

## **Citizens Transportation Advocacy Group**

October 12, 2020, 1:00pm.

Bis-Man Transit Center Board Room  
3750 East Rosser Ave, Bismarck ND

### **1. Welcome & Introductions**

### **2. Approval of Agenda**

### **3. Consent Agenda**

- i. Previous Meeting's Minutes
  - a. Attachment A
- ii. Ride Stats
  - a. Attachment B

### **4. Regular Agenda**

- i. Public Comment
- ii. Route Redesign
  - a. Attachment C
- iii. Technology Update
- iv. COVID-19 Safety Update
- v. 2021 Holiday Hours
  - a. Attachment D
- vi. Bylaw/Term Discussion
  - a. Attachment E
- vii. 2021 Meeting Schedule
  - a. Attachment F

### **5. Other Business**

## 6. Adjourn

- The next CTAG Meeting is scheduled for January 11, 2020 at 1:00 PM.



## Citizen Transportation Advocacy Group Meeting Minutes

July 13, 2020, 1:00PM

Bis-Man Transit Center Board Room

3750 E Rosser Avenue, Bismarck

Attending: Vice Chair/Trevor Vannett      Helen Baumgartner  
Tanya Jo Smith      Jeannie Pedersen  
Kate Herzog

Not Attending: Chair/ Susan Dingle      Heather Salhus  
Mike Chaussee      Jillian Schaible  
Lorraine Davis      Lee Red Horse  
Laura Just

Staff: Glenn Lauinger      Deidre Hughes  
Taylor Kitzan

Guests: Craig Thomas      Tom Reisenauer  
Danae Thiery

## **Meeting called to order at 1:10 P.M.**

**Public Comment:** None at this time.

**Ecolane App/Web Portal:** Deidre Hughes discussed the Ecolane app and how it will work for riders and operations. This contract is still being worked on and will be beta tested. Helen Baumgartner asked when the beta test will take place. Deidre answered two to three weeks and it should be fully operational by August.

**Routematch:** Deidre Hughes discussed how Bis-Man Transit will be terminating their contract with Routematch by the end of October.

**Staff Update:** Deidre Hughes gave an update that she took over as Executive Director effective July 1<sup>st</sup> and that the new staff Accountant, Taylor Kitzen, started on June 1<sup>st</sup>. Deidre also informed everyone that the Marketing and Mobility Specialist position was in the offer phase.

**Community Outreach Events:** Deidre Hughes discussed that the “Stuff the Bus” event is cancelled for this year and that “University Days” are still tentatively scheduled. Deidre asked the group for ideas for other events to be brought to her attention.

**COVID-19 Update:** Deidre Hughes discussed that the Transit facility opened to the public as of July 1<sup>st</sup>. An individual’s temperature is taken upon entry of the facility and they are also offered a mask to wear. Deidre also discussed the policies and procedures that are set in place by Operations.

**New Route Service Changes:** Deidre Hughes discussed that the New Route Task Force will meet for the first time on Tuesday, July 14<sup>th</sup> at 10:00 AM via Zoom. Deidre explained that the new routes would take effect four months after approval. Deidre also discussed that if a rider of the Green Route lets the driver know they need to come to the Transit facility, they will call for a shuttle to pick up and drop off at the South Walmart location.

**Sunday/Holiday Paratransit Service:** Deidre Hughes discussed that Transit has made holiday hours more flexible and wasn’t sure about extending Sunday service hours. This topic can be discussed with the City Commission and the same time as the fixed route change proposals. Deidre explained that a Financial Analysis would also have to be completed.

**Other Business:** Helen Baumgartner expressed her concern about the recertification process. A fellow rider is vision-impaired and didn’t receive the postcard reminder. Helen asked if it was federally regulated that these communications had to be in brail. Deidre Hughes said that she will research this going forward with communications.

**Meeting adjourned at 1:49 P.M.**



# June 2020

## MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD	
RIDERSHIP							
FIXED ROUTE	5,025	28,113	8,427	52,729	-40.37%	-46.68%	
PARATRANSIT	5,999	35,501	8,532	55,316	-29.69%	-35.82%	
Total	11,024	63,614	16,959	108,045	-35.00%	-41.12%	
FR AVG. DAILY BOARDINGS	193.27						
DR AVG. DAILY BOARDINGS	199.97						
			Pass./Hour	Pass./Hour	Pass./Hour		
						% INC/DEC	
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD	OVR PYTD
FIXED ROUTE	1,796.85	7,735.18	2.80	3.63	5.09	10,354.4	-25.30%
PARATRANSIT	2,383.33	14,604.92	2.52	2.43	2.81	19,709.2	-25.90%
Total	4,180.18	22,340.10	2.64	2.85	3.6	30,063.6	
			Pass./Mile	Pass./Mile			
							% INC/DEC
REVENUE MILES	Month	YTD	Month	YTD	PY YTD		OVR PYTD
FIXED ROUTE	28,798	128,535	0.17	0.22	170,698		-24.70%
PARATRANSIT	35,092.60	191,377.55	0.17	0.19	264,740		-27.71%
Total	63,890.60	319,912.55	0.35	0.40	435,438		-26.53%
					% INC/DEC		% INC/DEC
ON TIME PERFORMANCE	Month	YTD	PY Month	PY YTD	OVR PYM		OVR PYTD
FIXED ROUTE	83.17%	81.48%	75.93%	80.54%	9.54%		1.17%
PARATRANSIT	96.00%	98.30%	98.00%	95.00%	-2.04%		3.47%
RIDERSHIP PER ROUTE						% INC/DEC	
ROUTE	Month	YTD		PY Month		OVR PYM	
BLACK	922	5494		1551		-40.6%	
BLUE	1009	5428		1607		-37.2%	
GREEN	573	3908		951		-39.7%	
RED	1118	5453		1971		-43.3%	
BROWN	674	4043		1155		-41.6%	
PURPLE	729	3787		1192		-38.8%	
U-Mary	0	673		120		-100.0%	
ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault			
FIXED ROUTE	2	2	3	0			
PARATRANSIT	0	0	3	3			
SERVICE VEHICLE	0	0	0	0			
COMPLAINTS	Month	YTD					
FIXED ROUTE	3	12					
PARATRANSIT	2	15					
COMPLIMENTS	Month	YTD					
FIXED ROUTE	1	1					
PARATRANSIT	3	13					
Office Staff	0	3					

# July 2020

## MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
<b>RIDERSHIP</b>						
FIXED ROUTE	4,343	32,456	8,351	61,080	-47.99%	-46.86%
PARATRANSIT	6,102	41,603	9,153	64,469	-33.33%	-35.47%
Total	10,445	74,059	17,504	125,549	-40.33%	-41.01%
FR AVG. DAILY BOARDINGS	167.04					
DR AVG. DAILY BOARDINGS	196.84					
			Pass./Hour	Pass./Hour	Pass./Hour	
<b>REVENUE HOURS</b>	<b>Month</b>	<b>YTD</b>	<b>Month</b>	<b>YTD</b>	<b>PY YTD</b>	<b>PY YTD</b>
FIXED ROUTE	1,804.35	9,539.53	2.41	3.40	5.03	12,144.1
PARATRANSIT	2,564.11	17,169.03	2.38	2.42	2.80	23,033.0
Total	4,368.46	26,708.56	2.39	2.77	3.6	35,177.1
			Pass./Mile	Pass./Mile		
<b>REVENUE MILES</b>	<b>Month</b>	<b>YTD</b>	<b>Month</b>	<b>YTD</b>	<b>PY YTD</b>	<b>PY YTD</b>
FIXED ROUTE	28,999	157,534	0.15	0.21	200,943	
PARATRANSIT	33,118.50	224,496.05	0.18	0.19	308,938	
Total	62,117.50	382,030.05	0.33	0.39	509,881	
<b>ON TIME PERFORMANCE</b>	<b>Month</b>	<b>YTD</b>	<b>PY Month</b>	<b>PY YTD</b>	<b>% INC/DEC OVR PYM</b>	<b>% INC/DEC OVR PYTD</b>
FIXED ROUTE	90.38%	84.67%	75.21%	79.78%	20.17%	6.13%
PARATRANSIT	99.00%	98.40%	98.00%	96.00%	1.02%	2.50%
<b>RIDERSHIP PER ROUTE</b>						<b>% INC/DEC OVR PYM</b>
<b>ROUTE</b>	<b>Month</b>	<b>YTD</b>		<b>PY Month</b>		
BLACK	820	6314		1547		-47.0%
BLUE	809	6237		1574		-48.6%
GREEN	481	4386		930		-48.3%
RED	946	6399		1774		-46.7%
BROWN	628	4671		1363		-53.9%
PURPLE	659	4446		1163		-43.3%
U-Mary	0	673		125		-100.0%
<b>ACCIDENTS</b>	<b>Month</b>	<b>Month at Fault</b>	<b>YTD</b>	<b>YTD at Fault</b>		
FIXED ROUTE	0	2	3	0		
PARATRANSIT	1	1	4	4		
SERVICE VEHICLE	0	0	0	0		
<b>COMPLAINTS</b>	<b>Month</b>	<b>YTD</b>				
FIXED ROUTE	2	14				
PARATRANSIT	3	18				
<b>COMPLIMENTS</b>	<b>Month</b>	<b>YTD</b>				
FIXED ROUTE	0	1				
PARATRANSIT	3	16				
Office Staff	1	4				

# August 2020

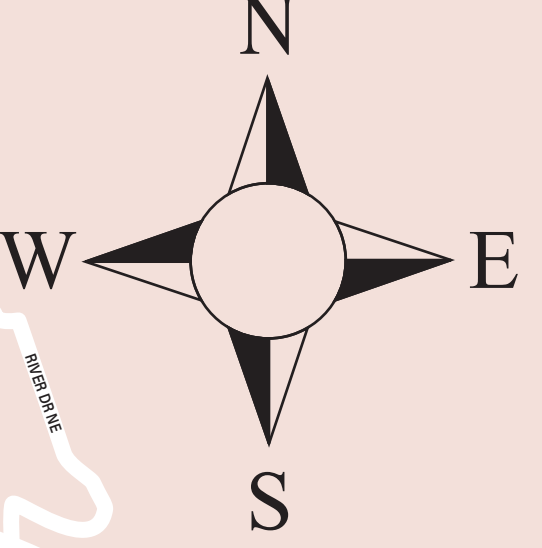
## MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
RIDERSHIP						
FIXED ROUTE	4,685	37,141	8,304	69,384	-43.58%	-46.47%
PARATRANSIT	6,195	47,798	9,153	73,622	-32.32%	-35.08%
Total	10,880	84,939	17,457	143,006	-37.68%	-40.60%
FR AVG. DAILY BOARDINGS	180.19					
DR AVG. DAILY BOARDINGS	199.84					
			Pass./Hour	Pass./Hour	Pass./Hour	
						% INC/DEC OVR PYTD
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD
FIXED ROUTE	1,791.34	11,330.87	2.62	3.28	4.96	14,001.0
PARATRANSIT	2,446.45	19,615.48	2.53	2.44	2.80	26,261.1
Total	4,237.79	30,946.35	2.57	2.74	3.6	40,262.2
			Pass./Mile	Pass./Mile		
						% INC/DEC OVR PYTD
REVENUE MILES	Month	YTD	Month	YTD	PY YTD	
FIXED ROUTE	30,291	187,825	0.15	0.20	231,921	-19.01%
PARATRANSIT	32,396.68	256,892.73	0.19	0.19	353,036	-27.23%
Total	62,687.68	444,717.73	0.35	0.38	584,957	-23.97%
					% INC/DEC OVR PYM	% INC/DEC OVR PYTD
ON TIME PERFORMANCE	Month	YTD	PY Month	PY YTD		
FIXED ROUTE	82.83%	84.41%	79.77%	79.78%	3.84%	5.80%
PARATRANSIT	98.00%	98.40%	97.00%	96.00%	1.03%	2.50%
RIDERSHIP PER ROUTE						% INC/DEC OVR PYM
ROUTE	Month	YTD		PY Month		
BLACK	859	7173		1377		-37.6%
BLUE	841	7078		1492		-43.6%
GREEN	586	4975		871		-32.7%
RED	815	7214		1783		-54.3%
BROWN	722	5393		1507		-52.1%
PURPLE	862	5308		1274		-32.3%
U-Mary	0	673		116		-100.0%
ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault		
FIXED ROUTE	0	0	3	0		
PARATRANSIT	1	1	5	5		
SERVICE VEHICLE	0	0	0	0		
COMPLAINTS	Month	YTD				
FIXED ROUTE	4	18				
PARATRANSIT	0	18				
COMPLIMENTS	Month	YTD				
FIXED ROUTE	0	1				
PARATRANSIT	2	18				
Office Staff	0	4				



# MANDAN, NORTH DAKOTA

# BISMARCK, NORTH DAKOTA



## Bis-Man Fixed Bus Route

Route 1

Route 2

Route 3

Route 4

Route 5

Route 6

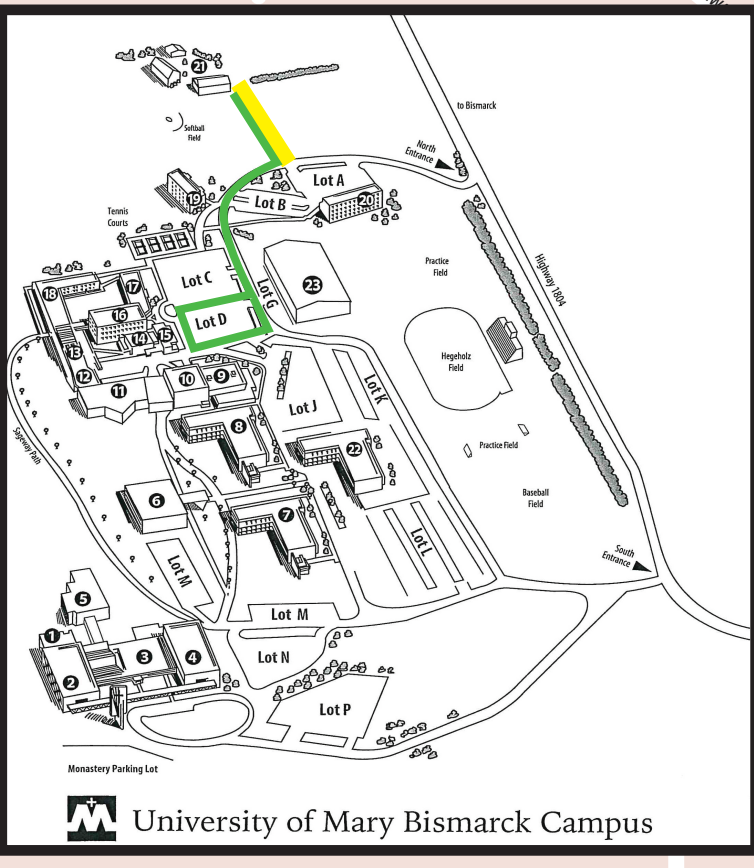
Shelter

No Stop Zone

Indicates Stop Permitted

Transfer Point

Highlighted times on timetables do not run on Saturdays





## CTAG Term Discussion

The table picture below is based off of terms agreed upon at the June 2018 Meeting. It appears a number of members should have been up for election in June of 2019. I have highlighted all individuals who will need to be up for re-election. Terms will need to be staggered in order to account for the mistake.

Member	Term (Year)
Jillian Schaible	2
Lorraine Davis	2
Laura Just	3
Kate Herzog	2
Mike Chaussee	1
Susan Dingle	1
Trevor Vannett	2
Jeannie Pedersen	1
Helen Baumgartner	3
Tanya Smith	3
Heather Salhus	1

## **- Bis-Man Transit Board –**

### **Citizen Transportation Advocacy Group**

#### **BYLAWS**

##### **Article I - NAME**

The name of this Group shall be the Citizen Transportation Advocacy Group (CTAG). Establishment of the Group is authorized by the Bis-Man Transit Board.

##### **Article II - OBJECTIVE**

The CTAG serves to provide the Bis-Man Transit Board (BMTB) with advice, comments and suggestions pertaining to multi-modal plans, programs, and projects administered by BMTB of interest to the citizens of the Bismarck/Mandan community. The group shall serve in an advisory capacity with its objective being to act as a sounding board for the BMTB staff in developing plans and programs to address public transportation in a multi-modal framework. The functions of the group shall include, but are not limited to the following:

1. Advise BMTB staff and the BMTB Board of Directors on consumer issues related to the design of the public transportation system, its ancillary systems/services, performance, policies, marketing and communications.

##### **Article III - COMPOSITION-QUALIFICATION AND TERMS**

CTAG members shall be appointed by the Bis-Man Transit Board, and shall serve at the pleasure of the Bis-Man Transit Board. Members representing specific jurisdictions (\*) will be nominated by their respective jurisdiction. The BMTB will strive to appoint Group members that represent the diverse makeup of the Bismarck/Mandan community including members of underrepresented groups.

The CTAG will consist of up to a maximum of twenty (20) members. Members will be appointed based on their representation of the following constituencies:

<b>Interest</b>	<b>Number of Members</b>
Bismarck resident*	1
Mandan resident *	1
U-Mary Representative *	1
BSC Representative*	1
United Tribes Representative*	1
Bismarck Public Schools Representative *	1
Mandan Public Schools*	1
The Downtowners Association *	1
Mandan Progress*	1
BMDA or Chamber of Commerce	1
Member Representing the Senior Population	1
Senior Rider	1
Paratransit Rider	1
Member Representing Disabled Population	1
Frequent Fixed Route Rider	1
Student Rider	1
Member Representing Active Transportation Interests	1
Member Representing Low Income Housing and/or Homeless Interests	1
Member Representing the Healthcare Field	1

All members, while understanding that they may have been appointed by virtue of a particular position or interest they hold or represent, must also understand that they represent ALL of the citizens of the community as advocacy group members.

Initial appointments to the Group shall be six for a one-year term, six for a two-year term and six for a three-year term. Subsequent to the initial appointment, the term of appointment shall be for two years, which may be renewed. Members shall draw lots to determine term of initial appointment.

#### **Article IV- MEMBERSHIP WITHDRAWAL**

Membership may be withdrawn by the BMTB Executive Director for any of the following reasons:

1. Three (3) consecutive unexcused absences or five (5) absences in an eighteen month period.
2. Misrepresentation at time of appointment with respect to personal use of BMTB's service.
3. If member does not reside in the BMTB service area or ceases to represent the constituency to which the member was assigned.

## **Article V - OFFICERS AND DUTIES**

The Group members will elect a Group Chair and Vice-Chair by a majority of the members present at the October/November/December meeting. A quorum is necessary to hold the elections. Offices will be held for one year or until their successors are elected.

The Chair will preside at all meetings. Should the Chair be absent, the Vice-Chair will preside. In the unlikely event both Chair and Vice-Chair are absent; the remaining members will select an alternate member to preside.

The Chair may appoint ad hoc committees on an as-needed, non-scheduled basis to accomplish a specific task and report back to the full CTAG. Ad hoc committees must have less than a quorum of CTAG members. The CTAG may not direct the ad hoc committee on how to fulfill its function or when it should meet.

BMTB staff will provide the administrative support for the Group including e-mailing minutes and agendas to members, and any other related duties.

## **Article VI - MEETINGS**

The CTAG shall meet quarterly (or more frequently as deemed necessary) at a date, time and place set by resolution of the BMTB effective January 2018, unless otherwise scheduled by the majority of a quorum. Additional meetings may be required to address time sensitive matters.

All CTAG meetings will be held in accordance with open meeting laws (Century Code 44-04-17.1 through 44-04-31.). Public Notice of all meetings shall be given pursuant to the open meeting laws.

Agenda items will be agreed upon by the Chair and the BMTB staff representative, or upon motion of the Group. Any Group member may make recommendations for the agenda.

Each member shall have one (1) vote and a quorum shall consist of more than 50% of voting members. A majority vote of the quorum shall be necessary to present an issue to the Executive Director and to the BMTB Board of Directors.

All actions of the Group shall require the approval of a majority of the quorum present.

## **Article VII - PARLIAMENTARY PROCEDURE**

The rules contained in "Roberts Rules of Order", shall govern the Group in all cases to which they are applicable, and not inconsistent with the bylaws of the Group.



## **Article VIII - PROHIBITED ACTIVITIES**

No individual member shall represent the CTAG to the general public or at a BMTB Board meeting without majority vote of a quorum at a CTAG meeting prior to the representation.

No CTAG member will represent BMTB to the general public without consent of the Executive Director (or designee) prior to the representation.

## **Article IX. IMPERTINENCE-DISTURBANCE AND MEETING**

Any person, including Group members, making personal, impertinent or indecorous remarks while addressing the Group may be barred by the chairperson from further appearance before the Group at that meeting, unless permission to continue is granted by an affirmative vote of the Group. The chairperson may order any person, including Group members, removed from the Group meeting who causes a disturbance or interferes with the conduct of the meeting, and the chairperson may direct the meeting room cleared when deemed necessary to maintain order.

## **Article X. COMENSATION**

All members of the CTAG operate on a voluntary basis and will not be compensated for their time. Free rides will be provided for active CTAG members on the public transportation system up to the value of a fixed route monthly pass, each month.

## MEMO

October 12, 2020

TO: Bis-Man Transit Board of Directors  
FROM: Deidre Hughes, Executive Director  
SUBJECT: 2021 CTAG Meeting Schedule

The Citizen Transportation Advocacy Group meets four times a year to discuss local transit matters. Typically, these meetings take place the second Monday of January, April, July, and October at 1:00 PM. Listed below are the tentative meeting dates for 2021.

**January 11, 2020**

**April 12, 2020**

**July 12, 2020**

**October 11, 2020**