



To: Bismarck City Commission
From: Bis-Man Transit
Date: December 19, 2016
Subject: Recommended Changes to Public Transportation Services

In response to attempting to balance current and projected budget shortfalls in comparison to public transportation customer service expectations, the Bis-Man Transit Board of Directors has proposed a variety of recommended changes to public transportation services in the Bismarck-Mandan area. The initial service change proposal was presented to the Bismarck City Commission on July 12, 2016, followed by a revised version of the service change proposal presented to the Bismarck City Commission on November 8, 2016. At both of the aforementioned meetings the Bismarck City Commission did not act upon the proposed service changes and requested the Bis-Man Transit Board continue to make further revisions to the public service change proposals. At the November 22, 2016, Bismarck City Commission Meeting a motion failed that would have allowed the Bis-Man Transit Board to work collaboratively with the Bismarck City Commission at a joint meeting to establish further revisions to the latest service change proposal.

At the regular meeting of the Bis-Man Transit Board held on December 15, 2016, the Board acted upon further revisions that it believes addresses the remaining known concerns associated with proposed changes to public transportation service in the Bismarck-Mandan area. **The following information reflects the latest revised public transportation service change proposal with the changes recommended at the December 15, 2016, Bis-Man Transit Board meeting noted in ~~strikethrough~~ (as a recommended elimination from the proposal) or underlined (noted as an addition to the proposal presented on November 8, 2016, to the Bismarck City Commission) to address remaining known concerns.**

While this proposal is not anticipated to provide a balanced budget for calendar year 2017, it will reduce the amount in which the Bis-Man Transit Board must utilize reserve funding sources to sustain public transportation service. It is undetermined how sustainable this proposal will be in the long term and further changes to service and/or additional reliable revenue sources may need to be considered in the coming years.

Proposed Fixed Route Service Changes

1. Regular full fare trip will increase to \$1.50, a daily pass will increase to \$6.00. Monthly pass will increase to \$36. Reduced fares will increase to \$.75, a daily reduced fare pass will increase to \$3.00 and monthly reduced fare will increase to \$24. The fare increases will take effect as soon as is possible.
2. Addition of veterans as fixed route reduced fare riders with appropriate photo ID
3. The 12 circuitous, interlined routes will be streamlined into six direct, out-and-back routes.

Bis-Man Transit delivers valued public transportation, linking people, jobs and communities.

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4. Fixed Route service will operate Monday – Friday, 6:30 a.m. – 7:00 p.m. and Saturday, 8:00 a.m. - 7:00 p.m. (based on individual routes)
5. Five routes will have one-hour headways with one adding pilot service to the University of Mary as an extension of an existing route. There will also be one circulator with a two-hour headway.
 - The portion of the route providing service to the University of Mary will be a pilot project through the 2017/2018 school year to gauge ridership assumptions. The pilot service would begin April 1, 2017. If the service does not generate a minimum of \$40,000 in that time period the BisMan Transit Board will eliminate service directly to the University of Mary.
6. A “My Ride” pilot program for student fares will begin, allowing for six-month (Semester) passes good from July 1 to December 31 and January 1 to June 30. This will be a sponsored program and bulk rates will be based on the number of pre-sold passes, with the option to extend to other entities.
7. Passengers that are 65 years of age or older and passengers that are ADA qualified or receiving Medicare will be able to ride the Fixed Route service for free, with an appropriate Transit issued ID.
8. (The purple route and black route have both been altered from the original proposal to address various concerns from the public)
9. A new “guaranteed ride home style” program will be developed and implemented on July 1, 2017. The program will be available to Fixed Route users from 7pm through 6:30am. A similar style program existed for Fixed Route users in the recent past.

Overall revenue hour increase will be negligible and offset by increase in farebox revenue, and reduced deadhead cost savings.

Proposed Paratransit Service Changes

1. ADA paratransit service is provided to complement the fixed route service as required by law. This ADA regulated service will be operated at a minimum of the same hours as the fixed routes. It is a curb-to-curb service with origin-to-destination upon request.
2. Eligibility based solely on age will increase from 60 years of age to 70.
3. Fare increase from \$2.50 to \$3.00. The fare increases will take effect as soon as is possible.
4. Eligibility of customers will be renewed every 3 years, or as-needed based on eligibility type.
5. The service area for complementary ADA service will be within the boundaries of Bismarck and Mandan or within $\frac{3}{4}$ of a mile of a fixed route, whichever is greater. ~~The City of Lincoln would no longer receive service unless it financially participates at an agreed upon rate and has an approved plan in place by December 31, 2016.~~ Paratransit service to the City of Lincoln will be continued up until December 31, 2017 with the expectation that the City of Lincoln will contribute a minimum of \$20,000 at some point during this timeframe. Continued discussions will take place with the City of Lincoln to find a long-term funding solution for continued service to the City of Lincoln beyond December 31, 2017.

6. Complementary ADA service will be provided Monday – Friday, 5:30 a.m. – 7:00 p.m. and Saturday 7:00 a.m. – 7:00 p.m. beginning July 1, 2017. The current 24 hour per day 7 day per week Paratransit service will remain in effect until June 30, 2017.
7. A new “guaranteed ride home” style program will be developed and implemented on July 1, 2017. This would be available to Paratransit users from 12am to 5:30am. This program will help offset the cost of transportation to those who need it the most during off-peak hours.
8. ~~Holiday service will be available through Extended Hours Service.~~ Beginning July 1, 2017 Holiday Service hours will be: a maximum of 45 hours per year and adjusted annually for ridership trends and calendar days. 2017 calendar:
 - New Years Day: 7:30 a.m. – 2:30 p.m.
 - Memorial Day: 7:30 a.m. – 1:30 p.m.
 - Independence Day: 6:00 a.m. – 4:00 p.m.
 - Labor Day: 7:30 a.m. – 2:30 p.m.
 - Thanksgiving: 8:00 a.m. – 5:00 p.m.
 - Christmas Day: 9:00 a.m. – 3:00 p.m.

Proposed Extended Hour Service

This service is not recommended to pursue at this time, however may be evaluated in future years based on available funding and customer interest.