



AGENDA OF THE TRANSIT COMMISSION

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

A. Roll Call.

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

B. Approval of the Agenda.

1. Approval of the agenda for the Wednesday, October 15, 2025, meeting of the Transit Commission.

C. Approval of Minutes.

1. Approval of the minutes from the September 17, 2025, meeting.

D. Regular Business.

1. Discussion/Action: No Show Policy for GBM On Demand

E. Informational.

1. Operational Reports
2. Financial Reports
3. Director's Report
4. Next Transit Commission Meeting: November 19, 2025 at 8:15am.

F. Adjournment.

1. Adjournment of the Wednesday, October 15, 2025, meeting of the Transit Commission.

- 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

October 15, 2025

PREPARED BY

AGENDA ITEM # C.1

Approval of the minutes from the September 17, 2025, meeting.

BACKGROUND

Minutes from the meeting held on September 17, 2025.

RECOMMENDATION

Staff recommends approval of the minutes from the September 17, 2025, meeting.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission 9-17-2025



MINUTES OF THE TRANSIT COMMISSION

**WEDNESDAY, SEPTEMBER 17, 2025, 8:15 AM
TRANSIT
901 University Ave**

A. ROLL CALL.

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

Present: Roger Kolb, Randy Scannell, Michael Conley-Kuhagen, Alderman Craig Stevens, Terri Resguard, and Dr. Hector Rodriguez

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 agenda for the Wednesday, September 17, 2025, meeting of the Transit Commission.

Moved by Randy Scannell, seconded by Michael Conley-Kuhagen to approve the September 17, 2025, agenda. Motion carried.

Yes – Roger Kolb, Terri Refsguard, Hector Rodriguez, and Alderman Craig Stevens

No – None, Abstain - None

C. APPROVAL OF MINUTES.

- I. Approval of the minutes from the August 20, 2025, meeting.

Moved by Randy Scannell, seconded by Michael Conley-Kuhagen to approve the August 20, 2025, minutes. Motion carried.

Yes – Roger Kolb, Terri Refsguard, Hector Rodriguez, and Alderman Craig Stevens

No – None, Abstain — None

D. REGULAR BUSINESS.

1. Discussion/Action: Purchase of (2) 35' Battery Electric Low Floor Buses

Director Kiewiz shared that Green Bay Metro has several projects that need to be done by this year. Last fall, Green Bay Metro was awarded the Low-No emissions grant through the federal government. By January 2027 we will have a total of 6 electric buses. With our current BEB, we are seeing 42% battery life left after being in service for the day. We do expect this number to decline for the winter.

This amount also includes the infrastructure and training with the two (2) BEB. Training sessions have been conducted with the fire department and an additional training will be provided to our staff. We have also brought in a consultant for the analytical portion.

No further discussion was had.

Moved by Alderman Craig Stevenson, seconded by Randy Scannell, to approve the Purchase of (2) Battery Electric Low Floor Buses, with a cost not to exceed \$3,700,000. Motion carried.

Yes - Roger Kolb, Hector Rodriguez, and Terri Refsguard

No- None, Abstain - None

2. Discussion/Action: Purchase of an Industrial Rider Floor Scrubber

Director Kiewiz shared that Green Bay Metro is currently looking to replace our Tennant floor scrubber. The bid summary is attached, and the purchasing department is working with the lowest bidder currently to have a demo done to ensure performance.

No further discussion was held.

Moved by Randy Scannell, seconded by Terri Refsguard, to approve the Purchase of an Industrial Rider Floor Scrubber, with a cost not to exceed \$75,000. Motion carried.

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

No — None, Abstain — None

3. Discussion/Action: Reclass the Operations Assistant Position to a full-time position from a temp position

Director Kiewiz shared that the Operations Assistant Position is a limited-term position and has been open since the end of April. We wanted to wait till the budget to see numbers and how it would best serve operations. This position helps a lot with training, coverage in all areas of operations, advertising, and detours. This position is in our 2026 budget for next year.

No further discussion was had.

Moved by Alderman Craig Stevenson, seconded by Terri Refsguard, to approve the Reclasse of the Operations Assistant Position to a full-time position from a temp position. Motion carried.

Yes — Roger Kolb, Hector Rodriguez, Michael Conley-Kuhagen, and Randy Scannell.

No — None, Abstain — None

4. Discussion/Action: Purchase of Upgraded Live Video Surveillance

Director Kiewiz stated we are seeking approval to update our live video surveillance on the buses. Seon is no longer able to support the camera system we have, provide hard drives, or replacement parts. Our 2015 and newer buses have TSI, and we have not had any issues. This records audio and video, which is used for safety and training purposes.

Commissioner Refsguard asked how long Seon had been on the buses.

P. Kiewiz stated since 2009.

No further discussion was had.

Moved by Alderman Craig Stevenson, seconded by Randy Scannell, to approve the Purchase of Upgraded Live Video Surveillance, with a cost not to exceed \$180,000. Motion carried.

Yes - Roger Kolb, Hector Rodriguez, Michael Conley-Kuhagen, and Terri Refsguard

No — None, Abstain — None

5. Discussion/Action: Purchase of Security Barriers /Planters

Director Kiewiz shared that Green Bay Metro is fortunate enough to be able to stay up with safety and security. TSA came to evaluate our facility earlier this year and was recommended to place some type of security barriers on the transit way. Discussions are being held with the Fire Chief to get his knowledge and expertise. A great example is how Lambeau has barriers set-up around their facility.

Approximately \$65,000 will go towards this project, and we're working to ensure we have the right weight and measurements. There is a variety of columns and planters to choose from. Green Bay Metro also wants to make sure we provide curb appeal as well while still serving its purpose.

No further discussion was had.

Moved by Alderman Craig Stevenson, seconded by Randy Scannell, to approve the Purchase of Security Barriers/Planters with a cost not to exceed \$65,000. Motion carried.

Yes - Roger Kolb, Hector Rodriguez, Michael Conley-Kuhagen, and Terri Refsguard

No — None, Abstain — None

E. INFORMATIONAL.

1. Operational Reports

Continue to have reporting concerns with the fare system.

No other concerns at this time.

2. Financial Reports

Nothing of concern, below budget.

The FTA will be closing for the end of their year soon.

3. Director's Report

Director Kiewiz shared that Brown County Planning, our MPO and Green Bay Metro staff have been working with 1000 friends on conducting a 10-week transportation academy. Learning about local transportation policy, plans, processes, advocacy, and collaborating with local experts. Green Bay Metro will be presenting at one of the upcoming meetings.

P. Kiewiz stated that transit has submitted their budget and is not anticipating any changes to transit.

No further discussion was held.

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

Motion by Randy Scannell, seconded by Michael Conley-Kuhagen, to adjourn at 8:46 a.m.
Motion carried.

Yes – Roger Kolb, Hector Rodriguez, Terri Refsguard and Alderman Craig Stevens

No – None. Abstain — None

F. ADJOURNMENT.

1. Adjournment of the Wednesday, September 17, 2025, meeting of the Transit Commission.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

October 15, 2025

PREPARED BY

AGENDA ITEM # D.I

Discussion/Action: No Show Policy for GBM On Demand

BACKGROUND

GBM On Demand has been very successful. The number of rides has greatly increased. With this increase, the wait time has also increased. Staff continuously works with Via to ensure a successful service. However, one item that staff have seen go up that staff does not want to see increase is the number of no-show rides. These rides increase operational costs, waste taxpayers' funds and cause an inconvenience to passengers who are riding the van or who wanted to but were unable to book a trip during the time of the no-show. Therefore, the staff worked to create a no-show policy.

RECOMMENDATION

Staff recommends the approval of a No Show Policy as present for GBM On Demand.

FISCAL IMPACT

ATTACHMENTS

- I. GBM On Demand Cancellation DRAFT

No-shows increase GBM On-Demand's operational costs, wastes taxpayers' funds and cause inconvenience to passengers who are riding the van or who wanted to but were unable to book a trip during the time of the no-show. An unchecked pattern of no-shows encourages waste and mistreatment of the service and passengers. Therefore, it is important to identify those passengers who have developed a pattern and practice of accumulating no-shows, based on their frequency of use.

All suspension periods will begin on a Monday. The length of a passenger's suspension will adhere to the progressive corrective action plan described as followed:

One No-Show within 30 Day period: Text/Account/Email Warning

Two No-Shows within 30 Day period: 2nd Text/Account/Email Warning

Three No-Shows within 30 Day period: 7 day suspension

GBM On Demand will retain records on passenger compliance regarding this policy. An Email Warning of this policy will be issued upon the first violation. Further violation of this policy will result in suspension per the above schedule.

If a passenger no-shows *because of circumstances beyond their control*, they are to call GBM On Demand at: [\(920\)-448-3185](tel:920-448-3185) and explain the circumstance for the infraction. No shows must be disputed within seven (7) days after the infraction occurred. At this time, the passenger can request the removal of the no show. Any no-show that is found to be in error will be removed from the client's account.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

October 15, 2025

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # E.1

Operational Reports

BACKGROUND

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

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

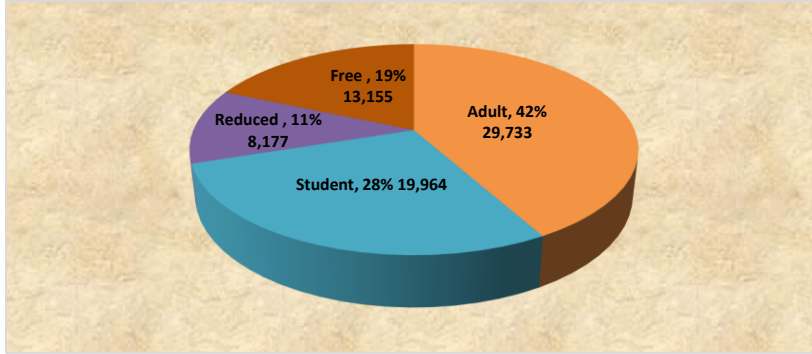
- I. 08.Aug 2025 Ridership

Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
August 2024	26,350	8,773	9,028	14,013	58,164	523,495
August 2025	23,964	5,811	8,196	17,213	55,184	504,153
Difference	(2,386)	(2,962)	(832)	3,200	(2,980)	(19,342)
	-9%	-34%	-9%	23%	-5%	-3.7%

Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
August 2024	4,646	460	410	56	5,572	46,815
August 2025	3,879	1,089	668	149	5,785	48,200
Difference	(767)	629	258	93	213	1,385
	-17%	137%	63%	166%	4%	3.0%



YTD PASSENGERS
552,353

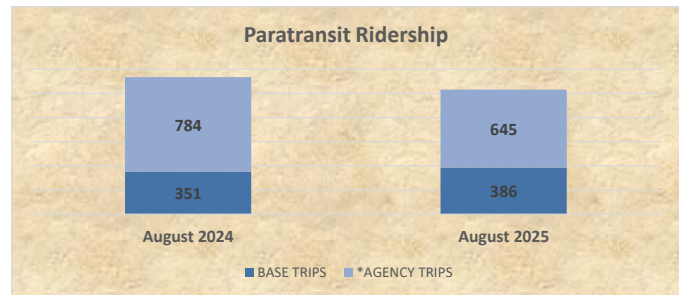
*Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.

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

Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
August 2024	351	784	1,135	9,349
August 2025	386	645	1,031	8,540
Difference	35	(139)	(104)	(809)
	10.0%	-17.7%	-9.2%	-8.7%

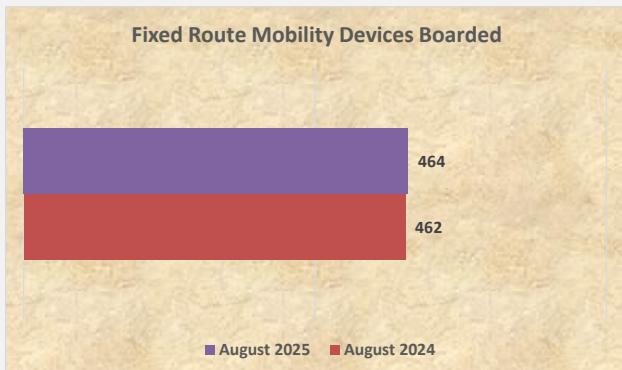
*Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).



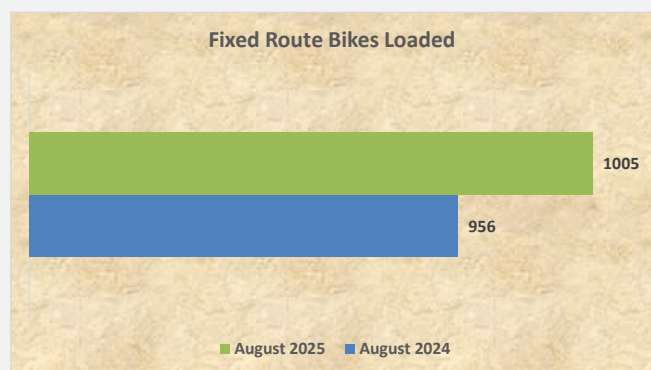
On Time Performance: 96.9%

Completed Trips:	1012
Completed On Time Trips:	980
Completed Late Trips - 0-6 mins	40
Completed Late Trips - 6-30 mins	11
Completed Late Trips > 30 mins	1
Late Cancellations and No Show Trips	26

Fixed Route Mobility Devices Boarded



Fixed Route Bikes Loaded





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

October 15, 2025

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # E.2

Financial Reports

BACKGROUND

Director Kiewiz will provide an update on Metro's finances through August 2025.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

- I. 08.Aug - Financials



EXPENSES

ACCOUNT DESCRIPTION	2025 Jan-Aug	2024 Jan-Aug	+/-	%	2025 BUDGET	% OF BUDGET
Wages & Salaries	1,697,117.65	1,622,566.99	74,551	4.6%	2,765,438	61.4%
Fringe Benefits	809,109.46	727,307.93	81,802	11.2%	1,830,692	44.2%
Other Employment Expenses	37,289.30	30,391.18	6,898	22.7%	68,932	54.1%
Contract Services	144,646.32	155,571.27	(10,925)	-7.0%	424,140	34.1%
Materials & Supplies	267,210.20	296,916.91	(29,707)	-10.0%	643,436	41.5%
Building & Equip Maintenance	138,761.48	246,271.00	(107,510)	-43.7%	234,100	59.3%
Utilities	93,221.23	111,051.02	(17,830)	-16.1%	235,106	39.7%
Insurance	133,524.71	130,736.00	2,789	2.1%	158,827	84.1%
Miscellaneous	162.00	137.20	25	18.1%	250	64.8%
Paratransit Services	294,748.50	275,435.52	19,313	7.0%	1,072,447	27.5%
Microtransit Services	1,179,957.00	1,068,420.48	111,537	10.4%	2,170,063	54.4%
Subrecipient Expenses	-	-	-	0.0%	-	0.0%
TOTAL	4,795,747.85	4,664,805.50	130,942	2.8%	9,603,432	49.9%

ORIGINAL BUDGET

REVENUES

ACCOUNT DESCRIPTION	2025 Jan-Aug	2024 Jan-Aug	+/-	%	2025 BUDGET	% OF BUDGET
Federal Operating Asst	-	-	-	0.0%	2,833,013	0.0%
State Operating Asst	2,230,617.00	673,185.00	1,557,432	231.4%	2,833,013	78.7%
Other Local Municipalities	458,673.59	379,081.63	79,592	21.0%	665,249	68.9%
Green Bay	866,666.64	866,666.64	-	0.0%	1,934,650	44.8%
Farebox Revenue-Fixed Route	325,292.54	307,921.47	17,371	5.6%	710,000	45.8%
Farebox Revenue-Paratransit	127,707.50	129,649.00	(1,942)	-1.5%	269,500	47.4%
Farebox Revenue-Microtransit	19,486.00	13,244.00	6,242	47.1%	-	0.0%
College Program Fares	7,672.00	4,641.00	3,031	65.3%	-	0.0%
TMI Refund	9,548.00	9,454.00	94	1%	-	0.0%
Non-Transportation Revenue	121,391.97	37,126.84	84,265	227.0%	9,100	1334.0%
State Fuel Refund	8,043.28	11,236.76	(3,193)	-28.4%	-	0.0%
Advertising	59,977.61	53,530.32	6,447	12.0%	110,000	54.5%
Intercity Bus Commissions	4,000.00	4,000.00	-	0.0%	6,000	66.7%
Partnership Contributions	103,319.15	103,901.00	(582)	-0.6%	232,908	44.4%
TOTAL	4,342,395.28	2,593,637.66	1,748,758	67.4%	9,603,432	45.2%

KEY PERFORMANCE INDICATORS (KPI)

Operating Days	205	207	(2.0)	-1.0%	307
Revenue Miles	428,247	434,359	(6,112)	-1.4%	672,554
Revenue Hours	29,092	29,589	(497)	-1.7%	45,552
Unlinked Passenger Trips	504,153	523,495	(19,342)	-3.7%	934,849
Revenue / Cost	90.5%	55.6%			100%
Farebox Revenue / Mile	0.76	0.71	0.05	7.1%	1.06
Farebox Revenue / Pass Trip	0.65	0.59	0.06	9.7%	0.76
Farebox Revenue / Hour	11.18	10.41	0.77	7.4%	15.59
Passenger / Mile	1.18	1.21	(0.03)	-2.3%	1.39
Cost / Mile	7.75	7.65	0.11	1.4%	9.46
Cost / Passenger Trip	6.59	6.34	0.24	3.8%	6.80

*Insurance is [NET] TMI

August = 66.7%

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

2025



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

October 15, 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