



MINUTES OF THE TRANSIT COMMISSION

**WEDNESDAY, OCTOBER 15, 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, Michael Conley-Kuhagen, Alderman Craig Stevens, and Dr. Hector Rodriguez

Excused: Kevin Kuehn, Terri Resguard, and Randy Scannell

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, October 15, 2025, meeting of the Transit Commission.

Moved by Michael Conley-Kuhagen, seconded by Hector Rodriguez to approve the October 15, 2025, agenda. Motion carried.

Yes – Roger Kolb and Alderman Craig Stevens

No – None, Abstain - None

C. APPROVAL OF MINUTES.

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

Moved by Alderman Craig Stevens, seconded by Michael Conley-Kuhagen to approve the September 17, 2025, minutes. Motion carried.

Yes – Roger Kolb and Hector Rodriguez

No – None, Abstain — None

D. REGULAR BUSINESS.

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

Director Kiewiz shared that our average wait time used to be 5–10 minutes and has increased to 20–30 minutes when booking On Demand. Green Bay Metro's goal is to keep this under 30 minutes. Individuals have been booking a trip, and riders aren't canceling their trip that was booked. The driver now has no rider to be picked up when they arrive at the assigned destination. In consideration of our No Show Policy for Paratransit, one isn't to be more strict than the other.

Many riders are in favor of getting the No Show Policy in place. We have received comments on social media in favor of this to ensure the service isn't affecting other riders. We also received a comment to the Transit Commission from a rider being in favor of the No Show Policy.

Commissioner Rodriguez asked how many no-shows occur with our service?

P. Kiewiz shared that we had about 300 last month and don't want to see that number increasing. Especially riders receiving unavailable rides when booking and now the rider is without an option when trying to get home or to work.

No further discussion was had.

Moved by Alderman Craig Stevenson, seconded by Hector Rodriguez, to approve the No Show Policy for GBM On Demand. Motion carried.

Yes — Roger Kolb and Michael Conley-Kuhagen

No — None, Abstain — None

E. INFORMATIONAL.

I. Operational Reports

Continuing to work through reporting concerns with the fare system.

No other concerns at this time.

2. Financial Reports

No concerns at this time.

3. Director's Report

Director Kiewiz shared that the government shutdown hasn't affected us currently. Staff attended the WIPTA conference last week. With the shutdown, TSA was unable to attend the conference.

Project updates, the radios are arriving this month and the first week of December; TSI will be onsite to install the live bus cameras.

Green Bay Metro will be hosting the WIPTA conference next year.

No further discussion was held.

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

Motion by Michael Conley-Kuhagen, seconded by Alderman Craig Stevens, to adjourn at 8:34 a.m. Motion carried.

Yes – Roger Kolb and Hector Rodriguez

No – None. Abstain — None

F. ADJOURNMENT.

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