

*****ATTACHMENTS*****

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;

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		\$22,266	(\$22,266)	-100.0%		\$23,511	(\$23,511)	-100.0%		\$20,559	(\$20,559)	-100.0%		\$24,326	(\$24,326)	-100.0%		\$21,573	(\$21,573)	-100.0%		\$19,533	(\$19,533)	-100.0%
Shoreline Metro		\$25,902	(\$25,902)	-100.0%		\$28,663	(\$28,663)	-100.0%		\$28,522	(\$28,522)	-100.0%		\$32,217	(\$32,217)	-100.0%		\$30,794	(\$30,794)	-100.0%		\$26,899	(\$26,899)	-100.0%
MONTH TOTALS	\$0	\$48,168	(\$48,168)	-100.0%	\$0	\$52,174	(\$52,174)	-100.0%	\$0	\$49,081	(\$49,081)	-100.0%	\$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		2,789	(2,789)	-100.0%		2,963	(2,963)	-100.0%		2,640	(2,640)	-100.0%		3,174	(3,174)	-100.0%		2,919	(2,919)	-100.0%		2,580	(2,580)	-100.0%
Trips/Revenue Hour		2.61	(2.61)	-100.0%		2.58	(2.58)	-100.0%		2.73	(2.73)	-100.0%		2.77	(2.77)	-100.0%		2.80	(2.80)	-100.0%		2.74	(2.74)	-100.0%
Shoreline Metro		41,658	(41,658)	-100.0%		45,430	(45,430)	-100.0%		51,683	(51,683)	-100.0%		66,024	(66,024)	-100.0%		59,593	(59,593)	-100.0%		53,494	(53,494)	-100.0%
Trips/Revenue Hour		12.91	(12.91)	-100.0%		13.81	(13.81)	-100.0%		15.78	(15.78)	-100.0%		18.01	(18.01)	-100.0%		18.70	(18.70)	-100.0%		16.57	(16.57)	-100.0%
MONTH TOTALS	0	44,447	(44,447)	-100.0%	0	48,393	(48,393)	-100.0%	0	54,323	(54,323)	-100.0%	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>	\$140,844	\$139,357	(\$1,487)	-1%	<i>Metro Connection</i>	17,593	16,721	-872	-5%	2.73	2.68	6,448	6,232	82,292	80,557									
<i>Shoreline Metro</i>	\$227,799	\$176,173	(\$51,626)	-23%	<i>Shoreline Metro</i>	281,832	347,287	65,455	23%	14.81	18.55	19,083	18,612	269,021	262,430									

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		\$13,022	(13,022.00)	-100.0%		\$10,382	(10,382.00)	-100.0%		\$7,309	(7,309.00)	-100.0%		\$19,381	(19,381.00)	-100.0%		\$10,567	(10,567.00)	-100.0%		\$15,093	(15,093.00)	-100.0%
Stall Rentals		\$9,330	(9,330.00)	-100.0%		\$3,643	(3,643.00)	-100.0%		\$14,633	(14,633.00)	-100.0%		\$33,402	(33,402.00)	-100.0%		\$4,951	(4,951.00)	-100.0%		\$12,861	(12,861.00)	-100.0%
MONTH TOTALS	\$0	\$22,352	(22,352.00)	-100.0%	\$0	\$14,025	(14,025.00)	-100.0%	\$0	\$21,942	(21,942.00)	-100.0%	\$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>	\$30,406	\$71,430	41,023.96	134.9%	\$30,406	\$28,898	\$29,965	\$42,532	\$30,713	\$0	\$45,041	\$0
<i>Stall Rentals</i>	\$40,261	\$104,433	64,172.00	159.4%	\$40,261	\$53,314	\$20,232	\$51,119	\$27,606	\$0	\$51,214	\$0
TOTAL REVENUE	\$70,667	\$175,863	105,195.96	148.9%	\$70,667	\$82,212	\$50,197	\$93,651	\$58,319	\$0	\$96,255	\$0

Prepared by Shoreline Metro for the Transit Commission.

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

Through 6/30/2019

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	\$139,357	\$300,000	\$69,371	\$69,986	\$0	\$0	\$139,357
Shoreline Metro	<u>\$436,730</u>	<u>\$450,000</u>	<u>\$176,173</u>	<u>\$450,000</u>	<u>\$80,242</u>	<u>\$95,931</u>	<u>\$0</u>	<u>\$0</u>	<u>\$176,173</u>
Totals	\$718,927	\$750,000	\$315,530	\$750,000	\$149,613	\$165,917	\$0	\$0	\$315,530
TRANSIT RIDERSHIP & BENCHMARKS									
Metro Connection	35,589	34,000	8,390	34,000	8,390	8,331	0	0	16,721
Trip/Revenue Hour	2.84	2.75	2.68	2.75	2.74	2.63	0.00	0.00	1.34
Shoreline Metro	529,726	530,000	166,667	530,000	166,667	180,620	0	0	347,287
Trip/Revenue Hour	<u>14.11</u>	<u>13.00</u>	<u>18.55</u>	<u>13.00</u>	<u>18.37333333</u>	<u>18.73</u>	<u>0.00</u>	<u>0.00</u>	<u>9.28</u>
Totals	565,315	564,000	175,057	564,000	175,057	188,951	0	0	364,008
PARKING UTILITY									
	2018 Actual	2018 Goals	2019 YTD	2019 Goals	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2019 TOTAL
REVENUES									
Meters	\$30,406	\$127,950	\$71,430	\$127,950	\$28,898	\$42,532	\$0	\$0	\$71,430
Stall Rentals	<u>\$40,261</u>	<u>\$122,200</u>	<u>\$104,433</u>	<u>\$122,200</u>	<u>\$53,314</u>	<u>\$51,119</u>	<u>\$0</u>	<u>\$0</u>	<u>\$104,433</u>
Totals	\$70,667	\$250,150	\$175,863	\$250,150	\$82,212	\$93,651	\$0	\$0	\$175,863

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	\$0.00	14	\$0.00	0	\$777.45	87
Lot 3	\$448.35	22	\$1,069.95	28	\$0.00	8	\$0.00	0	\$1,518.30	58
Lot 4	\$5,688.77	N/A	\$6,298.38	N/A	\$2,117.35	N/A	\$0.00	N/A	\$14,104.50	N/A
Lot 5	\$170.62	96	\$10,663.44	96	\$0.00	36	\$0.00	0	\$10,834.06	228
Lot 7	\$6,811.38	112	\$4,495.46	111	\$0.00	36	\$0.00	0	\$11,306.84	259
Lot 8	\$1,275.28	72	\$5,465.72	0	\$294.92	0	\$0.00	0	\$7,035.92	72
Lot 9	\$4,299.80	119	\$2,483.18	131	\$0.00	48	\$0.00	0	\$6,782.98	298
Lot 10	\$1,420.90	30	\$1,460.65	0	\$413.19	0	\$0.00	0	\$3,294.74	30
Lot 11	\$767.79	23	\$682.48	19	\$0.00	6	\$0.00	0	\$1,450.27	48
Lot 13	\$5,930.88	140	\$4,720.44	132	\$0.00	45	\$0.00	0	\$10,651.32	317
Lot 14	\$15,411.39	320	\$8,373.56	239	\$0.00	67	\$0.00	0	\$23,784.95	626
Lot 17	\$4,042.66	71	\$854.99	0	\$0.00	0	\$0.00	0	\$4,897.65	71
Lot 18	\$6,995.42	123	\$0.00	123	\$0.00	41	\$0.00	0	\$6,995.42	287
On-Street Meters	\$22,158.47	N/A	\$34,690.85	N/A	\$12,812.60	N/A	\$0.00	N/A	\$69,661.92	N/A
On-Street Permits	\$6,127.78	379	\$11,966.34	385	\$0.00	131	\$0.00	0	\$18,094.12	895

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.2 Approval of Public Transportation Agency Safety Plan Letter

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:

On July 19, 2018, FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). The Federal Transit Administration (FTA) is requiring public transit agencies to have a Public Transportation Agency Safety Plan (PTASP) by July 20, 2020.

The PTASP final rule (49 C.F.R. Part 673) intends to improve public transportation safety by guiding transit agencies to more effectively and proactively manage safety risks in their systems. It requires certain recipients and sub-recipients of FTA grants that operate public transportation to develop and implement safety plans that establish processes and procedures to support the implementation of Safety Management Systems (SMS). SMS is a comprehensive, collaborative approach to managing safety. It brings management and labor together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.

Since no two public transportation systems are alike, the rule sets scalable and flexible minimum standards for safety plans, including requirements for the identification, assessment, and mitigation of risks and strategies to minimize exposure to hazards, a safety training program, safety performance targets, and a process and timeline for conducting an annual review and update of the safety plan.

STAFF COMMENTS:

The City of Sheboygan and Shoreline Metro must have a complete, certified and compliant Public Transportation Agency Safety Plan (PTASP) by July 20, 2020. The Director of Transit and Parking

recommends working with WisDOT on the development of this plan and further recommends the Transit Commission approve the Wisconsin Department of Transportation (WisDOT) Public and Specialized Transit Section to create the PTASP for the City of Sheboygan and Shoreline Metro. The PTASP will be required to be approved by the Transit Commission upon completion prior to July 20, 2020.

ACTION REQUESTED:

Motion to accept the Director of Transit & Parking's recommendation to allow WisDOT to create a Public Transportation Agency Safety Plan for the City of Sheboygan and Shoreline Metro.

ATTACHMENTS:

- I. WisDOT Public Transportation Agency Safety Plan letter;

WisDOT Public Transportation Agency Safety Plan Letter

I certify that:

- I am authorized to bind the undersigned organization to this agreement.

Select only one of the following:

- The Wisconsin Department of Transportation (WisDOT) Public and Specialized Transit Section will create a Public Transportation Agency Safety Plan (PTASP) for my organization. I understand that I may need to provide WisDOT with information pertaining to my organization and its safety, operations, maintenance, and other procedures. I understand that my organization will need to appoint an accountable executive to assure compliance to the PTASP. I understand that my organization must comply with the plan WisDOT creates for my organization in its entirety. I understand that my organization must have a complete, certified, and compliant PTASP by no later than July 20, 2020.
- The undersigned organization intends to draft and certify its own Public Transportation Agency Safety Plan (PTASP), and is so notifying WisDOT according to requirements under 49 CFR Part 673. I understand that my organization must comply with the plan it drafts for itself in its entirety. I understand that my organization will need to appoint an accountable executive to assure compliance to the PTASP. I understand that my organization must have a complete, certified, and compliant PTASP by no later than July 20, 2020.

Organization: _____

Federal Funding Received: 5307 5310 5311 5339 other _____.

Name: _____.

Signature: _____

Date: _____

Please complete and email a copy of this letter to Katie Patterson at katherine.patterson@dot.wi.gov or Eric Stoegbauer at eric.stoegbauer@dot.wi.gov.

Additional PTASP information can be found at:

WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/safety-bus.aspx>
FTA: <https://www.transit.dot.gov/PTASP>

Letters must be returned to WisDOT by: September 30, 2019

Public Transportation Agency Safety Plan Template for Bus Transit

Version 1, issued 07/19/18

The Federal Transit Administration (FTA) is providing the *Public Transportation Agency Safety Plan Template for Bus Transit* and accompanying *Reference Guide* to assist with the development of a Public Transportation Agency Safety Plan (Safety Plan) for bus transit modes. Use of this template is voluntary. The template and reference guide are intended for use by States and operators of public transportation systems that are required to draft a Safety Plan in accordance with 49 C.F.R. Part 673 (Part 673). The full text of Part 673 is available at <http://www.transit.dot.gov/PTASP>.

Certain requirements in Part 673 do not apply to small public transportation providers¹. The relevant sections in this template are noted in red to indicate where requirements differ. Transit operators that are subject to Part 673 may choose to include additional sections beyond what is required in Part 673.

Under Part 673, a transit agency is required to maintain documents that describe its Safety Plan, including those related to implementation and results from processes and activities. Also, a transit operator may have existing documentation that describes processes, procedures, and other information required in Part 673. You may reference these documents in your Safety Plan by specifying the document names and locations within the appropriate sections of the plan.

1. Transit Agency Information

Transit Agency Name			
Transit Agency Address			
Name and Title of Accountable Executive			
Name of Chief Safety Officer or SMS Executive			
Mode(s) of Service Covered by This Plan		List All FTA Funding Types (e.g., 5307, 5310, 5311)	
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)			

¹ A small public transportation provider is a recipient or subrecipient of Federal financial assistance under 49 U.S.C. § 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system. 49 C.F.R. § 673.5.

Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Description of Arrangement(s)	
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided				

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Relevant Documentation (title and location)	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Relevant Documentation (title and location)	

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued

Annual Review and Update of the Public Transportation Agency Safety Plan

Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.

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3. Safety Performance Targets

Safety Performance Targets

Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.

Mode of Transit Service	Fatalities	Injuries	Safety Events	System Reliability	Other	Other	Other

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted

4. Safety Management Policy

Safety Management Policy Statement

Include the written statement of safety management policy, incorporating safety objectives.

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<p>Safety Management Policy Communication</p> <p><i>Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.</i></p>	
<p>Authorities, Accountabilities, and Responsibilities</p> <p><i>Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).</i></p>	
<p>Accountable Executive</p>	
<p>Chief Safety Officer or SMS Executive</p>	
<p>Agency Leadership and Executive Management</p>	
<p>Key Staff</p>	
<p>Employee Safety Reporting Program</p> <p><i>Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).</i></p>	
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5. Safety Risk Management

<p>Safety Risk Management Process</p> <p><i>Describe the Safety Risk Management process, including:</i></p> <ul style="list-style-type: none"> • <i>Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.</i> • <i>Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.</i> • <i>Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.</i>
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6. Safety Assurance

Safety Performance Monitoring and Measurement
<i>Describe activities to monitor the system for compliance with procedures for operations and maintenance.</i>
<i>Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.</i>
<i>Describe activities to conduct investigations of safety events to identify causal factors.</i>
<i>Describe activities to monitor information reported through internal safety reporting programs.</i>
Management of Change (Not Required for Small Public Transportation Providers)
<i>Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.</i>
Continuous Improvement (Not Required for Small Public Transportation Providers)
<i>Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.</i>

7. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.

Definitions of Special Terms Used in the Safety Plan

Term	Definition

List of Acronyms Used in the Safety Plan

Acronym	Word or Phrase

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.3 Director's Report Second 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) GPS Upgrade – Shoreline Metro has completed its implementation of the Bus Tracker GPS technology. There were some minor glitches over the summer that required replacement and upgrades of some of the GPS units and it appears we have ironed out those issues.

The next phase of implementation is the Ridership Boarding Data and Reporting app. Currently Shoreline Metro uses the software included with the fareboxes installed on each bus. The new system will utilize tablets on each bus to register passenger boarding and alighting locations. For the first time, Shoreline Metro will be able to collect passenger ridership data by individual route (3N, 3S, 5N, etc.) as well as passenger alighting (exits) data. Currently, the system only allows for boarding of passengers as well as boarding data by the entire route (Route 3 North and South).

Also for the first time will be the collection of ridership data by location (geocoded). This data will be very useful for route planning, route updates and detours. The data will show customer behaviors for the first time. This data was comprised using Bay-Lake Regional Planning Commission and several survey takers on board all routes during all hours of service for one service day. Shoreline Metro will now have the ability to run this data at any time at no additional cost.

In March 2019, Shoreline Metro had over 600 unique IP addresses using the Bus Tracker app. By mid-June Shoreline Metro had 868 unique IP address users.

- 2) Detours and Construction – Shoreline Metro continues to battle road construction and associated detours. The Penn Avenue Bridge and North Avenue projects have forced significant detours with current routes causing severe delays and even service interruptions especially during peak afternoon service. All southbound routes are forced to use S 8th Street which includes the drawbridge (which does go up several times an hour and most times impacts routes outbound and inbound). The bridge often causes routes to be 5-10 minutes behind on top of the already difficult detours.

Other detours that impact service include 10N at the Sheboygan Luxe Apartments, 10N serving Aldi and other small projects that pop up here and there. Route 10N has been serving the Job Center at :15 past the hour and Aldi at :45.

Detours and construction will remain a concern during the school year as some of these projects especially the Penn Avenue bridge projects will not be completed. However, starting September 3, Shoreline Metro will dispatch the extra route buses, shuttles and Tripper buses during peak service to better service schools (as was done in the past).

- 3) Shoreline Metro's Management Performance Review with WisDOT – On Wednesday, August 7th, Shoreline Metro underwent it's MPR with consultants from SRF (WisDOT's consultant firm hired to conduct these reviews). While the full report is not yet completed, Shoreline Metro received very positive and raving reviews both from the submitted documents prior to the review and during the onsite review.

The day went extremely well. The reviewers were very impressed with our operations and noted some very positive items including:

- Local Support – It was noted that the local support based on conversation has drastically improved from the last review. This is highlighted through the “mandatory” capital project creation in the Capital Improvement Program for transit projects such as buses. The development of positive relationships with other City departments as well as a strong relationship with the Transit Commission members was also highlighted. The reviewers were also supportive of the amount of “freedom” and “control” the Director has to make decisions and implement policy and procedures.
- Staff – The perception of employees and drivers that enjoy their jobs was discussed. The reviewers noted that employees were observed enjoying their jobs and the work they do. They got the feeling (in my opinion) that this is a great organization to be a part of.

- Facilities – Reviewers noticed many great improvements from the last review. One reviewer was on site at the last review and did notice significant improvements in the admin offices, lunch room and customer service office at the Transfer Point. We also discussed and highlighted the assigned stalls for routes at the Transfer Point and the overall improvement of the dispatch offices for key personnel. The workspaces are functional and appropriate for operations.
- Shuttle Service – Yet another reviewer was impressed and “mind blown” on Shoreline Metro’s use of peak afternoon shuttle service and the delivery of “drop ‘n go” service. I know this won’t make sense to everyone but for those that understand it, it’s quite unique but yet highly effective. One reviewer was overly impressed and was waiting for the day to see a transit property do something like this for customers. Well...we are that system! If you’d like to understand this process, I’d be happy to elaborate!
- Ridership – The reviewers came in wondering how we are able to “buck” the trends of ridership. After spending a day with us, it became evident and clear. The norm, according to the reviewers, is that transit systems are losing ridership, especially those that have cut revenue service hours. However, we have decreased revenue service hours (to be more efficient in our delivery of service) and increase ridership. We were commended for our performance in this area as well.

The Transit Commission will be provided a full copy of the report once it’s available. Thank you to the team at Shoreline Metro for their participation and cooperation. They have participated and made a difference the past eight years to get us to this point. Thank you!

- 4) Transfers – The Director of Transit & Parking is tabling the removal of transfers that was presented a couple of meetings ago. The Transit Commission was supportive but wanted customers to be surveyed on the usage of transfers. Since the Transportation Development Plan (TDP) is currently underway, this item would be deferred to the plan as a possible survey item and recommendation. There is no urgency with the transfer removal idea and can easily be taken up during the TDP process. If the Transit Commission feels differently, the Director will address accordingly.
- 5) SASD Agreement – The agreement for service is in its second year of service. There have been no changes to the agreement, however, Shoreline Metro has worked out some issues with student conduct with the district and individual schools and have a game plan for the upcoming school year.

In its first year, the agreement increased ridership significantly (21%) from last school year. The 2017/2018 school year had a total ridership of 550,238 trips. The 2018/2019 school year had a total ridership of 664,166 or an increase of 113,928 trips. The increase in ridership was also noted in the Management Performance Review on August 7th.

- 6) Passing of Shoreline Metro Cleaner – Patricia Cesar who was a cleaner in the maintenance department for the past six years passed away in July. She was a very positive person and loved her job at Shoreline Metro. She will be missed by everyone at Shoreline Metro.
- 7) Ridership – The second quarter of 2019 saw a ridership increase of 30% over 2018. Ridership for the year is up 22.87% over 2018. Shoreline Metro continues to experience positive ridership trends.
- 8) 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.

- 9) 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 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 346,284 and 16,721 for Shoreline Metro and Metro Connection respectively. Shoreline Metro is at 58% of its goal of 600,000 trips and Metro Connection is at 49% 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 18.55 TRH with a goal of 15.00 TRH or 120% of goal. Metro Connection is at 2.68 TRH with a goal of 2.75 TRH or 99% 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 16 accidents/incidents to Transit Mutual Insurance with a goal of no more than 30 for the calendar year. Shoreline Metro is at 53% 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 is currently at around 10% of the goal with 399 trips through June.
 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 1,193 “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 June 30th, Shoreline Metro had 1,193 “Likes” and the Parking Utility had 471 “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. None.