

Green Bay **METRO**

Serving the Cities of Green Bay and De Pere and Villages of
Allouez, Ashwaubenon, and Bellevue



Transit Guide

Effective April 1, 2023



Mission: Green Bay Metro is committed to providing safe and dependable transportation to jobs, schools, medical services, and other destinations.

General Terms and Conditions

Green Bay Metro is not responsible for and will not replace lost or stolen passes. Refunds and/or exchanges will not be given for passes. One person per bus pass.

Fare Information

Fixed Route Bus & Microtransit	Fare
Adult (18 and above) Cash	\$2.00
Adult One-day Pass	\$4.00
Adult Weekly Pass	\$15.00
Adult 30-day Pass	\$39.00
Student (K-12) Cash	\$1.50
Student One-day Pass	\$3.00
Student 30-day Pass	\$26.00
Reduced Cash	\$1.00
Reduced One-day Pass	\$2.00
Reduced 30-day Pass	\$29.00
Paratransit Services	Fare
Origin to Destination	\$4.00
Agency	\$19.00

Note: Day passes are only sold on the bus

E-Fare Options – Purchase fares via E-Fare App or Tap-N-Go Card. Scan this QR code for more information.



Free Fare – all Packers Game Day Routes and Routes #8 and #9 are free due to the partnership with the Green Bay Packers.

Reduced Fare - people who are age 65 and older, Medicare recipients, and individuals with qualifying disabilities can pay a reduced fare when presenting a Medicare card, photo ID, or a Green Bay Metro Reduced Fare ID to the driver upon boarding.

Student Fare - Students who are K-12 can pay the student fare. Students must show school ID when boarding.

Disabled American Veterans - American veterans who display a Department of Veterans Affairs Service Connected identification card (an SC card) may ride the fixed route system and microtransit for free.

GBM LIFT Program - A self-certifying low-income

fare program that allows riders a maximum of four day passes per month. Passes cannot be used consecutively. The number of passes available is on a first come, first serve bases and are limited based on quantity approved by the Green Bay Transit Commission. For more information contact our Mobility Coordinator at (920) 448-3450.

Transfers

Green Bay Metro does not issue transfers. Instead, a one-day pass may be purchased while boarding the bus. One-day passes are valid only on the day of activation and can be used for unlimited bus and microtransit rides.

Paratransit and Reduced Fare Program

For information about the Paratransit Program and Reduced Fare Program, contact Green Bay Metro at 920-448-3450 or www.greenbaymetro.org.

Reasonable Modification

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

Packers Game Day Routes

Schedules are available at the Transit Center or by visiting www.greenbaymetro.org.

Packer Game Day routes operate on all home games.

Days of Service

Green Bay Metro operates Monday through Saturday, except on the following holidays:

New Year’s Day	Thanksgiving Day
Labor Day	Independence Day
Memorial Day	Christmas Day

Reduced schedule on Good Friday, Christmas Eve and New Year’s Eve.

Sales Outlets

30-day passes are available at the following sales outlets:

- El Ranchito Mexican Mart
204 S. Webster Ave. – Green Bay
- University Market
2080 University Ave. – Green Bay

Boarding and Riding the Bus

Planning Your Trip

The schedules in the guide identify each route’s weekday, Saturday schedule, and other helpful information. The guide also contains maps of the entire fixed route system and the limited route schedules are summarized near the end of the guide. You can also use the **Trip Planner** on our website or contact our customer service representatives at 920-448-3450.

Upon Request Service

- Metro offers service upon request to:
- Wildlife Sanctuary
 - Carole Ln at Timber Ln

Please call (920) 448-3450 at least 15 minutes prior to your pick-up time so arrangements can be made.

Questions about Riding the Bus?

Visit the Green Bay Metro’s webpage at www.greenbaymetro.org or contact Customer Service at 920-448-3450.

Telecommunications Relay System

For Voice Telephone service call 1-800-947-6644 or for TTY Text Telephone (telephone for the hearing impaired) service call 1-800-947-3529.

Boarding the Bus

Wait at the assigned bus stop and when you see the bus approaching, step near the curb and raise your hand to let the driver know you want to board the bus. After the bus stops, allow exiting passengers to get off the bus before you board. Swipe your card or insert the appropriate fare. Be careful when walking to take your seat.

All Green Bay Metro buses are wheelchair accessible.

While on the Bus

Green Bay Metro is a public service and all of our riders have a right to a safe and pleasant ride on a clean bus. While on the bus, please be considerate of other riders.

- Please reserve front seats for elderly and disabled riders.
- Shoes and shirts must be worn at all times.
- Pets permitted must be secured in a pet carrier small enough to fit on a passenger’s lap.
- Smoking, food, and beverages are not allowed on the bus.

- Please do not litter on the bus or around bus shelters.
- Do not use loud or offensive language.
- No fighting or roughhousing is allowed on the bus.
- Do not put your feet on the seat, on the back of the seat in front of you, or against the wall.
- No weapons allowed (unless required by state law).

Connections

Green Bay Metro makes every effort to ensure route-to-route connections, but Metro cannot guarantee time because heavy traffic and poor weather conditions occasionally delay the buses.

Exiting the Bus

When the bus is within one block of your destination, signal the driver by pulling the cord or pushing the strip between the windows. Please signal only once and remain seated until the bus has stopped. Riders with disabilities can request the driver to let them know when their destinations are approaching.

It is recommended that you use the front door to exit the bus. Once you are off, move away from the bus. For your safety, please do not walk along the side of the bus after exiting and wait for the bus to pull away before crossing the street.

Rules of Conduct Policy
Available at www.greenbaymetro.org.

Title VI

For more information please visit our website at www.greenbaymetro.org or call 920-448-3450.

Latest Alerts & Detours

For the latest alerts and detours, please visit us at www.greenbaymetro.org. Sign up for alerts.

Lost & Found

Items are collected from buses at the end of service each day. Inquires of lost items can be made by emailing GBMLost-Found@greenbaywi.gov or calling 920-448-3450.

Bikes on Buses

Green Bay Metro has bike racks on its buses. The racks hold two bicycles and are easy to use. There is no extra charge for taking your bike on the bus. One way to learn to use the racks is to practice while a bus is waiting at a transfer point or time point. Ask the driver for permission.

Unloading your bike

Tell the bus driver you need to unload your bike before you approach your stop. Unload your bike from in front of the bus or from the curb, not from the street. Raise the support arm off the tire. Move the support arm down, out of your way. Lift your bike out of the rack. Fold up the bike rack if there is no other bike in the rack.

Safe Stop Program

Are you experiencing concerns with your bus stop? Please let us know so we can address them. Call 920-448-3450 or email: metroinfo@greenbaywi.gov

Quantum Wheelchair Securement

QUANTUM®

Wheelchair Securement



1) Board the bus & the operator will turn the system on

2) Back into the ADA location (Back board)

3) Push the passenger signal on the seat bottom next to the stop request

4) Quantum securement will do a light squeeze on your mobility device. Operator will confirm.

5) If requested operator will assist with the occupant restraint

QR Code GBM Website

Visit us at www.greenbaymetro.org or scan this QR Code to visit our website.



Social Media and Apps

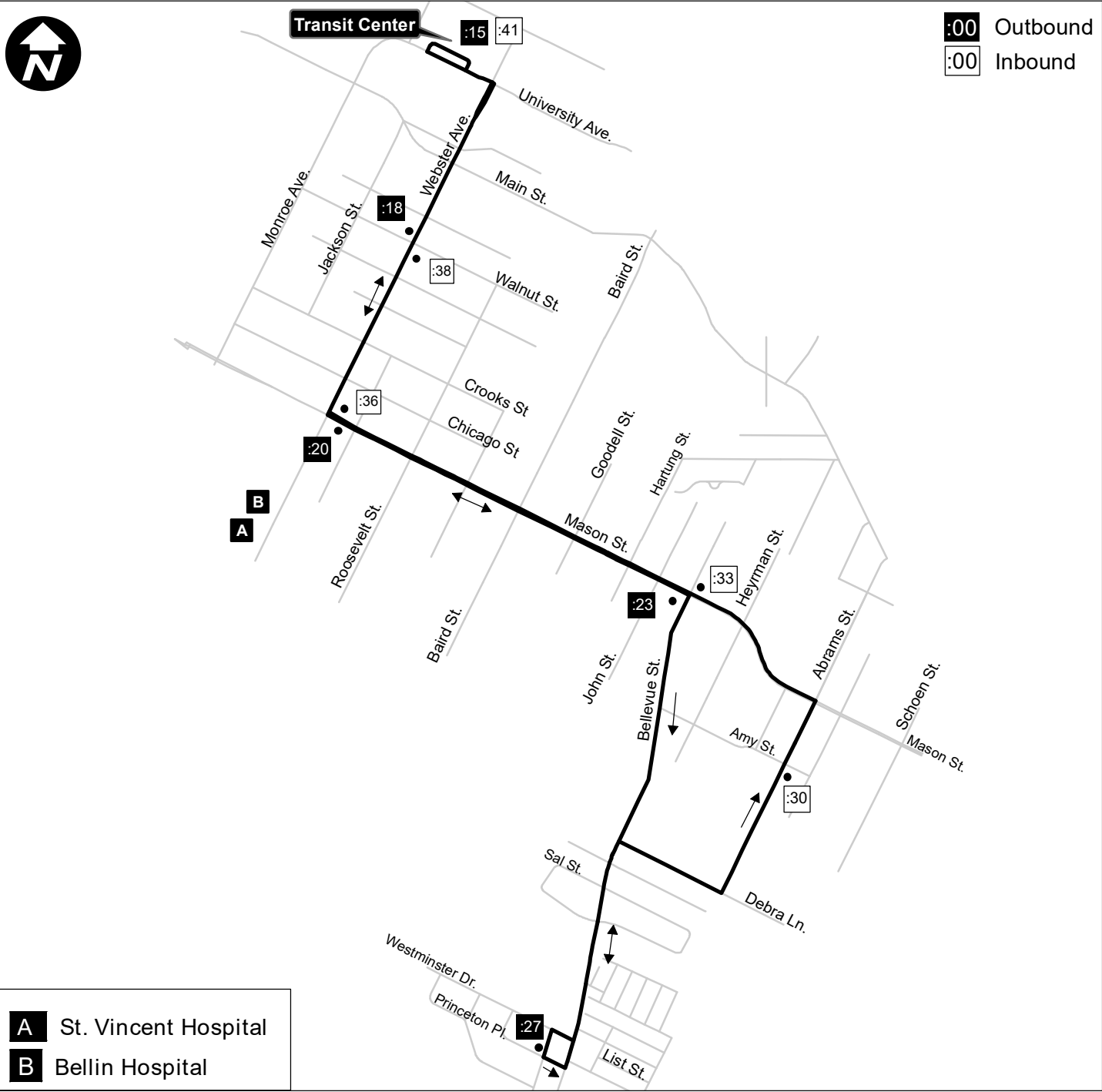
GBM Apps are available from the App store or Google play. Check out the Transit App to track your bus and plan your trip.



Frequent Destinations

Route 1 Pink	<ul style="list-style-type: none">- Bellin Hospital- St. Vincent Hospital	Route 8 Green	<ul style="list-style-type: none">- Aging & Disability Resource Center- Ashwaubenon High School- Bay Park Square Mall – Transfer Point Zone 2 & 3- Brown County Court House- Brown County Library-Central- Brown County Library-Southwest- Job Center- Parkview Middle School- Lambeau Field- Target
Route 2 Orange Zippin	<ul style="list-style-type: none">- Bay Beach- Nicolet Elementary- Paul’s Pantry- Preble High School- St. Vincent DePaul- University Market- Wildlife Sanctuary	Route 9 Gold	<ul style="list-style-type: none">- Aging & Disability Resource Center- Ashwaubenon Village Hall- Bay Park Square Mall – Transfer Point Zone 2 & 3- Brown County Court House- Brown County Library - Central- DMV- Green Bay City Hall- Job Center- People Ready- Post Office- QPS- Resch Center- Resch Expo
Route 3 Silver	<ul style="list-style-type: none">- ASPIRO - Stiles- KI Center- New Community Shelter- Salvation Army	Route 10 Plum	<ul style="list-style-type: none">- Brown County Library - East- Goodwill- Minoka-Hill School- Pick n’ Save- Walmart-Transfer Point Zone 4
Route 4 Blue	<ul style="list-style-type: none">- ASPIRO - Dousman- House of Hope- KI Center- Social Security Admin- St. Mary’s Hospital- West High School	Route 11 Sky	<ul style="list-style-type: none">- Aldo Leopold School- Bellin Hospital- Brown County Library - Central- Leonardo da Vinci School- Prevea- Post Office- St. Vincent Hospital- Transfer Point Zone 3
Route 5 Yellow	<ul style="list-style-type: none">- Bellin Hospital- JBS- Kroc Center- St. Vincent Hospital		
Route 6 Red	<ul style="list-style-type: none">- Aging & Disability Resource Center- BioLife-West- Brown County Court House- Brown County Library- Festival Foods- Franklin Middle School- Green Bay City Hall- Green Bay Plaza-Transfer Point Zone 1- Mason Manor- Notre Dame Academy- Southwest High School- Walmart-West		
Route 7 Lime	<ul style="list-style-type: none">- Baird Elementary- Boys & Girls Club - East- Brown County Community Treatment Center- Brown County Jail- Curative Connections- East High School- Edenbrook- Freedom House- Festival Foods- Manna For Life- Nicolet Elementary School- University Market- UWGB Library- VA Clinic		

Route 1 Pink Line

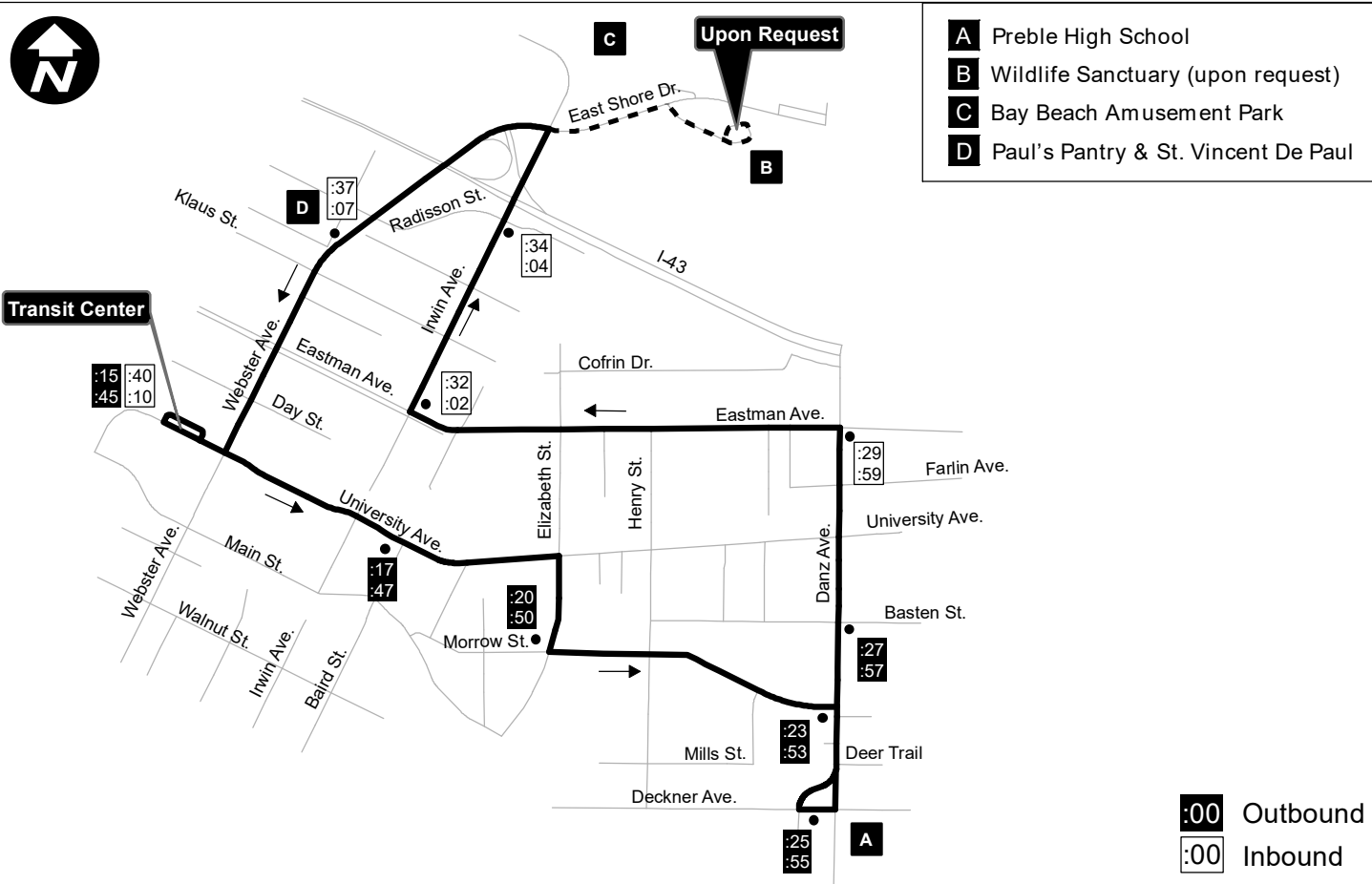


Monday - Friday Hourly Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 6:15 PM)

Saturday Hourly Service 8:15 AM - 1:45 PM
(with the last bus departing the Transit Center at 1:15 PM)

<u>Outbound</u>	<u>Hourly</u>	<u>Inbound</u>	<u>Hourly</u>
Transit Center	:15	Abrams & Amy	:30
Walnut & Webster	:18	E Mason & Bellevue	:33
E Mason & Webster	:20	E Mason & Webster	:36
E Mason & Bellevue	:23	Webster & Walnut	:38
Kingston & Princeton	:27	Transit Center	:41

Route 2 Orange Zippin Line



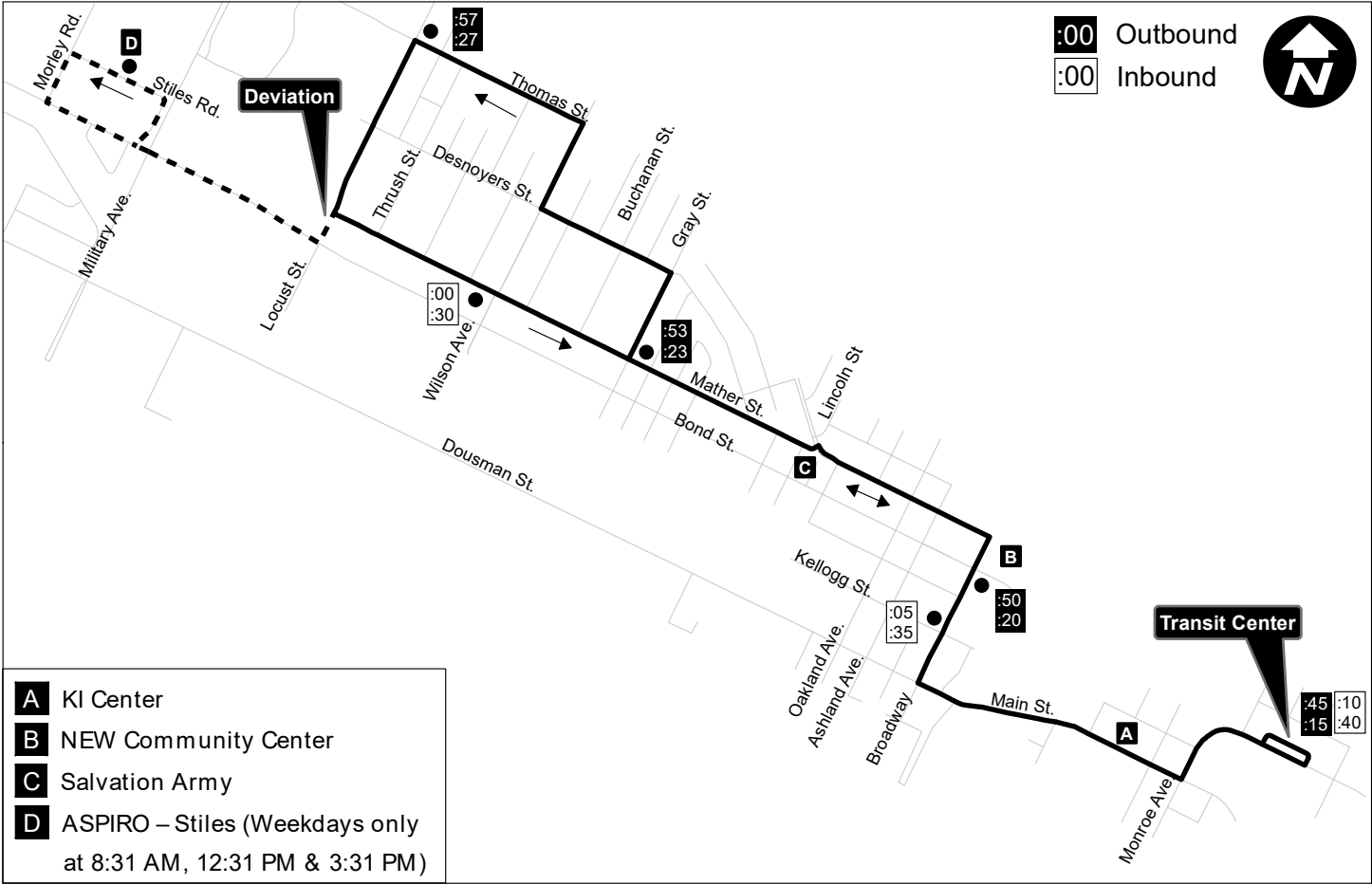
Monday - Friday 1/2 Hour Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 6:15 PM)

Saturday 1/2 Hour Service 7:45 AM - 1:45 PM
(with the last bus departing the Transit Center at 1:15 PM)

<u>Outbound</u>	<u>½ Hour</u>	
Transit Center	:15	:45
University & Baird	:17	:47
Elizabeth & Morrow	:20	:50
Morrow & Danz	:23	:53
Deckner & Danz	:25	:55
Danz & Basten	:27	:57

<u>Inbound</u>	<u>½ Hour</u>	
Danz & Eastman	:29	:59
Eastman & Irwin	:32	:02
Irwin & Radisson	:34	:04
Webster & Vanderbraak	:37	:07
Transit Center	:40	:10

Route 3 Silver Line



Deviation: 8:31 AM, 12:31 PM, & 3:31 PM Trip WEEKDAYS ONLY

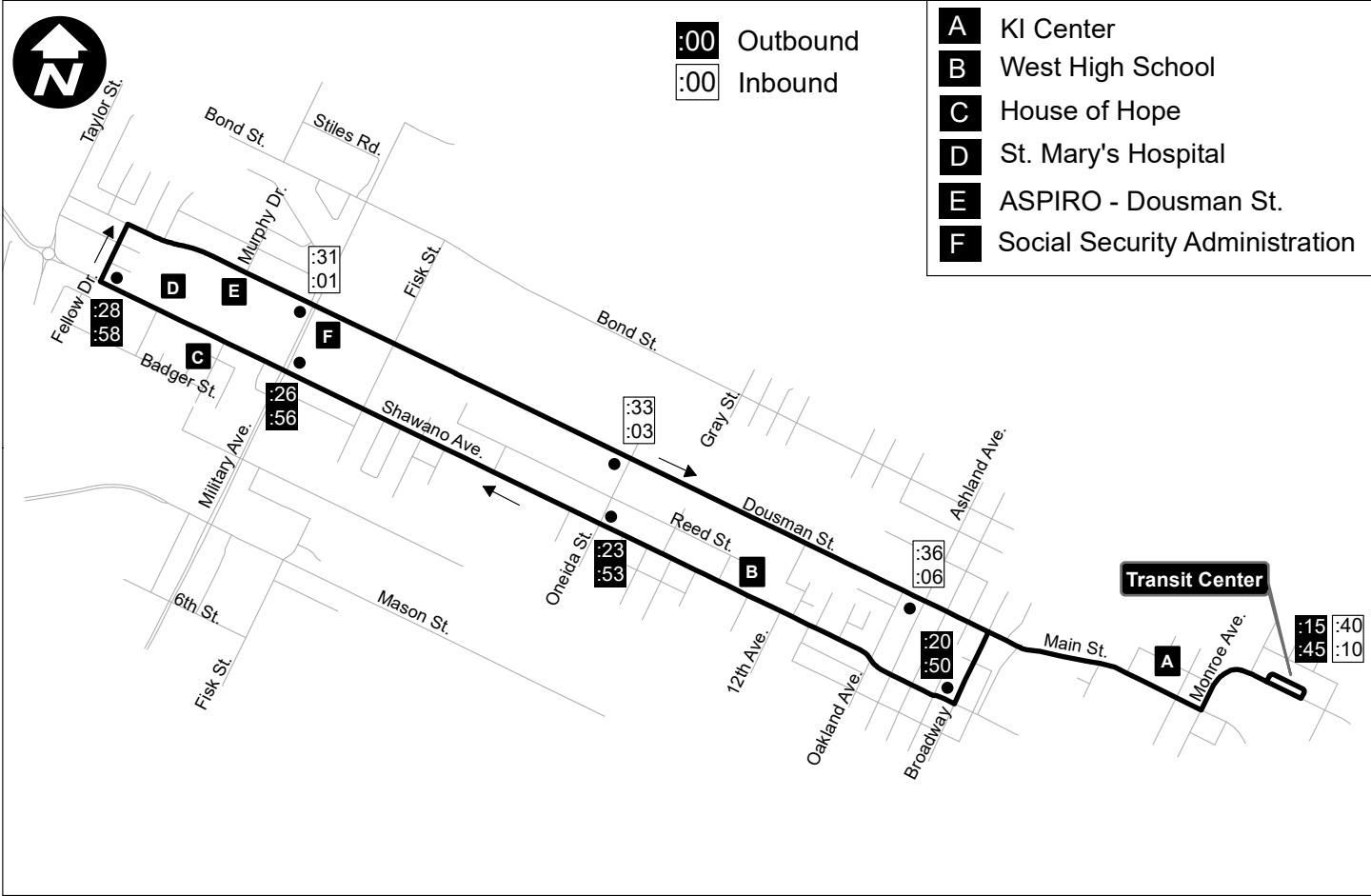
Monday - Friday 1/2 Hour Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 6:15 PM)

Saturday Hourly Service 8:15 AM - 1:45 PM
(with the last bus departing the Transit Center at 1:15 PM)

Outbound	½ Hour	Hourly
Transit Center	:45	:15
Broadway & Bond	:50	:20
Mather & Gray	:53	:23
Thomas & Locust	:57	:27

Inbound	½ Hour	Hourly
Mather & Wilson	:00	:30
Broadway & Kellogg	:05	:35
Transit Center	:10	:40

Route 4 Blue Line



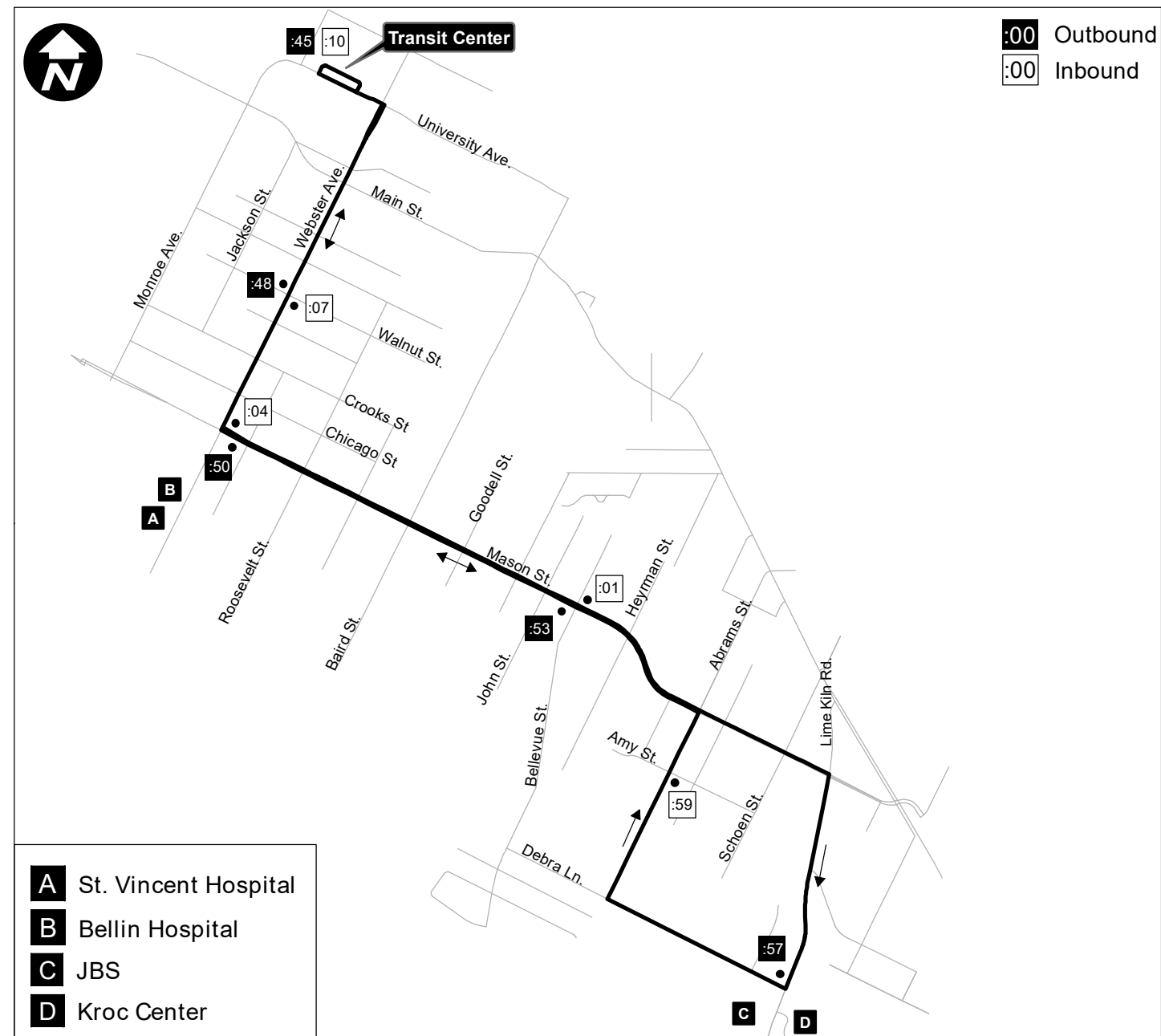
Monday - Friday 1/2 Hour Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 6:15 PM)

Saturday Hourly Service 7:45 AM - 1:15 PM
(with the last bus departing the Transit Center at 12:45 PM)

Outbound	½ Hour	Hourly
Transit Center	:15	:45
Broadway & Walnut	:20	:50
Shawano & Oneida	:23	:53
Shawano & Military	:26	:56
Shawano & Fellows	:28	:58

Inbound	½ Hour	Hourly
Dousman & Military	:31	:01
Dousman & Oneida	:33	:03
Dousman & Ashland	:36	:06
Transit Center	:40	:10

Route 5 Yellow Line

Monday - Friday

Hourly Service 5:45 AM - 6:15 PM
(with the last bus departing the Transit Center at 5:45 PM)

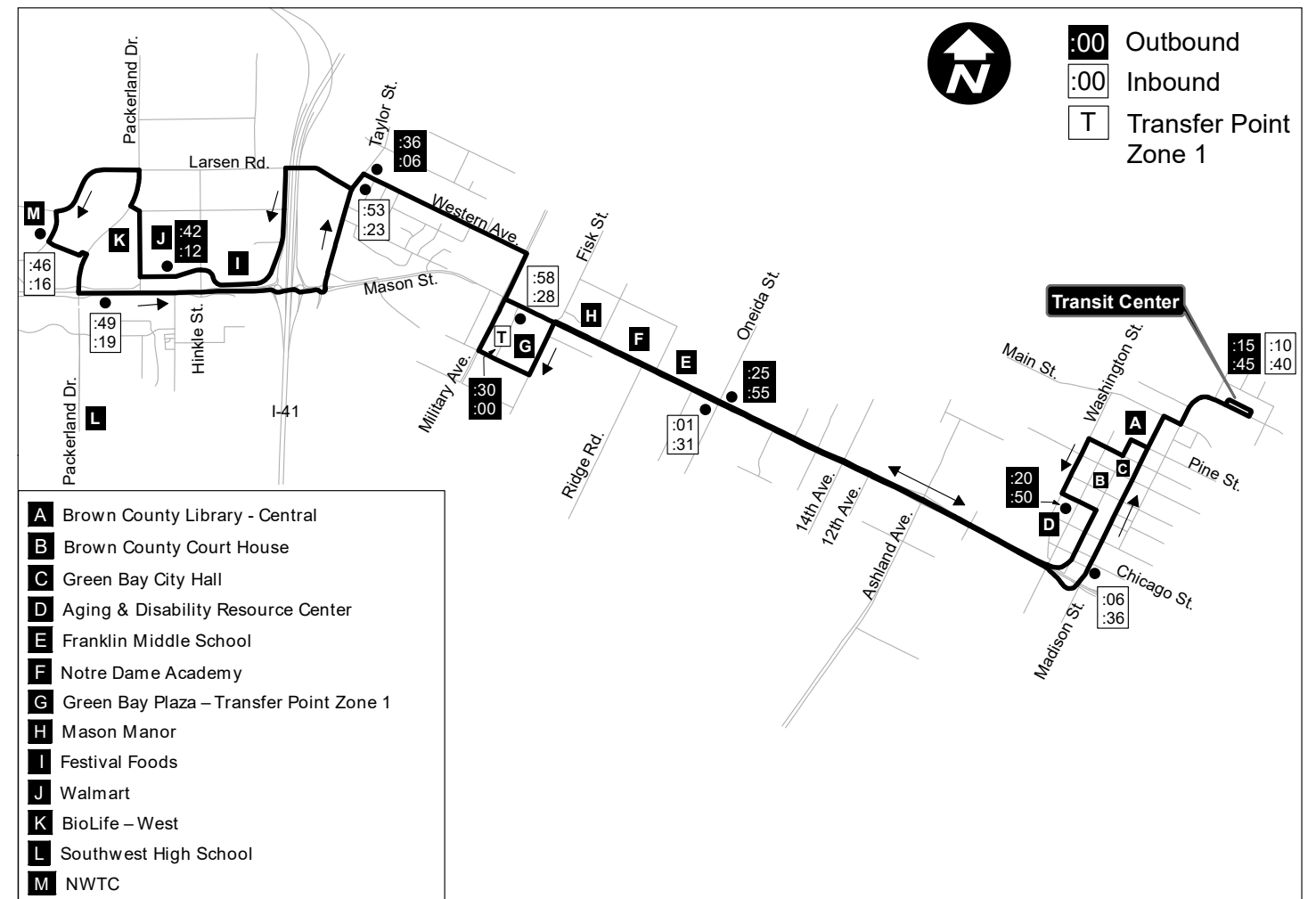
Saturday

Hourly Service 7:45 AM - 1:15 PM
(with the last bus departing the Transit Center at 12:45 PM)

<u>Outbound</u>	<u>Hourly</u>
Transit Center	:45
Webster & Walnut	:48
E Mason & Webster	:50
E Mason & Bellevue	:53
Lime Kiln & Debra	:57

<u>Inbound</u>	<u>Hourly</u>
Abrams & Amy	:59
E Mason & Bellevue	:01
E Mason & Webster	:04
Webster & Walnut	:07
Transit Center	:10

Route 6 Red Line

Monday - Friday

1/2 Hour Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 5:45 PM)

Saturday

1/2 Hour Service 7:45 AM - 1:45 PM
(with the last bus departing the Transit Center at 12:45 PM)

<u>Outbound</u>	<u>½ Hour</u>	
Transit Center	:15	:45
Stuart & Adams	:20	:50
W Mason & Oneida	:25	:55
GB Plaza Zone 1 Transfer Point	:30	:00
Western & Taylor	:36	:06
Walmart - West	:42	:12

<u>Inbound</u>	<u>½ Hour</u>	
NWTC	:46	:16
W Mason & Packerland	:49	:19
Taylor & Western	:53	:23
W Mason & Military	:58	:28
W Mason & Oneida	:01	:31
Madison & Chicago	:06	:36
Transit Center	:10	:40

Green Bay

METRO

Green Bay Metro

Full System Overview

- Legend
- Paratransit Service Area

Fixed Routes

Route 1: Pink Line

Route 2: Orange Line

Upon Request

Route 3: Silver Line

Aspiro - Weekdays

8:31 am, 12:31 pm, & 3:31 pm

Route 4: Blue Line

Route 5: Yellow Line

Route 6: Red Line

Route 7: Lime Line

Route 8: Green Line

Route 9: Gold Line

Upon Request

Route 10: Plum Line

Route 11: Sky Line

Microtransit Zones

Zone 1

Zone 2

Zone 3

Zone 4

T

Transfer Point (Color on the map corresponds to the microtransit zone)

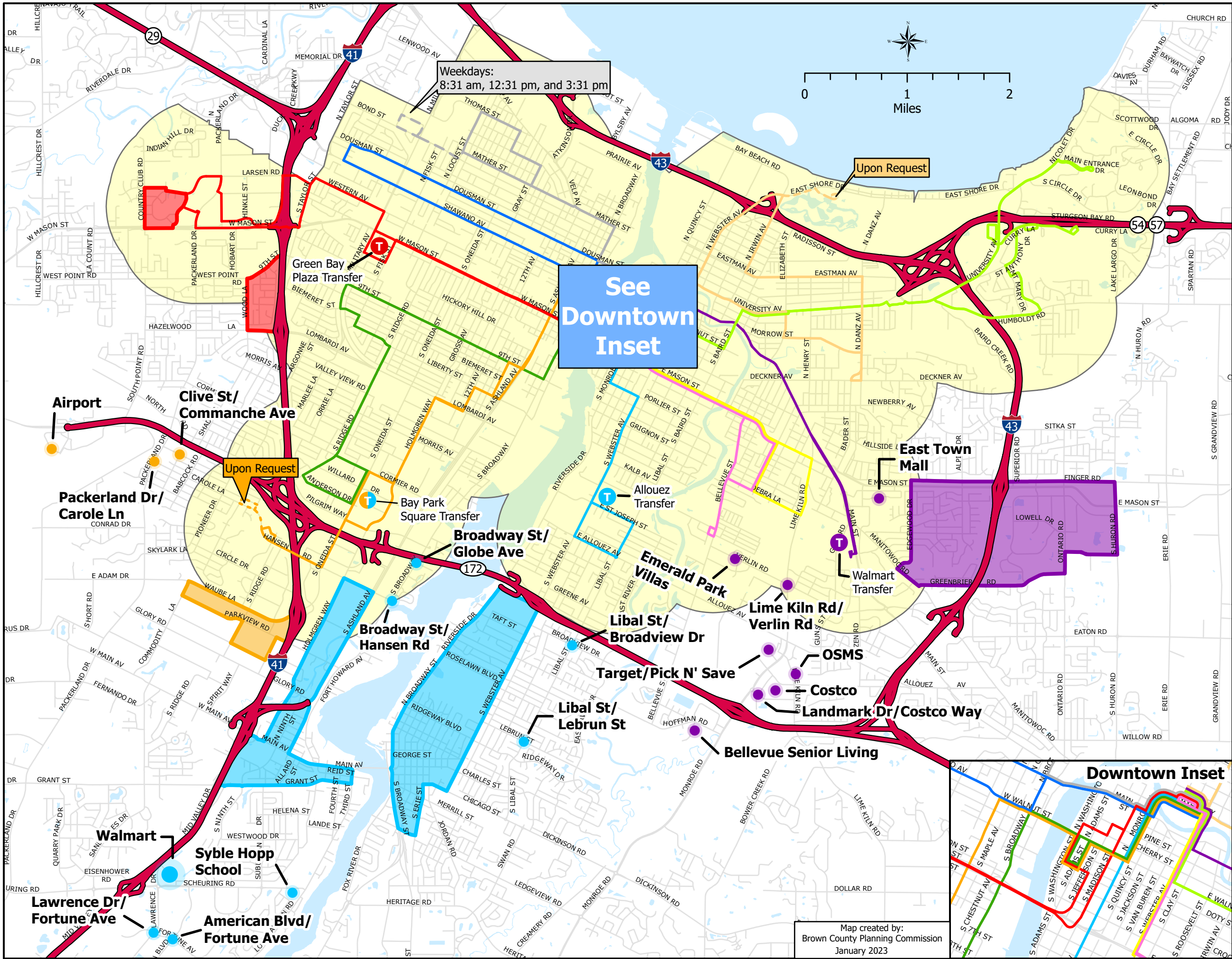
GBM

On Demand

All Zones Microtransit Service

See website for hours or scan QR

(920) 448-3185 (Press Option 2)



Map created by:
Brown County Planning Commission
January 2023

Legend:

- A East High School
- B Festival Foods
- C Curative Connections
- D Brown County Jail
- E Community Treatment Center
- F UW-Green Bay Library
- G VA Clinic

Map Details:

- Transit Center** (Start/End)
- Stops and Time Intervals:**
 - Eastman Ave. (Outbound: :45, Inbound: :40)
 - Webster Ave. (Outbound: :15, Inbound: :10)
 - Walnut St. (Outbound: :34, Inbound: :04)
 - St. George St. (Outbound: :50, Inbound: :20)
 - A (Outbound: :54, Inbound: :24)
 - Baird St. (Outbound: :27, Inbound: :57)
 - Elizabeth St. (Outbound: :54, Inbound: :24)
 - Henry St. (Outbound: :27, Inbound: :57)
 - Newtols St. (Outbound: :54, Inbound: :24)
 - Danz Ave. (Outbound: :22, Inbound: :52)
 - B (Outbound: :59, Inbound: :29)
 - Rothe St. (Outbound: :22, Inbound: :52)
 - Humboldt Rd. (Outbound: :02, Inbound: :32)
 - Laverne Dr. (Outbound: :06, Inbound: :36)
 - C (Outbound: :08, Inbound: :38)
 - D (Outbound: :19, Inbound: :49)
 - E (Outbound: :08, Inbound: :38)
 - F (Outbound: :15, Inbound: :45)
 - G (Outbound: :19, Inbound: :49)

Legend:

- :00 Outbound
- :00 Inbound

1/2 Hour Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 5:45 PM)
Hourly Service 7:45 AM - 1:45 PM
(with the last bus departing the Transit Center at 12:45 PM)

<u>Outbound</u>	<u>½ Hour</u>	<u>Hourly</u>
Transit Center	:15	:45
Baird & Walnut	:20	:50
University & Henry	:24	:54
University & Humboldt	:29	:59
Humboldt & Laverne	:32	:02
Curative Connections	:36	:06
Community Treatment Center	:38	:08
UW-Green Bay Library	:45	:15
<u>Inbound</u>	<u>½ Hour</u>	<u>Hourly</u>
VA Clinic	:49	:19
University & Humboldt	:52	:22
University & Henry	:57	:27
Baird & Walnut	:04	:34
Transit Center	:10	:40

Map Legend:

- Outbound** (Black line)
- Inbound** (Grey line)
- Transfer Point Zone 2 & 3** (T)

Stops:

- A** Brown County Library - Central
- B** Post Office
- C** Brown County Court House
- D** Green Bay City Hall
- E** Job Center
- F** Brown County Library - Southwest
- G** Lambeau Field
- H** Target
- I** Ashwaubenon High School
- J** Parkview Middle School
- K** Bay Park Square Mall – Transfer Point Zone 2 & 3
- L** Aging & Disability Resource Center

Map Details:

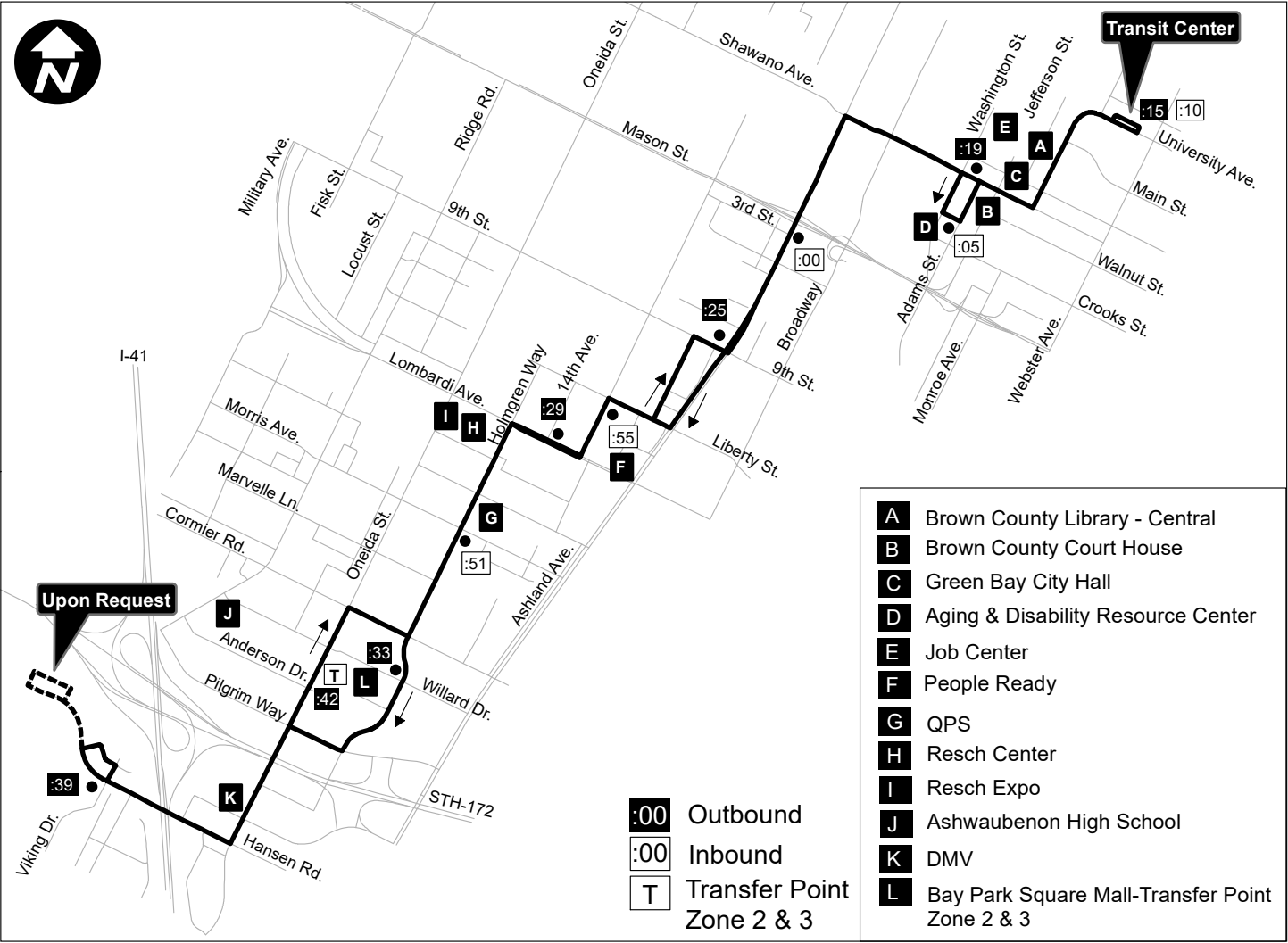
- Routes:** 22, 26, 29, 35, 40, 45, 49, 55, 59, 77.
- Streets:** 7th St., Military Ave., Fisk St., Ridge Rd., Oneida St., Mason St., Shawano Ave., Broadway, Washington St., Main St., Walnut St., Webster Ave., Mason St., Adams, Jefferson St., Monroe Ave., Ashland Ave., Norwood Ave., Gross Ave., 9th St., Liberty St., Lombardi Ave., Holmgren Way, Ashland Ave., Willard Dr., Anderson Dr., Cormier Rd., Morris Ave., Marvelle Ln., Valley View Rd., Locust St.
- Transfer Point Zone 2 & 3:** Located near the intersection of Ashland Ave. and Willard Dr.

Hourly Service 5:45 AM - 6:45 PM
(with the last bus departing the Transit Center at 5:45 PM)
Hourly Service 7:45 AM - 1:45 PM
(with the last bus departing the Transit Center at 12:45 PM)

<u>Outbound</u>	<u>Hourly</u>
Transit Center	:45
Walnut & Washington	:49
9th & Norwood	:55
9th & Ridge	:59
Liberty & Ridge	:04
Ridge & Marvelle	:08
Bay Park Zone 2 & 3 Transfer Point	:11

<u>Inbound</u>	<u>Hourly</u>
Ridge & Valley View	:17
9th & Military	:22
9th & Gross	:26
9th & Broadway	:29
Stuart & Adams	:35
Transit Center	:40

Route 9 Gold Line



Monday - Friday

Hourly Service 5:15 AM - 6:15 PM
(with the last bus departing the Transit Center at 5:15 PM)

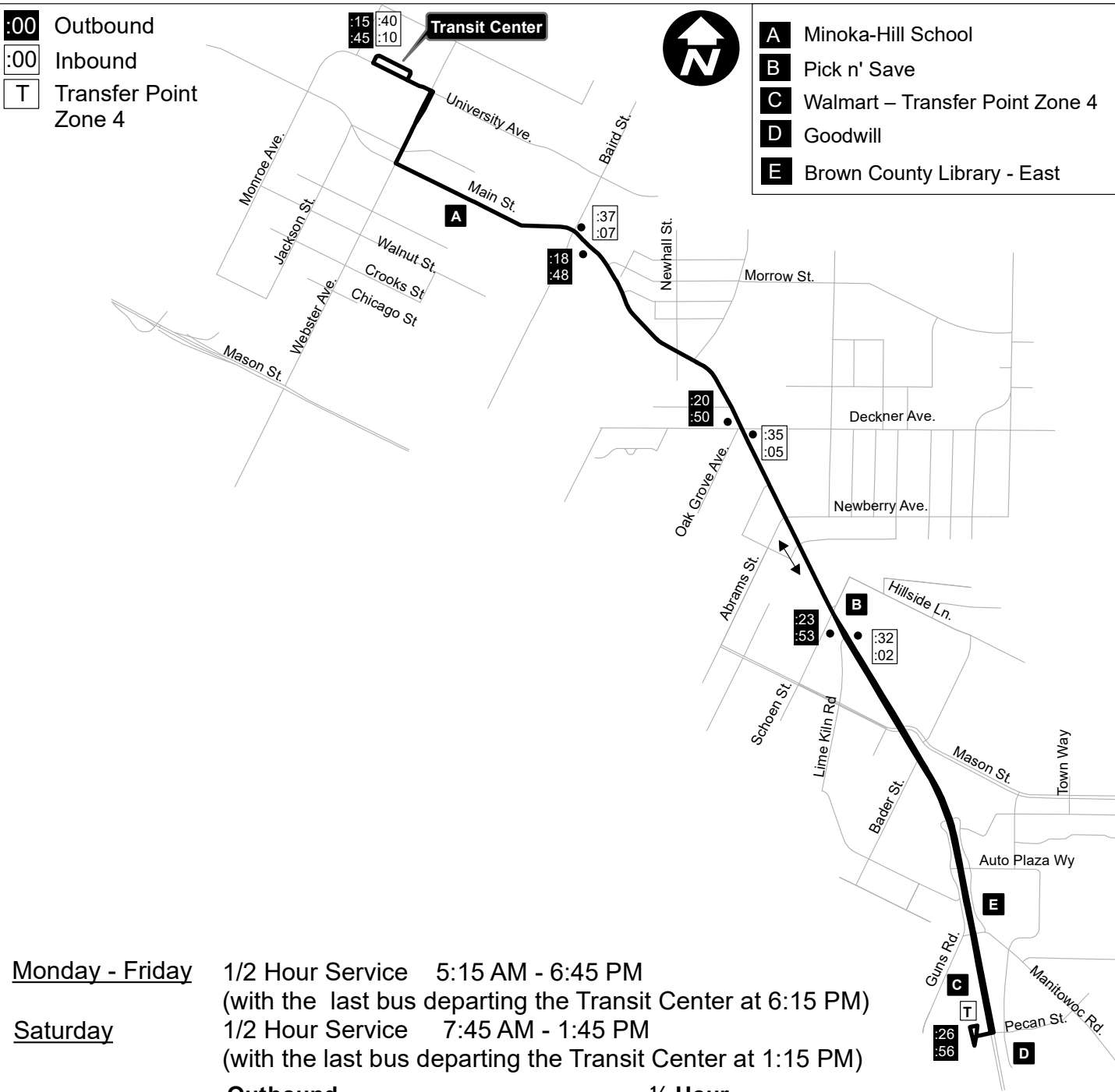
Hourly Service 8:15 AM - 1:15 PM
(with the last bus departing the Transit Center at 12:15 PM)

Saturday

Outbound	Hourly
Transit Center	:15
Walnut & Washington	:19
Ashland & 9th	:25
Lombardi & 14th	:29
Holmgren & Willard	:33
Hansen & Viking	:39
Bay Park Zone 2 & 3 Transfer Point	:42

Inbound	Hourly
Holmgren & Morris	:51
12th & Liberty	:55
Ashland & 3rd	:00
Stuart & Adams	:05
Transit Center	10

Route 10 Plum Line



Monday - Friday

1/2 Hour Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 6:15 PM)

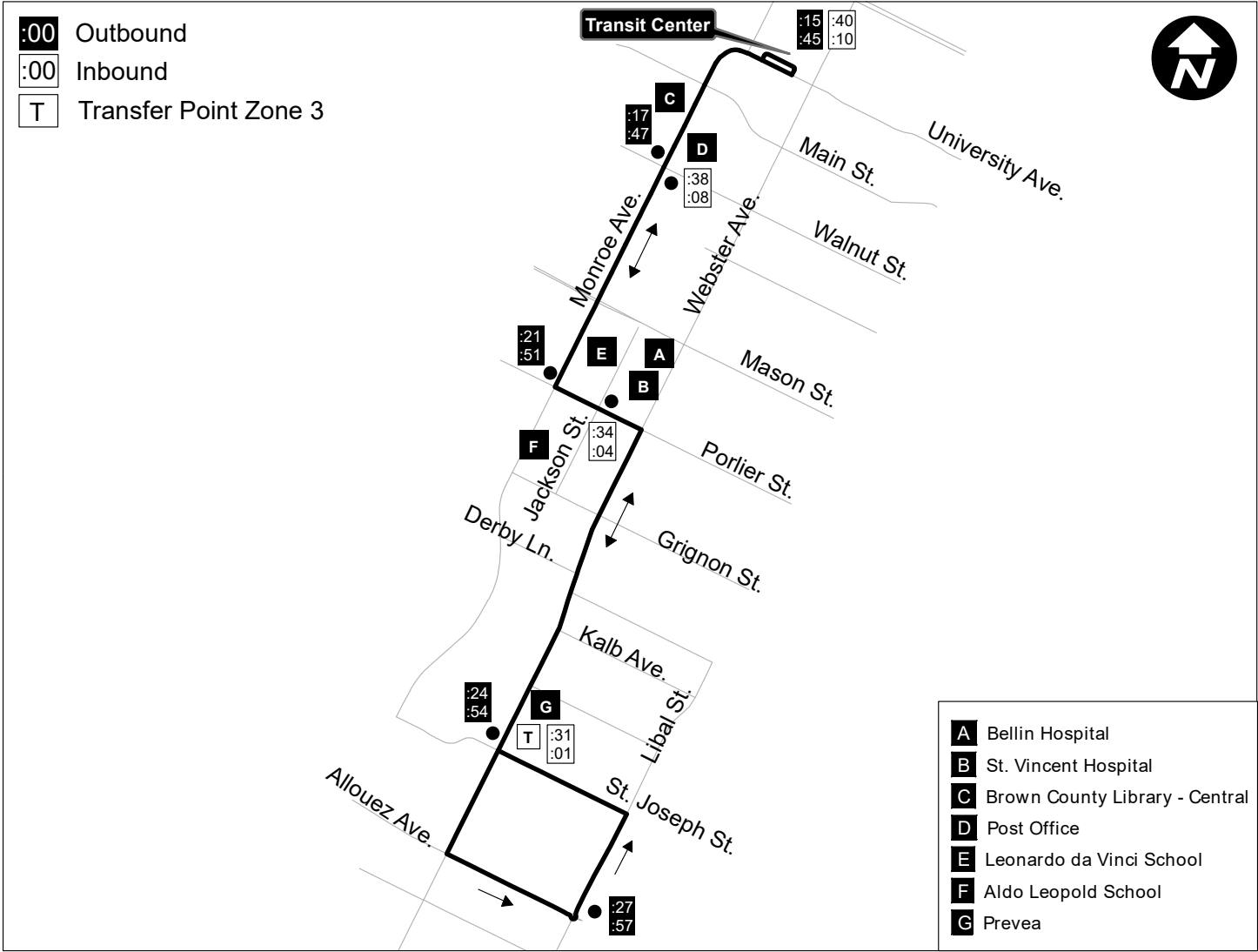
1/2 Hour Service 7:45 AM - 1:45 PM
(with the last bus departing the Transit Center at 1:15 PM)

Saturday

Outbound	1/2 Hour
Transit Center	:15 :45
Main & Baird	:18 :48
Main & Deckner	:20 :50
Main & Lime Kiln	:23 :53
Walmart East Bus Stop	:26 :56

Inbound	1/2 Hour
Main & Lime Kiln	:32 :02
Main & Deckner	:35 :05
Main & Baird	:37 :07
Transit Center	:40 :10

Route 11 Sky Line



Monday - Friday

1/2 Hour Service 5:15 AM - 6:45 PM
(with the last bus departing the Transit Center at 6:15 PM)

Saturday

1/2 Hour Service 7:45 AM - 1:45 PM
(with the last bus departing the Transit Center at 1:15 PM)

Outbound

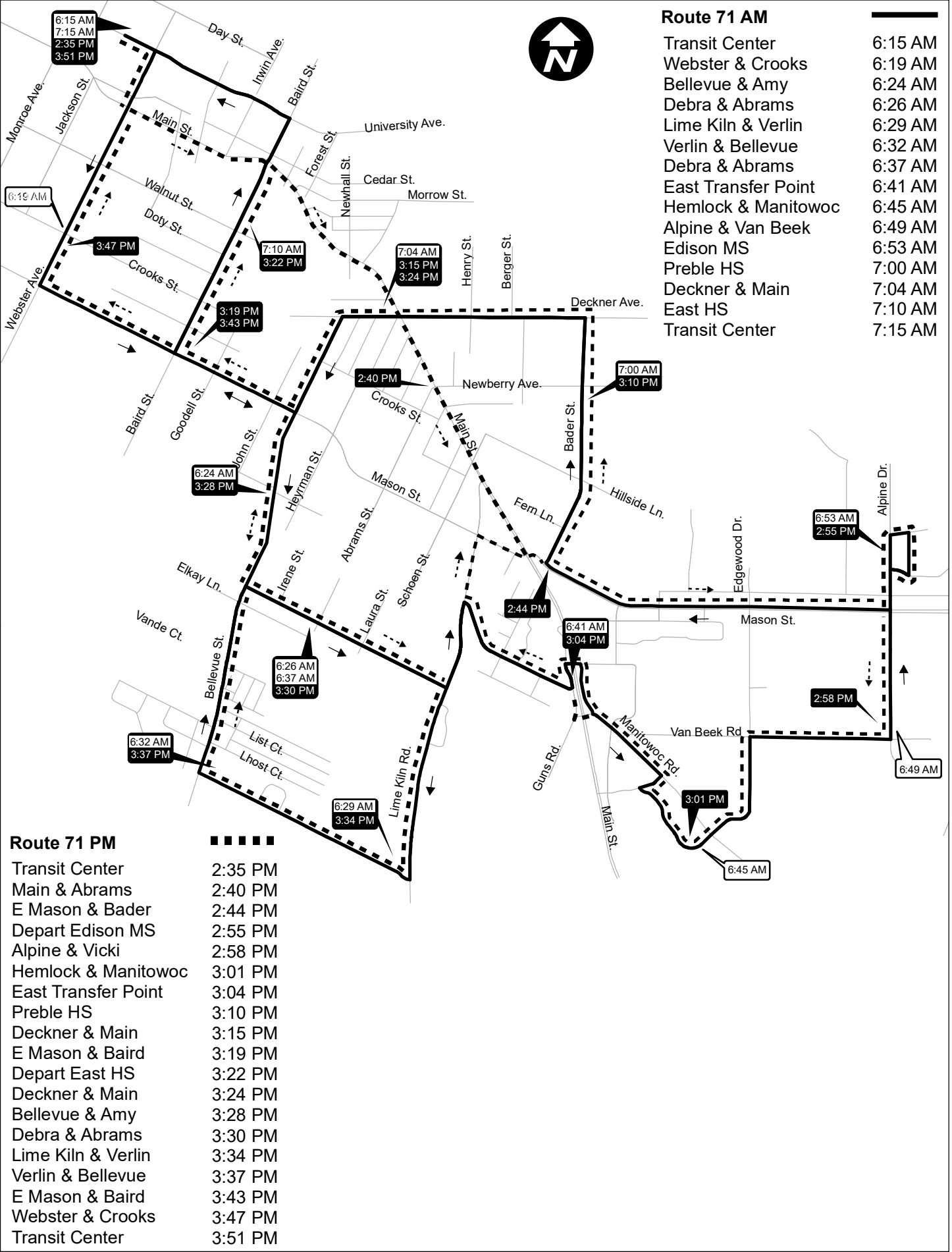
	1/2 Hour	
Transit Center	:15	:45
Monroe & Walnut	:17	:47
Porlier & Webster	:21	:51
Webster & St. Joseph	:24	:54
Libal & Allouez	:27	:57

Inbound

	1/2 Hour	
Webster near McDonald's	:31	:01
Zone 3 Transfer Point		
Porlier & Jackson	:34	:04
Monroe & Walnut	:38	:08
Transit Center	:40	:10

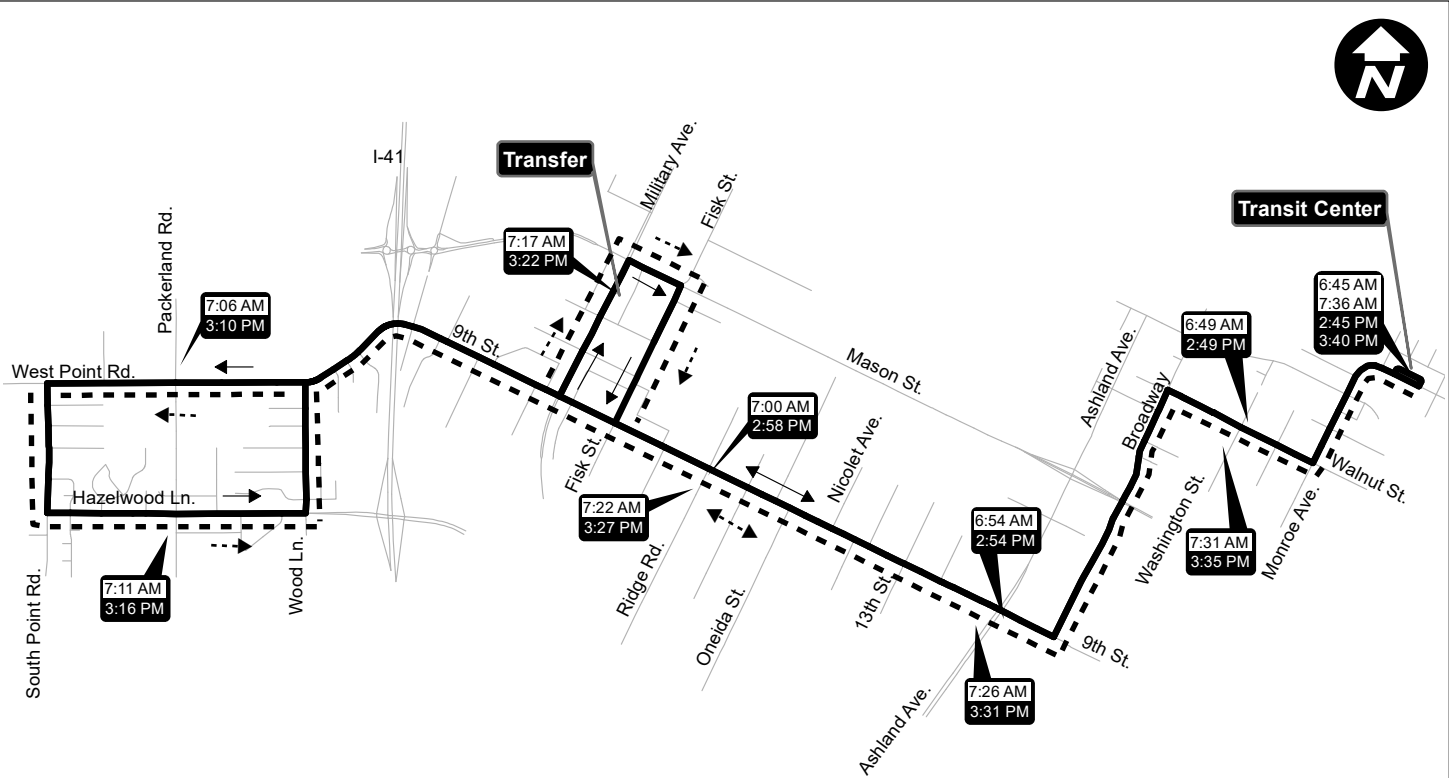
Limited Service Routes

All limited service routes are open to the public and regular fares are charged. The routes are subject to change.
The limited service routes operate on regular scheduled school days.



Limited Service Routes

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Route 75 AM

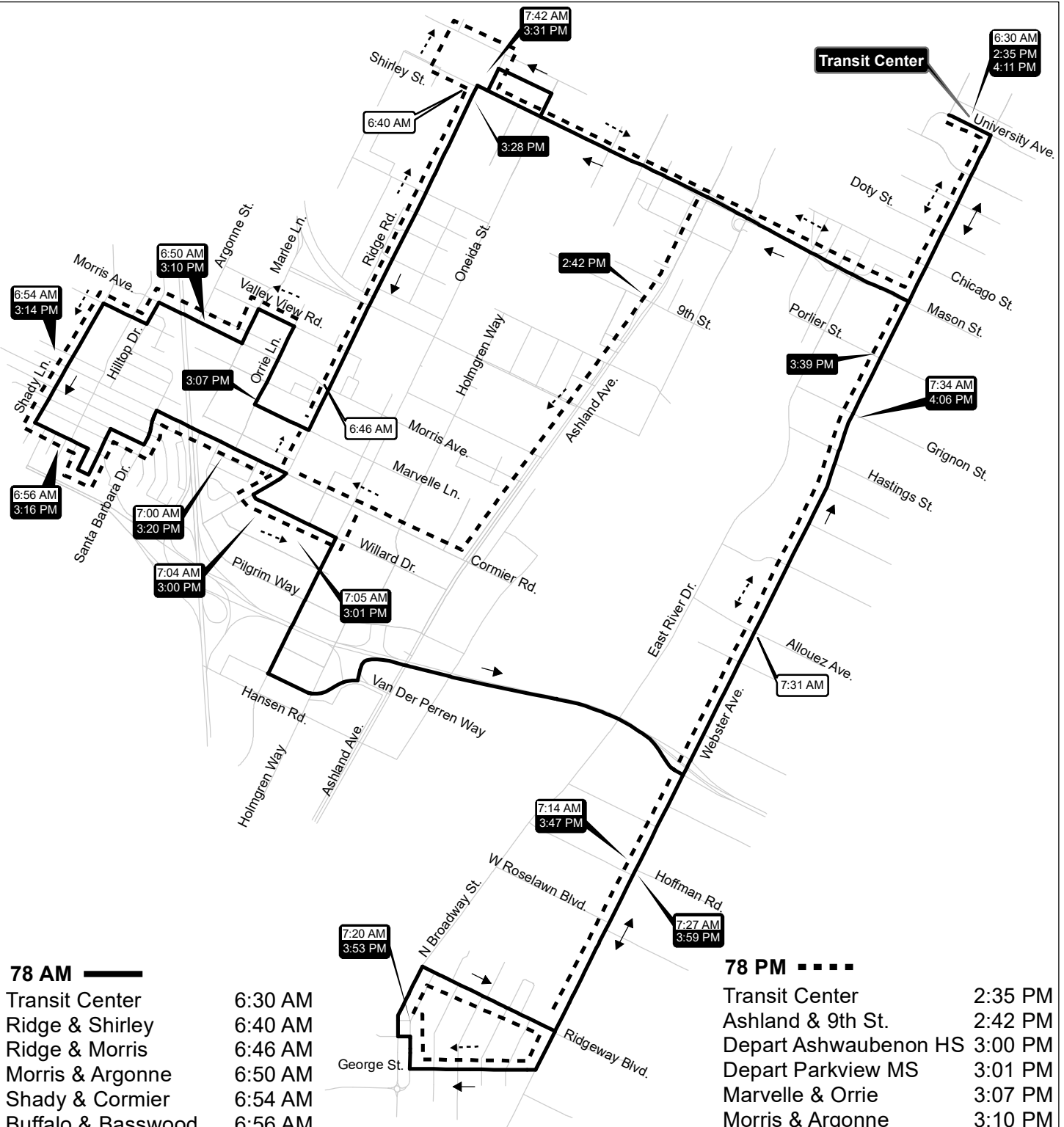
Transit Center	6:45 AM
Walnut & Washington	6:49 AM
9th & Ashland	6:54 AM
9th & Ridge	7:00 AM
West Point & Packerland	7:06 AM
Hazelwood & Packerland	7:11 AM
Green Bay Plaza Transfer Point	7:17 AM
9th & Ridge	7:22 AM
9th & Ashland	7:26 AM
Walnut & Washington	7:31 AM
Transit Center	7:35 AM

Route 75 PM

Transit Center	2:45 PM
Walnut & Washington	2:49 PM
9th & Ashland	2:54 PM
9th & Ridge	2:58 PM
West Point & Packerland	3:10 PM
Hazelwood & Packerland	3:16 PM
Green Bay Plaza Transfer Point	3:22 PM
9th & Ridge	3:27 PM
9th & Ashland	3:31 PM
Walnut & Washington	3:35 PM
Transit Center	3:40 PM

Limited Service Routes

All limited service routes are open to the public and regular fares are charged. The routes are subject to change.
The limited service routes operate on regular scheduled school days.



78 AM

Transit Center	6:30 AM
Ridge & Shirley	6:40 AM
Ridge & Morris	6:46 AM
Morris & Argonne	6:50 AM
Shady & Cormier	6:54 AM
Buffalo & Basswood	6:56 AM
Cormier & Orrie	7:00 AM
Ashwaubenon HS	7:04 AM
Parkview MS	7:05 AM
Webster & Hoffman	7:14 AM
De Pere Transfer Point	7:20 AM
Webster & Hoffman	7:27 AM
Webster & Allouez	7:31 AM
Webster & Grignon	7:34 AM
Notre Dame	7:42 AM

78 PM

Transit Center	2:35 PM
Ashland & 9th St.	2:42 PM
Depart Ashwaubenon HS	3:00 PM
Depart Parkview MS	3:01 PM
Marvelle & Orrie	3:07 PM
Morris & Argonne	3:10 PM
Shady & Cormier	3:14 PM
Buffalo & Basswood	3:16 PM
Cormier & Orrie	3:20 PM
Ridge & Shirley	3:28 PM
Notre Dame	3:31 PM
Webster & Porlier	3:39 PM
Webster & Hoffman	3:47 PM
De Pere Transfer Point	3:53 PM
Webster & Hoffman	3:59 PM
Webster & Grignon	4:06 PM
Transit Center	4:11 PM

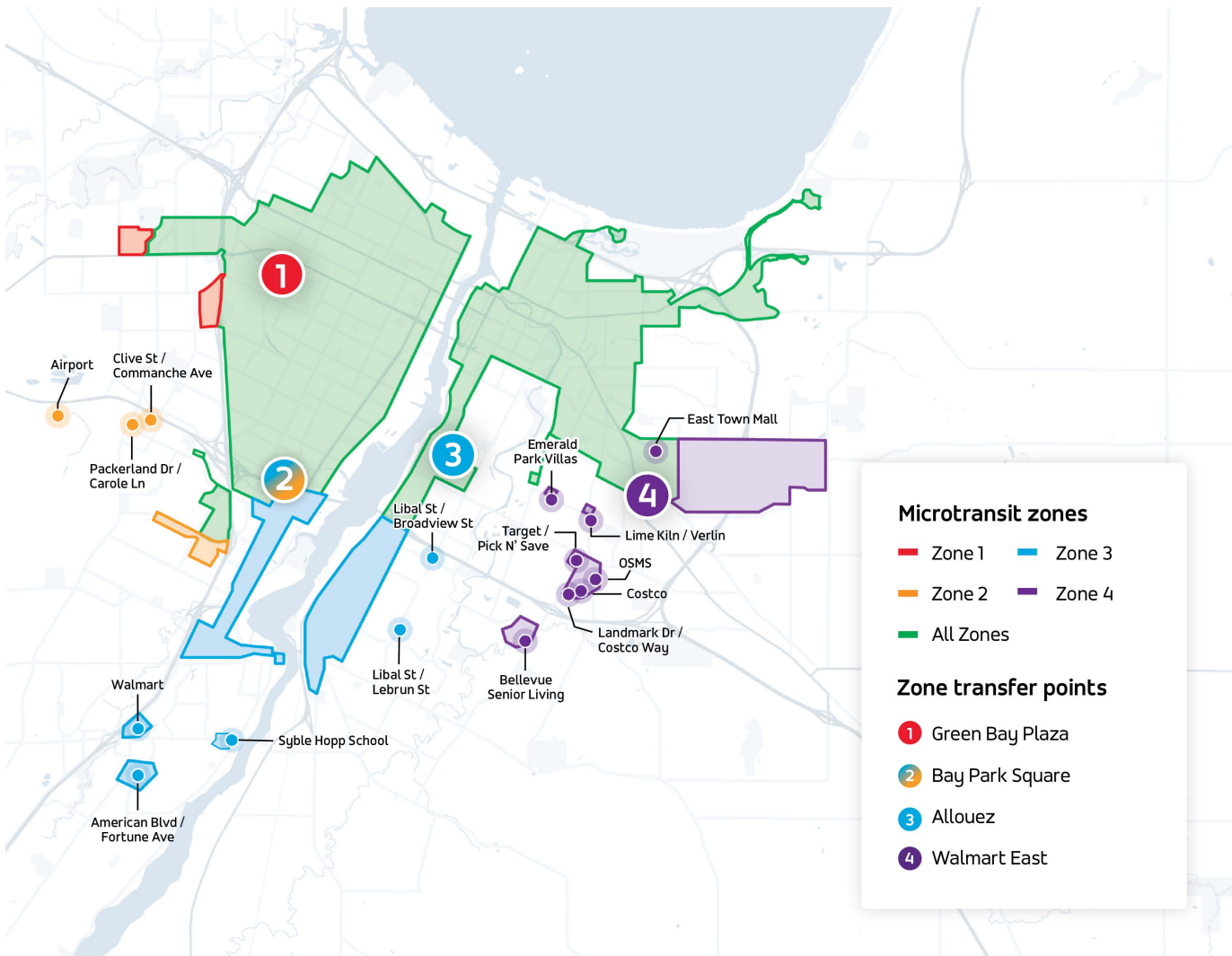
Green Bay Metro (GBM) On Demand



Microtransit Overview

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

Microtransit Service Area



Hours of Operation

Zones 1-4:
Mon. - Fri. 5:15 am - 6:45 pm
Sat. 7:45 am - 1:45 pm

All Zones:
Mon. - Fri. 6:45 pm - 11:30 pm
Sat. 1:45 pm - 7:45 pm

Microtransit Rules

Travel can occur zone to zone and within the same zone

Travel can occur between a transfer point and a zone of the same color

Travel cannot occur between transfer points

Zone 1 utilizes transfer point at Green Bay Plaza

Zone 2 utilizes transfer point at Bay Park Square

Zone 3 utilizes transfer point at Bay Park Square or Allouez Transfer Point

Zone 4 utilizes transfer point at Walmart East

Booking a Ride



1. **Create an Account.** Download the **GBM On Demand app** from the **App Store** or **Google Play Store** and follow the simple signup steps to **create an account** or call **920-448-3185** to set up an account.
2. Confirm your **location** and **set destination**. Choose the pick-up option that works best for you. You may travel from zone to zone or within the same colored zone. Each zone has a corresponding transfer point should you need to connect with the fixed route system. On weeknights (6:45 pm – 11:30 pm) and Saturdays (1:45 pm – 7:45 pm), you may travel within any zone.
3. Click **Book This Ride** to confirm your ride. All vehicles are ADA accessible. If you need an ADA accessible ride, select that feature in your app or tell customer service when setting up an account on the phone.

General Information About Booking a Ride

If you do not have a smartphone, you may call 920-448-3185 to schedule a ride. Rides may also be scheduled using phones available on fixed route buses.

You may pay by cash, credit card, or showing your valid bus pass to the driver. Fares for microtransit are the same as the fixed route bus service.

Contact Information

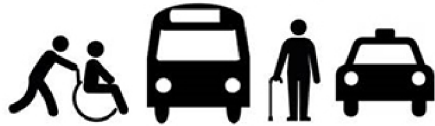
Email: support-gbm@ridewithvia.com
Phone: (920) 448-3185 (Press Option 2)



Mobility Management Program

What is Mobility Management?

Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers.



**Mobility Management
of Brown County**

"Creating Independence"

The Mobility Coordinator is available to give a presentation to your group about the different transportation options in Brown County. Please call 920-448-3450 to schedule a presentation.

Tour of Green Bay Metro Center

Tours of the Green Bay Metro Transportation Center are available by contacting 920-448-3450.

Travel Training Program

We are here to help you. The Travel Trainer will help you learn how to use the fixed route bus, microtransit, and paratransit system.

You will learn how to:

- Plan a trip
- Identify pick-up and drop-off locations
- Read a bus schedule
- Board and alight a vehicle
- Accommodate a mobility device
- Purchase a pass or fare

Contact the Travel Trainer at 920-448-3450 to schedule an appointment.

