23.6
# 3 Silver	18.6	19.3	14.6	17.3
# 4 Blue	21.8	18.8	12.0	15.0
# 5 Yellow	13.3	13.4	12.2	13.5
# 6 Red	26.4	22.6	19.9	22.4
# 7 Lime	18.4	16.7	11.4	18.4
# 8 Green	16.6	16.1	14.1	16.5
# 9 Gold	21.8	20.7	20.4	21.4
#10 Plum	23.5	22.1	17.6	20.1
#11 Sky	16.5	14.3	10.2	13.4
Weighted Average:	20.6	18.8	14.9	18.6

Fixed Route Bus Schedule Adherence

The schedule adherence (on-time performance) of each route is monitored by Metro operations staff. Green Bay Metro's guideline is zero minutes early to five minutes late under normal conditions. The goal of a transit system should be 100 percent on-time operation. However, many factors, such as traffic conditions, detours due to road construction or special events (e.g., farmers markets), rail crossings and bridge lifts, mechanical failures, and inclement weather cause delays from time to time.

Metro uses an automatic vehicle locator system that determines the location of each bus and transmits the information back to the dispatch office where operations staff can observe on a large screen if the buses are adhering to the published schedule. Dispatchers can determine if a bus is running on time, running ahead of schedule, running behind schedule, or is off its route. Equipment on the buses also lets the drivers know if they are deviating from the schedule.

Several routes cross the Fox River and/or active railroad tracks in downtown Green Bay. Delays due to train activity and watercraft movement at the Nitschke (Main Street), Starr (Walnut Street),

and Tilleman (Mason Street) bridges create schedule adherence problems for the system.

Green Bay Metro operated with a 73% schedule adherence rate in 2023. To address this, Metro implemented minor route structure changes in May of 2024.

On Demand Microtransit

Green Bay Metro has established performance targets for Microtransit regarding Passengers per Hour, Average Wait Time, and On-Time Pick-ups as shown below:

Microtransit Summary January 2 - September 30, 2024

Category	Total/ Average
Passengers	51,913
Operating Hours	16,576
Passenger/Hour (Utilization)	3.1
Average Wait Time (in minutes)	25 minutes
On-Time Pick-ups	72.0%

Similar to the fixed bus route system, train and bridge crossings can create delays, resulting in a vehicle arrival on-time percentage below the 95% target.

CHAPTER THREE

Limited Service Route (LSR) System

Green Bay Metro operates three limited service routes.

The #71 route operates on regularly scheduled school days at 6:15 a.m. and 2:30 p.m. and provides service on the east side of Green Bay and in portions of Bellevue. The #71 route is open to the general public. The #71 route averaged 40 passengers per trip in November of 2023.

The #75 route operates on regularly scheduled school days at 6:45 a.m. and 2:45 p.m. and provides service from between the Metro Transportation Center and the far west side of Green Bay primarily serving the Ninth Street and West Point Road area. The #75 route is open to the general public. The #75 route averaged 38 passengers per trip in November of 2023.

The #78 route operates on regularly scheduled school days at 6:30 a.m. and 2:35 p.m. and provides service in De Pere, Allouez, along West Mason Street, and in Ashwaubenon. The #78 route is open to the general public. The #78 route averaged 53 passengers per trip in November of 2023.

CHAPTER FOUR

Paratransit Program

Paratransit is an alternative to the fixed route system. It is intended for people who cannot be served by Metro's fixed route buses due to disabilities. 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 vans or small buses. Paratransit is meant to be complementary to the fixed route system in terms of service area, service days and hours, and cost.

The Americans with Disabilities Act (ADA) became law on July 26, 1990. The law is intended to provide equal access rights for people with disabilities in the areas of employment, public services, public transportation, private accommodations, and telecommunications. The law requires recipients of Federal Transit Administration (FTA) funds, such as Green Bay Metro, to prepare a program for providing transportation services to people with disabilities by using both lift-equipped fixed route service and complementary paratransit service. Individuals are eligible to use ADA public transportation service or paratransit if they satisfy disability standards established by the ADA.

Metro has contracted with several private companies since 1988 to provide paratransit service. On March 30, 2020, Via River North Transit, LLC began providing paratransit services. The contract with Via was awarded after Metro completed a competitive bidding process.

Paratransit Contract Rates

Via currently receives \$34.14 per passenger for each one-way trip. The cost per trip is adjusted annually based on the terms of the contract. Green Bay Metro also provides program certification functions and the fuel to operate Via's revenue vehicles.

Contract with Via

Term	Cost per Trip
March 29, 2020 - March 28, 2021	\$36.40
March 29, 2021 - March 28, 2022	\$33.14
March 29, 2022 - March 28, 2023	\$33.47
March 29, 2023 - March 28, 2024	\$33.80
March 29, 2024 - March 28, 2025	\$34.14

The contract with Via expires in 2025 and Metro staff intends to execute a new contract in early 2025.

Fares

Green Bay Metro offers advance-purchase convenience tickets for \$4.00 (regular rate) or \$21.00 (agency rate). Clients may also pay cash upon boarding the paratransit vehicle.

Agency Trips

Agency trip rates were approved by the Transit Commission and introduced on February 2, 2012. An agency is defined as an organization that serves persons who qualify for human services- or transportation-related programs or services due to disabilities, income, or advanced age. Many paratransit clients fall under the umbrella of a local agency. For example, a paratransit client that

receives financial support from a program administered by the Brown County Human Services Department and travels to the CP Center for therapy three times per week would be charged the agency rate for the home-to-CP and CP-to-home trips. Agency fares are permitted under USC 49 CFR Part 37.131(c).

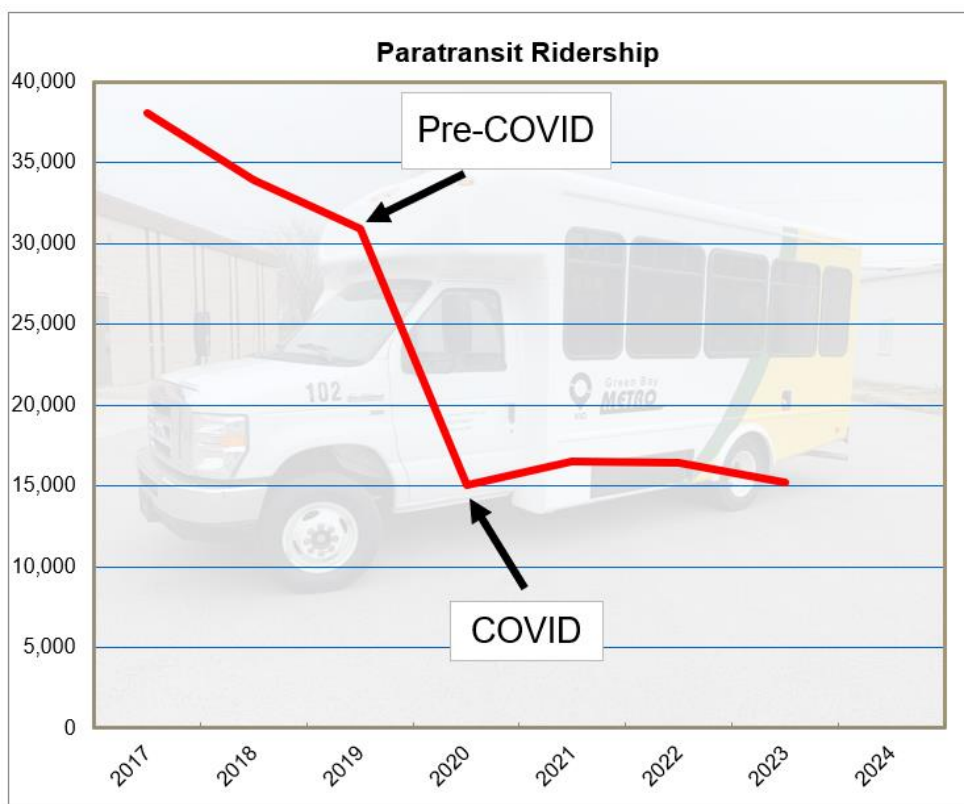
Many transit systems in Wisconsin have implemented an agency rate. Agency rates can vary from a modest charge to the full cost of providing the qualifying trip. Metro's agency rate is \$21.00 per one-way trip as of January 1, 2025. For comparison, Metro Transit in Madison charges the passenger for the entire cost of each one-way trip, which is \$34.25

Paratransit Clients Shift Select Trips to Microtransit Services

Vehicles used for Green Bay Metro's microtransit service are accessible and, as such, Metro is not required to operate paratransit services in areas covered by microtransit. Instead, paratransit clients may book trips using microtransit. Paratransit clients may request that microtransit vehicles directly serve their home or destination in lieu of using the typical nearest corner pick-up/drop-off location. This request can be programmed directly into their user profile. In addition, microtransit is a less expensive trip option because a round trip on paratransit costs the user \$8.00 (non-agency fare) versus a \$2.00 unlimited day pass that can be used on the microtransit and fixed bus systems.

Ridership

The graph below illustrates the decline in paratransit since the pandemic and shift of select trips to microtransit.



CHAPTER FIVE

Fare Structure

Fares

Green Bay Metro's past and present fare structures are shown below. Metro has been successful in maintaining fares near or below the average of its peer transit systems. Metro's fixed route bus and microtransit service fares are identical. Metro's most recent fare increase is scheduled to begin on January 2, 2025.

Fares

Fixed Route Bus & Microtransit	2009	2019	2020	2025
Adult				
Cash	\$1.50	\$1.50	\$2.00	\$2.00
Day Pass		\$3.00	\$4.00	\$4.00
Week Pass		\$12.00	\$15.00	\$16.00
30-Day Pass	\$35.00	\$35.00	\$39.00	\$41.00
Student (K-12)*				
Cash	\$1.50	\$1.00	\$1.50	\$1.50
Day Pass		\$2.00	\$3.00	\$3.00
30-Day Pass	\$19.00	\$22.00	\$26.00	\$28.00
Reduced (Age 65+ or Disability w/ ID Card)				
Cash	\$0.75	\$0.75	\$1.00	\$1.00
Day Pass		\$1.50	\$2.00	\$2.00
30-Day Pass	\$25.00	\$25.00	\$29.00	\$31.00
Routes #8 Green & #9 Gold		Free	Free	Free
Disabled Veterans w/ Service-Connected ID		Free	Free	Free
Paratransit				
Origin to Destination	\$3.00	\$3.00	\$4.00	\$4.00
Agency Fare-Origin to Destination		\$15.00	\$19.00	\$21.00

Green Bay Area Public School and Ashwaubenon Public School students ride the bus for free. The school districts cover the fares through a direct payment to Green Bay Metro.

CHAPTER SIX

Bus Fleet and Other Capital Needs

Bus Fleet

The tables below detail Green Bay Metro's bus fleet anticipated for January 1, 2025:

Green Bay Metro Bus Fleet - Anticipated Fleet January 1, 2025

In-Service Bus Quantity	Year	Make	Length	Age in Years
10	2011	Gillig	35'	14
4	2015	Gillig	40'	10
3	2018	New Flyer	35'	7
2	2018	New Flyer	40'	7
3	2019	Gillig	35'	6
4	2020	Gillig	35'	5
4	2022	Gillig	29'	3
30				
Average Age in Years:				8.83

Not In-Service Bus Quantity	Year	Make	Length	Status
3	2009	New Flyer	35'	Not in Service Disposal Pending
1	2024/25	Gillig BEB	35'	Delivery in 2025
2	2026	Gillig BEB	35'	Delivery in 2026
3	2026/27	Gillig BEB	35'	Delivery in 2026/27

Battery Electric Buses (BEBs) and Related Equipment

Federal Surface Transportation Block Grant (STBG) Program

Green Bay Metro, through the Brown County Planning Commission / Green Bay MPO, has secured \$1,040,000 in STBG funds to offset the cost of one battery electric bus.

The vehicle is scheduled to arrive in early 2025.

Federal Section 5339(c) Low or No Emission Grant Program

This competitive grant program provides funding for the purchase of zero-emission and low-

emission transit buses and supporting equipment. Metro recently secured \$3,113,000 for the purchase of two Gillig BEBs and necessary charging equipment. The award also includes staff training, tools, and personal protective equipment.

The two BEBs are expected to arrive in 2026.

Volkswagen Mitigation Trust Fund

The VW Mitigation Trust was created as a result of the Volkswagen settlement for violating the federal Clean Air Act.

Metro was awarded \$3,120,00 from the Volkswagen Mitigation Trust Fund for the purchase of two BEBs. Delivery is expected in 2026.

All six of the BEBs will replace existing clean-diesel buses that have exceeded useful life.

Peak Bus Requirements

The full and limited service route system currently requires 15 buses (12 full and 3 limited service) during peak operations. This is substantially fewer than the 22 buses required for peak service prior to the implementation of microtransit. As microtransit service continues to prove to be a cost-effective alternative to fixed route bus service in select areas, Metro will have the opportunity to retire several buses that have exceeded the useful life benchmarks without the need to replace the buses. It is anticipated that all 10 of the 2011 buses will be retired from service in 2025.

Bus Replacement Guidelines

The Federal Transit Administration (FTA) has established a standard that each transit vehicle should be either retired or rehabilitated at the end of its normal service life. Normal service life for heavy-duty transit vehicles is considered to be 500,000 travel miles or 12 years.

Metro staff has done an excellent job maintaining vehicles for use beyond their expected lifespans.

Other Capital Needs

Green Bay Metro has secured the necessary funding to complete the following capital projects in 2025 and 2026:

- Roof Replacement
- Fuel System
- Walk-Behind Floor Scrubber

The replacement of buses and other capital items noted above are consistent with Green Bay Metro's *Transit Asset Management (TAM) Plan*.

CHAPTER SEVEN

Programs

LIFT Program

The LIFT Program was established in 2022 to assist individuals with incomes at or below 150% of the national poverty guidelines by providing up to four day passes per month.

Low-income individuals may use one day pass per week on any day of the week of their choosing. A brief application form must be completed and submitted to Metro. The LIFT Program replaces Green Saturday, which allowed individuals to ride for free only on Saturday.



U-Pass and other Partnerships

A U-Pass (or Universal Pass) Program allows participants an unlimited number of rides on any Green Bay Metro bus. In turn, the participating entity reimburses Green Bay Metro based on an established flat rate or rate per unlinked trip.

U-Pass Partnerships:

- The UW-Green Bay contract calls for a flat rate of \$1.00 per unlinked trip. All UW-Green Bay students may request a free bus pass from the school.
- The Green Bay Area Public School District contract calls for a flat rate of \$160,000 per year. All K-12 students ride for free when presenting their identification card.
- The Ashwaubenon School District contract calls for a flat rate of \$5,004 per year. All K-12 students ride for free when presenting their identification card.

Other Partnerships:

Bus routes #8 Green and #9 Gold, which provide service to Lambeau Field, are free to all passengers. In addition, all four Packers Game Day routes are free. The Green Bay Packers subsidize the services in the form of a direct payment of \$21,000 as well as paying for two wrapped buses annually.

Other Opportunities

Green Bay Metro is hopeful that similar arrangements can be made with other educational institutions and other local businesses and entities.

Bike Rack Use on the Fixed Route System

In 2007, Green Bay Metro received a grant and installed bicycle racks on all buses.

The addition of bike racks has expanded Metro's service area as passengers are able to utilize biking on either end of their commute. This is commonly known as the first-mile last-mile. Via has installed bicycle racks on all microtransit vehicles.

In the photo below, a Green Bay Metro passenger is shown boarding the bus after loading his bicycle onto the front rack. The racks are easy to use and allow cyclists to load and unload their bicycles within seconds. Each bike rack can accommodate two bikes. Metro does not charge an additional fee for bike rack use.



Photo: Brown County Planning Commission.

Bikes on Buses			
Month	2016	2019	2023
January	568	661	504
February	571	449	327
March	1,009	863	391
April	1,077	1,341	376
May	1,744	1,675	658
June	1,723	1,710	897
July	1,644	1,995	1021
August	1,896	2,272	1077
September	1,627	1,910	1209
October	1,446	1,896	985
November	1,279	1,142	643
December	745	731	349
Total:	15,329	16,645	8,437
Average per Month:	1,277	1,387	703

Note: All Green Bay Metro buses are equipped with a bike rack which can accommodate two bicycles. Microtransit vehicles equipped with bike racks in 2024.

Mobility Device Use on the Fixed Route Bus System

A mobility device is designed to assist with walking or otherwise improve the mobility of people with a mobility concern. Devices can include electric wheelchairs and scooters and manually operated aids such as walkers and crutches.

All Green Bay Metro buses and microtransit vehicles are equipped with the necessary equipment to load, unload, and secure standard wheelchairs and scooters as required by law. The data below reflects boardings on the fixed route bus system and does not include mobility device boardings on microtransit vehicles.



Mobility Device Boardings on the Fixed Route Bus System			
Month	2016	2019	2023
January	466	411	221
February	575	382	183
March	879	550	285
April	886	631	243
May	889	1,013	403
June	877	838	402
July	944	1,035	371
August	887	1,045	494
September	729	831	437
October	747	799	409
November	691	785	463
December	448	489	425
Total:	9,018	8,809	4,336
Average per Month:	752	734	361

Note: All Green Bay Metro buses have the necessary equipment to accommodate manual and electric wheelchairs.

Green Bay Packers Game Day Service

Green Bay Metro offers four pre-game and four post-game routes including:

Route 29 - Cheesehead
Route 30 - QB Sneak
Route 31 - Lambeau Leap
Route 36 - Quick Slant

During the 2023/2024 season, a total of 22,546 one-way trips were provided for Family Night (Packers practice), two pre-season Packers games, and eight regular season Packers games.

CHAPTER EIGHT

Plans

2024-2028 Transit Development Plan (TDP) for the Green Bay Metro System

In 2023, Brown County Planning Commission staff, in conjunction with Green Bay Metro staff, prepared the 2024-2028 Transit Development Plan (TDP) for the Green Bay Metro System. A TDP is a five-year plan designed to evaluate route structure, fares, capital improvement projects, policies and procedures, and general operational functions for a transit system. Long-range issues beyond 2028 were also addressed. The TDP was approved by the Green Bay Transit Commission on November 15, 2023. The recommendations are as follows:

Operating Assistance

Recommendation: The combination of federal and state operating assistance has increased modestly in recent years and that is not likely to change over the course of the five-year TDP. Cost saving measures, cost avoidance, and alternate funding sources should continue to be pursued if the Green Bay Transit Commission is to keep the existing level of service.

Status: Metro staff continually monitors and seeks efficiencies in service.

Capital Equipment & Facility

Recommendation: The TDP recommends that Metro acquire new buses to replace existing buses, which have exceeded useful life. Replacement of rolling stock is the highest capital priority.

Status: Metro has secured funding for a total of six Battery Electric Buses (BEBs) with delivery expected in 2025 (1) and 2026 (5).

Fixed Route & Microtransit Systems

Recommendation: Metro staff, with the assistance of the MPO, should continue to explore service improvements.

Status: In early 2024, Metro convened the Service Development Committee to develop a proposal to address an uptick in service delay due to train/bus conflict on the near west side as well as boat/bus conflict, particularly at the Starr and Nitschke Bridges. The Transit Commission approved the proposal with implementation occurring on May 6, 2024. Metro staff continually monitors all systems.

Microtransit Capacity

Recommendation: It is recommended that Metro undertake an evaluation to determine if Microtransit capacity limits are reached routinely at certain times during the week. In the event this occurs, Metro will need to either deploy another Microtransit vehicle(s) or in the case of Saturday afternoon, adjust the full-service fixed route bus service to serve beyond the 1:45 p.m. fixed route end time/microtransit all-zone start time.

Status: Metro staff continually monitors microtransit volumes to determine if fixed route bus service should be restored in any given area.

Advanced Technologies

Recommendation: It is recommended that Metro conduct a feasibility study to determine if and where autonomous and/or electric vehicles could be integrated into the system.

Status: Slipstream issued a report entitled Green Bay Metro Zero-Emissions Fleet Transition Plan in February 2024. The report contains recommendations for conversion to BEB technology.

Paratransit & Microtransit Contract

Recommendation: Prior to the conclusion of the current contract, Metro will have to issue a Request for Proposals (RFP) for services. At that time, Via Transportation or any other provider may submit a proposal for review and consideration.

Status: Metro staff intends to execute a new contract in the coming months.

Green Bay Metro Management Plan

The following represents a summary of the 2024 accomplishments and 2025 goals prepared by Metro staff.

Accomplishments in 2024 (as of 10/31/2024):

- Green Bay Metro Transit Commission approved GBM's Fleet Transition Plan in February 2024. This plan provides guidance on Transit's initiatives to reduce its carbon footprint.
- Currently, infrastructure is being installed for acquiring battery-electric buses.
- Green Bay Metro was awarded competitive Low-No funds in the amount of \$3.1 million for the purchase of two battery-electric buses.
- Green Bay Metro was awarded competitive VW Mitigation funds in the amount of \$3.7 million for the purchase of three battery-electric buses.

Management Goals for 2025:

- Take delivery of first battery-electric bus in January of 2025.
- Replace and upgrade the current fuel system, including software.
- Install live feed video on all fixed route buses.
- Upgrade existing bus communication system (radios).
- Monitor current service and explore potential expansion opportunities for the community.
- Create additional partnerships with other area communities and businesses.
- Continue working on advanced transportation technologies that assist in improving safety, mobility, efficiency, and system performance.
- Use our mobility management program to increase community outreach.
- Continue to increase ridership by educating the community on various transportation options.

CHAPTER NINE

Summary of Recommendations

The Brown County Planning Commission staff recommends the following:

1. Staff should continue to closely monitor the performance of fixed bus routes, on demand microtransit, and paratransit services.
2. Implement Management Goals for 2025.
3. Continue implementing recommendations outlined in the *2024-2028 Transit Development Plan (TDP)*.
4. Monitor the status of state and federal legislation or activities relating to future funding for operating and capital projects.

APPENDIX A

Quarterly Review of Fixed Route Bus Service Passengers per Hour for Weekdays and Saturdays February 2024 May 2024 August 2024 November 2024 and Fixed Route and Microtransit Summary

Notes regarding datasets:

Fixed Route System Performance:

The fixed route system standard for Passengers per Hour is established for weekday service only. The system standard is calculated by taking 80% of the system median. Routes falling below the system standard should be monitored closely.

Weekday service hours are as follows:

- Fixed Bus Routes #1-#11 are in operation from 5:15 a.m. to 6:45 p.m.
- Zones #1-#4 On Demand Microtransit service are in operation from 5:15 a.m. to 6:45 p.m.
- All Zone On Demand Microtransit service is in operation from 6:45 p.m. to 11:30 p.m.

Saturday service hours are as follows:

- Fixed Bus Routes #1-#11 are in operation from 7:15 a.m. to 1:45 p.m.
- Zones #1-#4 On Demand Microtransit service are in operation from 7:15 a.m. to 1:45 p.m.
- All Zone On Demand Microtransit service is in operation from 1:45 p.m. to 7:45 p.m.

Mid-Year service changes.

May 5, 2024

The #4 Blue route structure was modified and takes 60 minutes to complete with trips departing the transitway every 60 minutes. Previously the route was a 30 minute route departing every 30 minutes.

The #11 Sky route was changed to operate once per hour on Saturday. Previous to May 5, the route operated every 30 minutes on Saturday.

September 7, 2024

The #6 Red route began to operate once per hour on Saturday due to driver shortage. Prior to September 7, Metro operated with two trips per hour on Saturday.

Fixed Route Bus Service Passengers per Hour Weekday February 2024						
Route	Trips per Weekday	Route Length (in hours)	Service Hours per Weekday	Weekday Passengers for the Month	Average Weekday Passengers per Day	Weekday Passengers per Hour
#1 Pink	13	0.5	6.5	2,086	99	15.3
# 2 Orange	26	0.5	13.0	6,497	309	23.8
# 3 Silver	26	0.5	13.0	5,087	242	18.6
# 4 Blue	26	0.5	13.0	5,964	284	21.8
# 5 Yellow	13	0.5	6.5	1,817	87	13.3
# 6 Red	25	1.0	25.0	13,851	660	26.4
# 7 Lime	20	1.0	20.0	7,732	368	18.4
# 8 Green	13	1.0	13.0	4,544	216	16.6
# 9 Gold	12	1.0	12.0	5,494	262	21.8
#10 Plum	26	0.5	13.0	6,427	306	23.5
#11 Sky	26	0.5	13.0	4,518	215	16.5
Total/System Average:			148.0	64,017	3,048	20.6
System Median:						18.6
System Standard:						14.9

Fixed Route Bus Service Passengers per Hour Saturday February 2024						
Route	Trips per Saturday	Route Length (in hours)	Service Hours per Saturday	Saturday Passengers for the Month	Average Saturday Passengers per Day	Saturday Passengers per Hour
#1 Pink	6	0.5	3.0	118	30	9.8
# 2 Orange	12	0.5	6.0	223	56	9.3
# 3 Silver	6	0.5	3.0	230	58	19.2
# 4 Blue	6	0.5	3.0	225	56	18.8
# 5 Yellow	6	0.5	3.0	129	32	10.8
# 6 Red	6	1.0	6.0	849	212	35.4
# 7 Lime	6	1.0	6.0	252	63	10.5
# 8 Green	6	1.0	6.0	357	89	14.9
# 9 Gold	5	1.0	5.0	273	68	13.7
#10 Plum	12	0.5	6.0	430	108	17.9
#11 Sky	12	0.5	6.0	226	57	9.4
Total/System Average:			53.0	3,312	828	15.6

Fixed Route Bus Service Passengers per Hour Weekday May 2024						
Route	Trips per Weekday	Route Length (in hours)	Service Hours per Weekday	Weekday Passengers for the Month	Average Weekday Passengers per Day	Weekday Passengers per Hour
#1 Pink	13	0.5	6.5	2,118	96	14.8
# 2 Orange	26	0.5	13.0	6,059	275	21.2
# 3 Silver	26	0.5	13.0	5,521	251	19.3
# 4 Blue	13	1.0	13.0	5,382	245	18.8
# 5 Yellow	13	0.5	6.5	1,921	87	13.4
# 6 Red	25	1.0	25.0	12,430	565	22.6
# 7 Lime	20	1.0	20.0	7,365	335	16.7
# 8 Green	13	1.0	13.0	4,602	209	16.1
# 9 Gold	12	1.0	12.0	5,454	248	20.7
#10 Plum	26	0.5	13.0	6,332	288	22.1
#11 Sky	26	0.5	13.0	4,086	186	14.3
Total/System Average:			148.0	61,270	2,785	18.8
System Median:						18.8
System Standard:						15.0

Fixed Route Bus Service Passengers per Hour Saturday May 2024						
Route	Trips per Saturday	Route Length (in hours)	Service Hours per Saturday	Saturday Passengers for the Month	Average Saturday Passengers per Day	Saturday Passengers per Hour
#1 Pink	6	0.5	3.0	104	26	8.7
# 2 Orange	12	0.5	6.0	322	81	13.4
# 3 Silver	6	0.5	3.0	200	50	16.7
# 4 Blue	6	0.5	3.0	191	48	15.9
# 5 Yellow	6	0.5	3.0	143	36	11.9
# 6 Red	6	1.0	6.0	732	183	30.5
# 7 Lime	6	1.0	6.0	262	66	10.9
# 8 Green	6	1.0	6.0	268	67	11.2
# 9 Gold	5	1.0	5.0	244	61	12.2
#10 Plum	12	0.5	6.0	389	97	16.2
#11 Sky	6	0.5	3.0	155	39	12.9
Total/System Average:			50.0	3,010	753	15.1

Fixed Route Bus Service Passengers per Hour Weekday August 2024						
Route	Trips per Weekday	Route Length (in hours)	Service Hours per Weekday	Weekday Passengers for the Month	Average Weekday Passengers per Day	Weekday Passengers per Hour
#1 Pink	13	0.5	6.5	1,820	83	12.7
# 2 Orange	26	0.5	13.0	4,053	184	14.2
# 3 Silver	26	0.5	13.0	4,176	190	14.6
# 4 Blue	13	1.0	13.0	3,421	156	12.0
# 5 Yellow	13	0.5	6.5	1,744	79	12.2
# 6 Red	25	1.0	25.0	10,971	499	19.9
# 7 Lime	20	1.0	20.0	5,009	228	11.4
# 8 Green	13	1.0	13.0	4,027	183	14.1
# 9 Gold	12	1.0	12.0	5,390	245	20.4
#10 Plum	26	0.5	13.0	5,020	228	17.6
#11 Sky	26	0.5	13.0	2,925	133	10.2
Total/System Average:			148.0	48,556	2,207	14.9
System Median:						14.1
System Standard:						11.3

Fixed Route Bus Service Passengers per Hour Saturday August 2024						
Route	Trips per Saturday	Route Length (in hours)	Service Hours per Saturday	Saturday Passengers for the Month	Average Saturday Passengers per Day	Saturday Passengers per Hour
#1 Pink	6	0.5	3.0	151	30	10.1
# 2 Orange	12	0.5	6.0	268	54	8.9
# 3 Silver	6	0.5	3.0	259	52	17.3
# 4 Blue	6	1.0	6.0	216	43	7.2
# 5 Yellow	6	0.5	3.0	195	39	13.0
# 6 Red	6	1.0	6.0	827	165	27.6
# 7 Lime	6	1.0	6.0	287	57	9.6
# 8 Green	6	1.0	6.0	368	74	12.3
# 9 Gold	5	1.0	5.0	293	59	11.7
#10 Plum	12	0.5	6.0	415	83	13.8
#11 Sky	6	0.5	3.0	134	27	8.9
Total/System Average:			53.0	3,413	683	12.9

Fixed Route Bus Service Passengers per Hour Weekday November 2024						
Route	Trips per Weekday	Route Length (in hours)	Service Hours per Weekday	Weekday Passengers for the Month	Average Weekday Passengers per Day	Weekday Passengers per Hour
#1 Pink	13	0.5	6.5	2,180	109	16.8
# 2 Orange	26	0.5	13.0	6,125	306	23.6
# 3 Silver	26	0.5	13.0	4,500	225	17.3
# 4 Blue	13	1.0	13.0	3,904	195	15.0
# 5 Yellow	13	0.5	6.5	1,751	88	13.5
# 6 Red	25	1.0	25.0	11,220	561	22.4
# 7 Lime	20	1.0	20.0	7,367	368	18.4
# 8 Green	13	1.0	13.0	4,277	214	16.5
# 9 Gold	12	1.0	12.0	5,144	257	21.4
#10 Plum	26	0.5	13.0	5,225	261	20.1
#11 Sky	26	0.5	13.0	3,474	174	13.4
Total/System Average:			148.0	55,167	2,758	18.6
System Median:						
System Standard:						14.9

Fixed Route Bus Service Passengers per Hour Saturday November 2024						
Route	Trips per Saturday	Route Length (in hours)	Service Hours per Saturday	Saturday Passengers for the Month	Average Saturday Passengers per Day	Saturday Passengers per Hour
#1 Pink	6	0.5	3.0	110	22	7.3
# 2 Orange	12	0.5	6.0	268	54	8.9
# 3 Silver	6	0.5	3.0	250	50	16.7
# 4 Blue	6	1.0	6.0	298	60	9.9
# 5 Yellow	6	0.5	3.0	185	37	12.3
# 6 Red	6	1.0	6.0	617	123	20.6
# 7 Lime	6	1.0	6.0	390	78	13.0
# 8 Green	6	1.0	6.0	353	71	11.8
# 9 Gold	5	1.0	5.0	362	72	14.5
#10 Plum	12	0.5	6.0	505	101	16.8
#11 Sky	6	0.5	3.0	151	30	10.1
Total/System Average:			53.0	3,489	698	13.2

Green Bay Metro Fixed Route Bus and Microtransit Ridership

2020	Fixed Route Bus	Microtransit	2021	Fixed Route Bus	Microtransit	2022	Fixed Route Bus	Microtransit	2023	Fixed Route Bus	Microtransit
January	115,849	0	January	28,952	523	January	44,748	1,931	January	67,532	3,718
February	113,251	0	February	28,800	705	February	45,893	2,159	February	54,248	3,600
March	56,190	0	March	37,413	703	March	51,612	2,540	March	61,483	4,422
April	13,705	0	April	39,219	568	April	53,265	2,369	April	60,066	4,472
May	16,576	0	May	37,949	476	May	56,138	2,261	May	68,238	5,327
June	28,577	0	June	39,593	623	June	52,841	2,307	June	55,149	5,391
July	29,253	0	July	38,059	701	July	50,155	2,185	July	47,408	5,148
August	30,485	140	August	40,015	1,846	August	55,305	2,495	August	57,210	5,710
September	32,379	333	September	48,415	2,167	September	66,844	2,642	September	67,373	5,433
October	32,454	450	October	53,577	2,003	October	72,572	2,581	October	76,460	5,913
November	29,059	496	November	52,391	2,177	November	70,421	2,768	November	74,296	5,437
December	29,180	489	December	50,730	2,149	December	61,708	2,650	December	68,890	5,539
Subtotal:	526,958	1,908	Subtotal:	495,113	14,641	Subtotal:	681,502	28,888	Subtotal:	758,353	60,110
Total:	528,866		Total:	509,754		Total:	710,390		Total:	818,463	

COVID-19 Pandemic - March 20, 2020.

System Redesign implemented in August 2021.

Service hour expansion/modification in January 2023.

Microtransit implemented in August 2020.

30-day pass promotion in April-December 2023.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

AGENDA ITEM # D.5

Discussion/Action: Incidental Use Request - FlixBus

BACKGROUND

FlixBus has requested access to the transitway for intercity bus use. They anticipate making two stops throughout the day at Green Bay Metro. The staff do not foresee any conflicts or concerns with the proposed time. FlixBus will pay a monthly fee of \$513.00 for facility usage.

RECOMMENDATION

Staff recommends approving the Incidental Use Request for FlixBus and allow Director Kiewiz to work with legal to complete an agreement.

FISCAL IMPACT

ATTACHMENTS

- I. FlixBus Bus Stop Agreement Draft 01.25

BUS STOP AGREEMENT
FLIXBUS , INC. AND
GREEN BAY METRO

THIS AGREEMENT, entered into as of the _____, by and between FLIXBUS, 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, FlixBus, Inc. (hereinafter referred to as “FlixBus”) offers thruway intercity bus service using contracted motor coach operators; and **WHEREAS**, FlixBus 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 FlixBus 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) FlixBus 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) FlixBus shall pay BUS STOP LICENSOR a fee \$513 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 FlixBus to make payment in accordance with the terms of this Agreement shall cause this Agreement to automatically terminate.

- (3) FlixBus 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 FlixBus 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) FlixBus 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 FlixBus 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 FlixBus 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 _____ and shall end on December 31, 2025.

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.

FLIXBUS, 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

February 19, 2025

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # E.I

Operational Reports

BACKGROUND

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

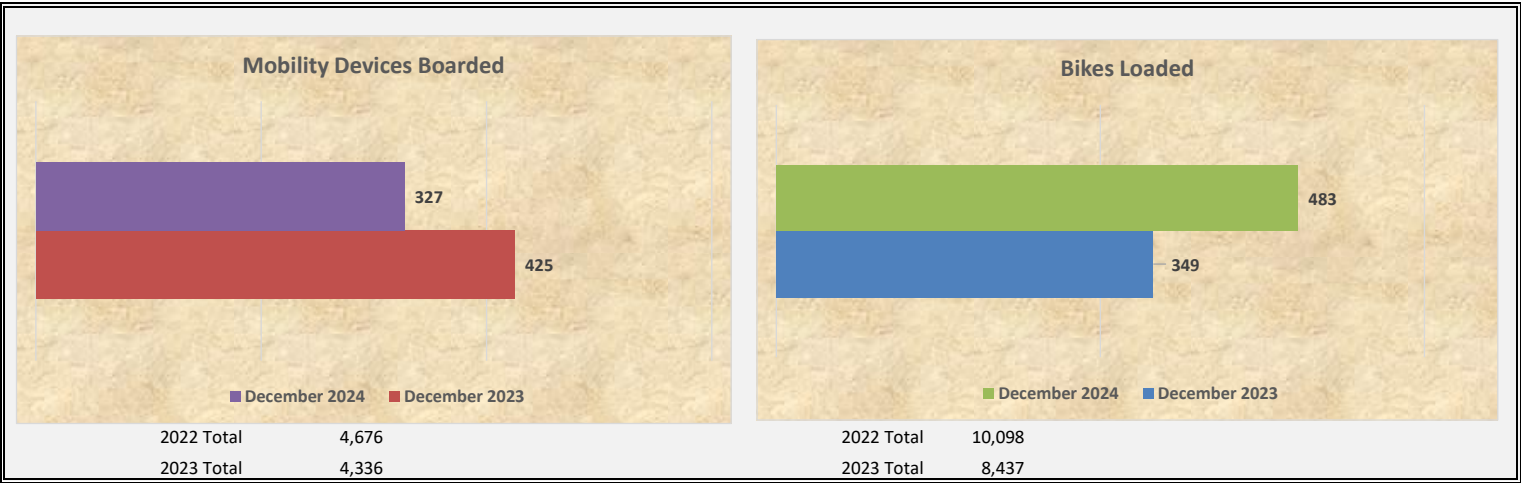
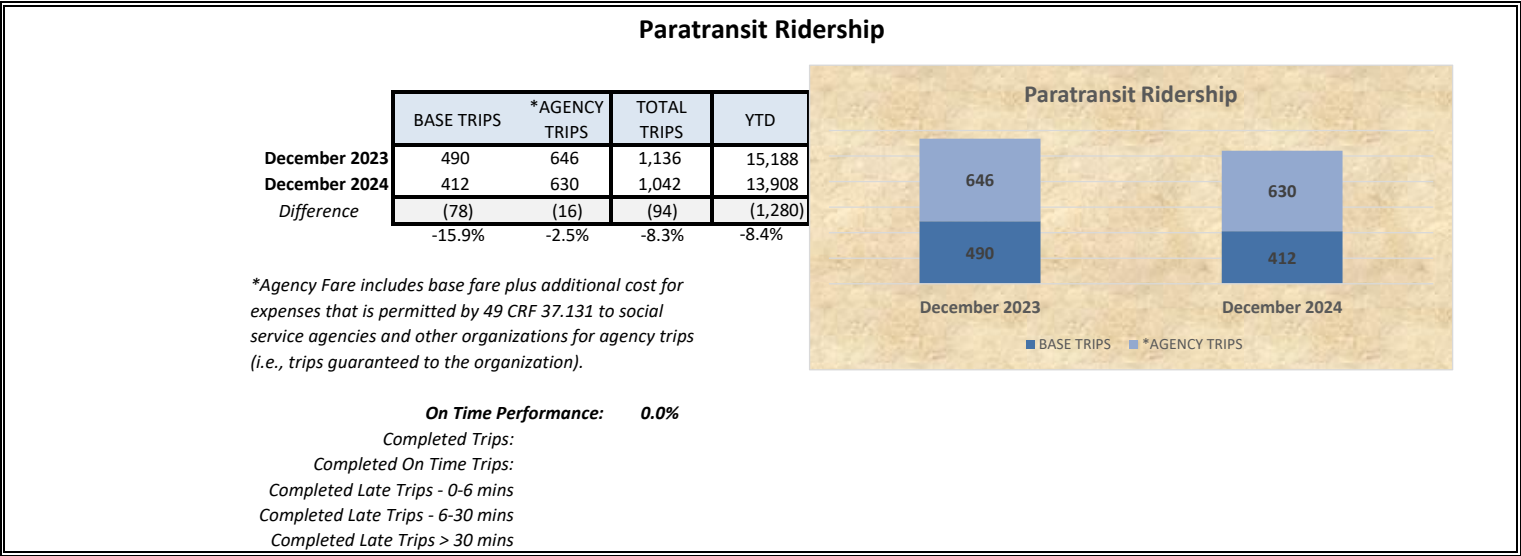
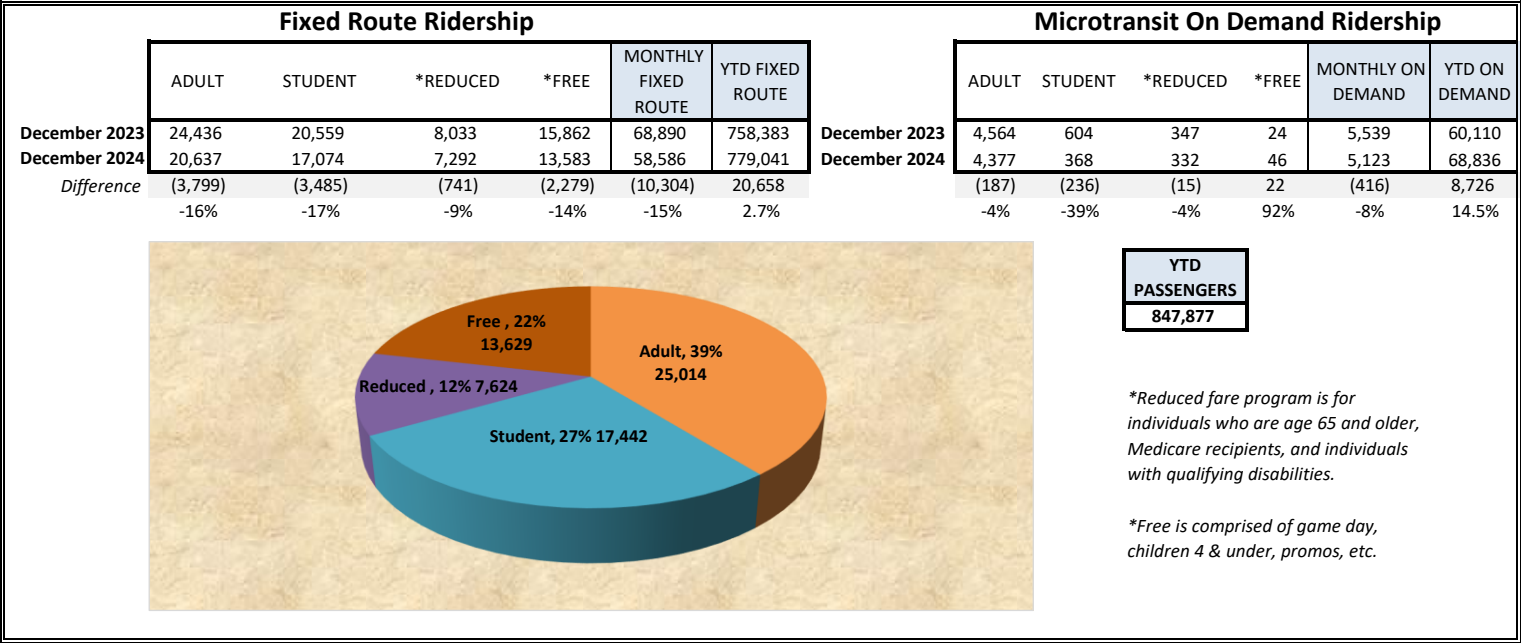
RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

1. 12.Dec Ridership
2. 12.Dec Micro KPIs

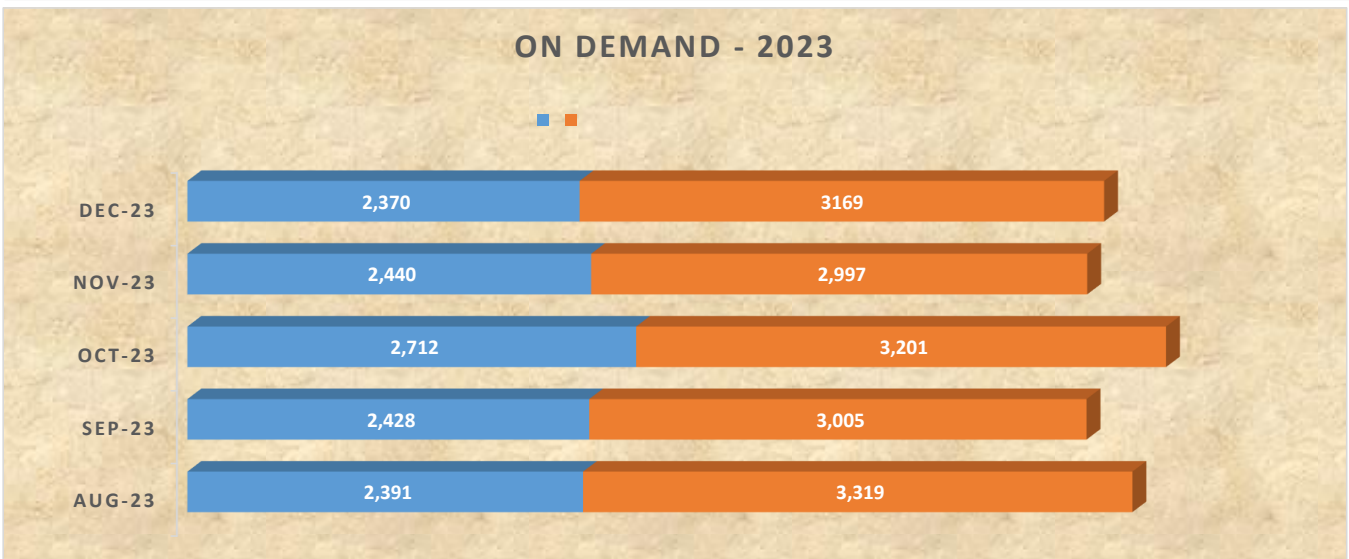
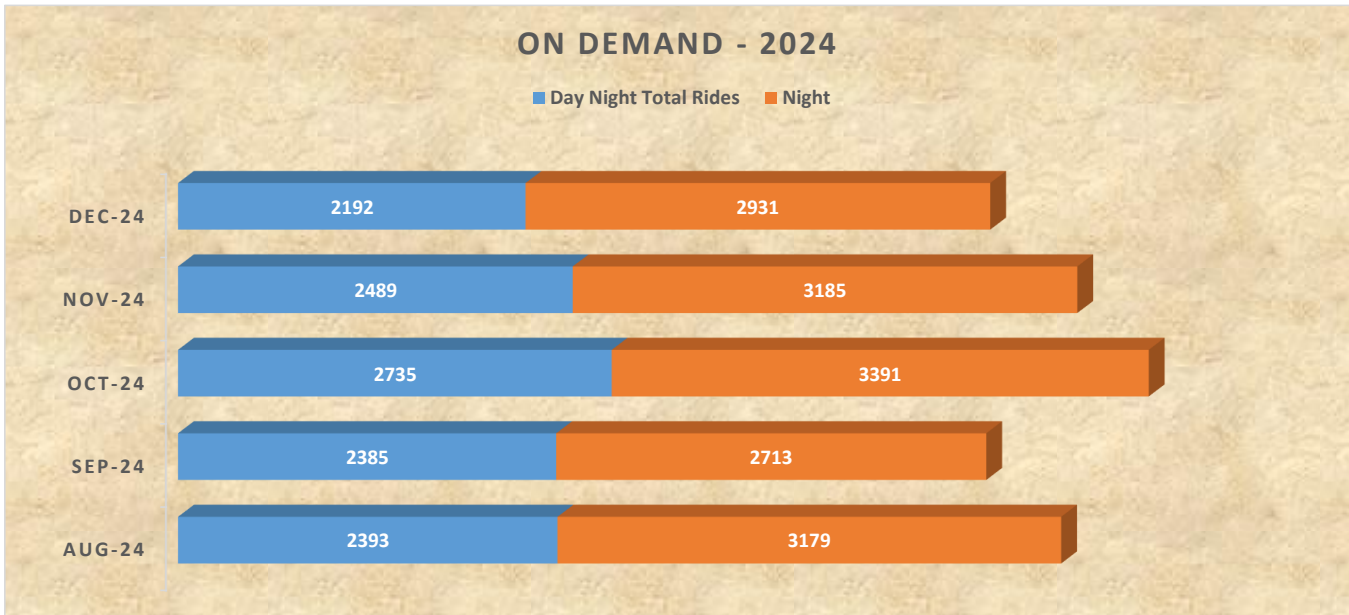


49 CRF 37.131 - Service Criteria for Complementary paratransit (c) (4) The entity may charge a fare higher than otherwise permitted by this paragraph to a social service agency or other organization for agency trips (i.e., trips guaranteed to the organization).

GBM ON DEMAND RIDERSHIP - KPIs

DECEMBER 2024

	Day Service	Night Service	Total	YTD	Target
Passengers	2,192	2,931	5,123	68,836	
Operating Hours	1,276.0	434.2	1,710.2	21,880	
Passengers per Operating Hour	1.72	6.75	3.00	3.15	3.0
Average Customer Wait Time (minutes)	15.96	31.88	25.01		<20.0
On-Time Pickups	86%	59%	70%		95%



Day Service	Monday - Friday	5:15am - 6:45pm	Saturday	7:45am - 1:45pm
Night Service	Monday - Friday	6:45 pm - 11:30pm	Saturday	1:45pm - 7:45 pm

*Key Performance Indicators (KPI)



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # E.2

Financial Reports

BACKGROUND

No financial report this month due to yearend audit.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 19, 2025

PREPARED BY

Patricia 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