



AGENDA OF THE TRANSIT COMMISSION

**WEDNESDAY, FEBRUARY 18, 2026, 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, February 18, 2026, meeting of the Transit Commission.

C. Approval of Minutes.

1. Approval of the minutes from the January 21, 2026, meeting.

D. Regular Business.

1. Presentation: Of the Green Bay Metro Annual System Review and Analysis Report, by the Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO)
2. Discussion/Action: Purchase of Fare Collection System
3. Discussion/Action: ADA Paratransit Service Policy

E. Informational.

1. Operational Reports
2. Financial Reports
3. Director's Report
4. Next Transit Commission Meeting: March 18, 2026 at 8:15am.

F. Adjournment.

1. Adjournment of the Wednesday, February 18, 2026, 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

February 18, 2026

PREPARED BY

Becky Fleck, Transit Staff

AGENDA ITEM # C.1

Approval of the minutes from the January 21, 2026, meeting.

BACKGROUND

Minutes from the meeting held on January 21, 2026.

RECOMMENDATION

Staff recommends approval of the minutes from the January 21, 2026, meeting.

FISCAL IMPACT

ATTACHMENTS

- I. Transit Commission 1-21-2026 (3)



MINUTES OF THE TRANSIT COMMISSION

**WEDNESDAY, JANUARY 21, 2026, 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, Randy Scannell, and Dr. Hector Rodriguez

Excused: Kevin Kuehn and Terri Resguard

Chair Roger Kolb called the meeting to order at 8:16 a.m.

B. APPROVAL OF THE AGENDA.

- I. Approval of the agenda for the Wednesday, January 21, 2026, meeting of the Transit Commission.

Moved by Randy Scannell, seconded by Alderman Craig Stevens to approve the January 21, 2026, agenda. Motion carried.

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

No – None, Abstain - None

C. APPROVAL OF MINUTES.

- I. Approval of the minutes from the October 15, 2025, meeting.

Moved by Randy Scannell, seconded by Hector Rodriguez to approve the October 15, 2025, minutes. Motion carried.

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

Alderman Craig Stevens
No – None, Abstain — None

2. Approval of the minutes from the November 19, 2025, meeting.

Moved by Randy Scannell, seconded by Hector Rodriguez to approve the November 19, 2025, minutes. Motion carried.

Yes – Roger Kolb, Michael Conley-Kuhagen, Randy Scannell, Hector Rodriguez, and Alderman Craig Stevens
No – None, Abstain — None

D. REGULAR BUSINESS.

1. Discussion/Action: Financial Audit Services RFP 2025-26

Director Kiewiz shared Green Bay Metro (GBM) has been with Baker Tilly for the past 5 years and their contract has expired. Staff worked with City Finance and the purchasing department, and went out for RFP. Sherry Schuh, the Finance Manager for GBM, represented GBM during the evaluation process. Finance services were recommended to award CLA a five-year contract.

No further discussion was had.

Moved by Randy Scannell, seconded by Hector Rodriguez, to approve the Financial Audit Services to CLA for a five-year contract. Motion carried.

Yes — Roger Kolb, Michael Conley-Kuhagen, and Alderman Craig Stevenson
No — None, Abstain — None

2. Discussion/Action: 2026 Green Bay Metro Budget

Director Kiewiz presented the budget. We had no issues from the municipalities, they're down just slightly. The budget is good overall, with some increase in bill money.

No further discussion was had.

Moved by Randy Scannell, seconded by Alderman Craig Stevens to approve the fiscal year 2026 budget. Motion carried.

Yes - Roger Kolb, Michael Conley-Kuhagen, Randy Scannell, Alderman Craig Stevens, and Hector Rodriguez
No - None, Abstain- None

3. Presentation: Of the Coordinated Public Transit - Human Services Transportation Plan for Brown County, by Brown County Planning Commission/MPO staff.

Ker Vang from Brown County, Senior Planner, presented an overview of the plan.

Moved by Randy Scannell, seconded by Hector Rodriguez, to place the Human Services Transportation Plan and Analysis Report on file. Motion carried.

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

No — None, Abstain — None

4. Discussion/Action: Incidental Use Request - Flix North America Inc.

Director Kiewiz shared Flix North American Inc., is the owner of Greyhound now. Greyhound was awarded the WisDOT route from Milwaukee to Minneapolis and will be making two (2) stops a day at Green Bay Metro (GBM). The contract has been reviewed and gone through by legal and GBM hasn't had any issues with intercity buses.

Moved by Randy Scannell, seconded by Alderman Craig Stevenson, to approve the Incidental use request for Flix North America Inc. Motion carried.

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

No — None, Abstain — None

5. Discussion/Action: Incidental Use Request — Lamers

Director Kiewiz stated that Lamers is requesting to use our facility. We have had a relationship with Lamers in the past. Lamers will be servicing a route from Green Bay to UW-La Crosse.

Moved by Randy Scannell, seconded by Alderman Craig Stevenson, to approve the Incidental use request for Lamers. Motion carried.

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

No — None, Abstain — None

6. Discussion/Action: Bus Purchase (2) 35' Diesel Low Floor Buses

Director Kiewiz stated that there will be an emissions change for buses coming soon. Green Bay Metro wants to plan ahead. We are looking to purchase two (2) 35' Diesel Buses. This will also help keep a balance in our fleet between BEB and Diesel, while we continue to pilot BEB's in our fleet.

P. Kiewiz shared that the current BEB has been doing very well. There is a diesel heater on the bus that helps assist the battery, so it doesn't get drained. We have been adjusting the heat source to test the battery life. It ran 202 miles in 20 degree weather and had 37% battery life without using the diesel heater. Testing will be done further to test the use of the battery during the cold temps.

Moved by Alderman Craig Stevens, seconded by Randy Scannell to approve the purchase of two (2) new diesel buses from Gillig, LLC. With an amount not to exceed \$740,000.00.
Motion carried.

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

No – None, Abstain - None

7. Mobility Management Report 2025 — Quarter 3 and 4

Director Kiewiz shared the Mobility Management Program biannual report. This report is prepared twice a year by Andrea Vlach, Green Bay Metro's Mobility Coordinator. This report summarizes all the services, technology use, and visits with VIA that the mobility coordinator helps with.

P. Kiewiz reminded the Commission this is a position that is funded through the 5310 program. Metro partners with Brown County Planning to provide these services.

Moved by Randy Scannell, seconded by Hector Rodriguez, to place the Mobility Management Report on file. Motion carried.

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

No — None, Abstain — None

E. INFORMATIONAL.

1. Operational Reports

No other concerns at this time.

Fare collection bids have been received this week and the team is looking them over.

2. Financial Reports

Nothing of concern. Sherry Schuh, Finance Manager, has been working with auditors to wrap up FY25.

3. Director's Report

Director Kiewiz shared that the Triennial review will be this year, and staff is starting to prepare and gather files.

Green Bay Metro will be hosting the state conference this fall. It will be a 3-day event, where agencies from across the state come to attend. The Mayor will be attending to speak at the

conference.

4. Next Transit Commission Meeting: February 18, 2026 at 8:15am.

F. ADJOURNMENT.

- I. Adjournment of the Wednesday, January 21, 2026, meeting of the Transit Commission.

Motion by Randy Scannell, seconded by Alderman Craig Stevens, to adjourn at 9:07 a.m.

Motion carried.

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

No – None. Abstain — None



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.



Coordinated Public Transit - Human Services Transportation Plan 2026 - 2030

Brown County, WI



Brown County Planning Commission/Green Bay MPO
December 2025

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.



U.S. Department of Transportation
Federal Highway Administration



U.S. Department of Transportation
Federal Transit Administration



This report was prepared by:

Brown County Planning Commission/Green Bay MPO

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The Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO) for the Green Bay Metropolitan Planning Area invites you to follow us on:



www.facebook.com/BCPCGreenBayMPO



x.com/BCPCGreenBayMPO

Table of Contents

Chapter 1 – Introduction

Federal and State Requirements.....	1
Participation Process.....	1
Meeting Record.....	2
Federal and State Funding Programs	3

Chapter 2 – Demographic Profile of Targeted Population

Senior Population	4
Individuals with Disabilities Population	4
Low-Income Individuals Population	4

Chapter 3 – Transportation Providers

Inventory of Public Transit-Human Services Transportation Services.....	6
Green Bay Metro.....	6
Fixed Route and Microtransit Services.....	6
Paratransit Service	8
LIFT Program	10
Curative Connections Specialized Transportation Service.....	10
Non-Emergency Medical Transportation (NEMT) service provided by the State of Wisconsin Department of Health Services (DHS).....	12
The Oneida Nation	13
Oneida Public Transit.....	13
Oneida Elder Services.....	13
Disabled American Veterans (DAV).....	14
Social Network (Friends, Family, & Neighbors).....	14
Other Transportation Services	14
Brown County Human and Human Services	14
Salvation Army	14
Sable Hopp School.....	15
Aspiro	15
Fort Howard Apartment.....	15
Casa Alba Melanie	15
Cycling Programs for Seniors and Individuals with Disabilities	16
Options for Independent Living.....	16
Onieda Adventures.....	16
Brown County Mobility Management Program	16
Inventory of Private Transportation Services.....	17
Private Transportation Providers.....	17
Uber and other Transportation Network Companies (TNCs).....	17
Intercity Bus Services.....	17

Chapter 4 – Action Plan

Process	21
---------------	----

Chapter 5 – Program of Projects

2026-2030 Program of Projects	35
-------------------------------------	----

Chapter 6 – Conclusion

Conclusion..... 37

Appendices

Appendix A – Brown County Meeting – Letter of Invitation to Participate..... 39

Appendix B – Brown County Meeting – List of Invitees and Worksheet to Document
County Meeting Invitations 40

Appendix C – Brown County Meeting – Agenda 45

Appendix D – Brown County Meeting – Flyer 47

Appendix E – Brown County Meeting – Evaluation Form and Results 48

Appendix F – Notice of Public Meeting and Notice of Public Review Period 49

Appendix G – Public Comments Received..... 50

Appendix H – County Transportation Services Inventory Worksheets 51

Appendix I – Federal Funding Programs..... 54

Chapter 1 - Introduction

Federal and State Requirements

The human services transportation provisions of the federal Infrastructure Investment and Jobs Act (IIJA) aim to improve transportation services for seniors, individuals with disabilities, and low-income individuals by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible with available resources. To express these goals, the county is required to publish a locally developed *Coordinated Public Transit-Human Services Transportation Plan*.

Federal law requires that the county *Coordinated Public Transit-Human Services Transportation Plan* identify an approved program of projects prior to distribution of funds from the Federal Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities Program.

The Federal Section 5310 program provides funding for transportation related services and equipment that enhanced the mobility of seniors and people with disabilities. The Wisconsin Department of Transportation (WisDOT) manages the program on behalf of the Federal Transit Administration. However, the four urbanized areas in Wisconsin that exceed 200,000 people, including the Green Bay Urbanized Area, are required to administer the program locally. The Brown County Planning Commission/Metropolitan Planning Organization (MPO) is the entity designated with project approval authority for the Green Bay Urbanized Area.

In addition, the Wisconsin Department of Transportation (WisDOT) has required or recommended the following nine items be included in the plan. They include:

1. County Meeting Invitation List
2. County Meeting Participant List
3. Copy of the newspaper *Notice of Public Comment Period and Meeting*
4. County Meeting Flyer
5. County Meeting Record
6. County Inventory of Transportation Programs and Services
7. County Coordination & Assessment Action Plan
8. County List of Approved Projects for Section 5310
9. County Meeting Evaluation and Summary

All the nine items above are included in the plan.

Participation Process

Federal law also requires that the *Coordinated Public Transit-Human Service Transportation Plan* be developed through a local process that includes representatives from public and private transportation providers, human service agencies, interested parties, and the general public.

WisDOT has developed a county meeting process to comply with this requirement. In the case of Brown County, the Green Bay Metropolitan Planning Organization (MPO) was chosen to coordinate the project, conduct meetings, and develop the final report. The Green Bay MPO was chosen because staff are currently responsible for reviewing federal and state funded program applications, need to be aware of and knowledgeable of transit programs and funding streams in each county, and is an independent and objective entity.

Brown County Planning Commission/Green Bay MPO staff developed a list of potential representatives using WisDOT endorsed guidelines and invited them to participate and provide input in the county meeting. The following documents are found in the appendences:

- Letter of Invitation to Participate - Appendix A
- List of Brown County Invitees - Appendix B
- Brown County Meeting Agenda - Appendix C
- Brown County Meeting Flyer - Appendix D
- Notice of Public Meeting – Appendix F

In addition, Brown County Planning Commission/Green Bay MPO staff established a 30-day public comment period.

Meeting Record

The Brown County meeting was held on September 8, 2025. The county meeting participants are listed below.

Brown County Meeting Participants List

Name	Agency
Amy Hoyer	Cerebral Palsy
Andrea Vlach	Brown County Mobility Coordinator/Green Bay Metro
Ben Krumenauer	Village of Bellevue
Brian Rickert	Village of Ashwaubenon
Christel Giesen	ADRC of Brown County
Denise Feliciano	Curative Connections
Erik Pritzl	Brown County Health and Human Services
Evangeline Trezan	R&R
Frank Ingram	Citizen
Jim Picard	ADRC Board of Directors
Joe Pietrek	Via Transportation
Ker Vang	Brown County Planning Commission/Green Bay MPO
Lisa Conard	Brown County Planning Commission/Green Bay MPO
Mason Shea	Brown County Planning Commission/Green Bay MPO
Micheal Conley-Kuhagen	Green Bay Metro Transit Commission
Sandy Popp	Options for Independent Living
Tina Whetung	Curative Connections

Federal and State Funding Programs

Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities

This program is intended to enhance the mobility of seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. This program consolidated two SAFETEA-LU programs: Section 5317 – New Freedom and Section 5310 – Elderly and Disabled Capital Assistance. The federal share for capital projects is 80% with a required 20% non-federal match. The federal share for operating projects is 50% of the net deficit.

A list of other federal funding programs is in Appendix I.

State of Wisconsin Section 85.21 Specialized Transportation Assistance Program for Counties

Brown County receives a Specialized Transportation Assistance Program for Counties award each year. Section 85.21 provides counties with financial assistance to provide transportation to seniors and individuals with disabilities. Brown County will continue to use Section 85.21 funds to offset the cost of providing transportation services to seniors and individuals with disabilities in Brown County.

The Transportation Coordinating Committee (TCC) will review all submitted projects each year with recommendations from Green Bay MPO staff and final award and approval of projects by the Brown County Planning Commission.

Chapter 2 – Demographic Profile of Targeted Population

Senior Population

The U.S. Census defines senior citizen as 65 years of age or older. However, some programs may define and offer services to individuals who are 50, 55, or 60 years of age or older.

According to the 2023 ACS 5-Year Estimates, there is a total population of 269,425 people in Brown County. Approximately, 58,961 people are 60 or older and approximately, 42,792 people are 65 years and over.

Individuals with Disabilities Population

The definition used to define individuals with disabilities is:

Individuals who, because of any temporary or permanent physical or mental condition or institutional residence, are unable, without special facilities or special planning or design, to use available transportation facilities and services as effectively as persons who are not so affected.

In Brown County, 31,016 people have a disability according to the 2023 ACS 5-Year Estimates. Of those, 15,741 are male and 15,275 are female. The table below shows the population of disability by age group.

Population of Disability by Age Group

Age 17 and under	Age 18 – 64	Age 65 and older
2,751	16,780	11,485

Source: 2023 ACS 5-Year Estimates

Low-Income Individuals

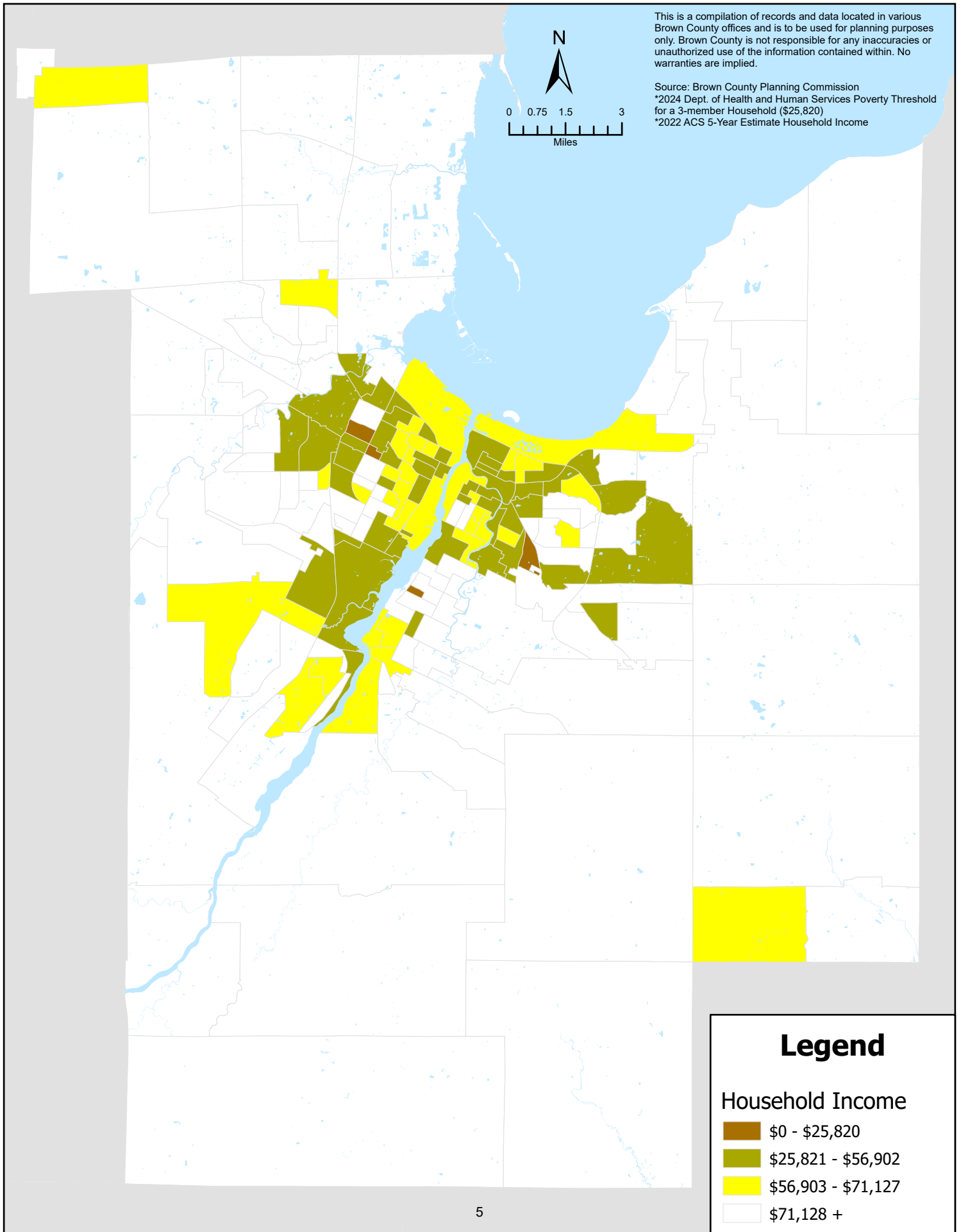
The US Census defines a low income individual as one whose household income is 80% of the median household income for the area.

For this exercise, persons living in poverty are also identified. A person is considered living in poverty when they live in a household that has an income at or below guidelines set by the Department of Health and Human Services. The guidelines suggest that a person living in a three-person household with an income at or below \$25,820 is considered living in poverty according to the US Department of Health and Human Services 2024 Poverty Guidelines.

In Brown County, 25,754 people live below the poverty level. The median household income in Brown County is \$71,128. Therefore, low income households are those with an income of \$56,902 or less. The map on the next page depicts household income by census block groups.

Household Income by Census Block Group

Brown County, WI



Chapter 3 – Transportation Providers

Inventory of Public Transit - Human Services Transportation Services

Green Bay Metro

The Green Bay Metro Transportation Center is located at 901 University Avenue in Green Bay. Passengers benefit from an indoor waiting area, information counter, bus arrival/departure boards, vending machines, and public restrooms. Outside, a large canopy covers many bus stalls to protect passengers from falling rain and snow. In addition, each bus route has a designated stall. (See 2nd photo to the right)



Fixed Route and Microtransit Service

Green Bay Metro operates 11 full-service bus routes, three limited-service (excluding game-day service) bus routes, and microtransit in the Green Bay area (see map on the next page). Services are provided to the cities of Green Bay and De Pere and the villages of Allouez, Ashwaubenon, and Bellevue. Service is provided Monday through Saturday. Service is not provided on Sunday; however, four Game-Day routes operate during all Packers home games.



Microtransit is an on-demand transportation service that provides highly flexible scheduling using app-based technologies on vehicles shared with other passengers. Microtransit offers service in areas where fixed route service is not warranted. Microtransit provides real-time information that allows passengers to coordinate seamless transfers between microtransit vehicles and fixed route buses at designated transfer points. Green Bay Metro contracts with Via to provide this service.

The hours of operation of Green Bay Metro fixed route system, microtransit and paratransit services are shown on the following pages.

Hours of Operation:

Monday – Friday:

Fixed route, Microtransit Daytime Zone and Paratransit
 Microtransit All Zone (Include Daytime Zone)

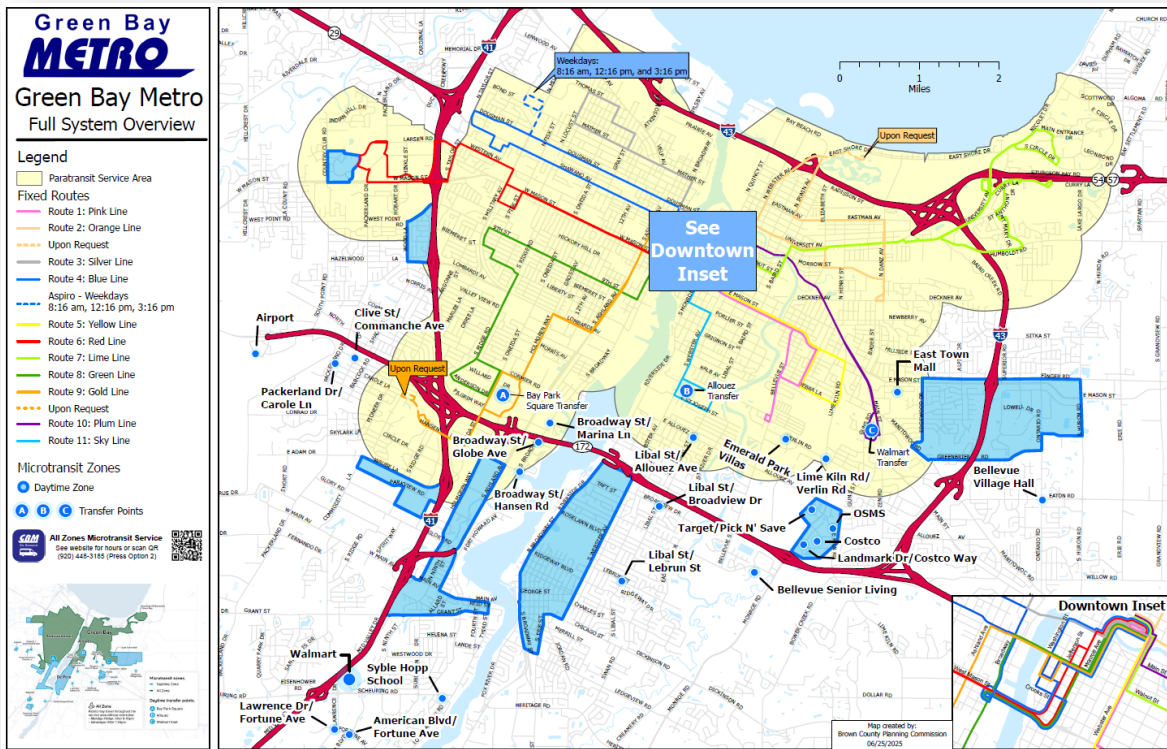
5:15am – 6:45pm
 6:45pm – 11:30pm

Saturday:

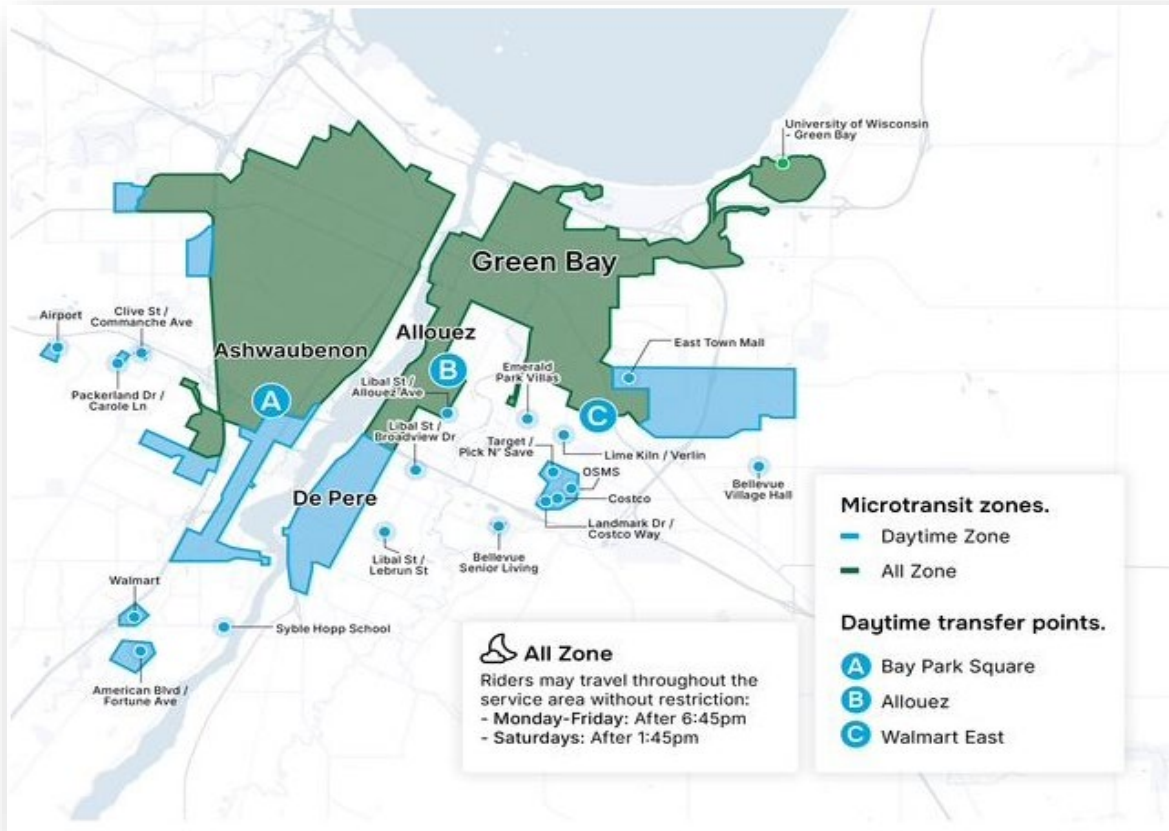
Fixed route and Microtransit Daytime Zone and Paratransit
 Microtransit All Zone (Include Daytime Zone)

7:45am – 1:45pm
 1:45pm – 7:45pm

**Green Bay Metro
 Full-Service Routes with Paratransit Boundary (shaded in yellow)**



Microtransit All Zones (Include Daytime Zone)



Fixed Route and Microtransit Service Fares

The current fare structure is as follows:

Green Bay Metro Fares for 2025

Fare Category	Cash- No Transfer	Day Pass	30-Day Pass
Adult	\$2.00	\$4.00	\$41.00
Student (K-12)	\$1.50	\$3.00	\$28.00
Reduced Fare	\$1.00	\$2.00	\$31.00

Paratransit Program

Paratransit is an alternative to the fixed route Metro 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. 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 Transportation Administration (FTA) funds (like 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.

Paratransit services are provided to individuals with qualifying disabilities to the cities of Green Bay and De Pere and the villages of Allouez, Ashwaubenon, and Bellevue within 3/4 mile of the full-service fixed routes. Service hours are the same as fixed route and microtransit daytime service. Paratransit riders can contact the Mobility Coordinator of Brown County at (920)-448-3450 with questions about paratransit service.

Paratransit Provider

Green Bay Metro currently contracts with a private transportation company, Via, to provide this service.

Vehicle used by Via for Paratransit Service



Paratransit Fares

Origin to Destination. As required by law, the origin to destination fare is based on twice the adult fixed route cash fare.

Agency Trip. An agency is defined as an organization that serves persons who qualify for human service- or transportation-related programs or services due to disabilities, income, or advanced age. Many paratransit clients receive services/support via a local human service agency, including funds for offsetting the cost of transportation. Many transit systems have implemented an agency rate. Agency rates vary and some systems charge the passenger the full cost of providing a qualifying trip.

Paratransit Fares

Fare Category	Passenger Cost per Trip
Origin to Destination	\$4.00
Agency Trip	\$21.00

LIFT Program

The Low-Income Fare Trips (LIFT) program is designed to provide eligible riders with up to four day passes per month to assist with their transportation needs. Riders must apply and passes are available on a first come, first served bases. For application and eligibility, go to www.greenbaywi.gov/1247/LIFT-Program.

Curative Connections Specialized Transportation Service

Curative Connections provides transportation services to individuals over 60 years of age and individuals with disabilities in all of Brown County.

The program offers a door-to-door service and provides rides for medical, nutrition, employment, education, and social trips. In 2024, a total of 48,248 one-way trips were provided to residents 60 years of age and individuals with disabilities in Brown County.

Transportation is provided in automobiles, accessible mini-vans, and accessible buses. Examples of vehicles used are shown to the right.

Curative Connections Vehicles

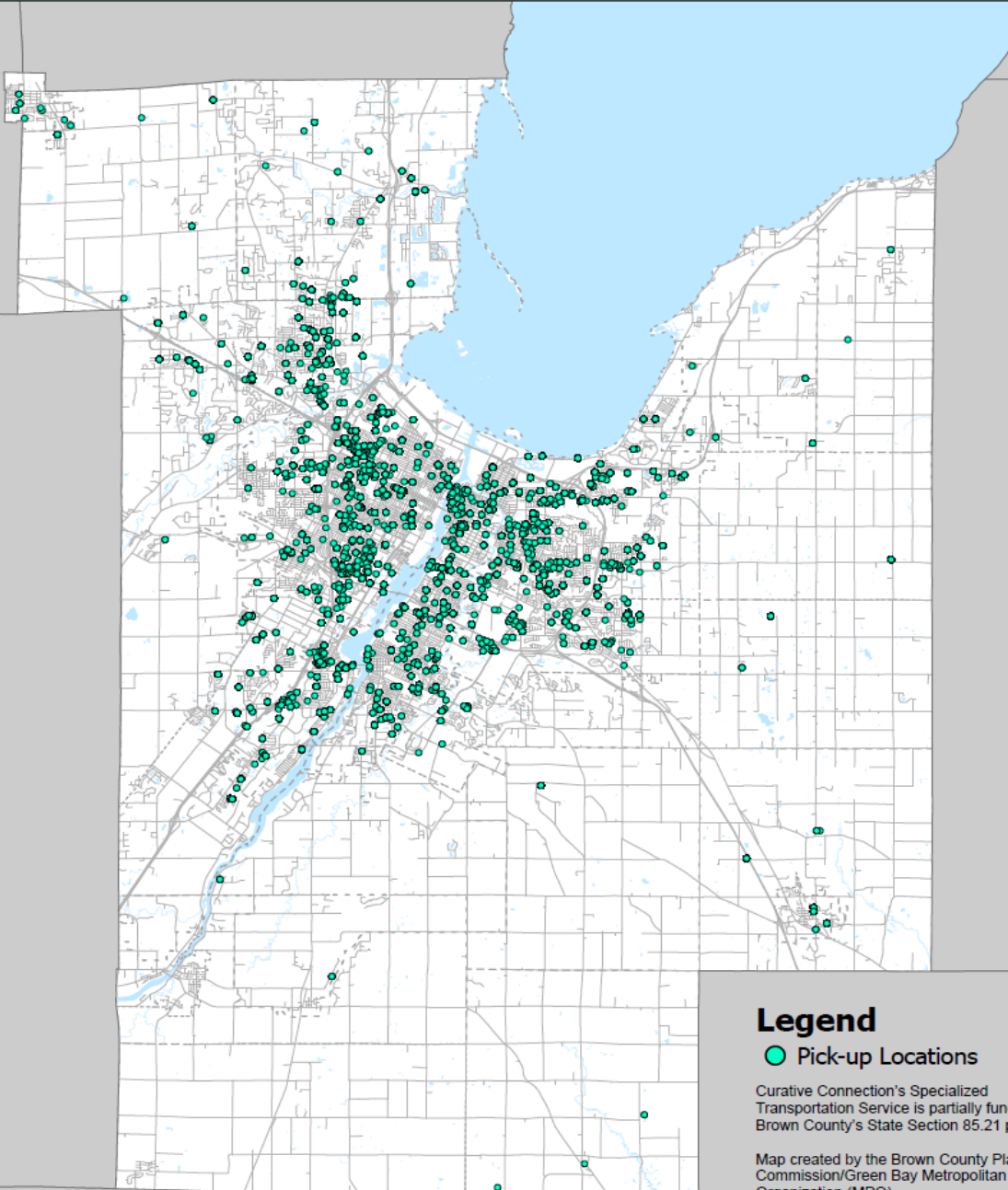


Funding for the operation and capital equipment for Curative's program is provided by the State Section 85.21 program, Federal Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program, client fares, and donations. The program is supported with volunteer and paid drivers.

Service is provided Monday through Friday from 7:30 a.m. to 4:30 p.m. The cost is \$5.00 per person for a one-way trip and \$21.85 per person for a one-way agency trip.

A map identifying the number of one-way trips provided by Curative Connections in 2024 for each community is shown on the next page.

Curative Connections Specialized Transportation Service for Seniors and Individuals with Disabilities 47,684 One-Way Trips Provided in 2024



Legend

● Pick-up Locations

Curative Connection's Specialized Transportation Service is partially funded through Brown County's State Section 85.21 program.

Map created by the Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO).

Top Pick-up Locations

Curative Connections (2900 Curry Ln)	7,541	Aspiro (1673 Dousman St)	925
Curative Connections Family Center (1538 Western Ave)	1,173	Aurora/Greenbrier (2845 Greenbrier Rd)	610
Nicolet Terrace Housing (850 Morning Glory Ln)	1,023	Parkview Properties Inc (1331 Bellevue St)	559

Pick-up Location by Municipality

City of Green Bay	25,903	Village of Hobart	687	Town of Eaton	76	Town of Ledgeview	837
City of De Pere	4,721	Village of Howard	4,053	Town of Glenmore	78	Town of Morrison	4
Village of Allouez	2,362	Village of Pulaski	53	Town of Green Bay	10	Town of New Denmark	150
Village of Ashwaubenon	4,210	Village of Suamico	413	Town of Holland	0	Town of Pittsfield	18
Village of Bellevue	3,200	Village of Wrightstown	0	Town of Humboldt	165	Town of Rockland	5
Village of Denmark	284	Village of Greenleaf	7	Town of Lawrence	429	Town of Scott	19
						Town of Wrightstown	0

Non-Emergency Medical Transportation (NEMT) service provided by the State of Wisconsin Department of Health Services (DHS)

Non-emergency medical transportation may be provided to individuals enrolled in one of the following programs:

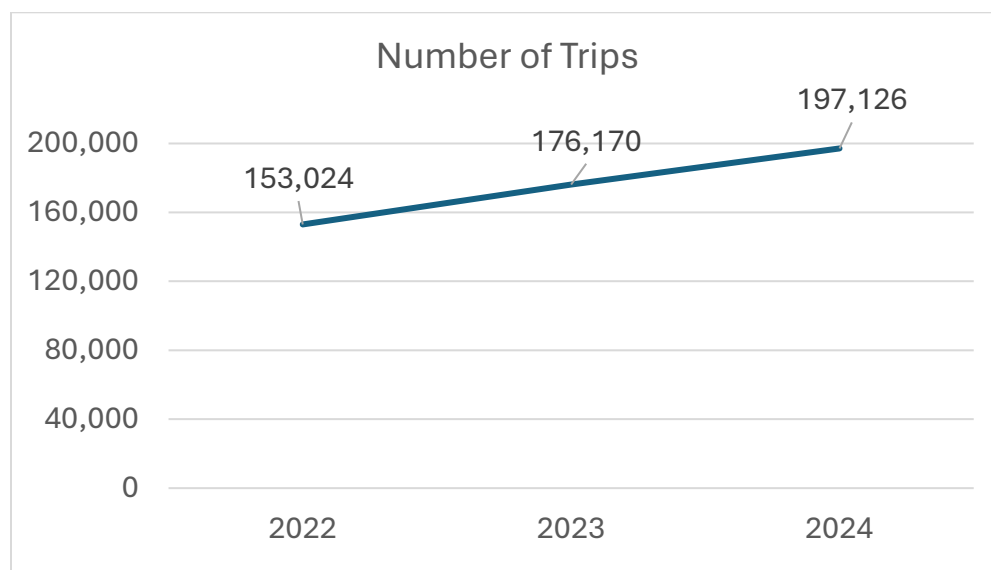
- Wisconsin Medicaid
- BadgerCare Plus (including Express Enrollment)
- Family Planning Only Services
- Tuberculosis-Related Services-Only Benefit
- IRIS (Include, Respect, I Self Direct)

Transportation is arranged and scheduled through Medical Transportation Management (MTM), Inc. Wisconsin’s non-emergency medical transportation manager. MTM may offer mileage reimbursement, a public transportation (bus) fare, or hire a private-for-profit transportation company to provide the service. Vehicles that can accommodate mobility devices are available to those who need them. The service is considered shared ride meaning an individual may share a ride with someone else who may have the same general origin and/or destination.



DHS defines the service as “last resort”. Therefore, if a neighbor, friend, or relative can provide a ride to the appointment, the individual is not eligible to receive this service.

The following graph shows the number of trips provided by MTM from 2022-2024 for Brown County residents.



DHS also published data such as program enrollment, substantiated complaints, and reservation line hold and response times on their website. The data can be found at www.dhs.wisconsin.gov/nemt/reports.htm.

The Oneida Nation

Oneida Public Transit

Oneida Public Transit provides on-demand response service using small buses and vans. Hours of operation is 5a.m.– 8:00p.m. Monday-Friday. The service area primarily consists of the 65,400-acre Oneida Reservation. However, when necessary, Oneida Transit will transport seniors to medical and other appointments outside of tribal boundaries. Oneida Public Transit is a service provided for the Oneida Community and the general public.



Oneida Transit Fares

Fare Category	Cost
7 Years old & Under with an adult	Free
Student (K-12)	\$1.00
Student/Adult College ID	\$1.00
Adult (19 years – 54 years)	\$1.50
Elders (55+ Years)	Free
Persons with disabilities	\$1.00 One-way \$1.50 Round-trip

Oneida Tribe Elder Services

Oneida Tribe Elder Services provides transportation for seniors to congregate meal sites, program activities, banking, and shopping. Monthly bus passes are also given to working elders for transportation needs.

Disabled American Veterans (DAV)

The DAV is a non-profit service organization for veterans helping veterans.



The DAV Green Bay office provides transportation to American veterans traveling to and from Veterans Administration (VA) clinics throughout Wisconsin, including the Milo C. Huempfer Community Based Outpatient Clinic located in Green Bay. The DAV operates its own vehicles, and the program is supported by a volunteer transportation coordinator and drivers.

Social Network

Seniors and individuals with disabilities often rely on friends, family, and neighbors to meet some or all of their transportation needs.

Other Transportation Services

In Brown County, there are many agencies that provide transportation services for their clients. Some agencies have programs that educate and train seniors and individuals with disabilities to use motorized and non-motorized equipment for transportation purposes. These agencies require vehicle replacement in a timely manner in order to be able to serve their clients.

Brown County Health and Human Services

This service provides an individualized door-to-door van service for seniors and disabled Brown County consumers. Trips are targeted to facilitate travel to medical, day service, and day treatment settings for Brown County Human Services consumers who are unable to independently use Metro's fixed route system or live outside of the Metro service area.

Staff use county vehicles to transport clients to appointments. Bus passes are also provided to clients who can ride the bus.

Salvation Army

The Salvation Army provides a limited amount of transportation services for seniors and individuals with disabilities using paid staff and volunteer drivers. Vehicles are scheduled to stop at a grocery store, bank, pharmacy, post office, and restaurant. Service is available several times per month on both the east and west sides of the Green Bay area. Transportation services are also provided to seniors to attend programs and activities at the Salvation Army facility located at 626 Union Court.

Syble Hopp School

Syble Hopp is a public school that provides educational programming to meet the needs of children with disabilities between the ages of three to a student's twenty-first birthday residing in Brown County. Students that participate in the Community Based Instruction (CBI) program are transported into the community to experience many different environments and activities. Students learn functional skills within the natural environment in different communities. This help prepare students for the time when they no longer receive services from Syble Hopp and to provide less restrictions and more independence as students age.

Syble Hopp students also use Green Bay Metro public transit services as well as the school's fleet vehicles.

Aspiro

Aspiro's transportation services enhance the lives of people with disabilities by providing a connection to their community, exploring career opportunities, volunteering, providing recreational opportunities and more. In 2024, approximately 360 clients participated in Aspiro's Day Services and Building Full Lives programs. Aspiro provides transportation service for their participants daily. Clients of Aspiro also use Green Bay Metro services to both their facilities.

Fort Howard Apartment

Fort Howard Apartment is a senior housing facility in the City of Green Bay. Transportation service is provided to residents for outings, recreational activities, and weekly shopping.

Casa Alba Melanie

Casa Alba Melanie is a Hispanic resource center that provides information and referral to their clients. Referrals are made to prospective employers, medical/dental services, financial consulting and other local agencies. Casa Alba Melanie staff and volunteers also provide transportation service for participants of their senior program. Seniors are transported to activity once a week on Friday and occasionally on the weekend.

Cycling Programs for Seniors and Individuals with Disabilities

Options for Independent Living

Options for Independent Living's adaptive program is an equipment loan program for individuals with disabilities. Clients use the equipment to access and participate in activities. There is no cost to borrow equipment from the program. Before equipment is loaned, qualified participants are trained to use the equipment.



Oneida Adventures

Oneida Adventures provides outdoor and indoor programming activities for tribal members. Oneida Adventures has expanded its programming to include senior riders. Seniors have the opportunity to ride tricycles along with other cyclists of different ages.

Staff educates and trains beginners and returning cyclists on biking rules, safety and techniques. These skills are beneficial to participants as they can utilize them in their daily transportation needs.

Brown County Mobility Management Program

What is Mobility Management? As defined in FTA Circular 9070.1: "Mobility Management: Consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services."



**Mobility Management
of Brown County**
"Creating Independence"

The Brown County Mobility Management Program was established in 2016 and is housed in the Green Bay Metro offices at 901 University Avenue, Green Bay. Funding for the Mobility Coordinator position is provided by Federal Section 5310 funds.

The primary function of the Mobility Coordinator is to:

- Build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability and improving the quality of services.
- Increase freedom and independence of seniors, people with disabilities, and low-income individuals by increasing knowledge of transportation options.
- Work to understand, advocate, and assist customers in finding appropriate, affordable, and accessible transportation from a network of service providers.
- Offer one-on-one travel training services at no cost.
- Manage Green Bay Metro's new 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.
- Maintain a Transportation Options & Resources List which is updated on a regular basis.

Additional information regarding the Mobility Management Program can be found at: www.greenbaywi.gov/368/Mobility-Management-Program

Inventory of Private Transportation Services

Private Transportation Providers

The City of Green Bay requires private transportation operators to be licensed when operating in the city. Some are licensed and listed below. Many private companies also operate in the area without a licensing credential.

Company	Address
North Central Caravans LLC	931 10 th Ave, Antigo WI 54409

Uber and other Transportation Network Companies (TNCs)

TNC drivers use their own vehicles. Although TNCs can be less expensive than taxis, this service can still be cost prohibitive for many people.

Intercity Bus Services

Intercity bus service is available to and from Brown County. Most services offer discounts for seniors and people with disabilities and rates vary. These services are listed and discussed on the next page.

2025 Local Intercity Bus Service Frequency

Service	Provider	Trips per Sunday	Trips per Monday	Trips per Tuesday	Trips per Wednesday	Trips per Thursday	Trips per Friday	Trips per Saturday
Green Bay - Madison	Coach USA/Megabus	1	1	1	1	1	1	1
Green Bay - Minneapolis	Coach USA/Megabus	1	1	1	1	1	1	1
Green Bay - Milwaukee	Indian Trails, Coach USA/Megabus, & FlixBus (formerly Greyhound)	3	3	3	2	2	3	3
Green Bay - Hancock, MI	Indian Trails	1	1	1	1	1	1	1
Green Bay - Keshena	Menominee Bus	0	3	3	3	3	3	0

Coach USA/Megabus

- Provides service between Madison and Green Bay with stops including Columbus, Beaver Dam, Waupun, Fond du Lac, Oshkosh, and Appleton. Routing occurs on US 151 and I-41. This service is operated by Van Galder.
- Provides service between Milwaukee and Minneapolis (MN) with stops including Sheboygan, Manitowoc, Green Bay, Shawano, Wausau, Eau Claire, Menomonie, and St. Paul (MN). Routing occurs on I-43 and STH 29. This service is operated by Wisconsin Coach Lines.

FlixBus (formerly Greyhound)

- Provides service between Green Bay and Milwaukee along the I-41 corridor with scheduled stops in Appleton, Oshkosh, and Fond du Lac.

Indian Trails

- Provides service between Hancock (MI) and Milwaukee via Green Bay. Routing occurs on I-43.

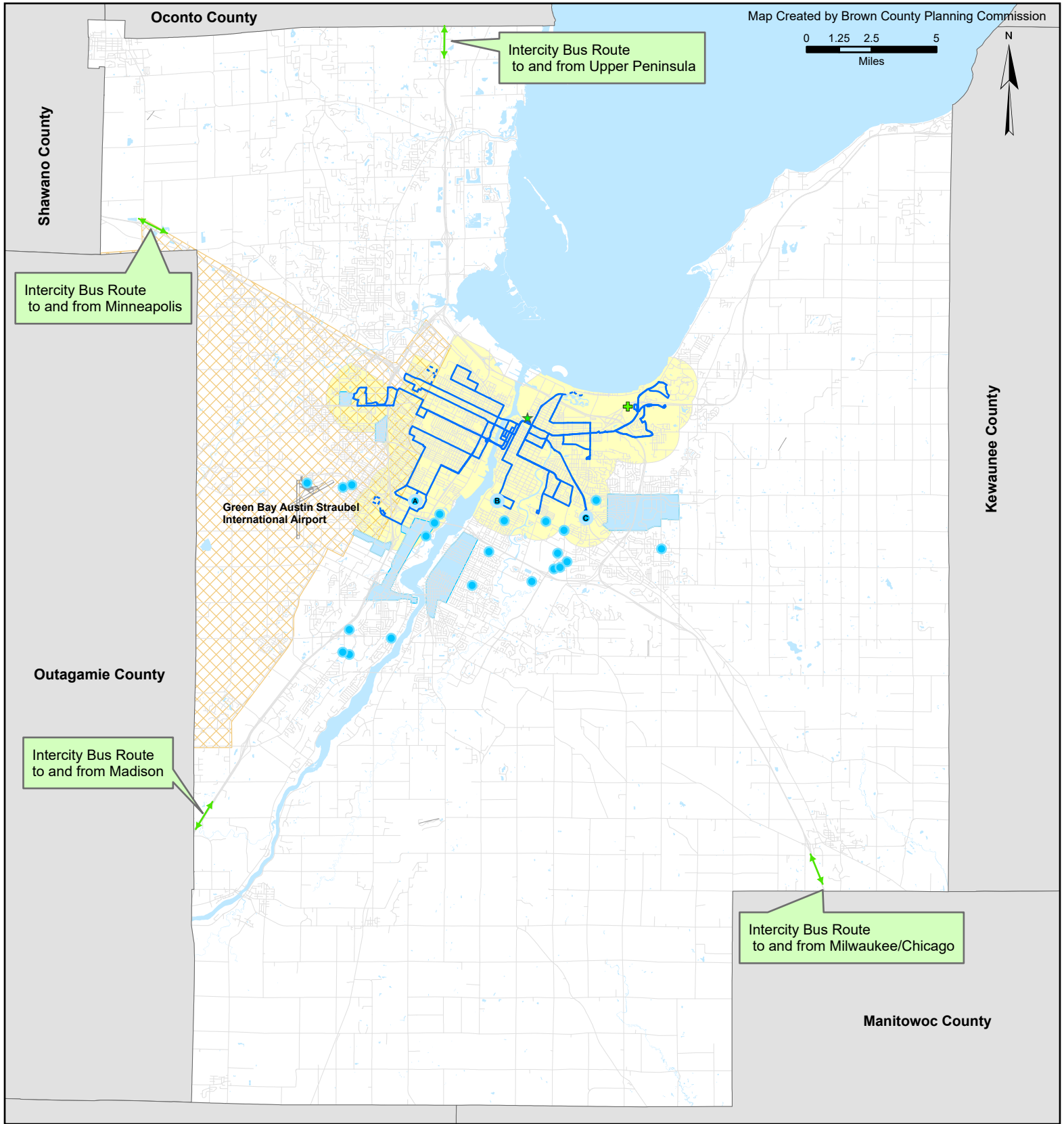
Menominee Tribe











- Provides a transportation route between Keshena and Green Bay via STH 29.

Below is a matrix showing the available transportation services in each community in Brown County. A map showing the service area of each transportation provider is on the next page.

Community	Curative Connections	Taxi and TNCs	MTM/Veyo	Green Bay Metro Transit	Oneida Transit	Intercity Bus Routes
City of De Pere	✓	✓	✓	✓	✗	✗
City of Green Bay	✓	✓	✓	✓	✓	✓
Village of Allouez	✓	✓	✓	✓	✗	✗
Village of Ashwaubenon	✓	✓	✓	✓	✗	✗
Village of Bellevue	✓	✓	✓	✓	✗	✗
Village of Denmark	✓	✓	✓	✗	✗	✗
Village of Greenleaf	✓	✓	✓	✗	✗	✗
Village of Hobart	✓	✓	✓	✗	✓	✗
Village of Howard	✓	✓	✓	✗	✗	✗
Village of Pulaski	✓	✓	✓	✗	✗	✗
Village of Suamico	✓	✓	✓	✗	✗	✗
Village of Wrightstown	✓	✓	✓	✗	✗	✗
Town of Eaton	✓	✓	✓	✗	✗	✗
Town of Glenmore	✓	✓	✓	✗	✗	✗
Town of Green Bay	✓	✓	✓	✗	✗	✗
Town of Holland	✓	✓	✓	✗	✗	✗
Town of Humboldt	✓	✓	✓	✗	✗	✗
Town of Lawrence	✓	✓	✓	✗	✗	✗
Town of Morrison	✓	✓	✓	✗	✗	✗
Town of New Denmark	✓	✓	✓	✗	✗	✗
Town of Pittsfield	✓	✓	✓	✗	✗	✗
Town of Rockland	✓	✓	✓	✗	✗	✗
Town of Scott	✓	✓	✓	✗	✗	✗
Town of Wrightstown	✓	✓	✓	✗	✗	✗

Transportation Services in Brown County August 2025



-  Green Bay Metro Transportation Center/ Intercity Bus Services
-  Green Bay Metro Fixed Bus Routes
-  Green Bay Metro Microtransit Daytime Zone
-  Transfer Points
-  Green Bay Metro Paratransit Services
-  Oneida Public Transit Service Area
-  VA Clinic - The Department of Veteran Affairs (DVA) will transport veterans from a 20 miles radius from the Veteran's clinic
-  Curative Connections Transportation Program - all of Brown County
-  Wisconsin Medicaid/BadgerCare Service (MTM/Veyo) - all of Brown County
-  Private-for-Profit - Taxis and TNCs (Uber)

Chapter 4 – Action Plan

Process

The 2026 Action Plan was developed by county meeting participants with assistance from Brown County Planning Commission/Green Bay MPO staff. County meeting participants were asked to identify:

- Needs and gaps in transportation services
- Possible solutions to the needs and gaps
- Persons or entities responsible for addressing needs and gaps
- A timeline for implementation
- Roadblocks to implementation

Action Plan

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Continue holding quarterly meetings of the Brown County Transportation Coordinating Committee (TCC).</p>	<p>Brown County Planning Commission/MPO</p>	<p><u>Ongoing</u>: TCC members collaborate & share information on available services, assist in resolving client/provider issues, & provide advocacy on behalf of seniors & individuals with disabilities who require specialized transportation services.</p> <p><u>Ongoing</u>: The TCC reviews and makes recommendations regarding the County's annual State 85.21 application and reviews and recommends projects funded through the Federal Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Program.</p>	<p>None.</p>
<p>Transportation as a Need* – The Aging & Disability Resource Center (ADRC) of Brown County's Plan on Aging cites transportation as a need that should be addressed. Transportation is mentioned at every listening session, planning event, & survey conducted by the ADRC staff.</p> <p><small>*Source: ADRC of Brown County Aging Plan 2025-2027</small></p>	<p>None identified</p>	<p>None identified</p>	<p>Limited funding.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Delay or prevent the need for specialized transportation services through travel training.</p> <p>Improve access to information and increase awareness of transportation options.</p>	<p>Brown County Mobility Management Program and others.</p>	<p><u>Ongoing</u>: The Mobility Coordinator for Brown County offers one-on-one travel training for all individuals including those using mobility devices.</p> <p>Annual update of transportation options and resource list. Continue to conduct public outreach through presentations.</p> <p>Green Bay Metro produced a number of short “how to” videos to aid riders. They include, among others:</p> <ul style="list-style-type: none"> • how to ride the bus safely • how to ride the bus using a wheelchair <p>The videos are available at: https://www.greenbaywi.gov/271/Riding-the-Bus</p>	<p>None</p>
<p>Prevent delay in the Green Bay Metro Paratransit application process.</p>	<p>Green Bay Metro Staff and clients.</p>	<p><u>Ongoing</u>: Educate the public on the application process. Application approval may take up to 21 days for approval.</p> <p><u>Clients’ Responsibility</u>: Client or caregiver must complete the application and provide all required documents in a timely manner and schedule an in-person assessment.</p>	<p>None.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Lack of Assisted Transportation Services.</p> <p>Assistance needed to help clients from the vehicle to their door, carrying groceries, etc.</p>	<p>None identified.</p> <p>The private sector may offer such services but are often expensive.</p> <p>Green Bay Metro allows an aide/caregiver to accompany client for free.</p>	<p>None</p>	<p>Funding and availability of services.</p>
<p>Lack of Bariatric Transportation Services.</p> <p>Need for transportation services for individuals when the combined weight of the mobility device and client exceeds 800 pounds, which is the limit of most public transportation services.</p>	<p>None identified.</p>	<p>None</p>	<p>None</p>
<p>Decrease in the number of volunteer drivers.</p>	<p>Curative Connections and others.</p>	<p><u>Ongoing</u>: Curative Connections continues to recruit volunteer drivers and paid drivers for the program.</p>	<p>None</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Non-Emergency Medical Transportation (NEMT) provided by the State of Wisconsin Department of Health Services (DHS) & MTM Transportation Service to qualify Medicaid & BadgerCare Plus Members.</p> <p>Top 4 complaints between January – December 2024 (approximately 500 complaints a month statewide).</p> <ul style="list-style-type: none"> • Unsuccessful trips • Late pickup • Driver turnback • Driver issues (behavior, rude, etc.) <p>DHS defines the service as “last resort”, meaning if you can drive or have a family member drive you to & from a medical appointment you are not eligible to receive this service.</p>	<p>Wisconsin DHS & private-for-profit transportation firm, MTM.</p>	<p><u>Ongoing</u>: Representatives of the Brown County TCC & other committees & organizations will monitor the services provided by MTM.</p>	<p>Wisconsin Legislature approved the current brokerage system structure.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Funding: To enhance and expand public transportation services for existing bus riders & make Metro a viable option for non-riders, Metro will have to raise & sustain additional money in the future. Current federal, state, & local funding sources for both operating & capital will not likely increase over the next several years.</p> <p>Continue to study the possibility of creating a Regional Transportation Authority (RTA) in the Green Bay area, Brown County, or region.</p>	<p>Green Bay Transit Commission, Green Bay Metro staff, Brown County Planning Commission/Green Bay MPO, the State of Wisconsin, & the federal government.</p>	<p><u>Ongoing.</u> BCPC/Green Bay MPO & Metro staff continue to monitor federal & state funding levels.</p> <p>Staff continues to monitor state RTA enabling legislation proposals.</p>	<p>Federal and State operating assistance has remained largely status quo in recent years.</p> <p>State of Wisconsin enabling legislation must be approved before locals can seek public approval of an RTA.</p> <p>State Legislature eliminated many of the previously approved RTAs & voted down others.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Current transportation revenue is insufficient to meet needs. The federal gas tax was last raised in 1993 & the state gas tax was last raised in 2006. Neither has been indexed to inflation.</p> <p>Policy analysts believe that an increased tax is needed to fund & sustain transportation infrastructure & programs.</p> <p>The issue has been studied; reports have been issued, & recommendations have been made. However, little progress has been made toward establishing a long-term funding solution.</p>	<p>State & federal governments.</p>	<p><u>Ongoing</u>: Wisconsin's Transportation Development Association (TDA) continues to advocate and encourages the Legislature & Governor to develop a long-term sustainable solution to fund Wisconsin's transportation systems.</p>	<p>Federal & state legislative bodies have not acted.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Maximize funding programs/opportunities, including the Federal Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Program and State of Wisconsin Section 85.21 County Elderly and Disabled Transportation Assistance Program.</p>	<p>Brown County Planning Commission/MPO and others</p>	<p>2026+. Curative Connections has applied and plans to continue to apply for replacement vehicles and operating assistance for its transportation program.</p> <p>2026+. Green Bay Metro continues to receive funding for the Mobility Management Program.</p> <p>2026+. Green Bay Metro is the Designated Recipient (DR) for Section 5310 program. The Green Bay Urbanized Area receives a direct allocation from the Section 5310 program. The Brown County Planning Commission Board of Directors has local approval authority for projects.</p>	<p>Annual Federal Section 5310 urban area allocation.</p> <p>Annual State Section 85.21 allocation.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Service Gaps often exist due to lack of funding & /or vehicle capacity as a result of institutional barriers, & other reasons. Gaps need to be identified & resolved if possible.</p> <p><u>Gaps</u>: There have been requests for public transportation services to accommodate shift workers, for Sunday & holiday travelers, & to areas currently not serviced by low-cost transportation providers.</p>	<p>All. Explore public/private partnerships to fill gaps.</p>	<p><u>2024</u>. Green Bay Metro added 45 minutes service on weeknights from 10:45 pm to 11:30 pm to assist shift workers and others.</p>	<p>A limited number of private providers offer 24/7/365 service, but it is often much more expensive than public transportation options, which do not operate 24/7/365.</p>
<p>Lack of public transportation services in developed portions of the Village of Howard. The issue has been discussed since the mid-1970s.</p> <p>Green Bay Metro has developed many service proposals over the years at the request of the village.</p>	<p>Green Bay Metro and the Village of Howard.</p>		<p>The Village of Howard has not been interested in contributing to the local share of operating expenses and, therefore, service has not been provided.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Bus Route Identification.</p> <p>For bus stops that are served by multiple buses, it is difficult for the visually impaired to discern what bus is approaching.</p> <p>Perhaps larger graphics / color on front of bus to distinguish bus route could be beneficial.</p> <p>Note: Riders are encouraged to use the Green Bay Metro app. to assist with identifying approaching bus.</p>	Green Bay Metro	None	None
<p>Assess the Need for Transit Services.</p> <p>Conduct a comprehensive transit feasibility survey.</p>	Brown County Planning Commission staff and others.	None	None

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Limited access to cycling for seniors and individuals with disabilities.</p> <p>Private sector rental and bike sharing options do not offer or have limited adaptive cycling equipment.</p>	<p>Public & private transportation providers.</p>	<p><u>Ongoing</u>: BCPC staff continues to identify cycling requests/needs in the community.</p> <p>Encourage future bike share programs to include adaptive equipment for use by seniors and individuals with disabilities.</p>	<p>High-cost of adaptive cycling equipment.</p> <p>Lack of funding to purchase and maintain equipment.</p>
<p>New capabilities & opportunities are being created in both the transportation & human service communities through use of technology.</p> <p>Explore the increased use of technology.</p>	<p>Green Bay Metro, human service agencies, & Brown County Planning Commission</p>	<p><u>Ongoing</u>. Technology continues to be purchased, creating efficiencies for existing programs & creating new digital applications.</p> <p>Green Bay Metro to continue to provide On-Demand Microtransit services. Passengers book a ride using a smartphone and often share rides with others. The service is similar to Uber and Lyft.</p> <p>Green Bay Metro to continue to offer the Bus Tracker app, which allows fixed route bus passengers to be informed as to when their bus will arrive.</p> <p>Green Bay Metro continues to install Quantum wheelchair securement systems on new buses. Increased safety, independence for the user, & operational improvements due to load-time reductions have been realized by transit systems using this technology.</p> <p>Green Bay Metro is in the process of acquiring several E-Paper signs with Text to Speech messages. The signs will be placed at high use locations.</p> <p>Additional technology is included in Metro's Capital Improvement Program, but it is not currently funded.</p>	<p>Lack of funding is often the primary roadblock to expanding the use of technology.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Select private intercity bus companies need to improve communication with their own clients as service is often cancelled or delayed at the last minute, and passengers are stranded at the Green Bay Metro Transportation Center.</p>	<p>Select private Intercity bus companies.</p>	<p>None identified.</p>	<p>None identified.</p>
<p>Immediate specialized transportation services are needed (for unforeseen circumstances).</p>	<p>Public & private transportation providers.</p>	<p><u>None.</u> The Green Bay Metro paratransit program policy does not allow for same day trip requests. Federal law allows public transit systems to decline same day requests. Curative Connections will attempt to accommodate a same day request, but capacity issues may prohibit such a trip.</p>	<p>Program policy & /or program capacity issues.</p> <p>A limited number of private providers offer this service, but this service can be cost prohibitive for some people.</p>

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Impact that on-demand service Transportation Network Companies (TNCs)* such as Uber, Lyft, & others may have on transportation services.</p> <p>* TNCs link passengers with drivers who use their own vehicles. An app is used by the passenger to request a ride. Several TNCs link wheelchair accessible vehicles to individuals needing them.</p>	None	<u>Ongoing</u> . Identify possible opportunities & /or partnerships.	N/A
<p>The impact of driverless or autonomous cars will likely enhance mobility for all, including seniors and people with disabilities</p>	None identified.	<u>Ongoing</u> . Driverless cars have become legal and have been introduced in several states. Wisconsin is not currently one of them.	Local, State, and or Federal laws may govern where and when the vehicles are allowed to operate.

Issue/Action	Responsible Party	Timeline	Roadblock to Implementation
<p>Engineering. Physical barriers, such as lack of sidewalks & curb cuts, restrict access to transportation services.</p>	<p>Brown County municipalities, Brown County Department of Public Works, State of Wisconsin, & private developers.</p>	<p><u>Ongoing.</u> The need for improved land use decisions & transportation design policies is addressed in many local comprehensive plans, the Transit Development Plan, the Green Bay MPO's Long-Range Transportation Plan, & other planning documents.</p>	<p>Local/county/state policies & funding.</p>
<p>Educate local, state, & federal elected officials (policy makers) & the general public of the need for specialized transportation services. The need for specialized transportation services will increase as Brown County's population ages. Also develop an advocacy strategy.</p>	<p>Brown County TCC, Brown County Planning Commission/Green Bay MPO, Green Bay Metro, & other committees & organizations.</p>	<p><u>Ongoing.</u> Brown County TCC membership includes an elected official & members of various advocacy groups.</p> <p><u>Ongoing.</u> BCPC staff serve on the NE Wisconsin Regional Access to Transportation Committee (NEWRATC). Funding & advocacy are key components of the committee's work.</p> <p><u>Ongoing.</u> BC Homeless & Housing Coalition, Bay Area Community Council, Job Center of Wisconsin/Mobility Manager, United Way, JOSHUA, ESTHER, & many others have brought the issue forward.</p>	<p>To be determined.</p>
<p>Engage seniors, individuals with disabilities, low-income individuals, & agency staff who represent them in the development of transportation plans & policies.</p>	<p>Brown County Transportation Coordinating Committee, Brown County Planning Commission/MPO, Green Bay Metro, human services agencies & advocates.</p>	<p><u>Ongoing.</u> The Brown County TCC's membership includes advocates for seniors, individuals with disabilities, & low-income individuals. Many local organizations routinely conduct listening sessions, surveys, & publish results & recommendations.</p> <p><u>Ongoing:</u> BCPC Outreach Coordinator continues to build partnerships and conducts outreach to these underserved populations.</p>	<p>None.</p>

Chapter 5 - Program of Projects

2026-2030 Program of Projects

Federal law requires the county *Coordinated Public Transit-Human Services Transportation Plan* to identify an approved program of projects prior to the distribution of funds from the federal Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

The table on the next page summarizes the approved 2026-2030 program of projects for Brown County. The program of projects was unanimously approved by the participants in the September 8, 2025, *Coordinated Public Transit-Human Services Transportation Plan* meeting.

**2026-2030
Program of Projects for Brown County
Projects Pending Approval**

Section 5310 - Enhanced Mobility for Seniors and Individuals with Disabilities capital projects can be funded at 80% federal and 20% local. Operating projects can be funded with a 50%/50% split.

Program	2026 Projects	2027 Projects	2028 Projects	2029 Projects	2030 Projects
Section 5310	<u>Curative Connections</u> Vehicles and operating assistance.				
	<u>Green Bay Metro</u> Mobility Coordinator position/related expenses for the Brown County Mobility Management Program.				
	<u>Green Bay Metro</u> Per Section 5310, as the designated recipient, Green Bay Metro, will be assigned 10% of program funds for administration costs each year.				
	<u>Green Bay Metro & others</u> Grouped Projects – To Be Determined. Project(s) must be derived from the coordinated plan. Projects may include capital and/or operating and can include accessible bus shelters, new technologies and specialized vehicles for transportation for seniors and individuals with disabilities.				

The county meeting participants approved proceeding with the 2026-2030 Program of Projects at the September 8, 2025 meeting.

Chapter 6 – Conclusion

Conclusion

This Coordinated Public Transit – Human Service Transportation Plan for Brown County has been updated for the 2026 – 2030 planning period. The plan was developed in accordance with WisDOT’s requirements and guidelines.

The working group met on September 8, 2025, identified concerns, and provided input to the development of the action plan. The working group also approved the program of projects contained in this report.

County Meeting Working Group



Appendices

Appendix A

Brown County Meeting – Letter of Invitation to Participate

PLANNING COMMISSION

Brown County

305 E. WALNUT STREET, ROOM 320
P.O. BOX 23600
GREEN BAY, WISCONSIN 54305-3600

PHONE (920) 448-6480 FAX (920) 448-4487
WEB SITE www.browncountywi.gov/planning



DAN TEATERS

PLANNING DIRECTOR

August 14, 2025

Dear Invitee:

Federal transportation law requires projects falling under the Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities Program to meet certain requirements in order to receive funding.

One of the requirements is that Section 5310 projects be part of a locally developed coordinated public transit - human services transportation plan. This plan is required to be developed through a process that includes representatives of public and private transportation providers and the general public.

The Wisconsin Department of Transportation developed a county meeting process to comply with the requirements. In the case of Brown County, the Green Bay Metropolitan Planning Organization (MPO) was chosen to coordinate and conduct the meeting because MPO staff are currently responsible for reviewing federal and state program applications, need to be aware and knowledgeable of transit programs and funding streams in each county, and is an independent and objective entity.

The meeting for Brown County's plan is scheduled for:

**Monday, September 8, 2025
Green Bay Metro Transportation Center Commission Room
901 University Avenue
Green Bay, Wisconsin
9:15 a.m.**

You are being asked to participate in the meeting because you represent one or more of the following entities:

- Local consumers of specialized transportation services (seniors and persons with disabilities)
- Local transportation providers
- Local nursing home representatives
- Local assisted living care facilities representatives
- Local major employers
- General public

In addition to identifying the program of projects that will appear in the plan, the meeting will include completing an assessment of human services transportation issues and developing an action plan.

Please RSVP to this meeting invitation by Friday, September 5, 2025 at 11:30 am by calling Ker Vang at (920) 448-6487 or by email at Ker.Vang@browncountywi.gov if you plan to attend.

Sincerely,

A handwritten signature in black ink, appearing to read "Ker Vang", written over a horizontal line.

Ker Vang
Senior Planner

Appendix B

Brown County Meeting - List of Invitees Worksheet to Document County Meeting Invitations

	NAME	AGENCY	REPRESENTING
1	ABEL SALDANA	ROCKWELL MANOR CBRF	CBRF
2	ALAN PETERS	UWGB	LOCAL COLLEGE
3	ALEX DUMS	WI DEPARTMENT OF TRANSPORTATION	WISDOT
4	ALEX KAKER	VILLAGE OF SUAMICO	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
5	ALEX ZACARIAS	DIRECTOR OF DIVERSITY & YOUTH VOICE (BOYS & GIRLS CLUB)	ENVIRONMENTAL JUSTICE ORGANIZATION/TITLE VI POPULATIONS
6	ALEXA NAUDZIUNAS	ENVISION	LOCAL THINK TANK
7	ALLIE NEWKIRK	CARDINAL RIDGE RESIDENTIAL CARE	CBRF
8	AMANDA GARCIA	CASA ALBA	ENVIRONMENTAL JUSTICE ORGANIZATION/LOCAL RESOURCE/TITLE VI
9	AMANDA JOHNSON	HOWE NEIGHBORHOOD FAMILY	ENVIRONMENTAL RESOURCE AGENCY
10	AMBER EDWARDS	JOSHUA	ENVIRONMENTAL JUSTICE ORGANIZATION
11	AMBER SATTERBURG	BURGOYNE COURT I	CBRF
12	AMBER SATTERBURG	BURGOYNE COURT II	CBRF
13	AMY BUSHMAN	ADRC BOARD	ADRC/CITIZEN
14	AMY HOYER	CEREBRAL PALSY	TRANSPORTATION COORDINATING COMMITTEE (TCC)
15	AMYJO BARHITE	CITIZEN MEMBER	TRANSPORTATION COORDINATING COMMITTEE (TCC)
16	ANDREA HUGGENVIK	GREEN BAY YWCA	ENVIRONMENTAL JUSTICE ORGANIZATION
17	ANDREA VLACH	GREEN BAY METRO	GREEN BAY METRO
18	ANDREA VLACH	GREEN BAY METRO - PARATRANSIT	TRANSPORTATION COORDINATING COMMITTEE (TCC)
19	ANDREW VISSERS	VILLAGE OF BELLEVUE	TRANSPORATION SUBCOMMITTEE
20	ANDY SMITS	VILLAGE OF SUAMICO	TRANSPORATION SUBCOMMITTEE
21	ANDY VANDERLOOP	TOWNS OF HOLLAND AND MORRISON	BCPC
22	ANNA NICK	BROWN COUNTY HUMAN SERVICES	TRANSPORTATION COORDINATING COMMITTEE (TCC)
23	ANTHONY GREEP	FEDERAL TRANSIT ADMINISTRATION	FTA
24	APRIL CLARK	INTERGRATED COMMUNITY SOLUTIONS	HOUSING
25	BARBARA KOLDOS	NEW NORTH	ACEL MEMBER
26	BARBARA KUEHN SCHUMACHER	FORT HOWARD APARTMENTS	HOUSING - SENIOR/LOW-INCOME APARTMENT PROVIDER
27	BEN KRUMENAUER	VILLAGE OF BELLEVUE ADMINISTRATOR	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
28	BILL WHEELER	FEDERAL TRANSIT ADMINISTRATION	FTA
29	BRANDON MORGAN	CROSSROADS CARE CENTER	NURSING HOME
30	BRIAN	ARMS OF ANGELS	PRIVATE TRANSPORTATION PROVIDER
31	BRIAN RICKERT	VILLAGE OF ASHWAUBENON	TRANSPORATION SUBCOMMITTEE
32	BRIDGET CLANCY	SYBLE HOPP	TRANSPORTATION COORDINATING COMMITTEE (TCC)
33	BRITTANY COBB	GRANCARE NURSING & REHAB	NURSING HOME
34	BRITTANY HANSON	ODD FELLOW HOME	NURSING HOME
35	BRITTANY PYATT	FORT HOWARD	NEIGHBORHOOD ASSOCIATION
36	BRYAN LIPKE	WI DEPARTMENT OF TRANSPORTATION	WISDOT
37	CAITLIN HAYNES	JOSHUA	ENVIRONMENTAL JUSTICE ORGANIZATION
38	CALVIN RICHTIG	OPTIONS FOR INDEPENDENT LIVING	LOCAL RESOURCE AGENCY
39	CAREY DANEN	CITY OF DE PERE	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
40	CAROL STIFF	ONEIDA PUBLIC TRANSIT SYSTEM - MANAGER	ONEIDA NATION

41	CELESTINE JEFFREYS	CITY OF GREEN BAY	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
42	CHARITY BESCHTA	RENNES HEALTH & REHAB CENTER	NURSING HOME
43	CHERYL WILLIAMS	MACARTHUR HEIGHTS	NEIGHBORHOOD ASSOCIATION
44	CHRIS HARDY	BROWN COUNTY HIGHWAY COMMISSIONER	TRANSPORATION SUBCOMMITTEE
45	CHRISTEL GIESEN	ADRC	TRANSPORTATION COORDINATING COMMITTEE (TCC)
46	CHRISTIE BARLAMENT	DOWNTOWN	NEIGHBORHOOD ASSOCIATION
47	CINDY MILLS	NAVARINO	NEIGHBORHOOD ASSOCIATION
48	COLLEEN HOESLY	WI DEPARTMENT OF TRANSPORTATION	WISDOT
49	CONSTANCE WRAY-CHURCH	GRANCARE GARDENS	CBRF
50	CORRIE CAMPBELL	VILLAGE OF ASHWAUBENON	BCPC
51	CYNTHIA GARBISCH	OAKS FAM CARE CTR CHRISTIANA	CBRF
52	DAMIEN DORAN	CITIZEN	CITIZEN
53	DAN LINDSTROM	CITY OF DE PERE	BCPC
54	DAN SEGERSTROM	VILLAGES OF DENMARK, PULASKI, AND WRIGHTSTOWN	BCPC
55	DAN TEATERS	BROWN COUNTY PLANNING COMMISSION	BCPC/MPO
56	DANE LASECKI	CITY OF GREEN BAY	BCPC
57	DANIEL KANE	BROWN COUNTY EMERGENCY MANAGEMENT	ENVIRONMENTAL RESOURCE AGENCY
58	DARIN DUVALL	NEW PERSPECTIVE-HOWARD	CBRF
59	DAVE KASTER	VILLAGE OF BELLEVUE	BCPC
60	DAVID JOHNSON	WISCONSIN BUREAU OF AERONAUTICS	ENVIRONMENTAL RESOURCE AGENCY
61	DAVID LARSON	ANNA JOHN RESIDENT CENTERED CARE COMMUNITY	NURSING HOME
62	DAWN ZIEMENDORF	HIL FOX RUN	CBRF
63	DEAN HAEN	BROWN COUNTY PORT & RESOURCE RECOVERY	BROWN COUNTY PORT OF GREEN BAY
64	DEB HAMILTON	MATHER HEIGHTS	NEIGHBORHOOD ASSOCIATION
65	DEBRA TILOT	STARLITE	NEIGHBORHOOD ASSOCIATION
66	DELORES MOYER	BAY HARBOR ASSISTED LIVING SUAMICO I	CBRF
67	DELORES MOYER	BAY HARBOR II	CBRF
68	DENISE FELICIANO	CURATIVE CONNECTIONS	TRANSPORTATION COORDINATING COMMITTEE (TCC)
69	DENNIS HANSON	LSS PREBLE HOUSE	CBRF
70	DEVIN YODER	BROWN COUNTY PLANNING COMMISSION	BCPC/PLANNING
71	DEVON CHRISTIANSON	ADRC	TRANSPORTATION COORDINATING COMMITTEE (TCC)
72	DIANE BARLAMENT	BAY BUS SHUTTLE LLC	PRIVATE TRANSPORTATION PROVIDER
73	ELIJAH METOXEN	ONEIDA AGING AND DISABILITIES SERVICES	ENVIRONMENTAL JUSTICE ORGANIZATION
74	ELISABETH BEYER	Green Bay II AL Operations LLC	CBRF
75	EMILY JACOBSON	BROWN COUNTY	BCPC
76	EMILY YSEBAERT	GREEN BAY TRANSIT COMMISSION	GREEN BAY TRANSIT COMMISSION
77	EMMA LEVANETZ	ACS GREEN BAY	CBRF
78	ERIC GORDER	GREEN BAY YMCA - EAST	ENVIRONMENTAL JUSTICE ORGANIZATION
79	ERIC DRZEWIECKI	ASTOR EAST RIVER	NEIGHBORHOOD ASSOCIATION
80	ERIC RAKERS	CITY OF DE PERE	TRANSPORATION SUBCOMMITTEE
81	ERIK PRITZL	BROWN COUNTY HUMAN SERVICES	TRANSPORTATION COORDINATING COMMITTEE (TCC)
82	ERIKA VILLACREZ	NEWCAP	HOUSING
83	EVAN MOLLING	MCCORMICK ASSISTED LIVING	CBRF
84	FRANK INGRAM	CITIZEN	CITIZEN
85	FSC	FORWARD SERVICE CORPORATION - WETAP	LOCAL RESOURCE AGENCY
86	GARRITT BADER	WHITNEY PARK	NEIGHBORHOOD ASSOCIATION
87	GARY PAHL	TOWNS OF LAWRENCE AND WRIGHTSTOWN	BCPC

88	GARY WYMAN	FIRST STUDENT INC	CITIZEN
89	GENE WOJCIK	TOWNS OF PITTSFIELD AND SCOTT	BCPC
90	GEOFF FARR	VILLAGE OF HOWARD	BCPC/TS
91	GLEN SEVERSON	VILLAGE OF HOBART	BCPC
92	GRACE ROLLIN	BROWN COUNTY HEALTH AND HUMAN SERVICES	BROWN COUNTY HEALTH AND HUMAN SERVICES
93	GREG POTTS	VILLAGE OF LEDGVIEW	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
94	HAMASA SAIDKHILLI	COMMUNITY SERVICE AGENCY INC. (COMSA)	ENVIRONMENTAL JUSTICE ORGANIZATION
95	HECTOR RODRIGUEZ	GREEN BAY TRANSIT COMMISSION	GREEN BAY TRANSIT COMMISSION
96	HEENA BHATT	BAY LAKE REGIONAL PLANNING COMMISSION	TRANSPORATION SUBCOMMITTEE
97	HOLLY SCHLAG	CLARITY CARE BERNARD ON HOFFMAN	CBRF
98	HOLLY SCHLAG	CLARITY CARE CARDINAL	CBRF
99	IRINA RADCHENKO	COURTYARD AT BELLEVUE (THE)	CBRF
100	IRYNA MIRAMONTES	COMMUNITY SERVICE AGENCY INC. (COMSA)	ENVIRONMENTAL JUSTICE ORGANIZATION
101	JACKIE KRUTZ	GREEN BAY PACKERS	ACEL MEMBER
102	JACKSON HURST	CITIZEN	CITIZEN
103	JAMES BRUNETTE	CITY OF GREEN BAY	TRANSPORATION SUBCOMMITTEE
104	JAMES PETITJEAN	ONEIDA TRIBE OF INDIANS - BUSINESS ANALYST	ENVIRONMENTAL JUSTICE ORGANIZATION
105	JAMES PYLE	BROWN COUNTY (RURAL)	BCPC
106	JAMIE HANNER	GREEN BAY YMCA - FERGUSON	ENVIRONMENTAL JUSTICE ORGANIZATION
107	JAMIE THEIL	SCANDINAVIAN COURT ASSISTED LIVING	CBRF
108	JAMIE THIEL	CARRINGTON ASSISTED LIVING	CBRF
109	JANE HANSEN	RED SMITH	NEIGHBORHOOD ASSOCIATION
110	JANET BONKOWSKI	UWGB	LOCAL COLLEGE
111	JASON NORDBERG	FEDERAL HIGHWAY ADMINISTRATION	FHWA
112	JASON R. ARANT	US COAST GUARD	ENVIRONMENTAL RESOURCE AGENCY
113	JAY CIAVARELLA	OFFICE OF PLANNING AND PROGRAM DEVELOPMENT	FTA
114	JAYME VALENTINE	MASON MANOR	HOUSING - SENIOR/LOW-INCOME APARTMENT PROVIDER
115	JEAN HUTTE	BAY HIGHLANDS	NEIGHBORHOOD ASSOCIATION
116	JEANETTE NELSON	WI DEPARTMENT OF TRANSPORTATION	WISDOT
117	JENNIFER ALLEN	BROWN COUNTY HOMELESS & HOUSING COALITION	HOUSING
118	JENNIFER CRAWFORD	CENTURY RIDGE OF GREEN BAY I	CBRF
119	JENNIFER CRAWFORD	CENTURY RIDGE OF GREEN BAY II	CBRF
120	JERRY LANCELLE	VILLAGE OF HOBART	TRANSPORATION SUBCOMMITTEE
121	JESSE LIN	GREEN BAY PRESS-GAZETTE	MEDIA
122	JESSICA ATKINSON	WOODSIDE MANOR I II III IV	CBRF
123	JESSICA DIEDERICH	HABITAT FOR HUMANITY	HOUSING
124	JESSICA KEMPE	US ARMY CORPS OF ENGINEERS	ENVIRONMENTAL RESOURCE AGENCY
125	JESSICA WALTER	COTTONWOOD MANOR ASSISTED LIVING	CBRF
126	JIM DOPERALSKI	WISCONSIN DNR - NORTHEAST REGION	ENVIRONMENTAL RESOURCE AGENCY
127	JIM PECARD	ADRC BOARD	TRANSPORTATION COORDINATING COMMITTEE (TCC)
128	JIM RIDDERBUSH	MARQUETTE PARK	NEIGHBORHOOD ASSOCIATION
129	JIM STEFFEK	VILLAGES OF DENMARK, PULASKI, AND WRIGHTSTOWN	BCPC
130	JIMMY CLARK	WDUZ RADIO	MEDIA
131	JOANN PIEPENBURG	THREE CORNERS	NEIGHBORHOOD ASSOCIATION
132	JOE PIETREK	VIA	TRANSPORTATION COORDINATING COMMITTEE (TCC)
133	JOE SCHERWINSKI	RESIDENCE BY RENNES	CBRF

134	JOEL VAN LANEN	VILLAGE OF PULASKI	LOCAL GOVERNMENT UNIT IN BROWN COUNTY
135	JOHN CRABBE	MCAULIFFE PARK	NEIGHBORHOOD ASSOCIATION
136	JON HEINKE	1 AWESOME CAB	PRIVATE TRANSPORTATION PROVIDER
137	JOSH COTHREN	WISCONSIN BUREAU OF AERONAUTICS	ENVIRONMENTAL RESOURCE AGENCY
138	JOSH LUTZOW	CITY OF GREEN BAY	BCPC
139	JOURDYN BALD	CARATON COMMONS 1	CBRF
140	JOURDYN BALD	TENDER HEARTS ASSISTED LIVING BLDNG 2	CBRF
141	JOURDYN BALD	TENDER HEARTS ASSISTED LIVING BLDNG 1	CBRF
142	JOY GLASS	FISK ADDITION	NEIGHBORHOOD ASSOCIATION
143	KARA GRUBER	BC COMMUNITY TREATMENT CENTER - BAYSHORE VILLAGE	NURSING HOME
144	KASEY HOCK	WESTERN CORRIDOR	NEIGHBORHOOD ASSOCIATION
145	KATHERINE PATTERSON	WI DEPARTMENT OF TRANSPORTATION	WISDOT
146	KATHIE VANPRICE	WISDOT BUREAU OF TECH SERVICES, ENVIR. SERVICE SECTION	ENVIRONMENTAL RESOURCE AGENCY
147	KATIE DOBLE	ASPIRO	TRANSPORTATION COORDINATING COMMITTEE (TCC)
148	KATIE RAPPEL	OUR PLACE	CBRF
149	KELSEY LORENZ	WI DEPARTMENT OF TRANSPORTATION	WISDOT
150	KER VANG	BROWN COUNTY PLANNING COMMISSION	BCPC/MPO
151	KERI BAKKEN	BAIRD CREEK	NEIGHBORHOOD ASSOCIATION
152	KEVIN KUEHN	GREEN BAY TRANSIT COMMISSION	GREEN BAY TRANSIT COMMISSION
153	KEVIN LAPOINTE	LAFRANK CBRF	CBRF
154	KIERSTEN KARLSEN	SHERWOOD PLACE	CBRF
155	KIM BOYCE	CARETTA SENIOR LIVING BELLEVUE CBRF	CBRF
156	KIM ELSING	THE RIDGE YMCA	ENVIRONMENTAL JUSTICE ORGANIZATION
157	KIMBERLY COOK	WISCONSIN HISTORICAL SOCIETY	ENVIRONMENTAL RESOURCE AGENCY
158	KRISTA KNIGGE	WISCONSIN DATCP	ENVIRONMENTAL RESOURCE AGENCY
159	KRISTEN MOLSKI	GREEN BAY HEALTH SERVICES	NURSING HOME
160	KYLE A. SKENANDORE	ONEIDA NATION	ONEIDA NATION
161	LAMERS BUS	LAMERS BUS LINES INC	PRIVATE TRANSPORTATION PROVIDER
162	LAURIE RADKE	GREEN BAY AREA CHAMBER OF COMMERCE - CEO	CHAMBER OF COMMERCE/ECONOMIC DEVELOPMENT
163	LEAH BERGELIN-CHANG	BROWN CO COMMUNITY TREATMENT CENTER BAY HAVEN	CBRF
164	LISA CONARD	BROWN COUNTY PLANNING COMMISSION	TRANSPORTATION COORDINATING COMMITTEE (TCC)
165	LISA GERVIS	WOODSIDE LUTHERN HOME	NURSING HOME
166	LORRIE RYCZEK	REFLECTIONS AT MORAIN RIDGE	CBRF
167	MARCIA SENGSTOCK	GREEN BAY YMCA - WEST	ENVIRONMENTAL JUSTICE ORGANIZATION
168	MARIA M. LARA	LATINO PROFESSIONALS ASSOCIATION	ENVIRONMENTAL JUSTICE ORGANIZATION/LOCAL RESOURCE/TITLE VI
169	MARK HANDELAND	TOWN OF LEDGEVIEW	BCPC
170	MARK STEINBACH	ONEIDA ADVENTURES	ONEIDA NATION
171	MARK VANLANEN	ELITE SHUTTLE LLC	PRIVATE TRANSPORTATION PROVIDER
172	MARTY PIETTE	AUSTIN STRAUBEL INTERNATIONAL AIRPORT	TRANSPORTATION SUBCOMMITTEE
173	MARVIN RUCKER	ADRC BOARD	ADRC/CITIZEN
174	MATT GOETSCH	TOWNS OF EATON AND NEW DENMARK	BCPC
175	MATT KRIESE	BROWN COUNTY PARKS DEPARTMENT	BROWN COUNTY PARKS DEPARTMENT
176	MATT ROBERTS	FAMILY AND CHILDCARE	LOCAL RESOURCE AGENCY
177	MATTHEW FRANKLIN	BROWN COUNTY VETERANS OFFICE	ENVIRONMENTAL JUSTICE ORGANIZATION
178	MATTHEW HARRIS	VILLAGE OF ALLOUEZ	BCPC
179	MATTHEW SORENSEN	WI DEPARTMENT OF TRANSPORTATION	WISDOT
180	MATTHEW WOICEK	CITY OF GREEN BAY	BCPC

181	MEGAN BORCHARDT	COUNTY BOARD SUPERVISOR	TRANSPORTATION COORDINATING COMMITTEE (TCC)
182	MEGAN DENNISON	EDEN BROOK GREEN BAY	NURSING HOME
183	MEGAN WALKER	BROWN COUNTY HOUSING AUTHORITY	HOUSING
184	MELINDA ECK	JOHN MUIR PARK	NEIGHBORHOOD ASSOCIATION
185	MICHAEL CONLEY-KUHAGEN	CITIZEN	TCC & GREEN BAY TRANSIT COMMISSION
186	MICHAEL PORADEK	FIREMAN'S PARK	NEIGHBORHOOD ASSOCIATION
187	MICHAEL VOIGT	CITIZEN MEMBER	TRANSPORTATION COORDINATING COMMITTEE (TCC)
188	MICHELLE CINTRON	WYNDEMERE ASPEN HOUSE	CBRF
189	MICHELLE CINTRON	WYNDEMERE CEDAR HOUSE	CBRF
190	MIKE ROMES	VILLAGE OF SUAMICO	BCPC
191	MILAN KRESOVIC	ANGELS TOUCH ASSISTED LIVING	CBRF
192	MIRIAH KELLEY	SEYMOUR PARK	NEIGHBORHOOD ASSOCIATION
193	MOHAMED FARAH	COMMUNITY SERVICE AGENCY INC. (COMSA)	ENVIRONMENTAL JUSTICE ORGANIZATION
194	MORGAN BOBINSKI	ST NORBERT COLLEGE	LOCAL COLLEGE
195	NAIMA MUSSE	COMMUNITY SERVICE AGENCY INC. (COMSA)	ENVIRONMENTAL JUSTICE ORGANIZATION
196	NICOLAS WEBER	WI DEPARTMENT OF TRANSPORTATION	BCPC/TS/TCC
197	NICOLE KLIMA	ALPHA ASSISTED LIVING AND MEMORY CARE SUAMICO	CBRF
198	NICOLE SILTA	AUTUMNS PROMISE ASSISTED LIVING LLC	CBRF
199	NOEL HALVORSEN	NEIGHBORWORKS	HOUSING
200	NORBERT DANTINNE JR	TOWNS OF GREEN BAY AND HUMBOLDT	BCPC
201	NYNA FRELICH	NORTHWEST RAILWAY GARDENS	NEIGHBORHOOD ASSOCIATION
202	PAM SCHAUER	TOWNS OF GLENMORE AND ROCKLAND	BCPC
203	PATRICK LEIFKER	BROWN COUNTY HOUSING AUTHORITY	HOUSING
204	PATRICK WETZEL	TOWN OF LAWRENCE ADMINISTRATOR	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
205	PATTY KIEWIZ	GREEN BAY METRO	BCPC
206	PAUL BLINDAUER	CITY OF GREEN BAY	BCPC
207	PETE FASBENDER	US FISH AND WILDLIFE SERVICE	ENVIRONMENTAL RESOURCE AGENCY
208	PETE SHEDLOSKY	PREBLE PARK	NEIGHBORHOOD ASSOCIATION
209	PETER FRANK	GREEN BAY PRESS-GAZETTE	MEDIA
210	PIA HELDT	BAY SHORE BICYCLE CLUB	BAY SHORE BICYCLE CLUB
211	RACHEL BASSLER	US ENVIRONMENTAL PROTECTION AGENCY - REGION 5	ENVIRONMENTAL RESOURCE AGENCY
212	RACHEL CHVALA	CFAA INC	CBRF
213	RANDY GRISWOLD	FRITSCH PARK	NEIGHBORHOOD ASSOCIATION
214	RANDY SCANNELL	GREEN BAY TRANSIT COMMISSION	GREEN BAY TRANSIT COMMISSION
215	RICK HAMELUND	SALVATION ARMY	ENVIRONMENTAL JUSTICE ORGANIZATION
216	ROBIN SCOTT	WE ALL RISE: AFRICAN AMERICAN RESOURCES CENTER	ENVIRONMENTAL JUSTICE ORGANIZATION/LOCAL RESOURCES AGENCY
217	ROGER KOLB - CHAIR	GREEN BAY TRANSIT COMMISSION	GREEN BAY TRANSIT COMMISSION
218	RON DEHN	ASTOR	NEIGHBORHOOD ASSOCIATION
219	RYAN PARYS	OAK PARK PLACE OF GREEN BAY	CBRF
220	SAID HASSEN	COMMUNITY SERVICE AGENCY INC. (COMSA)	ENVIRONMENTAL JUSTICE ORGANIZATION
221	SANDY POPP	OPTIONS FOR INDEPENDENT LIVING	TRANSPORTATION COORDINATING COMMITTEE (TCC)
222	SARAH	BROWN COUNTY UNITY WAY	ENVIRONMENTAL JUSTICE ORGANIZATION
223	SARAH CHRUDINSKY	COUNTRY VILLA ASSISTED LIVING PULASKI	CBRF
224	SARAH LUECHOW	KING OF ARMS	NEIGHBORHOOD ASSOCIATION
225	SARAH TLACHAC	ANNAS HOUSE ASSISTED LIVING 2	CBRF
226	SCOTT VANIDESTINE	WILDER PARK	NEIGHBORHOOD ASSOCIATION
227	SEAN GEHIN	VILLAGE OF ALLOUEZ	TRANSPORTATION SUBCOMMITTEE
228	SHARON	A-1 MEDI MOBILE	PRIVATE TRANSPORTATION PROVIDER
229	SHERRY SCHUH	GREEN BAY METRO	GREEN BAY METRO

230	SNAWING ALVARADO	PATIENT PINES ASSISTED LIVING INC 1715	CBRF
231	STEPHANIE HUMMEL	CITY OF GREEN BAY	CITY OF GREEN BAY
232	STEPHANIE STEINFELDT	WI DEPARTMENT OF TRANSPORTATION	WISDOT
233	STEVE GRENIER	CITY OF GREEN BAY	BCPC
234	SUZANNA E. JORDAN	ONEIDA NATION	ONEIDA NATION
235	SYDNEY TURNER	WI DEPARTMENT OF TRANSPORTATION	WISDOT
236	TAMMY WAGNER	MARLA VISTA ASSISTED LIVING	CBRF
237	TAQWANYA SMITH	WI DEPARTMENT OF TRANSPORTATION	WISDOT
238	TARA CRIBB	NORTHEAST WI TECH COLLEGE	LOCAL COLLEGE TECH
239	TEAL SPELLMAN	VILLAGE OF BELLEVUE	TRANSPORATION SUBCOMMITTEE
240	TERRI REFSGUARD	GREEN BAY TRANSIT COMMISSION	GREEN BAY TRANSIT COMMISSION
241	TIM BAUER	GREEN BAY YMCA - BROADVIEW	ENVIRONMENTAL JUSTICE ORGANIZATION
242	TINA WHETUNG	CURATIVE CONNECTIONS	TRANSPORTATION COORDINATING COMMITTEE (TCC)
243	TODD MEAD	NE WI HOUSING CDBG LOAN PROGRAM	HOUSING
244	TONI LOCH	NEIGHBORHOOD SUPPORT SPECIALIST	NEIGHBORHOOD ASSOCIATION
245	TOWN CLERK	TOWN OF LEDGEVIEW	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
246	TOWN CLERK	TOWN OF SCOTT	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
247	TROY PARR	LITTLE BEAR DEVELOPMENT CENTER	TRANSPORATION SUBCOMMITTEE/TCC
248	TROY STRECKENBACH	BROWN COUNTY EXECUTIVE	BROWN COUNTY EXECUTIVE
249	TRUDY JACOBSON	EAST SHORE DRIVE	NEIGHBORHOOD ASSOCIATION
250	VALERIE JOOSTEN	CITY OF GREEN BAY	CITY OF GREEN BAY
251	VILLAGE CLERK	VILLAGE OF ALLOUEZ	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
252	VILLAGE CLERK	VILLAGE OF ASHWAUBENON	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
253	VILLAGE CLERK	VILLAGE OF BELLEVUE	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
254	VILLAGE CLERK	VILLAGE OF HOBART	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
255	VILLAGE CLERK	VILLAGE OF HOWARD	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY
256	VILLAGE CLERK	VILLAGE OF SUAMICO	LOCAL GOVERNMENT UNIT WITHIN MPO PLANNING BOUNDARY

**Appendix C
Brown County Meeting – Agenda**

AGENDA

**Coordinated Public Transit – Human Services Transportation Plan
for Brown County, Wisconsin
Monday, September 8, 2025
9:15 a.m.**

**Green Bay Metro Transit Center
901 University Avenue
Green Bay, WI**

1. Welcome and introductions.
2. Discussion of the federal requirement for a *locally developed coordinated public transit-human services transportation plan*.
3. Populations of seniors, individuals with disabilities, and low-income individuals.
4. Inventory of specialized transportation services in Brown County.
5. Presentation from:

Andrea Vlach, Mobility Coordinator

Specialized Transportation Mobility Coordination Program for Brown County
6. Review progress of the current *Brown County Coordinated Public Transit-Human Services Transportation Plan's* Action Plan.
7. Identification of transportation service needs and gaps by meeting participants.
8. Approval of the 2026-2030 Program of Projects.
9. Other matters.
10. Adjourn.

Please **RSVP** to Ker Vang at Ker.Vang@browncountynywi.gov or (920) 448-6487 by Friday, September 5 at 11:30am.

ANY PERSON WISHING TO ATTEND WHO, BECAUSE OF A DISABILITY, REQUIRES SPECIAL ACCOMMODATION SHOULD CONTACT THE BROWN COUNTY PLANNING COMMISSION OFFICE AT (920) 448-6480 AT LEAST TWO BUSINESS DAYS BEFORE THE MEETING SO ARRANGEMENTS CAN BE MADE.

Brown County Coordinated Public Transit-Human Services Transportation Plan

Meeting Notice



You are invited...

A meeting will be held to conduct an assessment of public transit-human services transportation coordination and to review a list of programmed transportation projects. The meeting will be facilitated by Brown County Planning Commission staff and will be held on:

**Monday, September 8, 2025
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
9:15 a.m.**

Please RSVP to Ker Vang at ker.vang@browncountywi.gov or (920) 448-6487 by Friday, September 5 at 11:30 a.m.

ANY PERSON WISHING TO ATTEND WHO, BECAUSE OF A DISABILITY, REQUIRES SPECIAL ACCOMMODATION SHOULD CONTACT THE BROWN COUNTY PLANNING COMMISSION OFFICE AT (920) 448-6480 AT LEAST TWO BUSINESS DAYS BEFORE THE MEETING SO ARRANGEMENTS CAN BE MADE.

Appendix E

Brown County Meeting - Evaluation Form and Results

Participant Survey Results:

	Issue	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1	The information covered was understandable.	30%	50%	10%		10%
2	The meeting provided a good forum for communication about public transit-human services transportation coordination.	18.2%	63.6%	9.1%		9.1%
3	Developing the draft action plan* was meaningful and valuable.	27.3%	54.5%	9.1%		9.1%
4	The draft action plan developed is comprehensive.	27.3%	36.4%	27.3%		9.1%
5	I feel coordination in the county will be improved with implementation of the action plan.	36.4%	36.4%	18.2%		10%
6	The facilitator(s) was knowledgeable about public transit – human services transportation services in Brown County.	45.5%	40%	10%		9.1%
7	The presentations (Green Bay Metro and Brown County staff) were informative.	45.5%	36.4%	9.1%		9.1%
8	The time allocated for the meeting was just right.	20%	50%	20%		10%

* Meeting Requirement

Not all participants completed a survey, and some answers were left blank.

Written Comments:

- Consider virtual format.

Appendix F

Notice of Public Meeting and Notice of Public Review Period



PO Box 630848 Cincinnati, OH 45263-0848

AFFIDAVIT OF PUBLICATION

BROWN COUNTY PLANNING
Kathy Meyer
Brown County Planning Legals
305 E Walnut St Ste 320
Green Bay WI 54301-5027

STATE OF WISCONSIN, COUNTY OF BROWN

Being duly sworn, doth depose and say that she/he is an authorized representative of the Green Bay Press Gazette, a newspaper published in Green Bay, Wisconsin; and that an advertisement of which the annexed is a true copy, taken from said paper, has been published in said newspaper in the issues dated:

08/25/2025, 09/02/2025

That said newspaper was regularly issued and circulated on those dates and that the fees charged are legal.

Sworn to and subscribed before on 09/02/2025

Legal Clerk *Nicole Jacobs*
Notary, State of WI, County of Brown
8-21-25

My commission expires

Publication Cost: \$85.66
Tax Amount: \$0.00
Payment Cost: \$85.66
Order No: 11590238 # of Copies:
Customer No: 1012896 0
PO #:

THIS IS NOT AN INVOICE!
Please do not use this form for payment remittance.

NICOLE JACOBS
Notary Public
State of Wisconsin

NOTICE OF PUBLIC MEETING ON THE DEVELOPMENT OF THE COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN FOR BROWN COUNTY, WISCONSIN

All interested persons are advised of a public meeting on the development of the 2025 Coordinated Public Transit-Human Services Transportation Plan for Brown County, Wisconsin. The meeting will include the completion of an assessment of public transit human services transportation services in Brown County. The plan must be developed through a process that includes private, non-profit, and public transportation and human service providers and participation by members of the general public. The plan is required for Federal Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities and State Section 85.21 Specialized Transportation Assistance program funding.

The public meeting will take place on:

Monday, September 8, 2025
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
9:15 am

Please RSVP to Ker Vang at Ker.Vang@browncountywi.gov or 920-448-6487 by Friday, September 5 at 11:30 am. If you require special accommodation, please contact the Brown County Planning Commission at 920-448-6480 at least two business days before the meeting to make arrangement.

Published by
Patrick W. Moynihan Jr.
County Clerk
Run: Aug. 25 & Sept. 2, 2025 WNAXLP

Appendix G

Comment Received at the Public Meeting and/or in Writing

Issues identified during the county meeting are addressed in the action plan.

Additional Statements and Observations made during the county meeting:

- The urban area has more transportation options and is better served than in the rural areas of Brown County.
- There used to be fixed routes serving the Village of Bellevue and now the areas are served by microtransit.
- Consider possible expansion of fixed routes/microtransit service to the Village of Bellevue.
- Wisconsin DHS provided NEMT is expensive to operate.
- Provide large print route maps (Green Bay Metro provides large print maps and other materials upon request).

Public Comment Received via Email

No comments received through email.

Appendix H
County Transportation Services Inventory Worksheets

1. Green Bay Metro – Fixed Route Bus and Microtransit Services

Program Name:	Green Bay Metro
Sponsoring Agency:	Green Bay Metro 901 University Avenue Green Bay, WI 54302
Phone/Information:	(920) 448-3450
Contact Person:	Patty Kiewiz, Director
Eligibility:	General Public
Days and Hours of Operation:	Fixed Route and Microtransit Daytime Zone Monday – Friday 5:15 a.m. - 6:45 p.m. Saturday 7:45 a.m. - 1:45 p.m. No Sunday or major holidays Microtransit All Zones (Include Daytime Zone) Monday – Friday 6:45 a.m. - 11:30 p.m. Saturday 1:45 p.m. - 7:45 p.m. No Sunday or major holidays
Cost:	Unlimited Day Pass: Adults \$4.00; Students \$3.00; Reduced \$2.00 Discounted 30-Day passes are available
Vehicle Types:	Heavy-duty buses for fixed routes and vans for microtransit services
Lift/Ramp Equipped:	all full-service vehicles are accessible
Scheduling:	fixed route and microtransit
Volunteers:	None
Funding Sources:	85.20 (operating), 5307 (operating), 5309 (capital), local funds, advertising, and fares

2. Green Bay Metro – Paratransit Program

Program Name:	Green Bay Metro – Paratransit Program
Sponsoring Agency:	Green Bay Metro 901 University Avenue Green Bay, WI 54302
Contracted Provider:	Green Bay Metro RE: Paratransit Program/Via 901 University Avenue Green Bay, WI 54302
Phone/Scheduling:	(920) 465-4488
Contact Person:	Patty Kiewiz, Director, Green Bay Metro (920) 448-3450
Eligibility:	individuals with qualifying disabilities based on ADA regulations
Days and Hours of Operation:	Monday – Friday 5:15 a.m. - 6:45 p.m. Saturday 7:15 a.m. - 1:45 p.m. No Sunday or major holidays
Cost:	\$4.00 origin to destination; \$21.00 agency
Vehicle Type:	Small buses
Lift/Ramp Equipped:	all vehicles are lift equipped
Scheduling:	call 24 hours in advance; subscription
Volunteers:	None
Funding Sources:	85.20 (operating), 5307 (operating), local funds, advertising, and fares

3. Curative Connections

Program Name:	Curative Connections Specialized Transportation Services
Sponsoring Agency:	Curative Connections Transportation Services PO Box 8027 Green Bay, WI 54308-1161
Phone/Reservations:	(920) 227-4272
Contact Person:	Tina Whetung, Office Manager for Transportation Services
Eligibility:	Persons age 60 years or older or individuals with disabilities
Days and Hours of Operation:	Monday – Friday 7:30 a.m. – 4:30 p.m.
Cost:	\$5.00 per one-way trip; \$21.85 agency
Vehicle Type:	buses, vans, mini vans, and sedans
Lift/Ramp Equipped:	accessible vehicles available
Scheduling:	demand response (medical 30 days in advance, all others 1 week in advance)
Volunteers:	volunteer drivers and paid drivers
Funding Sources:	85.21 (operating), 5310 (vehicles and operating), fares, and donations

4. Oneida Public Transit

Program Name:	Oneida Public Transit
Sponsoring Agency:	Oneida Nation/Oneida Public Transit N7341 Water Circle Place Oneida, WI 54155
Phone/Information:	(920) 496-5770
Eligibility:	Oneida community and general public within the service area
Days and Hours of Operation:	Monday – Friday 5:00 a.m. – 8:00 p.m.
Fares within Reservation	Adults \$1.50 (one-way); Students \$1.00 (one-way); Elders (free) Person with disabilities \$1.00 (one-way); discount on return trip, passes available
Vehicle Type:	medium buses and mini vans
Lift/Ramp Equipped:	buses are lift equipped; mini vans have ramps
Scheduling:	Call in advance
Volunteers:	None
Funding Sources:	Federal and state operating assistance, local funds, and fares

Appendix I

Federal Funding Programs

Federal Transit Assistance Programs

The following are federal transit assistance programs authorized under Infrastructure Investment and Jobs Act (IIJA), which reauthorized the federal surface transportation programs. IIJA was signed into law in November 2021. The descriptions are courtesy of FTA and WisDOT.

Section 5303: Metropolitan Transportation Planning Program

Section 5303 is a formula-based grant program apportioned annually to states for use. All 5303 planning funds are transferred to the Federal Highway Administration. The federal share is 80% with a required 20% non-federal match.

Section 5304: Statewide Transportation Planning Program

Section 5304 is a formula-based grant program apportioned annually to the states for use in rural planning and research. The federal share is 80% with a required 20% non-federal match.

Section 5307: Urbanized Area Formula Program

This program provides grants to urbanized areas (over 50,000 in population) for public transportation capital, planning, and Job Access and Reverse Commute (JARC) projects, as well as operating expenses in certain circumstances. The federal share for capital projects is 80% with a required 20% non-federal match. The federal share for operating projects is 50% of the net deficit. WisDOT allocates the portion of this funding known as the 'Governor's Apportionment' among transit systems in communities with populations between 50,000 and 200,000 as defined by the most recent Census.

Section 5311: Formula Grants for Rural Areas

Section 5311 is a formula grant program for non-urbanized areas (under 50,000 in population) that provides capital and operating assistance for public transportation systems. Eligible activities include capital, operating assistance, and planning expenses. JARC projects, once funded through Section 5316, became eligible projects in the MAP-21 reauthorization bill in 2012. The federal share for capital projects is 80%, with a required 20% non-federal match. The federal share for operating projects is 50% of the net deficit.

Section 5311(b)(3): Rural Technical Assistance Program (RTAP)

Section 5311(b)(3) is formula funding for states to provide research, technical assistance, and training to improve the delivery of transit services in non-urbanized areas (under 50,000 in population). There is no Federal requirement for a local match

Section 5329: State Safety Oversight (SSO) Program

The purpose of the SSO program is to oversee the safety of rail transit systems. The SSO program is administered by eligible states with rail transit systems in their jurisdiction. FTA provides federal funds through the SSO Formula Grant Program for eligible states to develop and carry out their SSO programs. Under 49 U.S.C. Section 5329(e), as amended by IIJA, FTA is required to certify each state's program to ensure compliance. SSO grant funds awarded to Wisconsin have a federal share of 80% and a required non-federal match of 20%.

Section 5339: Bus and Bus Facilities Formula Grants

Section 5339 provides capital funding to replace, rehabilitate, and purchase buses and related equipment, and to construct bus-related facilities. It replaced the Section 5309 Bus and Bus Facilities program under SAFETEA-LU. The federal share is 80% with a required 20% non-federal match. There are funds annually allocated to states by formula and a national discretionary program for which urban fixed-route transit systems and state departments of transportation may apply.

BUS STOP AGREEMENT
Flix North America Inc. AND
GREEN BAY METRO

THIS AGREEMENT, entered into as of the February 1, 2026 by and between Flix North America 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, Flix North America Inc. (hereinafter referred to as “Flix North America”) offers thruway intercity bus service using contracted motor coach operators; and **WHEREAS**, Flix North America 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 Flix North America, its subsidiaries, its affiliates, and contracted bus operators 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) Flix North America, its subsidiaries, its affiliates, and contracted bus operators may stop motor coaches, not to exceed (4) four 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. Flix North America shall provide BUS STOP LICENSOR a list of all subsidiaries, affiliates, and contracted bus operators for approval by BUS STOP LICENSOR. Flix North America shall not permit any bus operator to use the Location without approval. Flix North America is responsible for updating the list of subsidiaries, affiliates, and contracted bus operators as

changes are needed. BUS STOP LICENSOR shall have sole discretion to approval or reject any subsidiary, affiliate, or contracted bus operator. BUS STOP LICENSOR will provide written approval or denial within 15 business days of Flix North America submitting a list of subsidiaries, affiliates, and contracted bus operators.

- (2) Flix North America shall pay BUS STOP LICENSOR a fee \$1,046 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 Flix North America to make payment in accordance with the terms of this Agreement shall cause this Agreement to automatically terminate. However, all invoices generated by BUS STOP LICENSOR pursuant to this Agreement shall be addressed and sent to FlixBus, Inc. until such time that Flix North America advises BUS STOP LICENSOR to address such invoices to Flix North America or another affiliated entity.
- (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 Flix North America 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. * 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) Flix North America 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 third-party suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, interest, reasonable 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 Flix North America 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 Flix North America 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 February 1, 2026 and shall end on January 31, 2027. 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.

FLIX NORTH AMERICA, INC.

BY: ^{Signed by:} Kaitie Czuchaj
E444D690543F47F...

(Signature)

NAME: Kaitie Czuchaj

TITLE: Head of Gov Affairs & Real Estate

DATE: 13.01.2026 | 16:46 CET

GREEN BAY METRO

BY: _____

Roger Kolb, Transit Commission Chair

BY: _____

Patty Kiewiz – Green Bay Metro Director

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:



STANDARD INDEPENDENT CONTRACTOR AGREEMENT

LAMERS

AND

GREEN BAY METRO

THIS AGREEMENT, entered into as of the February 1, 2026, by and between LAMERS BUS LINES, INC., (hereinafter referred to as “LAMERS”), 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, LAMERS offers thruway intercity bus service using contracted motor coach operators; and

WHEREAS, LAMERS 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 LAMERS 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) LAMERS 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 (30) thirty-day notice to BUS STOP LICENSOR. Such schedule change requests must be approved by BUS STOP LICENSOR before becoming effective.

(2) LAMERS shall pay BUS STOP LICENSOR a fee \$450 per month through January 31, 2027 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. The fee of \$450 is for the first 12 months then to standard rate, currently \$523. 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 LAMERS to make payment in accordance with the terms of this Agreement shall cause this Agreement to automatically terminate.

(3) LAMERS 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 LAMERS 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) LAMERS 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 LAMERS 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 sole negligence of the City of Green Bay and or

Green Bay Metro, its elected and appointed officials, officers, employees, agents, representatives and volunteers.

LAMERS shall reimburse the City of Green Bay and or Green Bay Metro, its elected and appointed officials, officers, employees, agent or authorized representatives or volunteers for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided.

In the event that LAMERS employs other persons, firms, corporations or entities (sub-contractor) as part of the work covered by this Agreement, it shall be LAMERS's responsibility to require and confirm that each sub-contractor enters into an Indemnity Agreement in favor of the City of Green Bay and Green Bay Metro its elected and appointed officials, officers, employees, agents, representatives and volunteers, which is identical to this Indemnity Agreement.

This indemnity provision shall survive the termination or expiration of this Agreement.

(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 LAMERS 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 February 1, 2026 and shall end on January 31, 2027. The Agreement shall thereafter automatically renew for additional (1) one - year terms at the standard rate.

Either Party may terminate this AGREEMENT by providing (60) sixty 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.

LAMERS BUS LINES, INC.

GREEN BAY METRO

BY: *Jon T. Evenson*
(Signature)

BY: _____
Roger Kolb, Transit Commission Chair

NAME: Jon T. Evenson

TITLE: Manager Intercity Operations

BY: _____
Patty Kiewiz – Green Bay Metro Director

DATE: January 13, 2026

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:



MOBILITY MANAGEMENT PROGRAM QUARTERLY/BIANNUAL REPORTS



Mobility Management
of Brown County

"Creating Independence"

Report Qtr: 2nd Half, Biannual (7/1/25-12/31/25)

Report Year: 2025

Mobility Management (MM) Mobility Coordinator (MC) Travel Training (TT)

- I. Assess unmet transportation needs and service gaps and to develop plans and programs to address these unmet needs and service gaps.**
 - a. Ongoing call sheet – tracking where calls are coming from, what needs are, etc.
 - b. Continue to research projects and plans around the state and country that are successfully being implemented by Mobility Managers. (ongoing)

- II. Develop and maintain an outreach system that helps seniors and people with disabilities throughout Brown County gain access to needed transportation services.**
 - a. Attendance at quarterly meetings: TCC and NEWRATC meetings.
 - b. Participation in WAMM monthly conference calls.
 - c. 8 presentations this reporting period. Attendees ranged from 2 to 16 individuals. Locations included higher education, nonprofits, government agencies, senior housing, and healthcare agencies.
 - d. Information marketing and resource dissemination at these agencies as well as periodic posts, photos, on social media, GB Metro website contains MM page and a link to TT from other pages on the site.
 - e. Attended UWGB Sample the City event and also provided resource tables at the beginning of the semester for new and international students.
 - f. Attended 10-week Community Transportation Academy.
 - g. Continued oversight of Low Income Fare Trips (LIFT) program that started 1/1/22 to provide up to four day passes per 30 days to individuals at or below 150% of poverty level.
 - h. Attendance at WIPTA State Conference to maintain continuing education and MM Certification.

- III. Identify and/or develop resource packets and other information to educate seniors and people with disabilities about transportation options; list the organizations/agencies to whom contact was made.**
 - a. Continue to distribute brochures on travel training, route guides, GBM On Demand, applications for paratransit, LIFT, and reduced fare at community events and presentations.
 - b. MM Pages and TT links available on GB Metro's website – www.greenbaymetro.org.

- c. Continue to update transportation resources document with all available options listed and contact information for each.

List of organizations/agencies:

- ADRC of Brown County, Green Bay
- Area schools: East, West, South West, Minoka Hill, Preble, UWGB, SNC, NWTC, Syble Hopp
- Aspiro
- Curative Connections
- Forward Service Corporation
- House of Hope
- Job Center
- NEW Community Shelter
- Prevea
- St. John's Shelter
- Micah Center
- YWCA

IV. Number of customer contacts made and received by the Mobility Coordinator, and number of customers for whom rides were found during the biennium.

- a. Total of 738 calls.
- b. MC was able to refer or assist in finding rides for a total of 61. 0 requests for rides could not be met. Remaining calls were not seeking rides.
- c. MC received 42 calls regarding travel training or route information, 293 calls made/received regarding Low Income Fare Trips (LIFT) program, 88 regarding GBM On Demand.

V. Number of one-on-one Travel Training conducted by the MC during the biennium.

MC held 18 individual one-on-one travel training sessions. Total hours dedicated to travel training in Q3 & Q4 2023 = 25.

VI. Updates on LIFT program

- a. MC approved 185 LIFT applications during Q3 & Q4. 24 applications were seniors and 39 were disabled, non-seniors.

VII. Oversee GBM On Demand Service

- a. Assist riders with creating accounts, understanding system usage, and trouble-shooting issues.
- b. Participate in bi-monthly communications with Via (microtransit service provider).

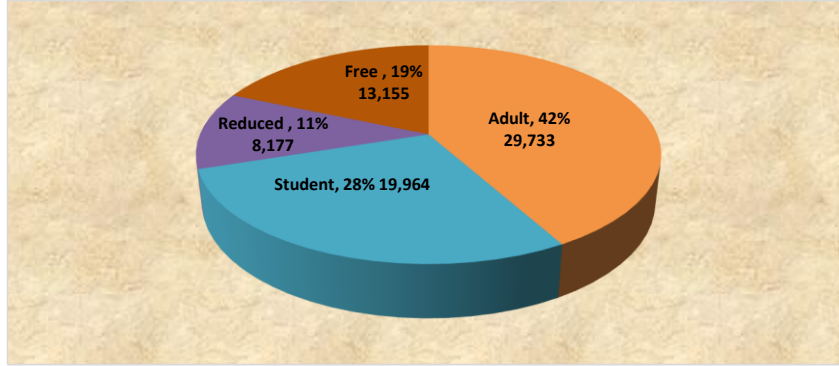
Report respectfully submitted by Mobility Coordinator, Andrea Vlach

Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
September 2024	23,577	21,677	8,374	15,719	69,347	592,842
September 2025	22,794	20,558	7,733	16,309	67,394	566,361
Difference	(783)	(1,119)	(641)	590	(1,953)	(26,481)
	-3%	-5%	-8%	4%	-3%	-4.5%

Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
September 2024	4,336	417	316	29	5,098	51,913
September 2025	3,726	1,407	726	163	6,022	54,222
Difference	(610)	990	410	134	924	2,309
	-14%	237%	130%	462%	18%	4.4%



YTD PASSENGERS
620,583

*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.

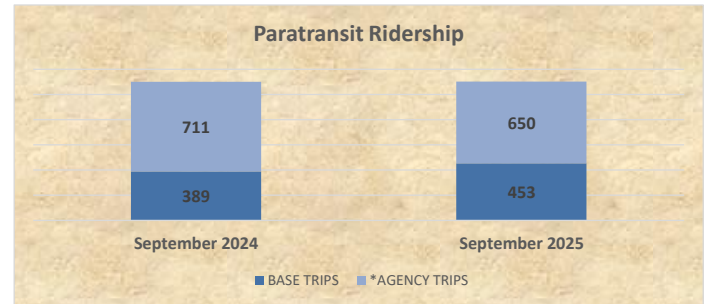
Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
September 2024	389	711	1,100	10,449
September 2025	453	650	1,103	9,643
Difference	64	(61)	3	(806)
	16.5%	-8.6%	0.3%	-7.7%

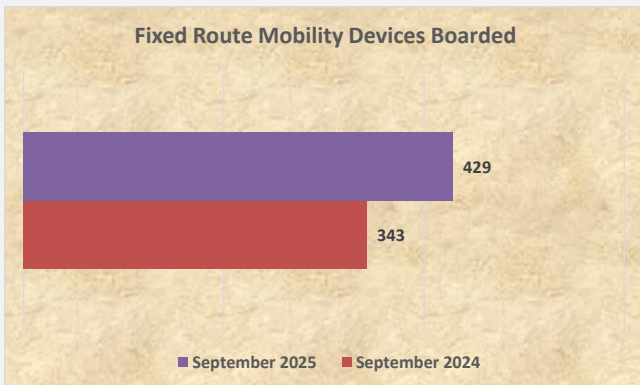
*Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).

On Time Performance: 94.9%

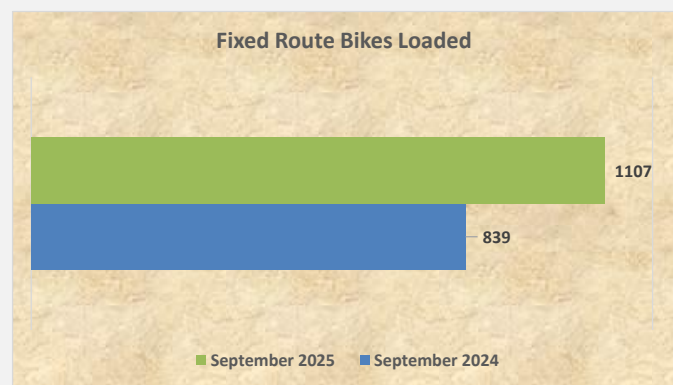
Completed Trips:	1103
Completed On Time Trips:	1046
Completed Late Trips - 0-6 mins	43
Completed Late Trips - 6-30 mins	17
Completed Late Trips > 30 mins	0
Late Cancellations and No Show Trips	19



Fixed Route Mobility Devices Boarded



Fixed Route Bikes Loaded

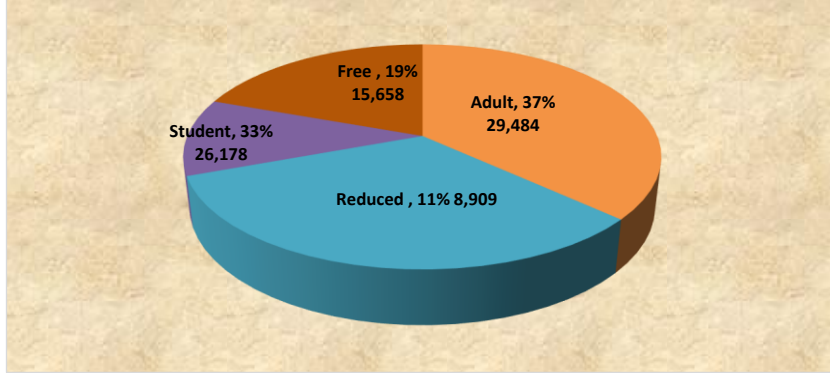


Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
October 2024	25,889	26,048	9,217	17,758	78,912	671,754
October 2025	25,421	24,401	8,174	15,430	73,426	654,351
Difference	(468)	(1,647)	(1,043)	(2,328)	(5,486)	
	-2%	-6%	-11%	-13%	-7%	

Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
October 2024	5,124	454	480	68	6,126	58,039
October 2025	4,063	1,777	735	228	6,803	61,025
Difference	(1,061)	1,323	255	160	677	
	-21%	291%	53%	235%	11%	



YTD PASSENGERS
715,376

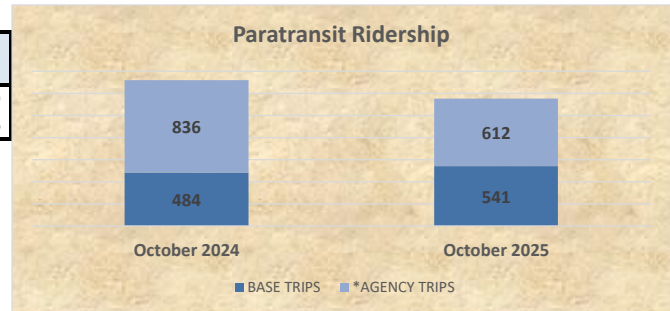
**Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.*

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

Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
October 2024	484	836	1,320	11,769
October 2025	541	612	1,153	10,796
Difference	57	(224)	(167)	
	11.8%	-26.8%	-12.7%	

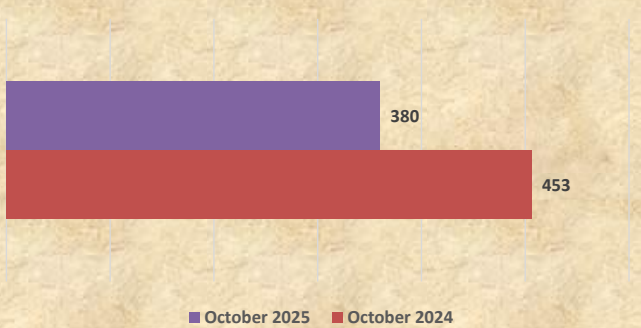
**Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).*



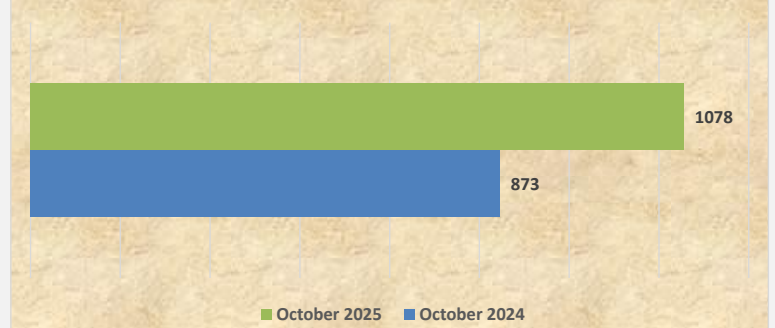
On Time Performance: 95.6%

Completed Trips:	1153
Completed On Time Trips:	1101
Completed Late Trips - 0-6 mins	35
Completed Late Trips - 6-30 mins	15
Completed Late Trips > 30 mins	0
Late Cancellations and No Show Trips	21

Fixed Route Mobility Devices Boarded



Fixed Route Bikes Loaded

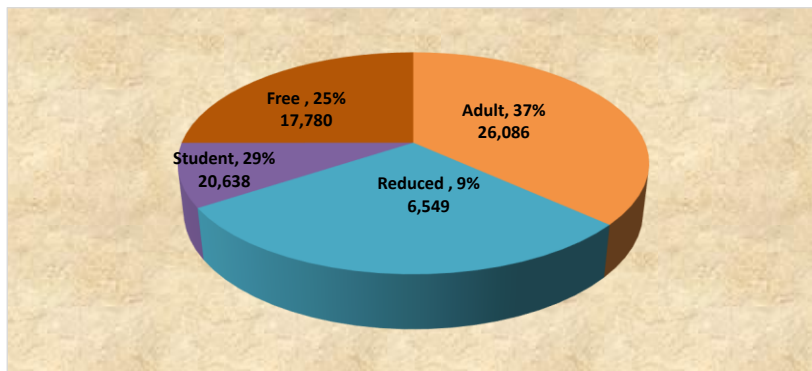


Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
November 2024	22,461	21,525	8,119	19,959	72,064	743,818
November 2025	22,192	19,300	6,051	17,657	65,200	719,551
Difference	(269)	(2,225)	(2,068)	(2,302)	(6,864)	
	-1%	-10%	-25%	-12%	-10%	

Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
November 2024	4,751	500	377	46	5,674	63,713
November 2025	3,894	1,338	498	123	5,853	66,878
Difference	(857)	838	121	77	179	
	-18%	168%	32%	167%	3%	



YTD PASSENGERS
786,429

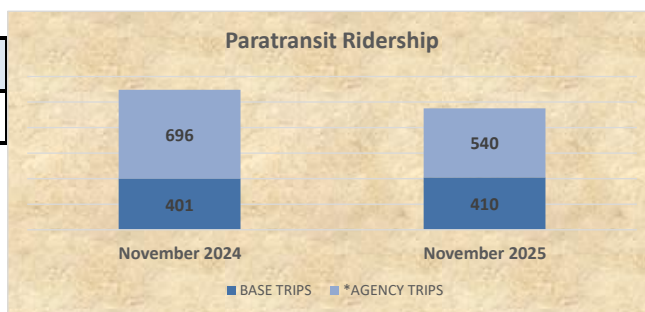
**Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.*

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

Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
November 2024	401	696	1,097	12,866
November 2025	410	540	950	11,746
Difference	9	(156)	(147)	
	2.2%	-22.4%	-13.4%	

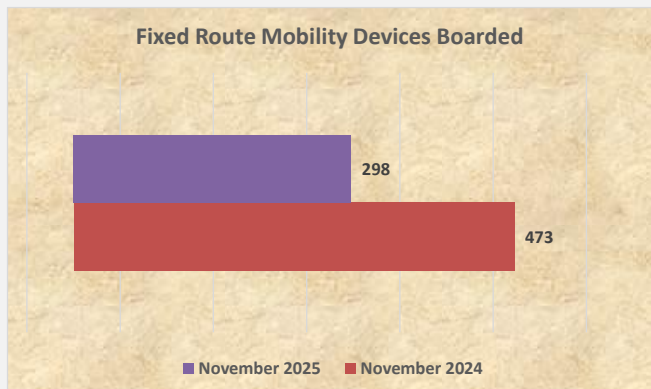
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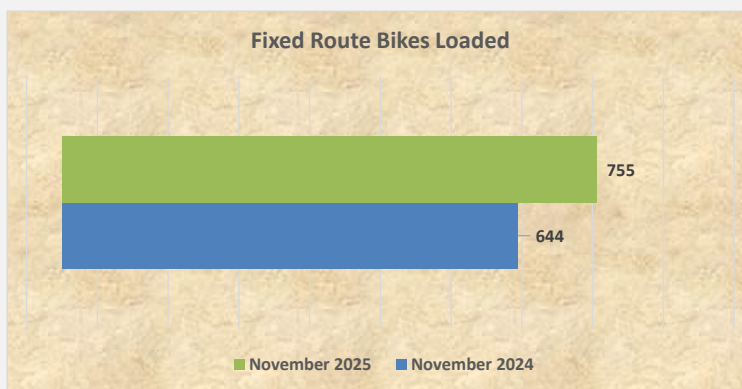
On Time Performance: 94.3%

Completed Trips:	950
Completed On Time Trips:	895
Completed Late Trips - 0-6 mins	33
Completed Late Trips - 6-30 mins	22
Completed Late Trips > 30 mins	0
Late Cancellations and No Show Trips	18

Fixed Route Mobility Devices Boarded



Fixed Route Bikes Loaded





EXPENSES

ACCOUNT DESCRIPTION	2025 Jan-Sept	2024 Jan-Sept	+/-	%	2025 BUDGET	% OF BUDGET
Wages & Salaries	1,902,844.13	1,827,458.39	75,386	4.1%	2,765,438	68.8%
Fringe Benefits	914,460.10	823,959.54	90,501	11.0%	1,830,692	50.0%
Other Employment Expenses	55,262.30	32,198.69	23,064	71.6%	68,932	80.2%
Contract Services	198,041.60	160,291.76	37,750	23.6%	424,140	46.7%
Materials & Supplies	311,719.93	322,698.99	(10,979)	-3.4%	643,436	48.4%
Building & Equip Maintenance	146,419.48	261,152.59	(114,733)	-43.9%	234,100	62.5%
Utilities	103,039.19	128,677.16	(25,638)	-19.9%	235,106	43.8%
Insurance	133,524.71	130,736.00	2,789	2.1%	158,827	84.1%
Miscellaneous	184.00	157.84	26	16.6%	250	73.6%
Paratransit Services	337,995.42	315,862.60	22,133	7.0%	1,072,447	31.5%
Microtransit Services	1,368,059.52	1,223,345.56	144,714	11.8%	2,170,063	63.0%
Subrecipient Expenses	-	-	-	0.0%	-	0.0%
TOTAL	5,471,550.38	5,226,539.12	245,011	4.7%	9,603,432	57.0%

ORIGINAL BUDGET

REVENUES

ACCOUNT DESCRIPTION	2025 Jan-Sept	2024 Jan-Sept	+/-	%	2025 BUDGET	% OF BUDGET
Federal Operating Asst	-	-	-	0.0%	2,833,013	0.0%
State Operating Asst	2,230,617.00	2,445,465.00	(214,848)	-8.8%	2,833,013	78.7%
Other Local Municipalities	498,937.11	413,197.77	85,739	20.8%	665,249	75.0%
Green Bay	974,999.97	974,999.97	-	0.0%	1,934,650	50.4%
Farebox Revenue-Fixed Route	369,473.75	342,580.35	26,893	7.9%	710,000	52.0%
Farebox Revenue-Paratransit	143,115.50	144,710.00	(1,595)	-1.1%	269,500	53.1%
Farebox Revenue-Microtransit	21,368.00	15,135.00	6,233	41.2%	-	0.0%
College Program Fares	12,262.00	6,983.00	5,279	75.6%	-	0.0%
TMI Refund	9,548.00	9,454.00	94	1%	-	0.0%
Non-Transportation Revenue	129,254.65	45,316.03	83,939	185.2%	9,100	1420.4%
State Fuel Refund	12,014.35	11,236.76	778	6.9%	-	0.0%
Advertising	86,799.15	82,711.76	4,087	4.9%	110,000	78.9%
Intercity Bus Commissions	4,500.00	4,500.00	-	0.0%	6,000	75.0%
Partnership Contributions	140,788.15	141,603.00	(815)	-0.6%	232,908	60.4%
TOTAL	4,633,677.63	4,637,892.64	(4,215)	-0.1%	9,603,432	48.3%

KEY PERFORMANCE INDICATORS (KPI)

Operating Days	230	231	(1.0)	-0.4%	307
Revenue Miles	483,516	486,545	(3,029)	-0.6%	672,554
Revenue Hours	32,800	33,149	(349)	-1.1%	45,552
Unlinked Passenger Trips	571,547	592,842	(21,295)	-3.6%	934,849
Revenue / Cost	84.7%	88.7%			100%
Farebox Revenue / Mile	0.76	0.70	0.06	8.5%	1.06
Farebox Revenue / Pass Trip	0.65	0.58	0.07	11.9%	0.76
Farebox Revenue / Hour	11.26	10.33	0.93	9.0%	15.59
Passenger / Mile	1.18	1.22	(0.04)	-3.0%	1.39
Cost / Mile	7.79	7.58	0.21	2.8%	9.46
Cost / Passenger Trip	6.59	6.22	0.37	5.9%	6.80

*Insurance is [NET] TMI



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 18, 2026

PREPARED BY

AGENDA ITEM # D.I

Presentation: Of the Green Bay Metro Annual System Review and Analysis Report, by the Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO)

BACKGROUND

Mason Shea, Transportation Planner of Brown County Planning Commission/Green Bay MPO will present the Green Bay Metro Annual System Review and Analysis Report, by Brown County Planning Commission/Green Bay Metropolitan Planning Organization (MPO).

RECOMMENDATION

Receive and place on file.

FISCAL IMPACT

ATTACHMENTS

- I. 2025 - System Review

Green Bay **METRO**

Annual System Review and Analysis Report



Prepared by the Brown County Planning Commission(BCPC)/
Metropolitan Planning Organization (MPO) for the Green Bay Urbanized Area
January 2026



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's first Battery Electric Bus (BEB).

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
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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 buses, 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, sales 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.



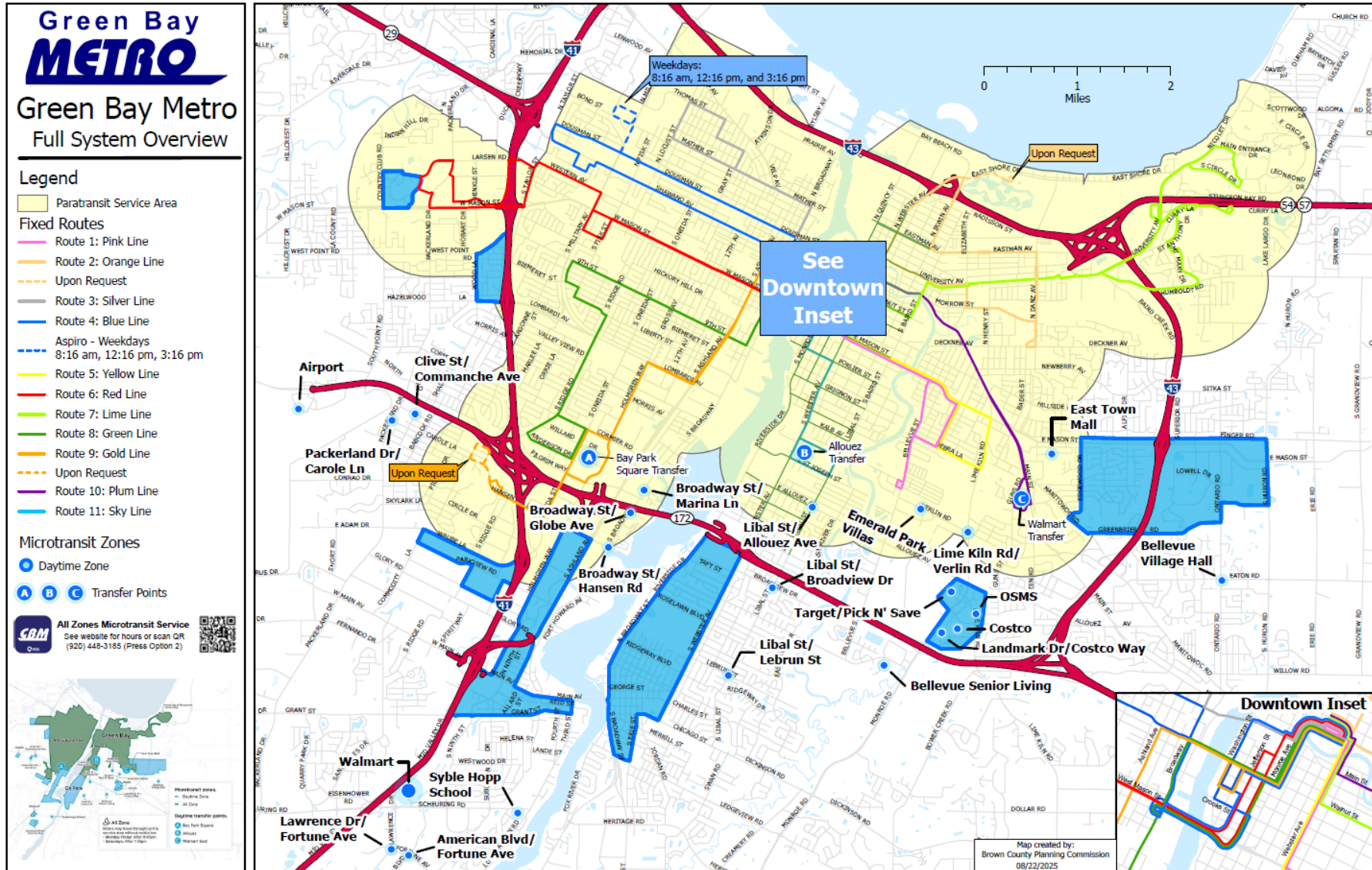
Paratransit Service

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.

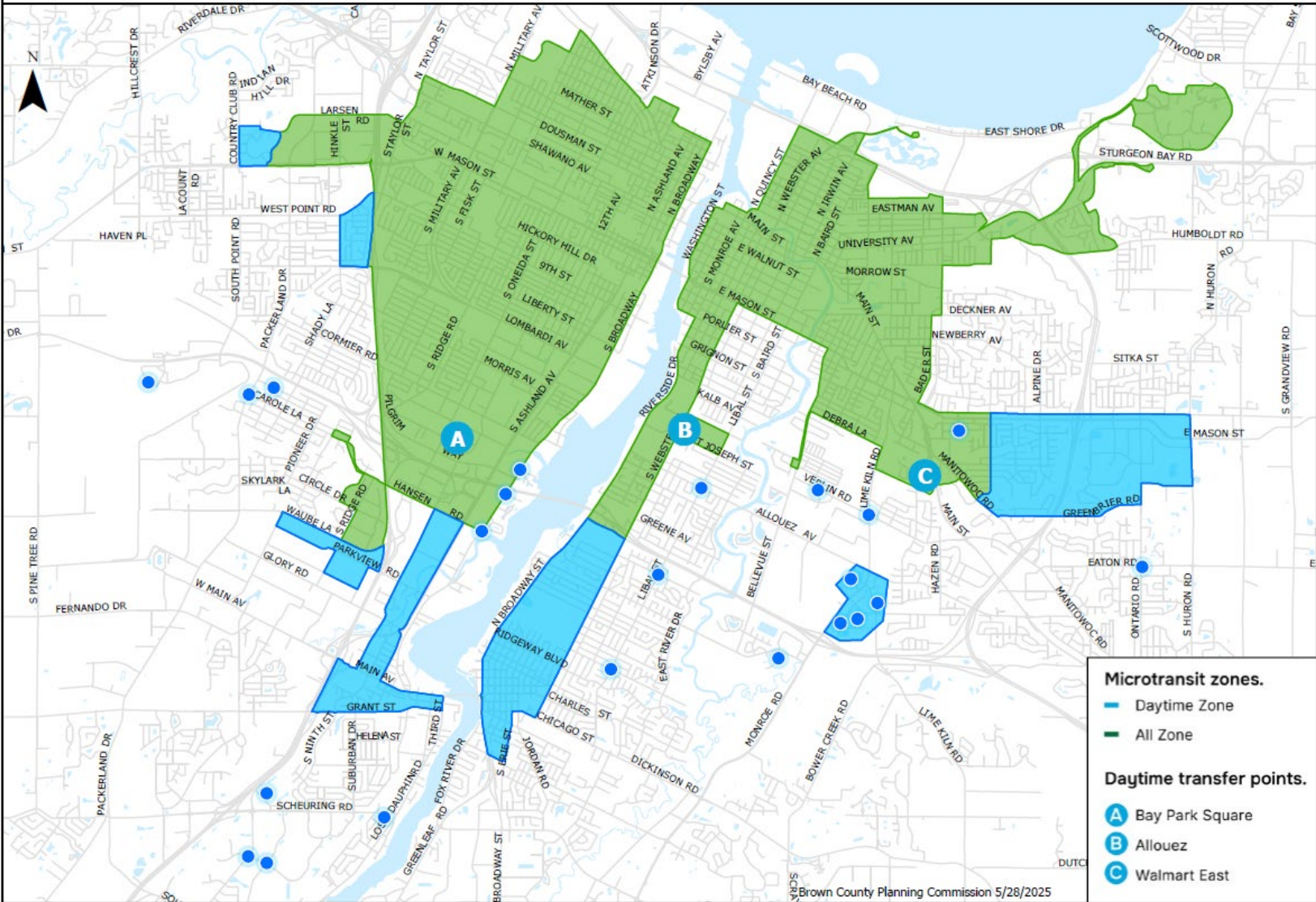
Americans with Disabilities Act (ADA) complementary paratransit service must be provided within 3/4 of a mile of a fixed bus route. The service must operate during the same hours and days as the fixed route service and passengers can be charged no more than twice the regular fixed route bus fare.

A map detailing Metro services is on the following page.

Green Bay Metro Bus Routes, Microtransit, and Paratransit Service

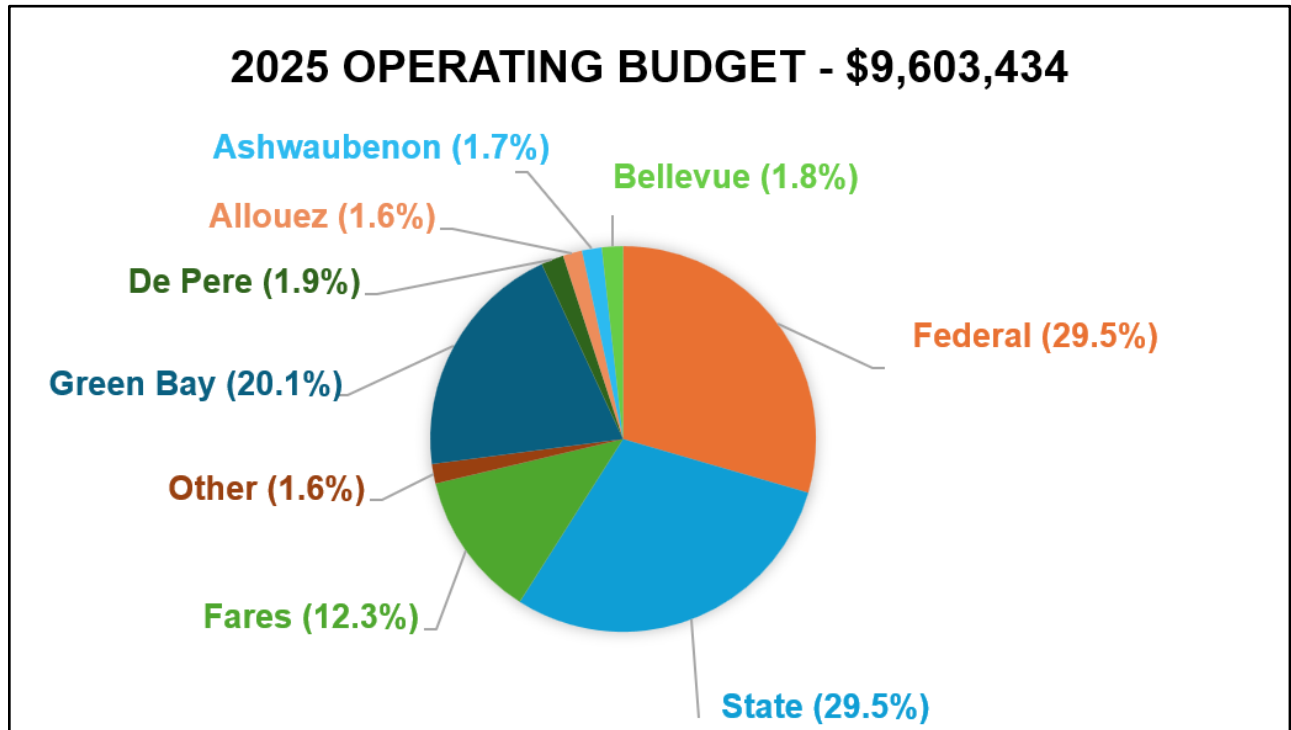


Green Bay Metro Microtransit Service Zones



Operating Budget Overview

As stated, Green Bay Metro receives operating assistance from a variety of sources. The pie chart below depicts the budget estimate for 2025 and the table on the following page includes actual and projected budgets for a nine-year period from 2020-2028.



Partnership income generated in lieu of Fares included in Fares above.

Actual and Projected Operating Expenses and Revenue Sources

	Actual					Projected			
	2020	2021	2022*	2023**	2024	2025	2026	2027	2028
Operating Expense:	\$6,563,412	\$6,518,076	\$7,409,365	\$7,455,464	\$7,582,882	\$9,603,434	\$9,629,433	\$9,655,692	\$9,682,214
	-14.35%	-0.69%	13.67%	0.62%	1.71%	26.65%	26.99%	0.54%	0.55%
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	\$3,058,678	\$2,833,013	\$2,833,013	\$2,833,013	\$2,833,013
State of Wisconsin Section 85.20	2,399,494	2,431,972	2,366,052	1,913,579	2,445,465	2,833,013	2,833,013	2,833,013	2,833,013
Village of Allouez	6,035	24,909	35,994	92,382	58,171	154,274	155,817	157,375	158,949
Village of Ashwaubenon	3,586	71,650	115,321	85,029	56,047	159,334	160,927	162,537	164,162
Village of Bellevue	2,573	40,631	64,940	83,867	60,295	169,555	171,251	172,963	174,693
City of De Pere	8,404	47,011	70,476	103,489	70,273	182,087	183,908	185,747	187,604
City of Green Bay	22,184	448,463	721,931	1,059,984	689,404	1,934,650	1,953,997	1,973,536	1,993,272
<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>\$6,438,333</u>	<u>\$8,265,926</u>	<u>\$8,291,925</u>	<u>\$8,318,184</u>	<u>\$8,344,706</u>
<u>Revenue:</u>									
Farebox Revenue -Bus/Microtransit	\$373,147	\$408,665	\$483,203	\$427,990	\$504,850	710,000	710,000	710,000	710,000
Farebox Revenue - Paratransit Program	361,926	273,901	241,519	227,356	234,764	269,500	269,500	269,500	269,500
Advertising (sale of ads on buses)	119,366	96,134	121,997	101,616	112,028	110,000	110,000	110,000	110,000
Investment Income	10,447	2,139	(4,604)	38,304	41,133	4,000	4,000	4,000	4,000
Other (partnership income, sale of used oil, etc.)	212,092	242,648	281,196	264,701	251,775	244,008	244,008	244,008	244,008
<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>\$1,144,550</u>	<u>\$1,337,508</u>	<u>\$1,337,508</u>	<u>\$1,337,508</u>	<u>\$1,337,508</u>
Funding Sources Total:	\$6,563,412	\$6,518,076	\$7,409,365	\$7,455,464	\$7,582,882	\$9,603,434	\$9,629,433	\$9,655,692	\$9,682,214

* 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.

Since January of 2023, only a few minor changes have been made to the system's fares, service area and service level.

Amount of Fixed Route Bus and Microtransit Service

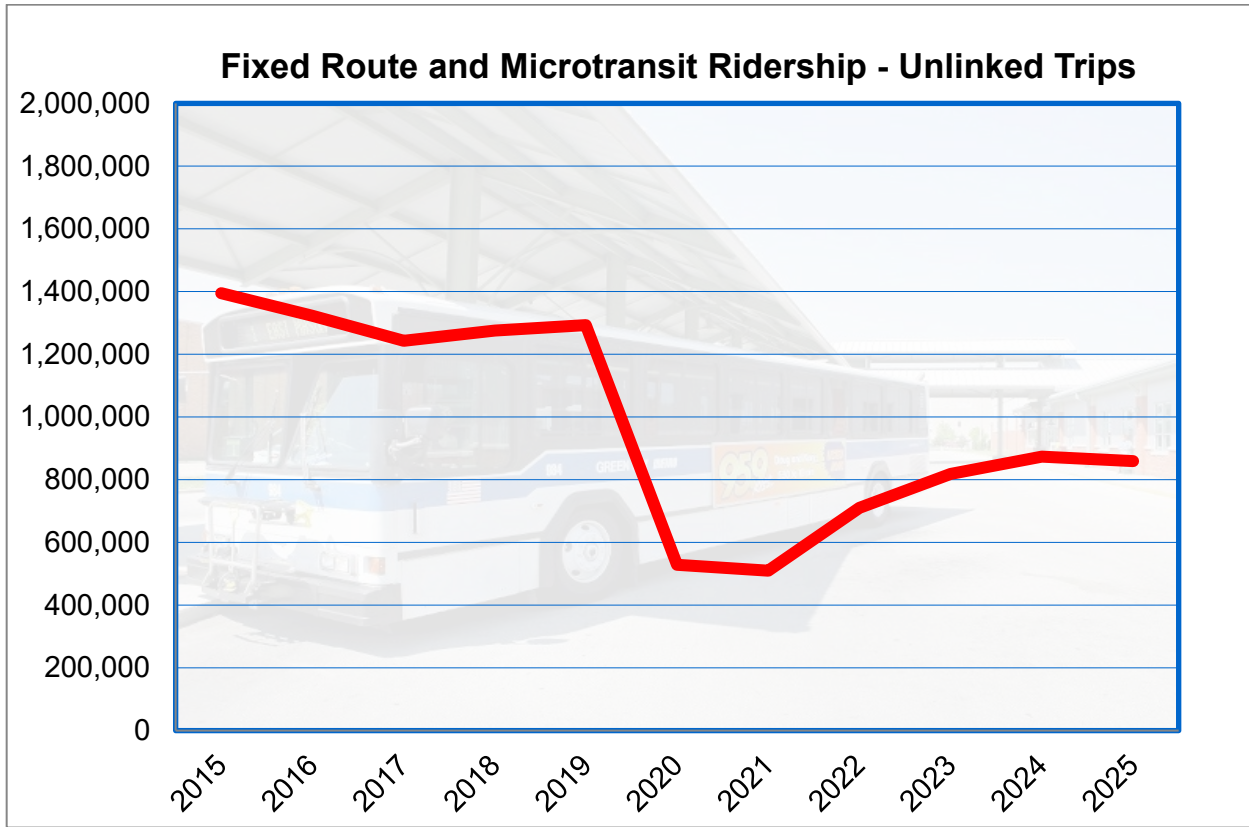
The amount of service a transit system provides is typically expressed in terms of service hours or revenue hours.

Green Bay Metro provided 43,925 hours of fixed route service and 24,829 hours of on-demand microtransit service in 2025. 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 and service delivery method (fixed route vs microtransit) provided for each year varied.

The graph below shows the increase in ridership since the pandemic. In 2025, Metro provided 859,817 unlinked trips.



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 2025	May 2025	August 2025	November 2025
#1 Pink	14.8	14.6	11.6	13.8
# 2 Orange	22.6	24.3	12.9	21.9
# 3 Silver	17.7	18.5	14.9	16.1
# 4 Blue	14.7	16.2	12.3	13.8
# 5 Yellow	11.2	12.9	11.8	12.2
# 6 Red	20.2	20.5	17.6	18.9
# 7 Lime	18.9	18.0	11.6	18.9
# 8 Green	18.9	18.2	16.3	16.1
# 9 Gold	21.3	24.0	21.0	20.9
#10 Plum	18.8	21.6	17.7	20.3
#11 Sky	15.5	14.1	11.5	14.8
Weighted Average:	18.3	19.0	14.8	17.7

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 79% schedule adherence rate in 2024. To address this, Metro is looking to make some minor route structure changes.

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 1 - June 30, 2025

Category	Total/Average
Passengers	36,176
Operating Hours	11,753
Passengers/Hour (Utilization)	3.08
Average Wait Time (in minutes)	23.4 minutes
On-Time Pick-Ups	74.53%

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 55 passengers per trip in November of 2025.

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 51 passengers per trip in November of 2025.

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 55 passengers per trip in November of 2025.

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 \$37.90 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, 2022 - March 28, 2023	\$33.47
March 29, 2023 - March 28, 2024	\$33.80
March 29, 2024 - March 28, 2025	\$34.14
July 1, 2025 - June 30, 2026	\$37.90
July 1, 2026 - June 30, 2027	\$39.03
July 1, 2027- June 30, 2028	\$40.20

The current contract with Via expires in 2030.

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).

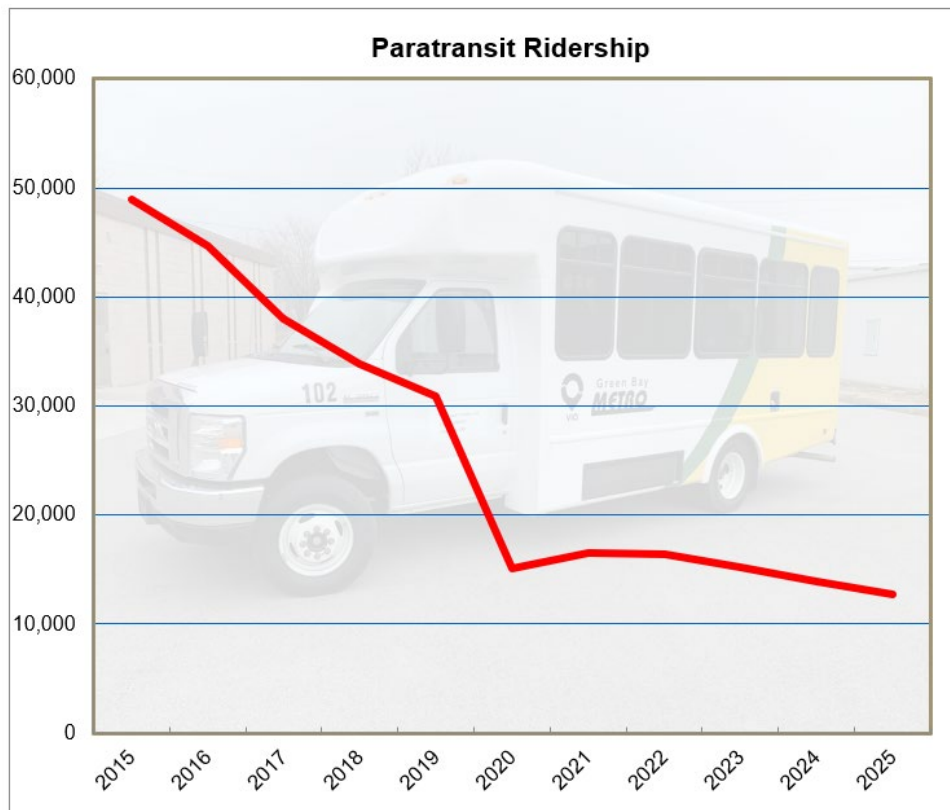
Many transit systems in Wisconsin have implemented an agency rate. Agency rates can vary from a modest charge to the full cost of providing the qualifying trip. Metro's agency rate is \$21.00 per one-way trip as of January 1, 2025. For comparison, Metro Transit in Madison charges the passenger for the 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 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 began 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 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 as of January 1, 2026:

In-Service Bus Quantity	Year	Make	Length	Age in Years
10	2011	Gillig	35'	15
4	2015	Gillig	40'	11
3	2018	New Flyer	35'	8
2	2018	New Flyer	40'	8
3	2019	Gillig	35'	7
4	2020	Gillig	35'	6
4	2022	Gillig	29'	4
1	2025	Gillig BEB	35'	1
31				
Average Age in Years:				9.55

Not In-Service Bus Quantity	Year	Make	Length	Status
3	2026	Gillig BEB	35'	Delivery in 2026
2	2026/2027	Gillig BEB	35'	Delivery in 2026
2	2026/27	Gillig	35'	Delivery in 2027

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, secured \$1,040,000 in STBG funds to offset the cost of one battery electric bus (BEB).

The vehicle was delivered in 2025 and has been placed into revenue service. A preliminary evaluation of winter performance found the BEB to be more efficient than conventional vehicles and to be functioning well within the fleet.

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 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.

These two BEBs are expected to arrive and be placed into service in 2026.

Volkswagen Mitigation Trust Fund

The Volkswagen Mitigation Trust was created as a result of the Volkswagen settlement for violations of the federal Clean Air Act. Metro was awarded \$3,120,000 from the Volkswagen Mitigation Trust Fund for the purchase of two BEBs. Delivery and deployment are expected in 2026.

Fleet Impact

In total, six BEBs are planned for the fleet. One BEB was delivered and successfully integrated into service in 2025, while the remaining five BEBs are scheduled to arrive and be used in 2026. All six vehicles will replace existing clean-diesel buses that have exceeded their 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 the near future, partially due to the new BEB's.

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 have 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 2026 and 2027:

- Roof Replacement - Estimated 2027
- Transitway - Estimated late 2026-2027 engineering/design and start
- Fuel System - 2026
- Walk-Behind Floor Scrubber – Estimated 2027

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

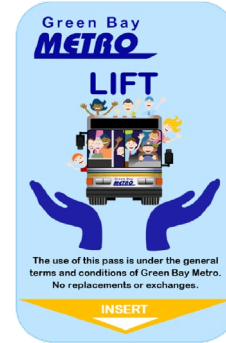
CHAPTER SEVEN

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 \$35,000 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 at either end of their commute. This is commonly known as the first-mile last-mile. Via has installed bicycle racks on all microtransit vehicles, data for microtransit vehicles will be included in 2026, as bikes were not tracked until July of 2025.

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.

Bike On Bus			
Month	2017	2021	2025
January	679	379	375
February	775	266	355
March	951	533	609
April	1,223	709	622
May	1,537	916	921
June	1,627	956	1118
July	1,858	1,102	1113
August	1,948	842	1005
September	1,874	914	1107
October	1,731	851	1078
November	1,113	680	755
December	681	496	223
Total:	15,997	8,644	9,281
Average per Month	1,333	720	773
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	2017	2021	2025
January	427	357	396
February	440	323	290
March	431	351	368
April	588	317	412
May	763	303	339
June	715	362	372
July	720	356	375
August	639	334	464
September	606	435	429
October	533	533	380
November	481	403	298
December	343	358	225
Total:	6,686	4,432	4,348
Average per Month:	557	369	362
<p>Note: All Green Bay Metro buses have the necessary equipment to accommodate manual and electric wheelchairs.</p>			

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 2025/2026 season, a total of 22,120 one-way trips were provided for 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 alternative 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 secured funding for a total of six Battery Electric Buses (BEBs), one delivered and in use in 2025, the remaining 5 scheduled for 4 quarter of 2026.

Fixed Route & Microtransit Systems

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

Status: In early 2025, Metro changed the microtransit system to a one zone system, allowing for easier movement between communities.

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

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: The current contract with Via is set to expire in 2030.

Green Bay Metro Management Plan

The following represents a summary of the 2025 accomplishments and 2026 goals prepared by Metro staff.

2025 Accomplishments and Key Performance Indicators:

- First battery electric bus was introduced into Metro's fleet in April 2025.
- 20,000 trips provided over the three days of the NFL Draft.
- Safety and security enhancements - Installation of live feed video system on all transit buses will be completed in December 2025.
- Complete installation of e-paper signs. (Six real-time bus stops with audio for individuals with disabilities)
- Achieved utilization rate of 3.0 for GBM On Demand.
- Install new system-wide radios.

2026 Goals:

- Five additional battery electric buses will be delivered in 4th quarter of 2026.
- Continue to increase On Time Performance for all services. System standard is >90%.
- Implement vehicle mitigation security barriers at transit facility.
- Green Bay Metro will host the Wisconsin Public Transit Association Annual Conference in the fall of 2026.
- Replace and upgrade vehicle fuel system, including software.
- Implement a new fare system. Current fareboxes have exceeded their useful life and are no longer supported.
- Continue to educate the community on various transportation options.
- Monitor service levels and explore potential expansion opportunities for the community.
- Create additional partnerships with other area communities and businesses.
- Explore new transportation technologies that assist in improving safety, mobility, efficiency, and system performance.
- Analyze cost per mile for efficiencies.

CHAPTER NINE

Summary of Recommendations

The Brown County Planning Commission staff recommend 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 2026.
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.
5. Staff recommend conducting a study at the end of 2026 to evaluate the battery-electric bus, focusing on operating cost savings and performance compared to the conventional buses it replaced in the fleet.

APPENDIX A

Quarterly Review of Fixed Route Bus Service Passengers per Hour for Weekdays and Saturdays February 2025 May 2025 August 2025 November 2025 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.
- Daytime Zone On Demand Microtransit service is 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.
- Daytime Zone On Demand Microtransit service is 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:

July 1, 2025

Green Bay Metro transitioned from a four-zone microtransit system to a universal daytime service area. This shift eliminates zone boundaries, allowing riders to travel more seamlessly across the entire Green Bay Metro service range.

August 22, 2025

The #9 route-by-request addition included a slight deviation from the original alignment, extending the service by approximately two additional blocks to better accommodate rider needs.

Fixed Route Bus Service Passengers per Hour Weekday February 2025						
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	2,025	96	14.8
# 2 Orange	26	0.5	13.0	6,162	293	22.6
# 3 Silver	26	0.5	13.0	4,819	229	17.7
# 4 Blue	26	0.5	13.0	4,008	191	14.7
# 5 Yellow	13	0.5	6.5	1,528	73	11.2
# 6 Red	25	1.0	25.0	10,612	505	20.2
# 7 Lime	20	1.0	20.0	7,943	378	18.9
# 8 Green	13	1.0	13.0	5,148	245	18.9
# 9 Gold	12	1.0	12.0	5,378	256	21.3
#10 Plum	26	0.5	13.0	5,130	244	18.8
#11 Sky	26	0.5	13.0	4,231	201	15.5
Total/System Average:			148.0	56,984	2,714	18.3
System Median:						18.8
System Standard:						14.7

Fixed Route Bus Service Passengers per Hour Saturday February 2025						
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	86	22	7.2
# 2 Orange	12	0.5	6.0	230	58	9.6
# 3 Silver	6	0.5	3.0	252	63	21.0
# 4 Blue	6	0.5	3.0	233	58	19.4
# 5 Yellow	6	0.5	3.0	120	30	10.0
# 6 Red	6	1.0	6.0	517	129	21.5
# 7 Lime	6	1.0	6.0	254	64	10.6
# 8 Green	6	1.0	6.0	387	97	16.1
# 9 Gold	5	1.0	5.0	412	103	20.6
#10 Plum	12	0.5	6.0	350	88	14.6
#11 Sky	12	0.5	6.0	151	38	6.3
Total/System Average:			53.0	2,992	748	14.1

**Fixed Route Bus Service
Passengers per Hour
Weekday
May 2025**

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	1,994	95	14.6
# 2 Orange	26	0.5	13.0	6,637	316	24.3
# 3 Silver	26	0.5	13.0	5,039	240	18.5
# 4 Blue	13	1.0	13.0	4,434	211	16.2
# 5 Yellow	13	0.5	6.5	1,755	84	12.9
# 6 Red	25	1.0	25.0	10,756	512	20.5
# 7 Lime	20	1.0	20.0	7,580	361	18.0
# 8 Green	13	1.0	13.0	4,965	236	18.2
# 9 Gold	12	1.0	12.0	6,036	287	24.0
#10 Plum	26	0.5	13.0	5,885	280	21.6
#11 Sky	26	0.5	13.0	3,837	183	14.1
Total/System Average:			148.0	58,918	2,806	19.0
System Median:						18.2
System Standard:						15.2

**Fixed Route Bus Service
Passengers per Hour
Saturday
May 2025**

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	119	30	9.9
# 2 Orange	12	0.5	6.0	310	78	12.9
# 3 Silver	6	0.5	3.0	302	76	25.2
# 4 Blue	6	0.5	3.0	289	72	24.1
# 5 Yellow	6	0.5	3.0	171	43	14.3
# 6 Red	6	1.0	6.0	637	159	26.5
# 7 Lime	6	1.0	6.0	324	81	13.5
# 8 Green	6	1.0	6.0	482	121	20.1
# 9 Gold	5	1.0	5.0	387	97	19.4
#10 Plum	12	0.5	6.0	504	126	21.0
#11 Sky	6	0.5	3.0	161	40	13.4
Total/System Average:			50.0	3,686	922	18.4

**Fixed Route Bus Service
Passengers per Hour
Weekday
August 2025**

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	1,660	75	11.6
# 2 Orange	26	0.5	13.0	3,686	168	12.9
# 3 Silver	26	0.5	13.0	4,253	193	14.9
# 4 Blue	13	1.0	13.0	3,525	160	12.3
# 5 Yellow	13	0.5	6.5	1,684	77	11.8
# 6 Red	25	1.0	25.0	9,682	440	17.6
# 7 Lime	20	1.0	20.0	5,097	232	11.6
# 8 Green	13	1.0	13.0	4,676	213	16.3
# 9 Gold	12	1.0	12.0	5,535	252	21.0
#10 Plum	26	0.5	13.0	5,069	230	17.7
#11 Sky	26	0.5	13.0	3,283	149	11.5
Total/System Average:			148.0	48,150	2,189	14.8
System Median:						12.9
System Standard:						11.8

**Fixed Route Bus Service
Passengers per Hour
Saturday
August 2025**

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	99	20	6.6
# 2 Orange	12	0.5	6.0	317	63	10.6
# 3 Silver	6	0.5	3.0	234	47	15.6
# 4 Blue	6	1.0	6.0	311	62	10.4
# 5 Yellow	6	0.5	3.0	151	30	10.1
# 6 Red	6	1.0	6.0	606	121	20.2
# 7 Lime	6	1.0	6.0	240	48	8.0
# 8 Green	6	1.0	6.0	453	91	15.1
# 9 Gold	5	1.0	5.0	446	89	17.8
#10 Plum	12	0.5	6.0	505	101	16.8
#11 Sky	6	0.5	3.0	211	42	14.1
Total/System Average:			53.0	3,573	715	13.5

**Fixed Route Bus Service
Passengers per Hour
Weekday
November 2025**

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	1,709	90	13.8
# 2 Orange	26	0.5	13.0	5,413	285	21.9
# 3 Silver	26	0.5	13.0	3,985	210	16.1
# 4 Blue	13	1.0	13.0	3,410	179	13.8
# 5 Yellow	13	0.5	6.5	1,504	79	12.2
# 6 Red	25	1.0	25.0	8,997	474	18.9
# 7 Lime	20	1.0	20.0	7,197	379	18.9
# 8 Green	13	1.0	13.0	3,980	209	16.1
# 9 Gold	12	1.0	12.0	4,767	251	20.9
#10 Plum	26	0.5	13.0	5,016	264	20.3
#11 Sky	26	0.5	13.0	3,655	192	14.8
Total/System Average:			148.0	49,633	2,612	17.7
System Median:						16.1
System Standard:						14.1

**Fixed Route Bus Service
Passengers per Hour
Saturday
November 2025**

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	79	16	5.3
# 2 Orange	12	0.5	6.0	299	60	10.0
# 3 Silver	6	0.5	3.0	307	61	20.5
# 4 Blue	6	1.0	6.0	233	47	7.8
# 5 Yellow	6	0.5	3.0	172	34	11.5
# 6 Red	6	1.0	6.0	598	120	19.9
# 7 Lime	6	1.0	6.0	316	63	10.5
# 8 Green	6	1.0	6.0	430	86	14.3
# 9 Gold	5	1.0	5.0	369	74	14.8
#10 Plum	12	0.5	6.0	492	98	16.4
#11 Sky	6	0.5	3.0	225	45	15.0
Total/System Average:			53.0	3,520	704	13.3

Green Bay Metro Fixed Route Bus and Microtransit Ridership

2021	Fixed Route Bus	Microtransit	2022	Fixed Route Bus	Microtransit	2023	Fixed Route Bus	Microtransit	2024	Fixed Route Bus	Microtransit
January	28,952	523	January	44,748	1,931	January	67,532	3,718	January	69,881	5,072
February	28,800	705	February	45,893	2,159	February	54,248	3,600	February	73,615	5,805
March	37,413	703	March	51,612	2,540	March	61,483	4,422	March	67,164	6,410
April	39,219	568	April	53,265	2,369	April	60,066	4,472	April	73,641	5,760
May	37,949	476	May	56,138	2,261	May	68,238	5,327	May	72,715	6,280
June	39,593	623	June	52,841	2,307	June	55,149	5,391	June	54,443	5,859
July	38,059	701	July	50,155	2,185	July	47,408	5,148	July	53,872	6,057
August	40,015	1,846	August	55,305	2,495	August	57,210	5,710	August	58,164	5,572
September	48,415	2,167	September	66,844	2,642	September	67,373	5,433	September	69,347	5,098
October	53,577	2,003	October	72,572	2,581	October	76,460	5,913	October	78,912	6,126
November	52,391	2,177	November	70,421	2,768	November	74,296	5,437	November	72,064	5,674
December	50,730	2,149	December	61,708	2,650	December	68,890	5,539	December	60,848	5,123
Subtotal:	495,113	14,641	Subtotal:	681,502	28,888	Subtotal:	758,353	60,110	Subtotal:	804,666	68,836
Total:	509,754		Total:	710,390		Total:	818,463		Total:	873,502	

System Redesign implemented in August 2021.

Service hour expansion/modification in January 2023.

30-day pass promotion in April-December 2023.



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 18, 2026

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # D.2

Discussion/Action: Purchase of Fare Collection System

BACKGROUND

Green Bay Metro staff worked with the city Purchasing Department on RFP #2025-25, Fare Collection System. This is to place our aging fare collection system, which has many components past its useful life. The ongoing maintenance continues to increase. The new system will allow seamless fare options, that continues to be a challenge. Director Kiewiz will provide a summary of the project.

RECOMMENDATION

Staff recommends awarding the contract to the most responsive, responsible vendor, not to exceed \$600,000, in addition to annual maintenance costs.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 18, 2026

PREPARED BY

AGENDA ITEM # D.3

Discussion/Action: ADA Paratransit Service Policy

BACKGROUND

The ADA Paratransit Service Policy is a document that is provided to all eligible riders of the Paratransit program. The policy document serves as a guideline for riders, informing them of the requirements and obligations under the program. The section on service and fares has been updated, as well as trip scheduling and accessible bus service.

RECOMMENDATION

Staff recommends the approval of the updated ADA Paratransit Service Policy as presented.

FISCAL IMPACT

ATTACHMENTS

- I. ADA Paratransit Service Policy



PARATRANSIT

ADA Paratransit Service Policy Document



February 2, 2026

Table of Contents

SECTION I: PARATRANSIT SERVICE DESCRIPTION

- A. Service Background

SECTION II: ADA PARATRANSIT ELIGIBILITY PROCESS

- A. Application Materials
- B. Program Eligibility
 - Eligibility Criteria*
 - Type of ADA Eligibility*
- C. Appeals Process

SECTION III: SERVICE POLICIES

- A. Service Hours and Days
- B. Service Parameters
- C. Levels of Service and Fares
- D. Trip Scheduling
- E. Trip Purpose
- F. Service Reservations
- G. Multiple Destinations
- H. User Card
- I. Pick-Up Window
- J. 5-Minute Wait Time
- K. Cancellations
- L. No-Shows
- M. Driver Assistance
- N. Prohibited Behaviors
- O. Personal Care Attendants and Companions
- P. Visitors and Reciprocal Eligibility
- Q. Medical Equipment
- R. Carry on
- S. Reasonable Modification
- T. Complaints

SECTION IV: RIDER POLICY

- A. Seriously Disruptive Behavior
- B. Public Health Threats
- C. Refusal to Comply with Safety Rules
- D. Service Refusal Process

SECTION V: PARATRANSIT PERFORMANCE MONITORING

- A. On-Time Performance
- B. Phone System Access
- C. Overall Customer Satisfaction
- D. System Capacity

SERVICE VI: GREEN BAY METRO'S ACCESSIBLE BUS SERVICE

FREQUENTLY ASKED QUESTIONS

FULL SERVICE MAP

SECTION I: PARATRANSIT SERVICE DESCRIPTION

A. Service Background

Green Bay Metro (GBM) offers Paratransit service programs to individuals with qualifying disabilities. Paratransit is a demand response service where the vehicle does not follow a fixed route or schedule.

GBM's Paratransit services are provided by a private contractor. The contractor utilizes demand response sedans and lift-equipped vehicles to serve the needs of ambulatory and non-ambulatory riders. The service is shared ride, so riders may share the vehicle with other riders during their trip. The current Paratransit provider is Via Transportation.

The Americans with Disabilities Act (ADA) requires federally funded public transit systems to provide a complementary Paratransit service for individuals with a disability whose condition prevents them from using the fixed route bus service. GBM's core Paratransit service program was established to comply with the ADA.

This document is designed to provide information regarding GBM's ADA Paratransit program. Some of the ADA standards cited in this document do not apply to non-ADA Paratransit programs.

SECTION II: ADA PARATRANSIT ELIGIBILITY PROCESS

A. Application Materials

The ADA Paratransit Eligibility Form and other information for GBM's Paratransit services are available in print form at the GBM office (901 University Avenue in Green Bay). Forms are also available for download on GBM's website, www.greenbayMetro.org. Hearing impaired customers can contact GBM through the Wisconsin Telephone relay system line (1-800-947-3529).

B. Program Eligibility

GBM determines eligibility upon review of a completed eligibility form containing information regarding the applicant's functional ability to board, ride, or disembark from GBM fixed route buses. GBM reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility.

The ADA certification may be conditional or unconditional depending on the applicant's abilities. GBM, in accordance with Title III of the Americans with Disabilities Act of 1990, will determine eligibility no later than 21 days after receiving the completed application. This does not include time waiting for requests for more information from the applicant or the applicant's health care professional. If processing the ADA paratransit application exceeds 21 days the rider will have access to utilize GBM Paratransit services.

After the completed eligibility form is received, a GBM staff member will call to schedule an in-person interview. Interviews are conducted by appointment. If necessary, transportation to and from the interview will be provided free of charge.

Within 21 days, a written response will be mailed to the individual notifying them of their eligibility status. If eligibility is denied, a reason for the denial will be included in the letter along with a copy of Green Bay Metro's Appeal Policy. Be advised that you have the right to appeal this decision. (See Section II C. Appeals Process)

Eligibility Criteria:

Individuals meeting any of the following two criteria will be determined ADA Paratransit eligible as defined by the Americans with Disabilities Act (ADA):

1. A person who cannot navigate the transit system without assistance. This includes an inability to board, ride, or disembark from a fully accessible GBM bus.
2. A person who, because of a disability, cannot travel to or from the bus stop due to, for example, distance, terrain, weather, safety, or other obstacles that impede them due to their disability.

All GBM buses are equipped with a ramp and other accessible features. All routes are served by accessible buses, so there is no eligibility based on inaccessible vehicles. If there is a mechanical failure of a bus's accessible features, the vehicle is immediately replaced with a fully functioning spare bus.

Type of ADA Eligibility:

1. **Unconditional** (all trips)-An individual with disabilities that cannot use the fixed route bus system under any circumstance.
2. **Conditional or Trip by trip** (some trips)-An individual with disabilities that can be reasonably expected to make some trips by bus but requires Paratransit for trips under certain circumstances (e.g., deep snow or variable health conditions).
3. **Temporary Disabilities**-An individual with disabilities that cannot use the fix route bus system for a limited period of time.

Once the applicant is certified as eligible, the applicant will receive a Paratransit photo identification card, allowing the applicant use of the Paratransit system. For people granted eligibility, the documentation of eligibility will include at least the following information items on the identification card:

1. User ID number
2. Username
3. Eligibility
4. An expiration date for eligibility
5. Personal Care Attendant (PCA) will state yes or no

C. Appeals Process

An appeal process will be available to those individuals wishing to dispute a conditional certification, denial certification, or service suspension.

1. Green Bay Metro requires all appeals be made within 60 days of being notified of a service decision. For a request to be heard, contact:

Transit Director
Green Bay Metro
901 University Ave
Green Bay, WI 54302
920-448-3450

2. The Disability Advisory Committee (DAC) will hear the appeal first. If the DAC upholds the decisions, the individual may request an appeal to the Green Bay Transit Commission. (herein after referred to as the Commission)
3. Green Bay Metro will notify the individual of the Commission's ruling on the appeal within 10 days. This notification will outline the ruling and supporting reasons.
4. Once the individual has been informed of the Commission's ruling, the decision will be implemented on the next day of service.
5. All decisions made by the Commission are final.

SECTION III: SERVICE POLICIES

A. Service Hours and Days

1. Service Hours
Monday through Friday 5:15 AM – 6:45 PM
Saturday 7:45 AM – 1:45 PM
2. Service is provided Monday through Saturday throughout the year, except for the following observed holidays:
 - New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
3. Service is provided at all times that Metro fixed routes operate.

B. Service Parameters

Service is only provided inside the service area as defined by the requirements of the Americans with Disabilities Act (ADA). The area is defined as an area within $\frac{3}{4}$ of a mile on either side of a fixed route. (Map enclosed).

C. Levels of Service and Fares

The basic mode of service for complementary paratransit is demand responsive, origin-to-destination. Door-to-door service is provided.

The Green Bay Transit Commission establishes fares for the Green Bay Metro system. The current Paratransit fare is as follows:

Basic service: \$4.00 per one-way trip.

Agency fare: \$21.00 per one-way trip.

Riders can pay the driver the exact cost of the one-way trip or use a Paratransit ticket. Paratransit tickets can only be purchased at the Green Bay Metro office.

D. Trip Scheduling

Paratransit riders reserve trips by calling (920) 448-3185 (option 1) during the hours of 5:15 AM to 11:30 PM Monday through Friday and 7:45 AM to 7:45 PM on Saturday. Messages can be left, and the call center agent will call you back to confirm your trip. The caller should be prepared to provide the dispatcher the following information: first name; last name; phone number; how they intend to pay the fare; origin address; destination address; accompanying companion(s), if needed; accompanying equipment (e.g., oxygen tank, respirators, and concentrators); ambulatory or non-ambulatory and desired arrival time.

Next day or subscription service is available by contacting the provider's dispatcher. Trips can be scheduled up to 14 days in advance. The more notice given, the better the chance the requester has of obtaining a desirable pick-up time.

During periods of high demand, it may be necessary for dispatchers to negotiate pick-up times; however, the rider will not be required to schedule a trip more than one hour before or after the desired pick-up time.

Same day call-ins, including unscheduled requests for return trips, might not be accepted. "Will Calls" will only be accepted if a trip has been scheduled. You must have a scheduled pick-up time. A rider can call to request an earlier pick-up time before their scheduled trip, but GBM cannot guarantee that the requested pick-up time will be accepted. We cannot assure any specific pick-up time.

E. Trip Purpose

The ADA prohibits restrictions or priorities based on trip purpose. All trips are served in the order received and as scheduled. For state and federal reporting purposes, riders may be requested to provide the reason for the trip but will not be denied service based on trip purpose.

F. Service Reservation

There are two types of reservations: advance and subscription. Advance service includes trips scheduled for next day service. Subscription service is defined as trips that are set up for a rider to occur on a regular basis (daily, weekly, monthly).

The rider must demonstrate a pattern of the subscription trips for 30 days prior to subscription service being implemented. Riders must travel to and from the same destination, with similar pickup and drop-off times, at least once a week for 30 days to demonstrate a pattern for subscription service.

Riders are allotted one permanent change per subscription trip to their subscription service. Permanent changes are defined as changes to pick up time, locations, number of companions, and other factors that may affect scheduling. More than one change may result in the subscription being cancelled.

Subscription trips that are cancelled 25% or more within a 30-day period may result in the cancellation of subscription service.

The rider is to be aware that subscription service will be automatically cancelled on all Federal holidays.

If the destination and/or origin address changes, the rider has to cancel their current subscription and a new subscription must be implemented. The rider must demonstrate a pattern of the new subscription as described above.

Subscription service may take up to fourteen (14) calendar days to implement. Prior to subscription service being established riders must continue to call for a scheduled pick-up time.

Subscription service may be placed on hold for a maximum of 14 days within a rolling 90-day period. The exact same subscription must be implemented, or it will be handled as a new subscription.

Subscriptions which have been inactive for longer than 30 days will be cancelled. The rider is responsible for rebooking inactive subscription trips. If a client rebooks a previously existing subscription after 30 days and the subscription is identical to the original, the 30-day pattern is not required.

GBM limits the number of subscriptions riders at 60 percent. Once the limit is met the rider will be added to a waiting list.

G. Multiple Destinations

Each trip includes one destination. Brief stops at locations before the scheduled destination will not be allowed. If multiple destinations are needed, each section of the trip must be scheduled separately, and the rider must pay a fare for each ride.

H. Identification Card

All certified clients will receive a Paratransit Identification Card after their application is processed. The card must be kept current and presented to the driver upon boarding the vehicle.

It is the rider's responsibility to keep the card's information current. If a rider's address or name changes, the rider should contact GBM to update this information. Clients are required to reapply for ADA certification every three (3) years.

I. Pick-Up Window

When your pick-up time is scheduled, the vehicle can arrive anytime within a 30-minute pick-up window, which is defined as fifteen (15) minutes before and fifteen (15) minutes after the scheduled pick-up time. For example, if your appointment is scheduled for 9:00a.m., the pick-up window time frame is 8:45a.m.to 9:15a.m. It is the rider's responsibility to be prepared to board the vehicle within the pick-up window.

J. 5-Minute Wait Time

Once the vehicle arrives in the allotted pick-up time, the driver will wait for up to five (5) minutes for a rider. If the rider is not prepared to board within this five (5) minute period, the trip will be counted as a no-show and the vehicle will be dispatched to another location. It is the rider's responsibility to be able to clearly see the area where a vehicle would arrive for pick-up. The rider should be prepared to approach the vehicle when it arrives unless driver assistance was requested when the ride was scheduled.

K. Cancellations

When a rider needs to cancel a trip, the cancellation should occur more than one (1) hour prior to the scheduled pick-up time. A late cancellation (less than 1 hour) is considered a no-show (see the "No-Shows" policy below).

L. No-Shows

A no-show occurs when the Green Bay Metro Paratransit vehicle arrives at your pick-up location within the 15-minute window, waits the required five (5) minutes and you do not board the vehicle. A Late cancellation

occurs when the scheduled trip is canceled less than 1 hour prior to the scheduled pick-up time. Late cancellations will be considered and treated as no-shows. Three (3) no-shows within any 30-day period may result in the following sanctions being imposed if the frequency of no-shows is greater than 10% of the reserved trips:

Notification procedure:

- The first no-show: Letter stating date of no-show and a copy of the no-show policy.
- The second no-show: Letter stating date of the no-show and a copy of the no-show policy.
- The third no-show: Letter stating date of the no-show, a copy of the no-show policy, imposition of a 7-day suspension if applicable and a copy of the Green Bay Metro appeals process.

Any person suspended from service has the right to appeal the decision. ADA Service may continue during the appeals process. No suspension will occur during the appeal process.

Any individual may, in lieu of a 7-day suspension, have the option to pay a NO-SHOW FEE. The cost of the No-Show Fee will be \$15.00 to eliminate one no-show trip. The No-Show Fee must be paid at the office of Green Bay Metro before service is reinstated.

M. Driver Assistance

Drivers are able to assist all riders with wheelchairs when boarding and alighting vehicles, including securement.

N. Prohibited Behaviors

To ensure safety, our rider policy prohibits seriously disruptive behavior, public health threats, and refusal to comply with rules. If the prohibited behavior results from a disability, GBM may require that a personal care attendant ride with the rider to control the prohibited behavior.

O. Personal Care Attendants and Companions

One (1) personal care attendant (PCA) per ADA program rider is permitted to ride free.

One (1) companion may accompany a program rider but must pay the current cost for each one-way trip. Additional companions may ride and pay a fare if space is available for safe transport. PCA's and companions must have the same origin and destination as the program rider.

Arrangements for all additional companions must be made at the time of the reservation. Program rider must supply child safety seats for accompanying infants and small children.

P. Visitors

Paratransit service will be provided to ADA eligible visitors. If an individual has been certified as "ADA paratransit eligible" by another public entity, that certification shall be honored for up to 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. 21 day visitors request will be processed within 48 business hours. If an individual claims ADA paratransit eligibility, they are entitled to presumptive eligibility for up to 21 days. If service is required beyond 21 days, local certification will be required, and an application must be completed.

Q. Medical Equipment

GBM allows riders to bring medical equipment such as respirators, portable oxygen tanks, and concentrators on board vehicles. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

R. Carry On

Each eligible rider is allowed to bring up to four (4) carry-on items. This includes personal belongings and grocery bags.

S. Reasonable Modification

Green Bay Metro will honor and accommodate any reasonable modification to service as long as the request 1) does not fundamentally alter the service; 2) does not create a direct threat to the health and safety of others; and 3) is not necessary to permit the passenger to use the services for their intended purpose (nondiscriminatory). Such modifications should be made in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

T. Complaints

Green Bay Metro provides safe, affordable, and dependable specialized transportation to individuals with a disability, the senior community, and users unable to use the fixed route. If for any reason the service does not meet these expectations, riders are encouraged to register a complaint with Green Bay Metro. A thorough and prompt investigation of all complaints shall be conducted by Green Bay Metro.

Complaint Process:

1. All complaints will be documented by (driver, office staff, paratransit coordinator, manager, website, etc).
2. The complaint will then be submitted to the Green Bay Metro staff for review and action.
3. The Green Bay Metro staff will investigate the nature of the complaint both with the customer and the alleged offender.
4. The Green Bay Metro staff will contact the rider with the results of the complaint and offer (if necessary) resolution as a result of the incident no later than five (5) working days from the original date of the complaint.
5. The Green Bay Metro staff will file the complaint. A copy will be submitted to the Transit Director.

Riders who wish to have their complaint reviewed by the Green Bay Metro Transit Commission may do so by submitting the original complaint in writing along with any documentation provided by Green Bay Metro no more than sixty (60) days after the date of response of the complaint by Green Bay Metro.

To file a complaint:

- By email – metro.info@greenbaywi.gov
- Online – <https://greenbaywi.gov/FormCenter/Metro-Transit-7/Service-Comments-129>
- By mail – Green Bay Metro Transit Director, 901 University Avenue, Green Bay, WI 54302
- In person – 901 University Avenue, Green Bay, WI 54302
- Phone – 920-448-3450

SECTION IV: RIDER POLICY

The purpose of the rider policy is to set guidelines for refusal or suspension of transportation services administered or provided by Green Bay Metro (GBM).

This policy applies to circumstances and/or behavior that occurs on GBM property, vehicles, or while boarding GBM vehicles.

Services may be refused, suspended, or conditioned due to the following circumstances and/or behaviors:

- Documented Pattern of No-Shows (see Section III L.)
- Seriously Disruptive Behavior
- Public Health Threats
- Refusal to Pay the Applicable Fare
- Refusal to Comply with Safety Rules

A. Seriously Disruptive Behavior

Service may be refused to riders who engage in violent, illegal, or seriously disruptive behavior. Seriously disruptive behavior includes, but is not limited to, the following:

- Getting out of a seat while a Paratransit vehicle is in motion
- Leaving a Paratransit vehicle while it is parked to pickup or drop off another rider
- Disturbing a vehicle operator while the operator is driving
- Violent behavior
- Physically or verbally threatening vehicle operator, dispatcher or other riders
- Smoking while onboard a vehicle
- Damaging or destroying vehicle equipment
- Engaging in conduct or activity that is a danger to the rider, other riders, or the driver
- Offensive language

B. Public Health Threats

Service will be refused to any rider who poses a potential public health threat. Examples of public health threats include, but are not limited to the following:

- The existence of excrement on clothes or on hands
- The existence of other body fluids, such as blood or vomit

C. Refusal to Comply with Safety Rules

A rider that refuses to comply with posted safety rules or driver instructions may be refused service.

Riders must be able to physically board and alight from the bus. If a rider can not physically board or alight from a bus, the rider will need to acquire the resources needed to overcome their disabling condition, such as, a mobility device and/or personal care attendant.

D. Service Refusal Process

The vehicle operator has the authority to refuse service on the day of the violation. Violations of these rules will be reviewed by GBM staff for further action.

The Transit Director, or his/her designee, is authorized to suspend or refuse the provision of service to riders who: (1) violate GBM's no-show policy; (2) engage in violent, seriously disruptive, or illegal conduct; (3) pose a public health threat; (4) refuse to pay the applicable fare; or (5) refuse to comply with safety rules. The term of the suspension or refusal of service shall depend on the nature and seriousness of the prohibited conduct. To the extent feasible, the rider shall be notified in writing. The written notification will state the specific basis for the proposed action, the proposed sanction, and the appeal process.

SECTION V: PARATRANSIT PERFORMANCE MONITORING

GBM is responsible for ensuring Paratransit service performance complies with the Americans with Disabilities Act. Service oversight of the provider is completed through review of monthly trip records, on-site meetings, feedback received through the complaint and comment process, and periodic surveys of riders. In general, the ADA requires Paratransit service provided to riders with disabilities to be comparable to what is provided to riders of the fixed route bus system. GBM has developed standards based on regulatory requirements and nationally recognized guidance related to Paratransit service. Below is a list of performance measurable to ADA Paratransit service and established standards within each measure.

A. On-Time Performance

A Paratransit vehicle is on-time if the vehicle arrives with a 30-minute pick-up window. This is defined as fifteen (15) minutes before and fifteen (15) minutes after the scheduled pickup time. GBM monitors trip records from all ADA trips to track on-time performance. The goal is for 95 percent on-time performance. Will-call trips and other non-ADA trips are not included in this goal. When on-time performance falls below 95 percent, GBM will meet with the contractor to determine factors that impact on-time performance and corrective actions, if needed.

B. Phone System Access

The standard is to minimize call hold times. Our goal is for 95 percent of calls to be answered within 3 minutes and 99 percent answered within 5 minutes. GBM analyzes this measure by randomly monitoring the provider's phone access and documenting call hold times. Rider complaints are also used to determine if phone access capacity constraints occurred.

C. Overall Customer Satisfaction

On occasion, GBM may conduct a survey of all or a segment of ADA Paratransit riders. Riders may be asked to rate their satisfaction with, dispatcher courtesy, driver courtesy, driver sensitivity, vehicle cleanliness, and overall ride quality. The survey also allows riders to write in comments and provides valuable information about customer satisfaction over time. The results are reviewed with the provider to identify areas of improvement and areas of success.

D. System Capacity

GBM's Paratransit system is prohibited from having any capacity constraints. Trip demand must be adequately served to provide equivalent access when compared to the fix route bus system. GBM monitors the following to ensure adequate capacity: trip denials; no-shows; subscription rides; customer complaints; and vehicle used.

SECTION VI: GREEN BAY METRO'S ACCESSIBLE BUS SERVICE

ADA Paratransit programs are designed to provide transportation for individuals with disabilities that are unable to board, ride or alight from a bus; or when environmental or architectural barriers prevent a rider with disabilities from getting to or from a bus route stop. When these conditions are not present, riders with disabilities must utilize the fixed route bus routes to meet their mobility needs.

Each bus contains accessible features, including kneeling capability (bus lowers to make the first step easier); a ramp for wheelchair boarding; on-board wheelchair securement areas; and stop announcements.

GBM drivers are trained to safely secure wheelchairs. Mobility aide tie-downs are used to secure mobility aides. The vehicles are designed to utilize four (4) straps to secure the mobility device in a forward-facing position or Q'POD system in a rear-facing position. All four straps must be secured to the mobility device prior to the vehicle moving. Each vehicle provides seatbelts for all riders. GBM drivers also assist with the use of ramps and securement devices.

GBM does not provide assistance when safety to drivers or riders is at risk. When a driver's or rider's safety is at risk, GBM staff may recommend use of a personal care attendant or Paratransit service for the rider.

GBM will provide to its riders, upon request, service materials including maps, applications and policies in an accessible format for disabled riders. If an accessible format is unavailable, GBM will accommodate the rider's request to the best of its ability.

FREQUENTLY ASKED QUESTIONS (FAQ)

Question: *When can I start riding the Paratransit van?*

Answer: As soon as you receive your approved Paratransit Identification Card.

Question: *What if I run late at the doctor?*

Answer: You must notify the dispatcher that you will not make your pick-up time and call when you are ready. The Paratransit Provider will send a ride as soon as possible. The missed ride will not result in a no-show being recorded. However, a late call will be recorded.

Question: *Does the cancellation left on the answering machine count as the time the ride was cancelled?*

Answer: Yes. The recorder time stamps each message, and that time will be listed as the cancellation time.

Question: *Do I have to call every weekday for a trip if the time and days that I travel are the same week-to-week?*

Answer: No. Subscription service is available when travel is at the same time and day each week. However, when necessary, a passenger must remember to cancel a subscription ride to avoid a no-show being recorded. See "Section II ADA Paratransit Eligibility Process"

Question: *Will I be taken directly to and from my destination?*

Answer: Not necessarily. The Green Bay Metro Paratransit service is public transportation and sometimes riders share rides.

Question: *What is origin to destination?*

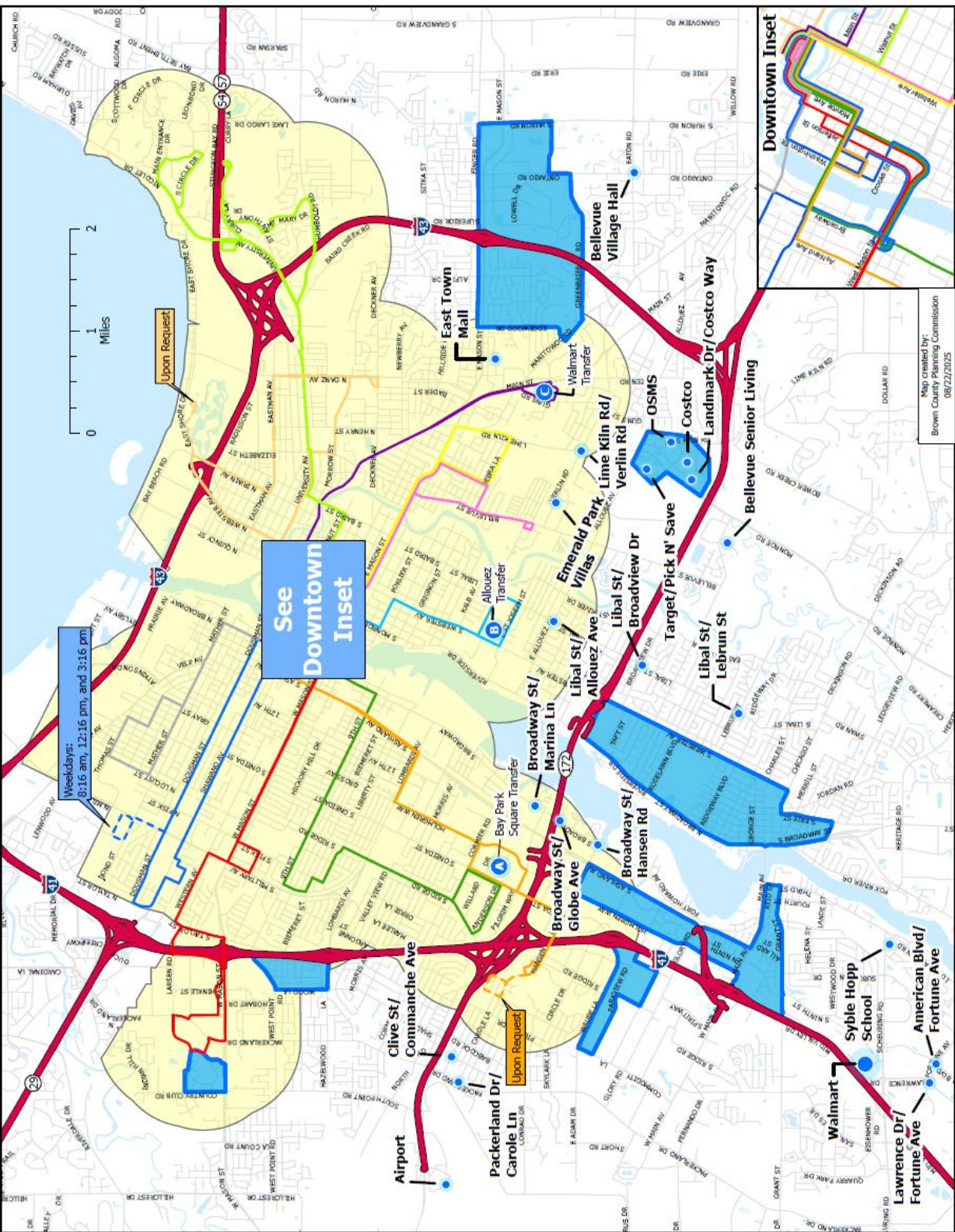
Answer: This means the driver will pick you up or drop you off at your origin to destination.

Green Bay METRO

Green Bay Metro Full System Overview

- Legend**
- Paratransit Service Area
 - Fixed Routes**
 - Route 1: Pink Line
 - Route 2: Orange Line
 - Upon Request
 - Route 3: Silver Line
 - Route 4: Blue Line
 - Aspiro - Weekdays
 - Aspiro - Weekdays 8:16 am, 12:16 pm, 3:16 pm
 - Route 5: Yellow Line
 - Route 6: Red Line
 - Route 7: Lime Line
 - Route 8: Green Line
 - Route 9: Gold Line
 - Upon Request
 - Route 10: Plum Line
 - Route 11: Sky Line

- Microtransit Zones**
- Daytime Zone
 - Transfer Points
- All Zones Microtransit Service**
See website for hours or scan QR (520) 448-3185 (Press Option 2)



Map created by:
Brown County Planning Commission
08/22/2025

ADOPTION AND REVISION HISTORY

Approved by the Green Bay Transit Commission November 28, 2007
Revised policy, Approved by the Green Bay Transit Commission July 21, 2010
Revised policy, Approved by the Green Bay Transit Commission October 19, 2011
Revised policy, Approved by the Green Bay Transit Commission February 15, 2012
Revised policy, Approved by the Green Bay Transit Commission January 15, 2014
Revised policy, Approved by the Green Bay Transit Commission January 20, 2016
Revised policy, Approved by the Green Bay Transit Commission February 20, 2019
Revised policy, Approved by the Green Bay Transit Commission September 2019
Revised policy, Approved by the Green Bay Transit Commission September 21, 2022
Revised policy, Approved by the Green Bay Transit Commission January 18, 2023
Revised policy, Approved by the Green Bay Transit Commission May 17, 2023
Revised policy, Approved by the Green Bay Transit Commission XXXX, 202X

DRAFT



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 18, 2026

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # E. I

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

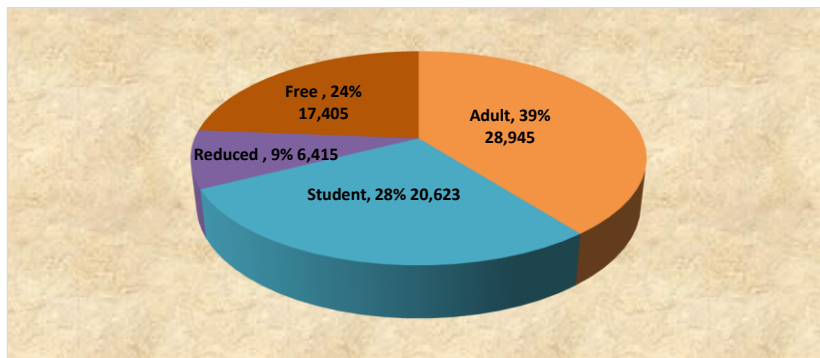
1. 12.Dec 2025 Ridership
2. 2025 Ridership Summary

Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY FIXED ROUTE	YTD FIXED ROUTE
December 2024	21,391	20,470	4,915	14,072	60,848	804,666
December 2025	25,012	19,347	5,997	17,249	67,605	787,156
<i>Difference</i>	3,621	(1,123)	1,082	3,177	6,757	(17,510)
	17%	-5%	22%	23%	11%	-2.2%

Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MONTHLY ON DEMAND	YTD ON DEMAND
December 2024	4,377	368	332	46	5,123	68,836
December 2025	3,933	1,276	418	156	5,783	72,661
<i>Difference</i>	(444)	908	86	110	660	3,825
	-10%	247%	26%	239%	13%	5.6%



YTD PASSENGERS
859,817

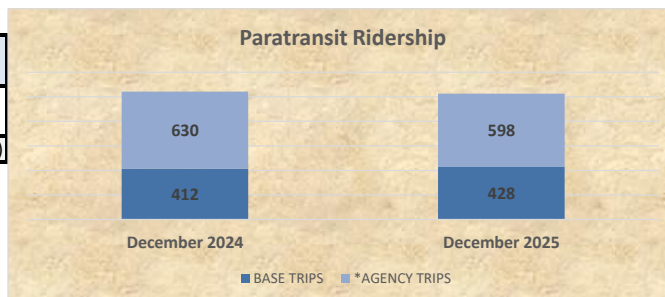
**Reduced fare program is for individuals who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities.*

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

Paratransit Ridership

	BASE TRIPS	*AGENCY TRIPS	TOTAL TRIPS	YTD
December 2024	412	630	1,042	13,908
December 2025	428	598	1,026	12,772
<i>Difference</i>	16	(32)	(16)	(1,136)
	3.9%	-5.1%	-1.5%	-8.2%

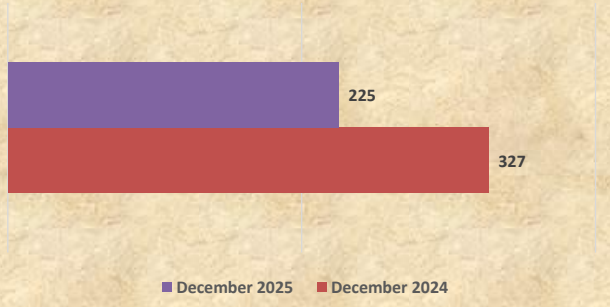
**Agency Fare includes base fare plus additional cost for expenses that is permitted by 49 CRF 37.131 to social service agencies and other organizations for agency trips (i.e., trips guaranteed to the organization).*



On Time Performance: 87.5%

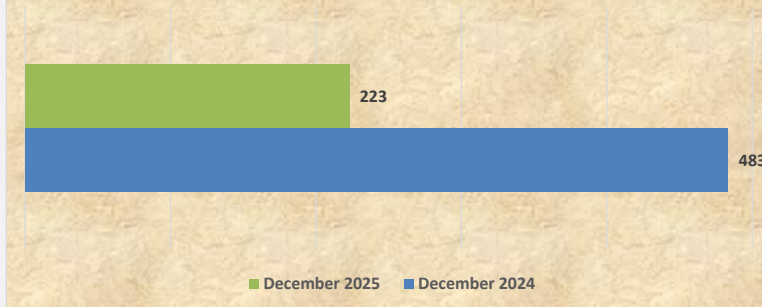
- Completed Trips: 1026
- Completed On Time Trips: 895
- Completed Late Trips - 0-6 mins: 49
- Completed Late Trips - 6-30 mins: 53
- Completed Late Trips > 30 mins: 2
- Late Cancellations and No Show Trips: 20

Fixed Route Mobility Devices Boarded



2024 Total	4,892
2025 Total	4,348
Change (+/-)	(544)
	-11%

Fixed Route Bikes Loaded

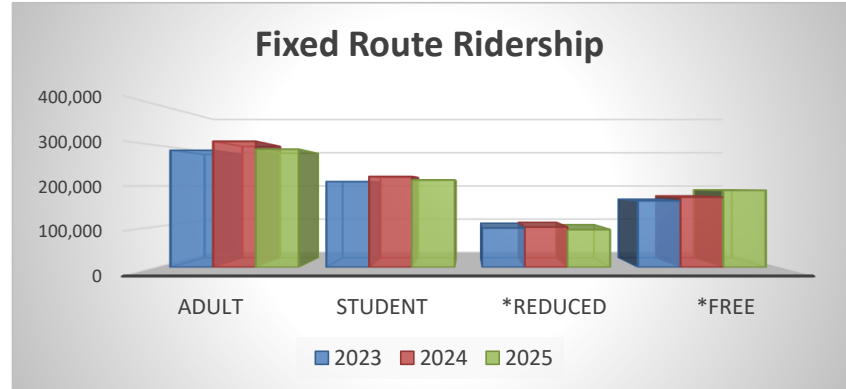


2024 Total	8,770
2025 Total	9,281
Change (+/-)	511
	6%

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).

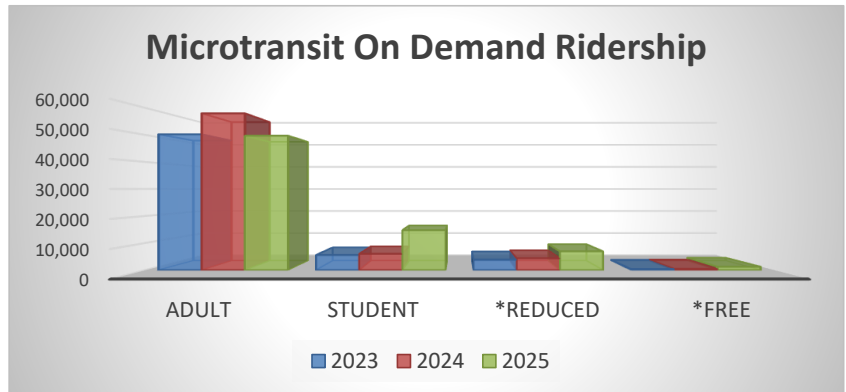
Fixed Route Ridership

	ADULT	STUDENT	*REDUCED	*FREE	FIXED ROUTE
2023	287,609	210,672	96,663	163,439	758,383
2024	309,729	223,367	99,038	172,532	804,666
2025	290,311	214,890	92,619	189,336	787,156
<i>Difference</i>	(19,418)	(8,477)	(6,419)	16,804	(17,510)
	-6%	-4%	-6%	10%	-2%



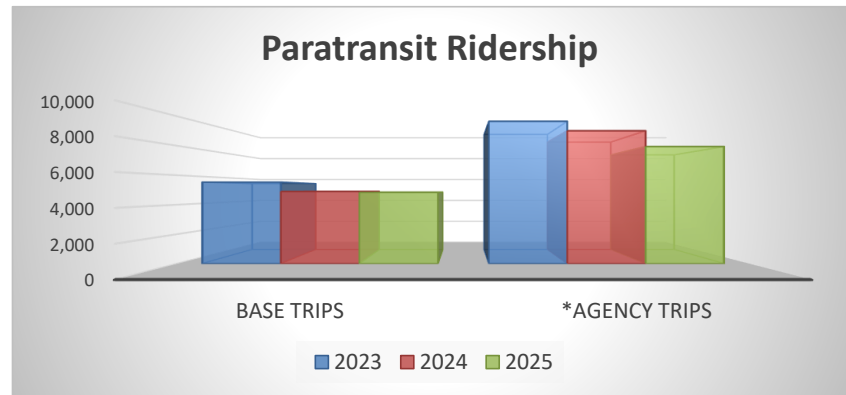
Microtransit On Demand Ridership

	ADULT	STUDENT	*REDUCED	*FREE	MICRO
2023	50,178	5,616	3,908	408	60,110
2024	57,926	6,032	4,382	496	68,836
2025	49,666	14,755	6,955	1,285	72,661
<i>Difference</i>	(8,260)	8,723	2,573	789	3,825
	-14%	145%	59%	159%	6%



PARATRANSIT RIDERSHIP

	BASE TRIPS	*AGENCY TRIPS	PARA
2023	5,533	9,655	15,188
2024	4,898	9,010	13,908
2025	4,830	7,942	12,772
<i>Difference</i>	(68)	(1,068)	(1,136)
	-1.4%	-11.9%	-8.2%





Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 18, 2026

PREPARED BY

Patricia Kiewiz, Transit Director

AGENDA ITEM # E.2

Financial Reports

BACKGROUND

No financials due to year end audit in process.

RECOMMENDATION

No action is necessary.

FISCAL IMPACT

ATTACHMENTS

None



Report to the
Transit Commission
of the City of Green Bay



MEETING DATE

February 18, 2026

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