

*****ATTACHMENTS*****

OPERATING STATISTICS FOR SHORELINE METRO & METRO CONNECTION - 2018 to 2019

	JANUARY				FEBRUARY				MARCH				APRIL				MAY				JUNE			
REVENUES	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change
Metro Connection	\$21,901	\$25,452	(\$3,551)	-14.0%	\$22,191	\$23,339	(\$1,148)	-4.9%	\$25,279	\$23,777	\$1,502	6.3%	\$23,786	\$22,586	\$1,200	5.3%	\$24,593	\$24,500	\$93	0.4%	\$21,607	\$21,190	\$417	2.0%
Shoreline Metro	\$29,868	\$37,784	(\$7,916)	-21.0%	\$26,156	\$40,434	(\$14,278)	-35.3%	\$24,218	\$41,338	(\$17,120)	-41.4%	\$37,571	\$29,652	\$7,919	26.7%	\$31,129	\$33,894	(\$2,765)	-8.2%	\$27,231	\$44,697	(\$17,466)	-39.1%
MONTH TOTALS	\$51,769	\$63,236	(\$11,467)	-18.1%	\$48,347	\$63,773	(\$15,426)	-24.2%	\$49,497	\$65,115	(\$15,618)	-24.0%	\$61,357	\$52,238	\$9,119	17.5%	\$55,722	\$58,394	(\$2,672)	-4.6%	\$48,838	\$65,887	(\$17,049)	-25.9%
RIDERSHIP	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change
Metro Connection	2,747	2,967	(220)	-7.4%	2,643	2,874	(231)	-8.0%	3,000	3,034	(34)	-1.1%	2,903	2,857	46	1.6%	2,887	3,102	(215)	-6.9%	2,541	2,759	(218)	-7.9%
Trips/Revenue Hour	2.72	2.66	0.06	2.3%	2.66	2.77	(0.11)	-4.0%	2.83	2.79	0.04	1.4%	2.70	2.74	(0.04)	-1.5%	2.59	2.81	(0.22)	-7.8%	2.59	2.60	(0.01)	-0.4%
Shoreline Metro	53,062	48,719	4,343	8.9%	52,706	46,699	6,007	12.9%	60,899	48,326	12,573	26.0%	67,310	48,775	18,535	38.0%	66,087	49,395	16,692	33.8%	47,223	39,918	7,305	18.3%
Trips/Revenue Hour	17.35	15.29	2.06	13.5%	17.98	16.03	1.95	12.2%	19.79	14.91	4.88	32.7%	19.77	15.35	4.42	28.8%	20.41	15.23	5.18	34.0%	16.00	12.02	3.98	33.1%
MONTH TOTALS	55,809	51,686	4,123	8.0%	55,349	49,573	5,776	11.7%	63,899	51,360	12,539	24.4%	70,213	51,632	18,581	36.0%	68,974	52,497	16,477	31.4%	49,764	42,677	7,087	16.6%
	JULY				AUGUST				SEPTEMBER				OCTOBER				NOVEMBER				DECEMBER			
REVENUES	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change
Metro Connection	\$23,155	\$22,266	\$889	4.0%	\$22,825	\$23,511	(\$686)	-2.9%	\$22,204	\$20,559	\$1,645	8.0%		\$24,326	(\$24,326)	-100.0%		\$21,573	(\$21,573)	-100.0%		\$19,533	(\$19,533)	-100.0%
Shoreline Metro	\$34,210	\$25,902	\$8,308	32.1%	\$30,593	\$28,663	\$1,930	6.7%	\$24,414	\$28,522	(\$4,108)	-14.4%		\$32,217	(\$32,217)	-100.0%		\$30,794	(\$30,794)	-100.0%		\$26,899	(\$26,899)	-100.0%
MONTH TOTALS	\$57,365	\$48,168	\$9,197	19.1%	\$53,418	\$52,174	\$1,244	2.4%	\$46,618	\$49,081	(\$2,463)	-5.0%	\$0	\$56,543	(\$56,543)	-100.0%	\$0	\$52,367	(\$52,367)	-100.0%	\$0	\$46,432	(\$46,432)	-100.0%
RIDERSHIP	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change
Metro Connection	2,766	2,789	(23)	-0.8%	2,676	2,963	(287)	-9.7%	2,688	2,640	48	1.8%		3,174	(3,174)	-100.0%		2,919	(2,919)	-100.0%		2,580	(2,580)	-100.0%
Trips/Revenue Hour	2.57	2.61	(0.04)	-1.5%	2.51	2.58	(0.07)	-2.7%	2.69	2.73	(0.04)	-1.5%		2.77	(2.77)	-100.0%		2.80	(2.80)	-100.0%		2.74	(2.74)	-100.0%
Shoreline Metro	46,088	41,658	4,430	10.6%	45,532	45,430	102	0.2%	58,744	51,683	7,061	13.7%		66,024	(66,024)	-100.0%		59,593	(59,593)	-100.0%		53,494	(53,494)	-100.0%
Trips/Revenue Hour	14.41	12.91	1.50	11.6%	14.19	13.81	0.38	2.8%	18.49	15.78	2.71	17.2%		18.01	(18.01)	-100.0%		18.70	(18.70)	-100.0%		16.57	(16.57)	-100.0%
MONTH TOTALS	48,854	44,447	4,407	9.9%	48,208	48,393	(185)	-0.4%	61,432	54,323	7,109	13.1%	0	69,198	(69,198)	-100.0%	0	62,512	(62,512)	-100.0%	0	56,074	(56,074)	-100.0%
REVENUE COMPARISON BY YEAR					RIDERSHIP COMPARISON BY YEAR					TRIPS/REV HOUR		REVENUE HOURS		REVENUE MILES										
ANNUAL TOTALS	2018 YTD	2019 YTD	Difference	% Change	ANNUAL TOTALS	2018 YTD	2019 YTD	Difference	% Change	2018 YTD	2019 YTD	2018 YTD	2019 YTD	2018 YTD	2019 YTD									
<i>Metro Connection</i>	\$207,180	\$207,541	\$361	0%	<i>Metro Connection</i>	25,985	24,851	-1,134	-4%	2.70	2.65	9,632	9,373	122,256	120,883									
<i>Shoreline Metro</i>	\$310,886	\$265,390	(\$45,496)	-15%	<i>Shoreline Metro</i>	420,603	497,651	77,048	18%	14.59	17.60	28,875	28,196	402,097	399,834									

OPERATING STATISTICS FOR THE PARKING UTILITY - 2018 to 2019

	JANUARY				FEBRUARY				MARCH				APRIL				MAY				JUNE			
REVENUES	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change
Meters	\$8,424	\$11,293	(2,869.00)	-25.4%	\$7,983	\$9,327	(1,344.04)	-14.4%	\$12,491	\$9,786	2,705.00	27.6%	\$13,944	\$9,298	4,646.00	50.0%	\$11,973	\$9,124	2,849.00	31.2%	\$16,615	\$11,543	5,072.00	43.9%
Stall Rentals	\$20,179	\$8,063	12,116.00	150.3%	\$1,980	\$7,529	(5,549.00)	-73.7%	\$31,155	\$24,669	6,486.00	26.3%	\$8,193	\$5,859	2,334.00	39.8%	\$2,285	\$271	2,014.00	743.2%	\$40,641	\$14,102	26,539.00	188.2%
MONTH TOTALS	\$28,603	\$19,356	9,247.00	47.8%	\$9,963	\$16,856	(6,893.04)	-40.9%	\$43,646	\$34,455	9,191.00	26.7%	\$22,137	\$15,157	6,980.00	46.1%	\$14,258	\$9,395	4,863.00	51.8%	\$57,256	\$25,645	31,611.00	123.3%
	JULY				AUGUST				SEPTEMBER				OCTOBER				NOVEMBER				DECEMBER			
REVENUES	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change	2019	2018	Difference	% Change
Meters	\$15,638	\$13,022	2,616.06	20.1%	\$12,410	\$10,382	2,028.00	19.5%	\$12,706	\$7,309	5,397.00	73.8%		\$19,381	(19,381.00)	-100.0%		\$10,567	(10,567.00)	-100.0%		\$15,093	(15,093.00)	-100.0%
Stall Rentals	\$11,997	\$9,330	2,666.74	28.6%	\$2,032	\$3,643	(1,611.00)	-44.2%	\$18,811	\$14,633	4,178.00	28.6%		\$33,402	(33,402.00)	-100.0%		\$4,951	(4,951.00)	-100.0%		\$12,861	(12,861.00)	-100.0%
MONTH TOTALS	\$27,635	\$22,352	5,282.80	23.6%	\$14,442	\$14,025	417.00	3.0%	\$31,517	\$21,942	9,575.00	43.6%	\$0	\$52,783	(52,783.00)	-100.0%	\$0	\$15,518	(15,518.00)	-100.0%	\$0	\$27,954	(27,954.00)	-100.0%

REVENUE COMPARISON BY YEAR					REVENUE COMPARISON BY QUARTER							
ANNUAL TOTALS	2018 YTD	2019 YTD	Difference	% Change	FIRST QUARTER		SECOND QUARTER		THIRD QUARTER		FOURTH QUARTER	
					2018	2019	2018	2019	2018	2019	2018	2019
<i>Meters</i>	\$91,084	\$112,184	21,100.02	23.2%	\$30,406	\$28,898	\$29,965	\$42,532	\$30,713	\$40,754	\$45,041	\$0
<i>Stall Rentals</i>	\$88,099	\$137,273	49,173.74	55.8%	\$40,261	\$53,314	\$20,232	\$51,119	\$27,606	\$32,840	\$51,214	\$0
TOTAL REVENUE	\$179,183	\$249,457	70,273.76	39.2%	\$70,667	\$82,212	\$50,197	\$93,651	\$58,319	\$73,594	\$96,255	\$0

Prepared by Shoreline Metro for the Transit Commission.

2019 ANNUAL BENCHMARKS

PARKING UTILITY BENCHMARKS	JANUARY		FEBRUARY		MARCH		APRIL		MAY		JUNE		JULY		AUGUST		SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER	
	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits
Lot 2	\$341.23	12	\$71.09	12	-\$61.41	12	\$355.45	12	\$71.09	12	\$0.00	13	\$418.96	14	\$118.48	16	\$142.18	16						
Lot 3	\$284.36	6	\$59.72	6	\$104.27	10	\$519.43	10	\$47.39	10	\$355.45	8	\$198.31	8	\$0.00	8	\$568.72	8						
Lot 3 METERS	\$0.00		\$0.00		\$0.00		\$54.51		\$0.00		\$93.17		\$0.00		\$0.00		\$0.00							
Lot 4 METERS	\$1,509.96		\$1,899.13		\$2,279.68		\$2,155.21		\$1,749.97		\$2,393.20		\$2,117.35		\$1,942.78		\$1,017.07							
Lot 5	\$85.31	32	\$0.00	32	\$85.31	32	\$0.00	32	\$0.00	32	\$10,663.44	32	\$766.83	36	\$113.74	37	\$189.58	38						
Lot 7	\$6,170.62	36	\$0.00	38	\$640.76	38	\$746.68	38	\$265.40	37	\$3,483.38	36	\$895.74	36	\$61.61	36	\$857.83	39						
Lot 7 METERS	\$89.17		\$222.93		\$0.00		\$239.68		\$252.32		\$153.82		\$294.92		\$103.60		\$159.80							
Lot 8	\$282.74	24	\$0.00	24	\$992.54	24	\$170.62	24	\$213.27	24	\$4,436.01	24	\$426.55	24	\$0.00	24	\$647.17	23						
Lot 9	\$1,635.07	39	\$71.09	39	\$1,854.02	41	\$1,243.37	41	\$417.93	44	\$821.88	46	\$1,421.80	48	\$656.87	47	\$1,421.80	48						
Lot 9 METERS	\$0.00		\$0.00		\$739.62		\$251.08		\$289.78		\$208.89		\$413.19		\$163.96		\$257.52							
Lot 10	\$710.90	10	\$0.00	10	\$710.00	10	\$0.00	10	\$0.00	10	\$710.90	10	\$0.00	10	\$0.00	10	\$710.90	10						
Lot 11	\$255.93	8	\$255.93	8	\$255.93	7	\$341.24	7	\$0.00	6	\$341.24	6	\$170.62	6	\$0.00	6	\$341.24	6						
Lot 13	\$2,185.81	48	\$962.09	48	\$2,782.98	44	\$1,633.43	44	\$146.92	44	\$2,940.09	44	\$1,277.75	45	\$99.53	46	\$3,434.18	47						
Lot 14	\$1,691.94	107	\$99.53	108	\$13,619.92	105	\$896.22	105	\$50.00	67	\$7,427.34	67	\$199.06	67	\$190.52	67	\$1,990.55	67						
Lot 14 METERS	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00							
LOT 17	\$895.74	23	\$0.00	24	\$3,146.92	24	\$0.00	24	\$655.93	17	\$199.06	17	\$895.74	17	\$0.00	17	\$1,094.80	16						
Lot 18	\$3,497.71	41	\$0.00	41	\$3,497.71	41	\$0.00	41	\$0.00	41	\$0.00	41	\$3,497.71	41	\$0.00	41	\$3,497.71	41						
On-Street Meters	\$6,825.25		\$5,860.90		\$9,472.32		\$11,243.36		\$9,681.12		\$13,766.37		\$12,812.60		\$10,199.80		\$12,706.05							
On-Street Permits	\$2,142.11	127	\$460.66	125	\$3,525.01	127	\$2,286.69	127	\$417.04	128	\$9,262.61	130	\$1,827.68	131	\$791.45	144	\$3,914.33	138						

City of Sheboygan
Department of Transit and Parking
REPORT OF BENCHMARK MEASUREMENTS

Through 9/30/2019

TRANSIT									
	2018 Actual	2018 Goals	2019 YTD	2019 Goals	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2019 TOTAL
REVENUES									
Metro Connection	\$282,197	\$300,000	\$207,541	\$300,000	\$69,371	\$69,986	\$68,184	\$0	\$207,541
Shoreline Metro	<u>\$436,730</u>	<u>\$450,000</u>	<u>\$265,390</u>	<u>\$450,000</u>	<u>\$80,242</u>	<u>\$95,931</u>	<u>\$89,217</u>	<u>\$0</u>	<u>\$265,390</u>
Totals	\$718,927	\$750,000	\$472,931	\$750,000	\$149,613	\$165,917	\$157,401	\$0	\$472,931
TRANSIT RIDERSHIP & BENCHMARKS									
Metro Connection	35,589	34,000	8,390	34,000	8,390	8,331	8,130	0	24,851
Trip/Revenue Hour	2.84	2.75	2.65	2.75	2.74	2.63	2.59	0.00	1.99
Shoreline Metro	529,726	530,000	166,667	530,000	166,667	180,620	150,364	0	497,651
Trip/Revenue Hour	<u>14.11</u>	<u>13.00</u>	<u>17.60</u>	<u>13.00</u>	<u>18.37333333</u>	<u>18.73</u>	<u>15.70</u>	<u>0.00</u>	<u>13.20</u>
Totals	565,315	564,000	175,057	564,000	175,057	188,951	158,494	0	522,502
PARKING UTILITY									
	2018 Actual	2018 Goals	2019 YTD	2019 Goals	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2019 TOTAL
REVENUES									
Meters	\$91,084	\$127,950	\$112,184	\$127,950	\$28,898	\$42,532	\$40,754	\$0	\$112,184
Stall Rentals	<u>\$88,099</u>	<u>\$122,200</u>	<u>\$137,273</u>	<u>\$122,200</u>	<u>\$53,314</u>	<u>\$51,119</u>	<u>\$32,840</u>	<u>\$0</u>	<u>\$137,273</u>
Totals	\$179,183	\$250,150	\$249,457	\$250,150	\$82,212	\$93,651	\$73,594	\$0	\$249,457

PARKING UTILITY BENCHMARKS	2019 Q1		2019 Q2		2019 Q3		2019 Q4		ANNUAL TOTAL	
	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits	Revenue	Permits
Lot 2	\$350.91	36	\$426.54	37	\$679.62	46	\$0.00	0	\$1,457.07	119
Lot 3	\$448.35	22	\$1,069.95	28	\$767.03	24	\$0.00	0	\$2,285.33	74
Lot 4	\$5,688.77	N/A	\$6,298.38	N/A	\$5,077.20	N/A	\$0.00	N/A	\$17,064.35	N/A
Lot 5	\$170.62	96	\$10,663.44	96	\$1,070.15	111	\$0.00	0	\$11,904.21	303
Lot 7	\$6,811.38	112	\$4,495.46	111	\$1,815.18	111	\$0.00	0	\$13,122.02	334
Lot 8	\$1,275.28	72	\$5,465.72	0	\$1,632.04	0	\$0.00	0	\$8,373.04	72
Lot 9	\$4,299.80	119	\$2,483.18	131	\$3,500.47	143	\$0.00	0	\$10,283.45	393
Lot 10	\$1,420.90	30	\$1,460.65	0	\$1,545.57	0	\$0.00	0	\$4,427.12	30
Lot 11	\$767.79	23	\$682.48	19	\$511.86	18	\$0.00	0	\$1,962.13	60
Lot 13	\$5,930.88	140	\$4,720.44	132	\$4,811.46	138	\$0.00	0	\$15,462.78	410
Lot 14	\$15,411.39	320	\$8,373.56	239	\$2,380.13	201	\$0.00	0	\$26,165.08	760
Lot 17	\$4,042.66	71	\$854.99	0	\$1,990.54	0	\$0.00	0	\$6,888.19	71
Lot 18	\$6,995.42	123	\$0.00	123	\$6,995.42	123	\$0.00	0	\$13,990.84	369
On-Street Meters	\$22,158.47	N/A	\$34,690.85	N/A	\$35,718.45	N/A	\$0.00	N/A	\$92,567.77	N/A
On-Street Permits	\$6,127.78	379	\$11,966.34	385	\$6,533.46	413	\$0.00	0	\$24,627.58	1177

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.1 Transit & Parking Second Quarter Report for 2019

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 8/13/19

MEETING DATE: 8/20/19

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The reports for the second quarter of 2019 are presented for Shoreline Metro, Metro Connection and the Parking Utility for review and approval.

STAFF COMMENTS:

The Director of Transit & Parking has reviewed the reports as submitted.

Here is a summary of the first quarter report:

- Shoreline Metro ridership was up 30% for the quarter with revenue down by 11.3%. Overall ridership is up for the year by 23% with revenue down 23% for the year.
 - The large increase in ridership is due to students. Revenue is down due to the SASD Student Agreement but is made up through invoices for service (\$45,000) that started in July 2019.
 - Revenue trips for the second quarter were 18.73 trips per revenue hour. Revenue trips year-to-date are 18.55 trips per revenue hour.

- Metro Connection ridership was down 4.4% for the quarter with revenue up 2.5%. Overall ridership is down 5% with revenue down 1% for the year.
 - Revenue trips for the first quarter were 2.63 per hour and 2.68 for the year. This marks a slight decrease in productivity from 2018.

- Parking Utility revenue was up significantly in the second quarter over the same period in 2018. Overall, revenue is up 86.6% from 2018. There are no concerns on revenue at this time.
 - Increase in meter revenue is attributed to increase in the per hour rate implemented in summer 2018 from \$0.30 per hour to \$0.50 per hour.

- Increase in Stall Rentals is attributed to the change from assigned parking to permit parking, increase in permit fees (minus the tier C lots) and the increase purchases of permits in general. The increase in permits is due in large part to the requirement to have a permit.
- Minimal revenue collected in Lot 14 in 2019. The Parking Utility with the assistance of the City's IT Department and TAPCO has been actively working on resolving connectivity issues. It's anticipated that customers will be able to pay by the hour later this year.

ACTION REQUESTED:

Motion to accept the reports provided by the Director of Transit & Parking and place on file.

ATTACHMENTS:

- I. Report of Operating Statistics for Transit & Parking;

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.2 Transit Asset Management (TAM) Plan for Shoreline Metro

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 10/17/19

MEETING DATE: 10/22/19

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Moving Ahead for Progress in the 21st Century Act of 2012 (MAP-21) required the FTA and the Federal Highway Administration (FHWA) to develop a performance-driven and outcome-based program that provides a greater level of transparency and accountability, improved project decision making and more efficient investment of Federal transportation funds. The Fixing America’s Surface Transportation Act of 2015 (FAST Act) further affirmed the transition to performance management.

STAFF COMMENTS:

Please see the attached Transit Asset Management Plan as assembled by Bay-Lake Regional Planning Commission with the assistance of Shoreline Metro staff as required by FTA under MAP-21 and the FAST Act. This is the first of many performance targets that Bay-Lake and the Metropolitan Planning Organization (MPO) will be involved in over the next several months.

The targets look at vehicles, major equipment and our two facilities. Targets have not been aggressively set this go-around because of the many capital needs at Shoreline Metro and few resources to deal with those needs at this time. We estimated that 27% of the fleet was beyond useful life at this time, but we set the target at 28% because this would be the percentage of the fleet beyond useful life in 2019. All of the major equipment is beyond useful life at this time, so we set this target at 100% – we can assess this more in the TAM plan next year to determine what actually should be replaced based on condition. One of the two major facilities is beyond useful life (the transit garage), so we set this target at 50%.

Buses purchased and received in 2019 for the fixed route service has brought down the average fleet drastically. Grants have already been submitted to replace more vehicles over the next five years to meet the benchmarks of the TAM plan.

ACTION REQUESTED:

Motion to approve the Transit Asset Management Plan for Shoreline Metro and place on file.

ATTACHMENTS:

- I. 2019 Transit Asset Management Plan for Shoreline Metro;



Transit Asset Management Plan

Calendar Year 2019



September 2019



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**SHORELINE METRO
TRANSIT ASSET MANAGEMENT PLAN
CALENDAR YEAR 2019**

**Prepared by:
Bay-Lake Regional Planning Commission**

September 2019

Principal Author:
Jeffrey C. Agee-Aguayo (with assistance from Harry Graham)
Bay-Lake Regional Planning Commission
425 South Adams Street, Suite 201
Green Bay, WI 54301
Phone: (920) 448-2820
FAX: (920) 448-2823
E-Mail Address: jagee@baylakerpc.org



U.S. Department
of Transportation
**Federal Transit
Administration**



U.S. Department
of Transportation
**Federal Highway
Administration**



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The preparation of this report was financed in part through a joint planning grant from the U.S. Department of Transportation, Federal Highway Administration, Federal Transit Administration and the Wisconsin Department of Transportation, under the provisions of Section 112 of the Federal Highway Act of 1973 and the Federal Transit Act of 1964 (as amended). Local funding was provided by Sheboygan County and by the Sheboygan Parking and Transit Utility.

The contents of this report reflect the views of the Bay-Lake Regional Planning Commission, which is responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views and policies of the U.S. Department of Transportation. This report does not constitute a standard, specification or regulation.

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TABLE OF CONTENTS

Title Page	i
Transit Asset Management Plan (TAMP) Policy	1
Agency Overview	1
Introduction.....	1
TAMP Elements.....	1
Definitions.....	2
State of Good Repair (SGR) Standards Policy	4
Useful Life Benchmark.....	5
Methodology	6
Asset Inventory Portfolio.....	6
Vehicles.....	6
Target for Vehicles	7
Equipment.....	7
Target for Equipment.....	7
Facilities.....	7
Target for Facilities.....	8
Asset Condition Assessment.....	8
Decision Support Tools and Management Approach.....	8
Decision Support Tools.....	9
Investment Prioritization.....	9
Plan Review	9
NTD Reporting	9
Conclusion	10
Contacts.....	10
Adoption and Revision History	10

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TRANSIT ASSET MANAGEMENT PLAN (TAMP) POLICY

Shoreline Metro has developed this TAMP to aid in: (1) assessing the current condition of capital assets; (2) determining what condition and performance of its assets should be (if they are not currently in a State of Good Repair); (3) identifying unacceptable risks, including safety risks, in continuing to use an asset that is not in a State of Good Repair; and (4) deciding how to best balance and prioritize reasonably anticipated funds (revenues from all sources) towards improving asset condition and achieving a sufficient level of performance within those means.

AGENCY OVERVIEW

Shoreline Metro is a public transit system owned and operated by the City of Sheboygan since 1973. Partnering municipalities include the City of Sheboygan Falls and the Village of Kohler.

Shoreline Metro provided fixed route bus and paratransit services to nearly 600,000 passengers in the Shoreline Metro service area in 2018. Shoreline Metro's inventory of revenue vehicles and capital assets include the following:

- 23 fixed route buses;
- 10 paratransit vehicles;
- 5 support vehicles;
- Various pieces of equipment;
- One (1) facility that houses administration, maintenance, and storage (bus garage); and
- One (1) facility that serves as the transfer station.

INTRODUCTION

In accordance with 49 CFR Parts 625 and 630 for Transit Asset Management (TAM), Shoreline Metro is the TAM sponsor for the Section 5307 Formula Grant in the Sheboygan Urbanized Area as well as any Section 5310, Section 5339, Congestion Mitigation and Air Quality (CMAQ) or other Federal grants received by that entity. This document presents Shoreline Metro's methodology for its January 1, 2019, performance targets of capital assets.

Shoreline Metro is currently operating as a Federal Transit Administration (FTA)-defined Tier II transit operator in compliance with 49 CFR § 625.45 (b) (1). Tier II transit providers are those transit agencies that do not operate rail fixed-guideway public transportation systems and have either 100 or fewer vehicles in fixed-route revenue service during peak regular service, or have 100 or fewer vehicles in general demand response service during peak regular service hours.

This TAMP provides a strategy of how Shoreline Metro will assess, monitor, and report the physical condition of assets utilized in the operation of the public transportation system.

TAMP ELEMENTS

As a Tier II public transportation provider, Shoreline Metro has developed and implemented a TAMP containing the following elements:

1. Asset Inventory Portfolio: An inventory of the number and type of capital assets to include: Rolling Stock, Facilities, and Equipment;

2. Asset Condition Assessment: A condition assessment of those inventoried assets for which Shoreline Metro has direct ownership and capital responsibility;
3. Decision Support Tools and Management Approach: A description of the analytical processes and decision-support tools that Shoreline Metro uses to estimate capital investment needs over time, and develop its investment prioritization; and
4. Investment Prioritization: Shoreline Metro's project-based prioritization of investments, developed in accordance with §625.33.

DEFINITIONS

Accountable Executive: Means a single, identifiable person who has ultimate responsibility for carrying out the safety management system of a public transportation agency; responsibility for carrying out transit asset management practices; and control or direction over the human and capital resources needed to develop and maintain both the agency's public transportation agency safety plan, in accordance with 49 U.S.C. 5329(d), and the agency's transit asset management plan in accordance with 49 U.S.C. 5326.

Asset Category: Means a grouping of asset classes, including a grouping of equipment, a grouping of rolling stock, a grouping of infrastructure, and a grouping of facilities.

Asset Class: Means a subgroup of capital assets within an asset category. For example, buses, trolleys, and cutaway vans are all asset classes within the rolling stock asset category.

Asset Inventory: Means a register of capital assets, and information about those assets.

Capital Asset: Means a unit of rolling stock, a facility, a unit of equipment, or an element of infrastructure used for providing public transportation.

Decision Support Tool: Means an analytic process or methodology: (1) To help prioritize projects to improve and maintain the state of good repair of capital assets within a public transportation system, based on available condition data and objective criteria; or (2) To assess financial needs for asset investments over time.

Direct Recipient: Means an entity that receives Federal financial assistance directly from the FTA.

Equipment: Means an article of nonexpendable, tangible property having a useful life of at least one year.

Exclusive-Use Maintenance Facility: Means a maintenance facility that is not commercial and either owned by a transit provider or used for servicing their vehicles.

Facility: Means a building or structure that is used in providing public transportation.

Full Level of Performance: Means the objective standard established by FTA for determining whether a capital asset is in a state of good repair.

Horizon Period: Means the fixed period of time within which a transit provider will evaluate the performance of its TAM plan. FTA's standard horizon period is four years.

Implementation Strategy: Means a transit provider's approach to carrying out TAM practices, including establishing a schedule, accountabilities, tasks, dependencies, and roles and responsibilities.

Infrastructure: Means the underlying framework or structures that support a public transportation system.

Investment Prioritization: Means a transit provider's ranking of capital projects or programs to achieve or maintain a state of good repair. An investment prioritization is based on financial resources from all sources that a transit provider reasonably anticipates will be available over the TAM plan horizon period.

Key Asset Management Activities: Means a list of activities that a transit provider determines are critical to achieving its TAM goals.

Life-Cycle Cost: Means the cost of managing an asset over its whole life.

Participant: Means a Tier II provider that participates in a group TAM plan.

Performance Measure: Means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets (e.g., a measure for on-time performance is the percentage of buses that arrive on time, and a corresponding quantifiable indicator of performance or condition that is an arithmetic difference between scheduled and actual arrival time for each bus).

Performance Target: Means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.

Public Transportation System: Means the entirety of a transit provider's operations, including the services provided through contractors.

Public Transportation Agency Safety Plan: Means a transit provider's documented comprehensive agency safety plan that is required by 49 U.S.C. 5329.

Recipient: Means an entity that receives Federal financial assistance under 49 U.S.C. Chapter 53, either directly from FTA or as a subrecipient.

Rolling Stock: Means a revenue vehicle used in providing public transportation, including vehicles used for carrying passengers on fare-free services.

Service Vehicle: Means a unit of equipment that is used primarily either to support maintenance and repair work for a public transportation system or for delivery of materials, equipment or tools.

State of Good Repair (SGR): Means the condition in which a capital asset is able to operate at a full level of performance.

Subrecipient: Means an entity that receives Federal transit grant funds indirectly through a State or a direct recipient.

TERM Scale: Means the five (5) category rating system used in the FTA's Transit Economic Requirements Model (TERM) to describe the condition of an asset: 5.0 = Excellent; 4.0 = Good; 3.0 = Adequate; 2.0 = Marginal; and 1.0 = Poor.

Tier I Provider: Means a recipient that owns, operates, or manages either (1) one hundred and one (101) or more vehicles in revenue service during peak regular service across all fixed route modes or in any one non-fixed route mode, or (2) rail transit.

Tier II Provider: Means a recipient that owns, operates, or manages (1) one hundred (100) or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode, (2) a subrecipient under the 5311 Rural Area Formula Program, or (3) any American Indian tribe.

Transit Asset Management (TAM): Means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation.

Transit Asset Management (TAM) Plan: Means a plan that includes an inventory of capital assets, a condition assessment of inventoried assets, a decision support tool, and a prioritization of investments.

Transit Asset Management (TAM) Policy: Means a transit provider's documented commitment to achieving and maintaining a state of good repair for all of its capital assets. The TAM policy defines the transit provider's TAM objectives and defines and assigns roles and responsibilities for meeting those objectives.

Transit Asset Management (TAM) Strategy: Means the approach a transit provider takes to carry out its policy for TAM, including its objectives and performance targets.

Transit Asset Management (TAM) System: Means a strategic and systematic process of operating, maintaining, and improving public transportation capital assets effectively, throughout the life cycles of those assets.

Transit Provider (provider): Means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. Chapter 53 that owns, operates, or manages capital assets used in providing public transportation.

Useful life: Means either the expected life cycle of a capital asset or the acceptable period of use in service determined by FTA.

Useful life benchmark (ULB): Means the expected life cycle or the acceptable period of use in service for a capital asset, as determined by a transit provider, or the default benchmark provided by FTA.

STATE OF GOOD REPAIR (SGR) STANDARDS POLICY

The Shoreline Metro SGR policy is as follows:

A capital asset is in a state of good repair (SGR) when each of the following objective standards is met:

- If the asset is in a condition sufficient for the asset to operate at a full level of performance. An individual capital asset may operate at a full level of performance regardless of whether or not other capital assets within a public transportation system are in a SGR;

- The asset is able to perform its manufactured design function;
- The use of the asset in its current condition does not pose an identified unacceptable safety risk and/or deny accessibility; and
- The asset’s life-cycle investment needs have been met or recovered, including all scheduled maintenance and rehabilitation.

The TAMP allows Shoreline Metro to predict the impact of its policies and investment justification decision on the condition of its assets throughout the asset’s life cycle, and enhances the ability to maintain a SGR by proactively investing in an asset before the asset’s condition deteriorates to an unacceptable level.

Shoreline Metro shall establish annual TAM goals, which are separate from annual SGR performance goals, based upon tangible criteria related to asset performance. Shoreline Metro has established the following baseline measures. TAM goals include monitoring the following criteria, as well as the means of measuring the goal as it compares to actual performance.

Criteria	Measure	FY 2020	
		Goal	Actual
Safety Risks	Number of Accidents per 100,000 Revenue Miles	0.6	TBD
System Reliability	On Time Performance	95%	TBD
Maintenance Resources	Number of Vehicles Out of Service for 30 or More Days	1	TBD
System Performance	Missed Trips Due to Major Breakdown, as % of Total Trips	< 5%	TBD

It is the belief of Shoreline Metro that TAMP implementation and monitoring provides a framework for maintaining a SGR by considering the condition of its assets in relation to the local operating environment. Shoreline Metro has developed its SGR policies to account for the prevention, preservation, maintenance, inspection, rehabilitation, disposal, and replacement of capital assets. The goal of these policies is to allow Shoreline Metro to determine and predict the cost to improve asset condition(s) at various stages of the asset life cycle, while balancing prioritization of capital, operating and expansion needs. The two foundational criteria of SGR performance measures are Useful Life Benchmark (ULB) and Condition.

Useful Life Benchmark

The Useful Life Benchmark (ULB) is defined as the expected lifecycle of a capital asset for a particular transit provider’s operating environment, or the acceptable period of use in service for a particular transit provider’s operating environment. ULB criteria are user defined, whereas ULB takes into account a provider’s unique operating environment (service frequency, weather, geography). When developing ULBs, Shoreline Metro recognized and took into account the local operating environment of its assets within the service area, historical maintenance records, manufacturer guidelines, and the default asset ULB derived from the FTA. In most cases, if an asset exceeds its ULB, then it is a strong indicator that it may not be in a state of good repair.

For the purposes of this TAMP, all assets (facilities, equipment, and fixed route rolling stock) were assessed by using FTA’s Useful Life Age Benchmark (ULB) set in FTA 5010.1D. This guidance (found on page IV-17 of FTA 5010.1D) indicates that typical useful life of the type of heavy duty buses that Shoreline Metro operates is 12 years or 500,000 miles, that the typical useful life of

medium duty buses is seven years or 150,000 miles, and that the typical useful life of light duty vehicles is ten years or 100,000 miles. Shoreline Metro has defined each of these vehicle ULBs as whichever (years or mileage) comes last.

Methodology

Shoreline Metro (with assistance of Sheboygan MPO staff with the Bay-Lake Regional Planning Commission) reviewed the inventory of federally funded vehicles, equipment, and facilities and used age to ascertain a starting point for the 2019 TAM targets.

ASSET INVENTORY PORTFOLIO

The following capital asset items that Shoreline Metro owns, operates and has a direct capital responsibility, included in the TAMP asset inventory, are comprised of: Rolling Stock, Equipment, and Facilities (see below). At the time of this writing, Shoreline Metro does not operate passenger rail service. Therefore, Shoreline Metro does not have any associated rail infrastructure in its asset portfolio.

Vehicles

Shoreline Metro evaluated the inventory of its vehicle capital items and divided all vehicle types into three categories: heavy duty bus; medium duty bus (cutaways); and light duty bus (auto, pickup truck, minivan, van, SUV, etc.). Shoreline Metro then used FTA’s Useful Life Age Benchmark (ULB) set in FTA 5010.1D, page IV-17.

The chart below shows the results of Shoreline Metro’s findings:

Revenue Vehicle Type	Vehicle Count	Useful Life Age Benchmark (ULB, in years)	Useful Life Mileage Benchmark (in miles)	Vehicles Beyond ULB - Age	Vehicles Beyond ULB - Mileage ¹	Percent of Fleet Beyond ULB ²
Heavy Duty Bus	23	12	500,000	13	8	35%
Medium Duty Bus	10	7	150,000	2	1	10%
Total	33			15	9	27%

¹Mileage as of July 31, 2019.

²The lesser of number of vehicles beyond ULB age *or* mileage divided by vehicle count (by vehicle type).

Non- Revenue Vehicle Type	Vehicle Count	Useful Life Age Benchmark (ULB, in years)	Useful Life Mileage Benchmark (in miles)	Vehicles Beyond ULB - Age	Vehicles Beyond ULB - Mileage ¹	Percent of Fleet Beyond ULB ²
Light Duty Vehicles (Support Vehicles)	5	10	100,000	0	0	0%

¹Mileage as of July 31, 2019.

²The lesser of number of vehicles beyond ULB age *or* mileage divided by vehicle count (by vehicle type).

Target for Vehicles

Shoreline Metro sets the TAM performance target to allow for 28 percent of revenue vehicles to pass beyond useful life. This target was set slightly higher than the 27 percent listed in the above table due to rounding. Shoreline Metro is aggressively attempting to replace its fleet through various grant programs in order to lower the revenue vehicle performance target percentage over time. In addition, Shoreline Metro sets the TAM performance target to allow for 0 percent of non-revenue vehicles to pass beyond useful life.

Equipment

Shoreline Metro evaluated the inventory of its most significant equipment (items with a replacement cost of \$50,000 or more). These items include a scrubber, a hoist and a bus wash, all located at the Shoreline Metro bus garage. Shoreline Metro then used guidance from the FTA and from various reports that discuss useful life for these types of equipment to determine if these pieces of equipment were beyond their useful life. For the equipment types listed below, scrubbers have a useful life of five years, while hoists and bus washes have a useful life of 10 years.

The chart below shows the results of Shoreline Metro’s findings:

Equipment Type	Useful Life Age Benchmark (ULB, in years)	Years of Remaining Useful Life	Age	Year Equipment Acquired
Scrubber	5	(19.00)	24.00	1995
Hoist	10	(34.00)	44.00	1975
Bus Wash	10	(8.00)	18.00	2001
Averages		(20.33)	28.67	

Target for Equipment

All of Shoreline Metro’s most significant equipment is beyond its useful life. For now, Shoreline Metro is setting the TAM performance target to allow for 100 percent of its most significant equipment to pass beyond useful life. Shoreline Metro will examine the condition of this equipment in greater detail in future TAM plans; if the condition of this equipment is deemed beyond its “state of good repair” in future TAM plans, then steps will be taken to get replacement equipment programmed in the Transportation Improvement Program (TIP).

Facilities

Shoreline Metro evaluated the condition of its facilities using the remaining useful life standards outlined in FTA 5010.1D, page IV-18, 2(e), as a guide. The guidance indicated that facilities relevant to Shoreline Metro generally have a useful life of forty (40) years.

The chart below shows the results of Shoreline Metro’s findings:

Facility Type	Condition	Years of Remaining Useful Life	Age	Year of Completion	Condition
Administration, Maintenance and Storage (Bus Garage)	2	(4.00)	44	1975	Marginal
Transfer Facility/Station	4	13.00	27	1992	Good
Averages	3	4.50	35.50		

Target for Facilities

One of Shoreline Metro’s two facilities is beyond its useful life of 40 years. Shoreline Metro set the TAM performance target to only allow 50 percent of the facilities to pass beyond useful life. Shoreline Metro will continue to examine the condition of these facilities in greater detail in future TAM plans. A roof replacement for the administration, maintenance and storage facility has been programmed for 2020 in the *Sheboygan Metropolitan Planning Area TIP: Calendar Years 2020 – 2023*; this project should go a long way toward improving the “marginal” condition of that facility. In addition, various improvements to the administration, maintenance and storage facility are listed as an “illustrative” project for 2023 in the *2020 – 2023 TIP*.

ASSET CONDITION ASSESSMENT

Shoreline Metro assesses the condition of its assets on an annual basis by utilizing the FTA TERM (Transit Economic Requirements Model) condition rating assessment scale (see above). This rating scale assigned a numerical value or rank based on the physical condition(s) presented by each individual asset throughout its life cycle. The rating scale is based on numbers from 1 to 5, with five being new and one being poor. Assets with a rating of 2.5 or higher are considered to be in a SGR. All completed asset inspection forms are documented, and ratings are recorded on the Shoreline Metro Fixed Asset List.

The inspection process and documentation forms utilized to assess facility and vehicle assets are detailed in the following TAMP companion documents:

- Shoreline Metro Comprehensive Preventative Maintenance Program
 - Mechanical Failures/Inspections
- Shoreline Metro Comprehensive Preventative Maintenance Program
 - Facility/Equipment/Vehicle Preventative Maintenance Inspections
- Shoreline Metro Five Year Capital Needs Plan: 2020 - 2024

DECISION SUPPORT TOOLS AND MANAGEMENT APPROACH

The primary management approach utilized to maintain an SGR is risk mitigation. This management philosophy applies risk mitigation strategies (policies and procedures) throughout the asset’s life cycle, both from a maintenance perspective (breakdowns) and a safety and accessibility perspective (accidents/ADA requirements).

Decision Support Tools

The following tools are used in making investment decisions:

Process/Tool	Brief Description
Inspection Reports	Individual inspection reports documenting the condition of the asset.
Rolling Stock Report	Inventory report that is used to track all rolling stock inventory, including age and mileage. This assists in decisions by providing the ability to compare details about the various rolling stock vehicles.
Fixed Asset Inventory Report	Inventory report that shows rolling stock and all other equipment. Staff is able to utilize this report to see what is surpassing its useful life, the condition rating and the other investment opportunities that Shoreline Metro has.

INVESTMENT PRIORITIZATION

The Lead Mechanic uses his best judgment and experience to prioritize needs and submits a request of priorities to the Director of Transit & Parking. Projects are then ranked based on need. Consideration is given to estimation of funding levels from all sources that are reasonably expected.

The ranking of programs and projects will be expressed as: High Priority, Medium Priority, or Low Priority. Each investment prioritization program or project ranked shall contain a year and/or date in which Shoreline Metro intends to carry out the program or project.

Plan Review

Shoreline Metro shall maintain all supporting TAMP records and documents. Shoreline Metro shall make TAMP records available to Federal (FTA), State (WisDOT) and MPO (Bay-Lake Regional Planning Commission) entities that provide(s) funding to Shoreline Metro and/or aid in its planning processes. The TAMP can be considered a “living document” that shall be reviewed on at least a quarterly basis, updated, and incorporated into Shoreline Metro’s capital and budget planning and reporting processes. TAMP data shall serve as a “baseline” measure of asset performance management. As more data are collected, additional monitoring categories and goals may be included to support condition and reliability-based decision-making.

NTD Reporting

TAM Targets will be reported to the NTD annually as required.

CONCLUSION

The Sheboygan Transit Commission, management team, staff, and employees of Shoreline Metro firmly believe that by implementing this Transit Asset Management Plan (TAMP), Shoreline Metro will better meet its mission and offer safe, efficient, reliable, and accessible public transportation options to the general public of Shoreline Metro's service area. In addition, Shoreline Metro believes that by implementing this TAMP, the following State of Good Repair (SGR) indicators will be either maintained or improved upon:

- Limit safety risks;
- Justify investments;
- Increase system reliability and accessibility;
- Lower maintenance costs; and
- Increase system performance.

Contacts

Derek Muench
Director of Transit & Parking
Shoreline Metro
(920) 459-3140
derek.muench@shorelinemetro.com

Jeffrey Agee-Aguayo
Transportation Planner
Bay-Lake Regional Planning Commission
(920) 448-2820, Ext. 103
jagee@baylakerpc.org

Adoption and Revision History

Recommended for approval (with changes recommended by the Director of Shoreline Metro) by the Sheboygan MPO Technical and Policy Advisory Committees on September 5, 2019.

Approved for the MPO by the Bay-Lake Regional Planning Commission on September 13, 2019.

Approved for Shoreline Metro by the Sheboygan Transit Commission on October 15, 2019.

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.3 Community Development Block Grant Agreement - 2019

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 10/17/19

MEETING DATE: 10/22/19

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Shoreline Metro applies annually to receive Community Development Block Grant (CDBG) funding through the federal HUD program. The funding goes to support later evening service hours as part of the service schedule for Shoreline Metro.

STAFF COMMENTS:

The agreement is the formal acceptance of the CDBG funding to support operations as part of the local share match for Shoreline Metro's annual operations budget. The amount is equal to \$42,493.00.

ACTION REQUESTED:

Motion to accept the agreement and authorize the Transit Commission Chair to sign the agreement and allow the Director of Transit & Parking to act as the witness.

ATTACHMENTS:

- I. None – Agreements for signature will be presented at the meeting.

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.4 Communication from a Mead Public Library Customer Regarding Parking in Lot 4

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 10/17/19

MEETING DATE: 10/22/19

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Parking Utility received the attached Customer Survey card from the Mead Public Library. The comment card was submitted by Tracy Carr discussing her thoughts on metered parking in the lot adjacent to the Mead Public Library. The communication is being shared with the Transit Commission for review.

STAFF COMMENTS:

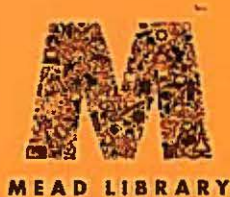
No comments.

ACTION REQUESTED:

Motion to file the communication.

ATTACHMENTS:

- I. Mead Public Library Customer Survey card from Tracy Carr.



MEAD LIBRARY

CUSTOMER SURVEY

1.) Rate the following services (check one for each):

	Excellent	Good	Fair	Poor	NA
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, movies, music, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events (classes, storytimes, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services (website, catalog, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interlibrary loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers & printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the library overall?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.) Other comments:

I am a visitor to Sheboygan. I was shocked that you have to pay for parking. My daughter became irrate when telling me how much these meters keep her from coming + bringing her kids. She said, "I can afford it but I hate to do it. It keeps me from coming. Imagine how people must feel who can't afford it. Libraries should be completely free. I completely agree. Please consider removing these meters from your parking"

Tracy Carr 801-721-8133

Please return this form to any service desk or use the drop box near the lobby.
Or mail to: Library Director, Mead Public Library, 710 N. Eighth St.,
Sheboygan WI, 53081

INTERNAL SURVEY



TO: Shoreline Metro Team

September 24, 2019

FROM: Derek Muench, Director

BACKGROUND: Surveys are valuable tools to evaluate the effectiveness of the organization. Shoreline Metro conducted a similar survey five years ago to gauge such things as effectiveness of the director, management team and safety meetings as well as satisfaction of working at Shoreline Metro and importance of training. A lot has happened in five years and it's once again time to gather your opinion and evaluation of critical elements at Shoreline Metro.

SECTION A: Please take a minute and fill out the survey. Your feedback is important and instrumental to the success of our organization! Your feedback will help me understand your perception of the organization, how it is managed and the direction you see us headed in years to come!

Please answer based on the past 5 years....not just the past year (2015-2019)!

For the below questions, please rate on a scale of 1 to 5 with:

- 1 being very low/not at all
- 2-4 being somewhat low/high or neutral
- 5 being very high/tremendously

1) Overall your perception of Shoreline Metro has **positively** changed over the past 5 years.

1 2 3 **4.08** 5 Comment: _____

2) Overall you feel the perception of Shoreline Metro's customers has **positively** changed over the past 5 years.

1 2 3 **4.00** 5 Comment: _____

3) I am more satisfied and enjoy my job more as a team member today compared to 5 years ago.

1 2 **3.46** 4 5 Comment: _____

4) I feel Shoreline Metro's customers are more satisfied with service today compared to 5 years ago.

1 2 **3.31** 4 5 Comment: _____

5) I feel Shoreline Metro's Employee meetings are more valuable, robust and informative today compared to 5 years ago.

1 2 **3.46** 4 5 Comment: _____

6) I feel Shoreline Metro is a safer place to work today compared to 5 years ago.

1 2 **3.31** 4 5 Comment: _____

7) I feel I am more recognized for my work and feel I am more a part of a team today compared to 5 years ago.

1 2 **3.85** 4 5 Comment: _____

8) I feel Shoreline Metro is headed in the right direction and on the right course for the next 5 years.

1 2 **3.85** 4 5 Comment: _____

9) I feel respected and supported more as a team member today compared to 5 years ago.

1 2 **3.69** 4 5 Comment: _____

10) I feel I can approach a supervisor more today compared to 5 years ago.

1 2 **3.23** 4 5 Comment: _____

11) I feel expectations and accountability (T.E.A.M.) are clearer and fairer today compared to 5 years ago.

1 2 **3.46** 4 5 Comment: _____

12) I feel improvements made by Shoreline Metro during the past 5 years are critical to the future of the organization (GPS, Customer Service Office at TP, new website, Facebook page, etc.).

1 2 3 **4.00** 5 Comment: _____

SECTION B: For each of the following areas of interest, please mark them by importance:

For the below objectives, please rank them as a **1, 2 or 3** with:

- **1** being a very important objective to you and a core expectation;
- **2** being in the middle; viewed as a neutral expectation;
- **3** being a least important objective and not really important to you as an employee;

_____ Training

_____ Support from Team Members

_____ Respect by Team Members

_____ Fair and Accountable Policies & Procedures

_____ Clean and Safe Workplace

_____ Flexible Work Schedule

_____ Open-Door Policy/Open Communication

_____ Team Atmosphere

SECTION C: On the following lines, please add additional comments or feedback on the objectives listed or any additional items for possible consideration not part of this survey.

A little cooperated (2)

Issues with students in PM (4); New door locks and panic button at TP (6); No change (9, 10); All in all I see Shoreline Metro moving in a positive direction. Increased ridership is positive. Some issues with the students which make some our regular customers uncomfortable. I would love to see an increase of presence from the PD during afternoon rush of students.

I have always loved my job (3)

Meetings too long (5)

FB page is only way employees know what is going on (12); Still hear on a daily basis "that's not my job" from office staff.

Working hard to make Shoreline work its best (1); Customers are always happy the bus system is here (2); Yes we have a great team (3); Students would say "yes" some adults riders would say "no" (4); Best meetings in my employment with Shoreline (5); With new ridership numbers and students all shift, I have worries (6); Just need to work on bus driver/customer service (8); By management (9); I think we all work well with each other (10); Yes it's all in black and white (11); Great job with all the above (12); Most customers would like to see at peak service a more set bus schedule, most do not like the shuttles!

SHORELINE METRO WAS



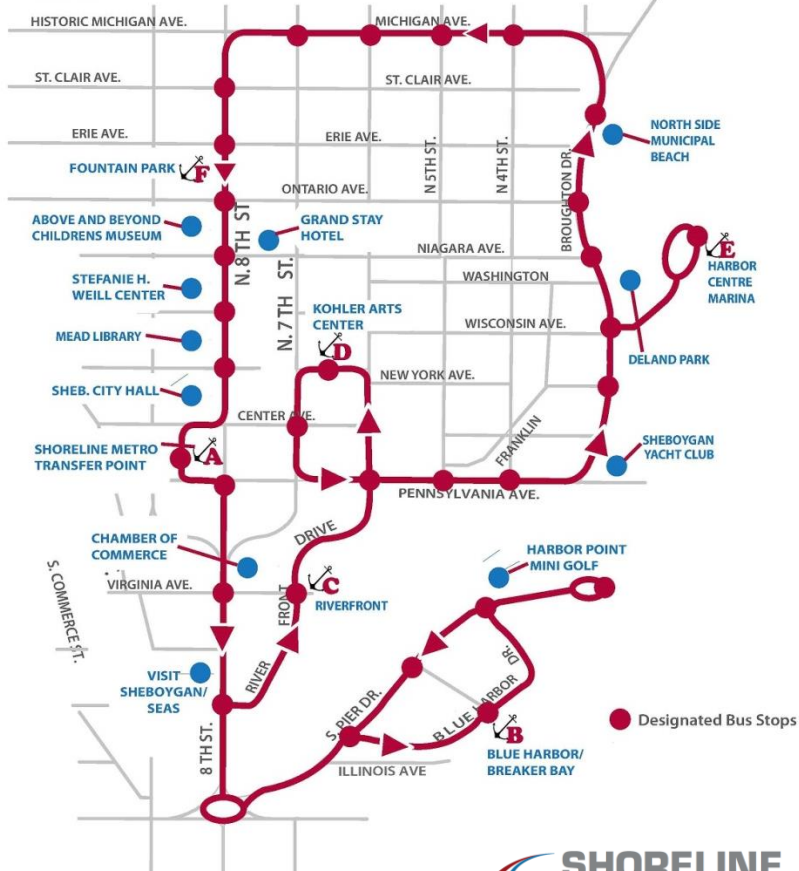
“TROLLEY”

SOMETHING NEW IN 2019!



HISTORY

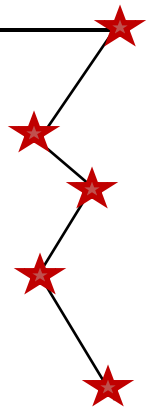
Since 2014, the City of Sheboygan and Shoreline Metro have been providing trolley service to citizens and visitors alike over the summer months. The trolley route, known today as the Harbor Centre Express, treats customers to all the exciting, unique and delicious experiences the Downtown, Riverfront and South Pier have to offer. Today, the trolley route runs mid-June to Labor Day with service on Independence Day. Enjoy all Sheboygan’s waterfront has to offer for only a dollar a day! Trolley on!



ABOVE: THE TROLLEY ROUTE MAP. UPPER RIGHT: SHORELINE METRO PURCHASED TROLLEYS FOR THE HARBOR CENTRE EXPRESS. IN 2019, SERVICE STARTED THREE WEEKS LATER DURING THE START OF TOURISM SEASON WITH SERVICE IN THE AFTERNOONS AND EVENINGS. SERVICE ON THURSDAY AND FRIDAY EVENINGS WAS EXTENDED TO 9:00 P.M. TO ALLOW CUSTOMERS TO ATTEND FESTIVALS AND EXPERIENCE SHEBOYGAN’S NIGHTLIFE.

STATISTICS

YEAR	PASSENGER TRIPS
2015	1,706
2016	2,264
2017	3,327
2018	4,360
2019	3,137



Shoreline Metro provided trolley service regularly through August 31st. In 2019, the trolley route serviced:

- Midsummer Festival of the Arts;
- Levitt Amp Series at City Green on Thursdays;
- River Fest (Sept. 22);
- Picnic on the Green Events;

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.5 Director's Report Third Quarter

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 8/12/19

MEETING DATE: 8/20/19

FISCAL SUMMARY:

STATUTORY REFERENCE:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Director of Transit & Parking presents to the Transit Commission a report of operations for the second quarter of 2019.

STAFF COMMENTS:

The Director of Transit & Parking presents the following items as advisory and information only:

- 1) SASD Agreement – The agreement for service is in its second year of service. There have been no changes to the agreement. Shoreline Metro increased ridership in July, August and September in 2019 over 2018. September had a 14% increase this year alone over 2018. Shoreline Metro buses are particularly full on Wednesday afternoons with a few routes having to declare their status as full (and not picking up any more customers until customers alight along the route).

However, on Thursday, October 17, we had a major event that required the assistance of 5-7 police officers and several firefighters and EMS personnel. Unfortunately this is nothing new and issues continue to rise. It may be time to evaluate this partnership in order to retain quality employees and the customers that truly use Shoreline Metro for everyday needs. We simply do not have the resources to manage this many students especially in the afternoons where behavior is worse and ridership is higher.

The Transit Commission with the help and support of the Transit Director should evaluate this partnership and determine what's in the best interest of the City, Shoreline Metro and its customers and employees going forward.

- 2) Ridership – The third quarter of 2019 saw a ridership increase of 8% over 2018. Ridership for the year is up 18% over 2018. Shoreline Metro continues to experience increasing ridership trends.
- 3) Passport Parking – The Director has been exploring the possibility of bringing mobile payment technology to downtown Sheboygan. On Thursday, August 15, 2019, a follow up conversation ensued with Passport Parking about their mobile payment technology for metered parking as well as kiosk payment solutions. The Director recommends that the Parking Utility give this idea serious thought and consideration. This would require the Sheboygan Police Department to also be supportive as they enforce the parking in downtown.

This solution is very cost-effective as mobile payments pass along the fees to the customer. For example, the parking rate for coins is \$0.50 per hour. If a customer paid using Passport, they might pay \$0.75 per hour. They will have the flexibility to use credit/debit cards inside the Passport app which will make parking more convenient for those customers (convenience versus cost). A full presentation will be arranged for a future Transit Commission meeting.

A presentation is scheduled for the Transit Commission meeting on November 19, 2019.

- 4) Internal Surveys – Shoreline Metro conducted an internal survey of its team members in September to gauge opinions on several items over the past five years. Team members with at least five years of employment were asked to consider “now and then” responses on critical items. The results of the survey will be shared at the meeting.

Overall, team members rated Shoreline Metro very high with many questions scoring 3.5/5 or higher! Thank you to those team members that participated (13/55) and offering their feedback.

- 5) Trolley Service – Shoreline Metro finished the trolley season about 22% under its goal of 4,000 trips. The annual report for the trolley is attached for your review. Service in 2019 started three weeks later with extended hours on Thursday and Friday evenings. Morning service hours were eliminated in an effort to “right size” the service. The trolley continues to be a very popular service to visitors and tourists to the Sheboygan Area.
- 6) City Strategic Plan Update – Here’s an update on the transit and parking action items and critical measurements of the City’s Strategic Plan for the third quarter of 2019:
 - a. Quality of Life
 - i. Action Items: Improve Mass Transit Options throughout Sheboygan and Sheboygan County – Shoreline Metro continues to explore options beyond the current service area including the Town of Sheboygan and Plymouth. Through cooperation with the Sheboygan County EDC, Shoreline Metro continues to

have discussions about expansion to the Town of Sheboygan, west to Plymouth or garner support for other partnerships. The agreement with SASD is a great example of this Quality of Life action item.

ii. Critical Measures – Ridership has increased significantly on the fixed route recently despite “good” economic times and inexpensive fuel. Shoreline Metro continues to advertise to drive ridership and continue building positive relationships which is essential to driving ridership. Passenger opinion surveys are currently being fabricated by Bay-Lake Regional Planning Commission with surveys set to be conducted this summer. Ridership for students continues to be strong as well as workforce commuters.

1. Number of Joint Projects with the Sheboygan Area School District – Shoreline Metro currently has a joint project with SASD.
2. Increase in Shoreline Metro and Metro Connection annual ridership – YTD ridership is 496,648 and 24,851 for Shoreline Metro and Metro Connection respectively. Shoreline Metro is at 83% of its goal of 600,000 trips and Metro Connection is at 73% of its goal of 34,000 trips for 2019.
3. Shoreline Metro Passenger Opinion Surveys – Surveys have not yet been facilitated by Bay-Lake Regional Planning Commission. The goal is 677 surveys.
4. Trips per Revenue Hour – Shoreline Metro is at 17.60 TRH with a goal of 15.00 TRH or 117% of goal. Metro Connection is at 2.65 TRH with a goal of 2.75 TRH or 96% of goal.

b. Infrastructure and Public Facilities

- i. Action Items – Shoreline Metro has five (5) fixed route buses fully funded (local and federal matches secured) for purchase. Shoreline Metro took receipt of these buses in April 2019.
- ii. Action Items –The Parking Utility will be working on redevelopment of the alley between N 8th Street and Lot 7 by Freak Toyz in conjunction with Sheboygan Squared and City Planning in 2018. This has been pushed out to 2019.
- iii. Critical Measures – Shoreline Metro maintains a strong safety record and strives to minimize accidents and incidents.

1. Transit Accidents/Incidents – As of June 30th, Shoreline Metro reported 22 accidents/incidents to Transit Mutual Insurance with a goal of no more than 30 for the calendar year. Shoreline Metro is at 73% of its goal for 2019.

- c. Economic Development
 - i. Critical Measures – The Parking Utility maintains a cost per stall on an annual basis.
 - ii. Critical Measures – The Harbor Centre Express (Route 40) commenced on June 17th for the season. The start date is about 3 weeks later than year’s past. Service was again provided on the 4th of July, 11:00 a.m. to 8:00 p.m.
 - 1. Annual Ridership on the Trolley – The goal for 2019 is 4,000 trips. Shoreline Metro ended the season at 3,137 trips or 78% of the goal.
 - 2. Average Cost per Parking Stall – The goal is \$200 per stall for 2019 after an average cost of \$192 in 2018. The data for 2019 is not yet available.

- d. Governing and Fiscal Management
 - i. Action Items – Shoreline Metro has commenced on its next Transit Development Program (TDP) through Bay-Lake Regional Planning Commission. It is in the preliminary stages with work largely being done by Bay-Lake RPC. The process will continue through 2019 and into 2020.

- e. Communication
 - i. Critical Measures – Shoreline Metro has grown its Facebook to 1,211 “likes” from 962 “likes” in 2018. This number has grown substantially since last year. At the time of the City’s Strategic Plan publication, Shoreline Metro had 600 page “likes”.
 - 1. Number of “Likes” on all City’s Facebook Accounts – Shoreline Metro and the Parking Utility maintain Facebook accounts. As of October 17th, Shoreline Metro had 1,211 “Likes” and the Parking Utility had 567 “Likes”. The overall City goal is 16,200 “Likes”.

ACTION REQUESTED:

Motion to accept the Director’s Report provided by the Director of Transit & Parking and place on file.

ATTACHMENTS:

- I. Internal Survey Results
- II. 2019 Trolley Info Sheet