Citizens Transportation Advocacy Group

July 13, 2020, 1:00pm.

Via Zoom

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. Ecolane App/Web Portal

        a. Attachment C

    iii. Routematch Update

    iv. Staff Update

    v. Community Outreach Events

    vi. COVID-19 Update

    vii. New Route Service Changes

    viii. Sunday/Holiday Paratransit Service

5. Other Business

6. Adjourn

• The next CTAG Meeting is scheduled for Oct 12th.

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

3750 East Rosser Avenue, Bismarck, ND 58501 ● P: (701) 258-6817 ● F: (701) 258-6752 ● www.bismantransit.com

Citizen Transportation Advocacy Group Meeting Minutes

January 13, 2020, 1:00PM

Bis-Man Transit Center Board Room

3750 E Rosser Avenue, Bismarck

Attending:	Chair/ Susan Dingle	Vice Chair/Trevor Vannett
	Tanya Jo Smith	Jeannie Pedersen
	Kate Herzog	Jillian Schaible
Not Attending:	Heather Salhus	Bob Brown
	Lorraine Davis	Lee Red Horse
	Helen Baumgartner	Laura Just
	Mike Chaussee	
Staff:	Roy Rickert	Deidre Hughes
	Amanda Troutman	
Guests:	Craig Thomas	Glenn Lauinger
	Vince McCloud	

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

3750 East Rosser Avenue, Bismarck, ND 58501 ● P: (701) 258-6817 ● F: (701) 258-6752 ● www.bismantransit.com

Meeting called to order at 1:03 PM.

Approval of Agenda: Kate Herzog moved to approve the agenda. Tanya Smith seconded the motion. Motion carried unanimously.

Consent Agenda: Helen Baumgartner moved to approve the consent agenda. Kate Herzog seconded the motion. Motion carried unanimously.

Public Comment: None at this time.

Potential Stops/Locations: Roy Rickert informed CTAG members that the Board of Directors is considering route changes and has requested input from the group. Helen Baumgartner suggested to have the routes meet at same times to help with transfers. Helen also suggested splitting the red route into two separate routes. Susan Dingle brought up concerns of crossing busy streets.

Mapleton Transfer Point: Roy Rickert informed the group that he is looking to put the transfer point close to gateway, depending on how any potential route changes may end up.

Recertification: Roy Rickert informed everybody that reminder postcards have been sent out reminding paratransit riders to recertify.

Other Business: Jeannie Pedersen brought up concerns about trip durations. Roy Rickert confirmed that Transit is working with National Express to make improvements.

Meeting adjourned at 2:15 PM.

Fixed Route 2019 End of Year

	2018	2019	YOY Change
Ridership	107163	102538	-4.32%
Rev Hours	21,036.15	20,810.57	-1.07%
Rev Miles	358,625.00	346,423.00	-3.40%

Paratransit 2019 End of Year

	2018	2019	YOY Change
Ridership	122088	108609	-11.04%
Rev Hours	40,046.92	38,614.83	-3.58%
Rev Miles	550,871.95	523,426.88	-4.98%

Fixed Route Accidents 2019

At Fault	5
Total	8

Paratransit Accidents 2019

At Fault	17
Total	22

Maintenance Accidents 2019

At Fault	2
Total	3

Fixed Route Feedback 2019

Complaints	25
Compliments	4

Paratransit Feedback 2019

Complaints	112
Compliments	71

January 2020

MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM		% INC/DEC OVR PYTD
RIDERSHIP							
FIXED ROUTE	7,946	7,946	7,483	7,483	6.19%		6.19%
PARATRANSIT	9,025	9,025	8,884	8,884	1.59%		1.59%
Total	16,971	16,971	16,367	16,367	3.69%		3.69%
FR AVG. DAILY BOARDINGS	305.62						
DR AVG. DAILY BOARDINGS	291.13						

			Pass./Hour	Pass./Hour	Pass/Hour		
							% INC/DEC
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD	OVR PYTD
FIXED ROUTE	1,798.14	1,798.14	4.42	4.42	4.65	1,610.2	-10.45%
PARATRANSIT	3,300.96	3,300.96	2.73	2.73	2.89	3,071.3	-6.96%
Total	5,099.10	5,099.10	3.33	3.33	3.5	4,681.6	

			Pass./Mile	Pass./Mile			
							% INC/DEC
REVENUE MILES	Month	YTD	Month	YTD	PY YTD		OVR PYTD
FIXED ROUTE	30,199	30,199	0.26	0.26	26,629		13.41%
PARATRANSIT	44,050.00	44,050.00	0.20	0.20	41,921		5.08%
Total	74,249.00	74,249.00	0.47	0.47	68,550		8.31%

					% INC/DEC OVR PYM		% INC/DEC OVR PYTD
ON TIME PERFORMANCE	Month	YTD	PY Month	PY YTD			
FIXED ROUTE	80.38%	80.38%	76.73%	76.73%	4.76%		4.76%
PARATRANSIT	98.00%	98.00%	91.00%	91.00%	7.69%		7.69%

RIDERSHIP PER ROUTE							% INC/DEC
ROUTE	Month	YTD		PY Month			OVR PYM
BLACK	1591	1591		1419			12.1%
BLUE	1480	1480		1378			7.4%
GREEN	1139	1139		876			30.0%
RED	1409	1409		1651			-14.7%
BROWN	1273	1273		961			32.5%
PURPLE	1054	1054		1198			-12.0%
U-Mary	274	274		152			80.3%

ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault
FIXED ROUTE	1	0	1	0
PARATRANSIT	2	2	2	2
SERVICE VEHICLE	0	0	0	0

COMPLAINTS	Month	YTD
FIXED ROUTE	3	3
PARATRANSIT	4	4

COMPLIMENTS	Month	YTD
FIXED ROUTE	0	0
PARATRANSIT	2	2
Office Staff	0	0

February 2020
MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
RIDERSHIP						
FIXED ROUTE	7,810	15,756	7,568	15,051	3.20%	4.68%
PARATRANSIT	8,535	17,560	8,951	17,835	-4.65%	-1.54%
Total	16,345	33,316	16,519	32,886	-1.05%	1.31%
FR AVG. DAILY BOARDINGS	312.40					
DR AVG. DAILY BOARDINGS	294.31					

			Pass./Hour	Pass./Hour	Pass/Hour		
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	1,723.01	3,521.15	4.53	4.47	4.61	3,267.8	7.75%
PARATRANSIT	3,138.90	6,439.86	2.72	2.73	2.90	6,153.4	4.66%
Total	4,861.91	9,961.01	3.36	3.34	3.5	9,421.2	

			Pass./Mile	Pass./Mile		
REVENUE MILES	Month	YTD	Month	YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	29,300	59,499	0.27	0.26	53,452	11.31%
PARATRANSIT	42,097.66	86,147.66	0.20	0.20	83,802	2.80%
Total	71,397.66	145,646.66	0.47	0.47	137,254	6.11%

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
ON TIME PERFORMANCE						
FIXED ROUTE	85.28%	82.83%	79.07%	77.90%	7.85%	6.33%
PARATRANSIT	98.00%	98.00%	92.00%	92.00%	6.52%	6.52%

RIDERSHIP PER ROUTE					% INC/DEC
ROUTE	Month	YTD		PY Month	OVR PYM
BLACK	1501	3092		1507	-0.4%
BLUE	1488	2968		1391	7.0%
GREEN	1274	2413		1029	23.8%
RED	1498	2907		1538	-2.6%
BROWN	1090	2363		1067	2.2%
PURPLE	959	2013		1036	-7.4%
U-Mary	280	554		235	19.1%

ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault
FIXED ROUTE	0	0	1	0
PARATRANSIT	1	1	3	3
SERVICE VEHICLE	0	0	0	0

COMPLAINTS	Month	YTD
FIXED ROUTE	5	8
PARATRANSIT	5	9

COMPLIMENTS	Month	YTD
FIXED ROUTE	0	0
PARATRANSIT	4	6
Office Staff	1	1

March 2020

MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
RIDERSHIP						
FIXED ROUTE	5,173	20,929	9,313	24,364	-44.45%	-14.10%
PARATRANSIT	6,108	23,668	9,663	27,498	-36.79%	-13.93%
Total	11,281	44,597	18,976	51,862	-40.55%	-14.01%

FR AVG. DAILY BOARDINGS	287.39	**Temporary Service Ridership**	
DR AVG. DAILY BOARDINGS	197.03	84	(included in para total)

			Pass./Hour	Pass./Hour	Pass/Hour		
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	1,243.52	4,764.67	4.16	4.39	4.84	5,032.5	-5.32%
PARATRANSIT	2,673.63	9,113.49	2.28	2.60	2.90	9,470.1	-3.77%
Total	3,917.15	13,878.16	2.88	3.21	3.6	14,502.7	

			Pass./Mile	Pass./Mile		
REVENUE MILES	Month	YTD	Month	YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	21,204	80,703	0.24	0.26	82,454	-2.12%
PARATRANSIT	32,705.23	118,852.89	0.19	0.20	129,175	-7.99%
Total	53,909.23	199,555.89	0.43	0.46	211,629	-5.70%

					% INC/DEC OVR PYM	% INC/DEC OVR PYTD
ON TIME PERFORMANCE	Month	YTD	PY Month	PY YTD		
FIXED ROUTE	84.06%	83.24%	84.37%	82.13%	-0.37%	1.36%
PARATRANSIT	99.00%	98.33%	95.00%	92.67%	4.21%	6.12%

RIDERSHIP PER ROUTE					% INC/DEC
ROUTE	Month	YTD		PY Month	OVR PYM
BLACK	1081	4173		1743	-38.0%
BLUE	1052	4020		1619	-35.0%
GREEN	699	3112		1176	-40.6%
RED	966	3873		2009	-51.9%
BROWN	708	3071		1273	-44.4%
PURPLE	667	2680		1355	-50.8%
U-Mary	119	673		227	-47.6%

ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault
FIXED ROUTE	0	0	1	0
PARATRANSIT	0	1	3	3
SERVICE VEHICLE	0	0	0	0

COMPLAINTS	Month	YTD
FIXED ROUTE	1	9
PARATRANSIT	2	11

COMPLIMENTS	Month	YTD
FIXED ROUTE	0	0
PARATRANSIT	2	8
Office Staff	0	1

April 2020

MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM		% INC/DEC OVR PYTD
RIDERSHIP							
TEMPORARY	359	443	0	0			
FIXED ROUTE	-	20,929	10,173	34,537	-100.00%		-39.40%
PARATRANSIT	2,314	25,898	9,648	37,146	-76.02%		-30.28%
Total	2,673	47,270	19,821	71,683	-86.51%		-34.06%
FR AVG. DAILY BOARDINGS	-						
DR AVG. DAILY BOARDINGS	74.65						

			Pass./Hour	Pass./Hour	Pass/Hour		
							% INC/DEC
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD	OVR PYTD
FIXED ROUTE	-	4,764.67	#DIV/0!	4.39	5.06	6,829.8	-30.24%
PARATRANSIT	1,389.11	10,441.60	1.67	2.48	2.87	12,947.3	-19.35%
Total	1,389.11	15,206.27	1.92	3.11	3.6	19,777.1	

			Pass./Mile	Pass./Mile			
							% INC/DEC
REVENUE MILES	Month	YTD	Month	YTD	PY YTD		OVR PYTD
FIXED ROUTE	0	80,703	#DIV/0!	0.26	112,217		-28.08%
PARATRANSIT	14,614.05	133,466.94	0.16	0.19	175,713		-24.04%
Total	14,614.05	214,169.94	#DIV/0!	0.45	287,930		-25.62%

					% INC/DEC		% INC/DEC
ON TIME PERFORMANCE	Month	YTD	PY Month	PY YTD	OVR PYM		OVR PYTD
FIXED ROUTE		83.24%	80.40%	81.70%	-100.00%		1.88%
PARATRANSIT	100.00%	98.80%	98.00%	94.00%	2.04%		5.11%

							% INC/DEC
RIDERSHIP PER ROUTE							
ROUTE	Month	YTD		PY Month			OVR PYM
BLACK		4173		2092			-100.0%
BLUE		4020		1787			-100.0%
GREEN		3112		1415			-100.0%
RED		3873		2188			-100.0%
BROWN		3071		1350			-100.0%
PURPLE		2680		1341			-100.0%
U-Mary		673		244			-100.0%

ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault
FIXED ROUTE	0	0	1	0
PARATRANSIT	0	1	3	3
SERVICE VEHICLE	0	0	0	0

COMPLAINTS	Month	YTD		TEMP REV HRS
FIXED ROUTE	0	9		2754.1
PARATRANSIT	1	12		

COMPLIMENTS	Month	YTD		TEMP REV MILES
FIXED ROUTE	0	0		236.59
PARATRANSIT	2	10		
Office Staff	2	3		

May 2020

MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM		% INC/DEC OVR PYTD
RIDERSHIP							
TEMPORARY	129	572	0	0			
FIXED ROUTE	2,159	23,088	9,765	44,302	-77.89%		-47.88%
PARATRANSIT	3,604	29,502	9,638	46,784	-62.61%		-36.94%
Total	5,892	53,162	19,403	91,086	-69.63%		-41.64%

FR AVG. DAILY BOARDINGS	119.94	
DR AVG. DAILY BOARDINGS	116.26	

			Pass./Hour	Pass./Hour	Pass/Hour		
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	1,173.66	5,938.33	1.84	3.89	5.13	8,630.9	-31.20%
PARATRANSIT	1,779.99	12,221.59	2.02	2.41	2.84	16,479.5	-25.84%
Total	2,953.65	18,159.92	1.99	2.93	3.6	25,110.5	

			Pass./Mile	Pass./Mile		
REVENUE MILES	Month	YTD	Month	YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	19,034	99,737	0.11	0.23	141,983	-29.75%
PARATRANSIT	22,818.01	156,284.95	0.16	0.19	222,216	-29.67%
Total	41,852.01	256,021.95	0.27	0.42	364,199	-29.70%

					% INC/DEC OVR PYM	% INC/DEC OVR PYTD
ON TIME PERFORMANCE	Month	YTD	PY Month	PY YTD		
FIXED ROUTE	84.77%	83.62%	80.63%	81.48%	5.13%	2.63%
PARATRANSIT	99.00%	98.80%	97.00%	95.00%	2.06%	4.00%

RIDERSHIP PER ROUTE					% INC/DEC
ROUTE	Month	YTD		PY Month	OVR PYM
BLACK	399	4173		1842	-78.3%
BLUE	399	4020		2095	-81.0%
GREEN	223	3112		1115	-80.0%
RED	462	3873		2160	-78.6%
BROWN	298	3071		1015	-70.6%
PURPLE	378	2680		1538	-75.4%
U-Mary	1	673		130	-99.2%

ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault
FIXED ROUTE	0	0	1	0
PARATRANSIT	0	0	3	3
SERVICE VEHICLE	0	0	0	0

COMPLAINTS	Month	YTD		**TEMP REV HRS**
FIXED ROUTE	0	9		89.8
PARATRANSIT	1	13		

COMPLIMENTS	Month	YTD		**TEMP REV MILES**
FIXED ROUTE	0	0		1059.9
PARATRANSIT	0	10		
Office Staff	0	3		
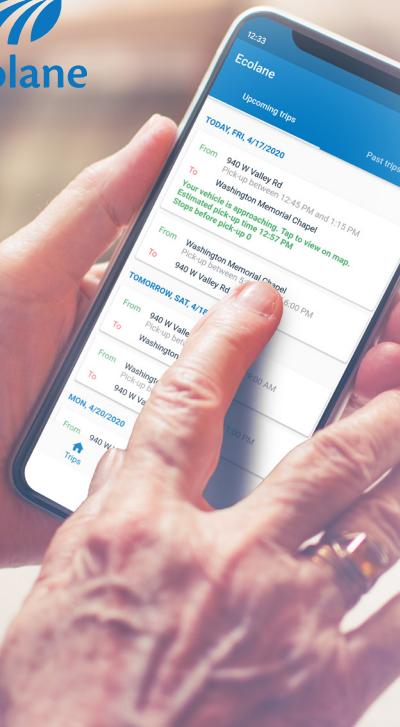
Table of Contents

Introduction

Welcome to the Ecolane mobile app!

Riding with us just keeps getting better. Our innovative mobile app is designed to meet industry standards and exceed your expectations. It is fully integrated with our vehicle dispatch software, putting you in the driver's seat. You will experience ease of use, flexibility to manage your trips, and the ability to view trip details all with the click of a button. Because the vehicles use GPS, you will be able to plan your schedule conveniently and get real-time updates about your scheduled trips. Traveling has never been faster or simpler, so come ride with us.
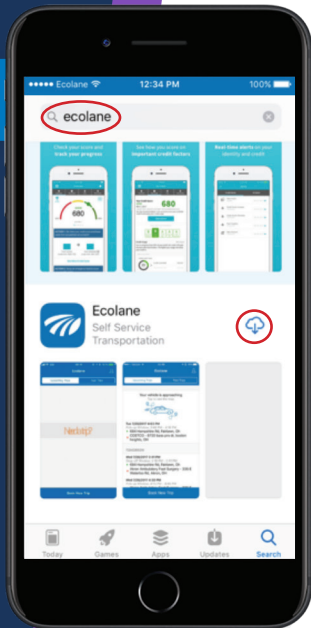
Setup, Download, & Login

Open iTunes if you have an iPhone or open the GooglePlay store if you have an Android. Search **Ecolane** by clicking on the magnifying class icon. Click on the cloud-shaped icon on an Apple device or Install on an Android device to download.

Setup, Download, & Login (cont'd)
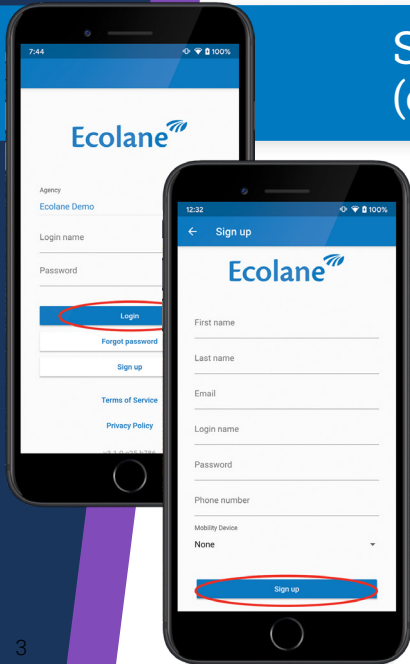
Note: Depending on the agency, you will either receive login information from them or have the option to self-register. If you're unsure about registration, contact your agency to find out.

If your agency provides you with registration information, enter your username, password, and select the agency that provides your transportation. Next, click **Login**.

If you have the option to self-register, enter your information and then click **Sign Up**.

Booking a New Trip

Click **Book New Trip** on the bottom.

4
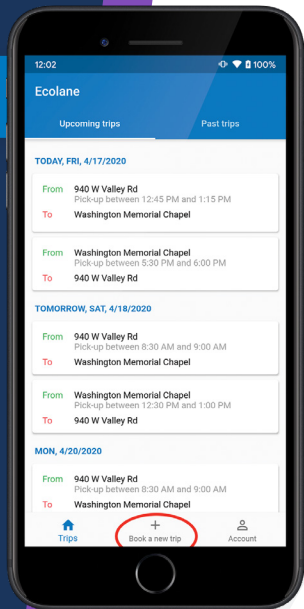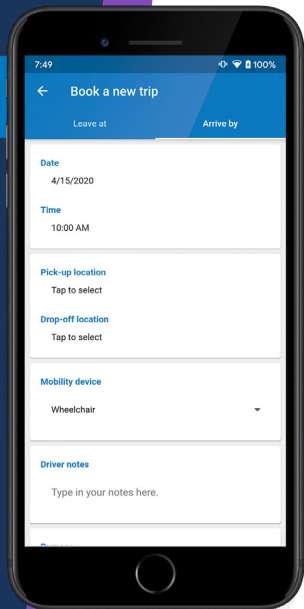
Booking a New Trip (cont'd)

Choose options to **Leave At** or **Arrive By** a certain time. Select the travel **date and time** for either the pick-up or drop-off selection. Enter **pick-up and drop-off** locations.
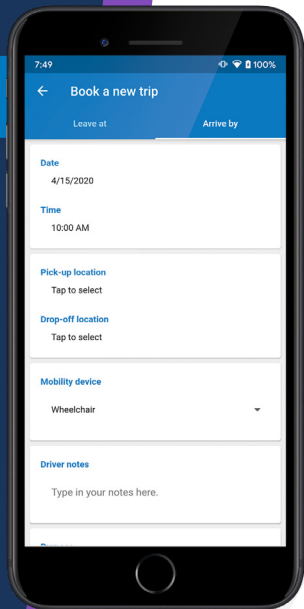
Booking a New Trip (cont'd)

If you will be using a mobility device during your trip, select it on the menu. You can also leave any notes your driver may need to help in picking you up, such as if you'll be waiting by a side door.
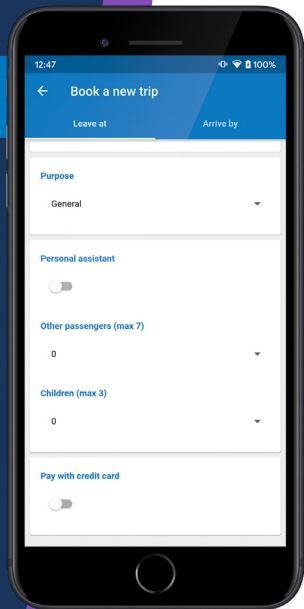
Booking a New Trip (cont'd)

Next, select the **Purpose** for your trip from the list of options available from your agency. If you only have one purpose available, it will be auto selected for you. If you have anyone travelling with you add them to your trip. Note that fares may apply for each additional passenger.

Last, you can select to pay by credit card if it's offered by your agency

Booking a New Trip (cont'd)

Once you've filled out your trip, you can calculate your fare. If everything looks good, click the book trip button and your reservation will be sent to our dispatching system.

You'll receive a confirmation and have the opportunity to book your return trip.
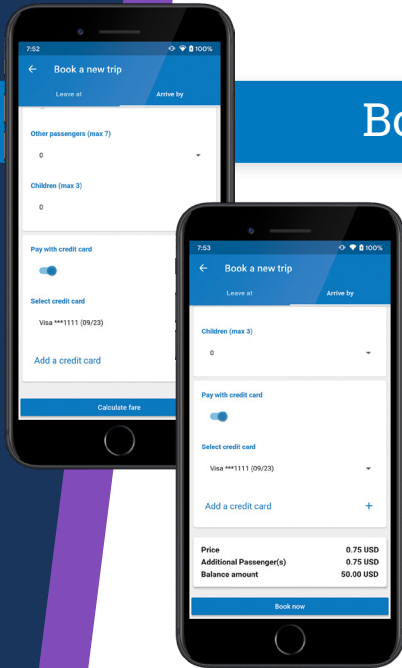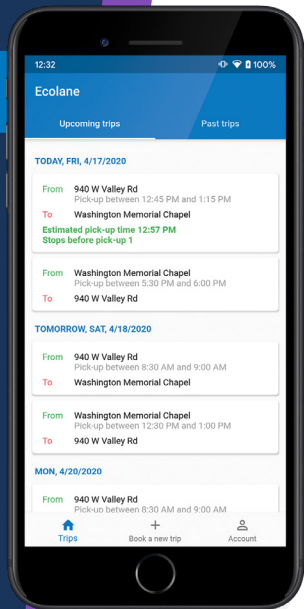
Your New Trip

After you're done booking you'll see it displayed in your upcoming trip list.

You'll get a window during which you'll be picked up for your trip. On the day of your trip we'll add additional information about when we expect the vehicle to arrive.

Viewing Your Trips

You will see two tabs: **Upcoming Trips** and **Past Trips**. When you click on **Upcoming Trips**, you see future trips, which include the following details for each:

- Trip Date
- Pick-up Window
- Pick-up Location
- Drop-off Location

*If you see an icon of a phone next to the trip, you **must** call the agency to confirm pick-up before making the appointment.*
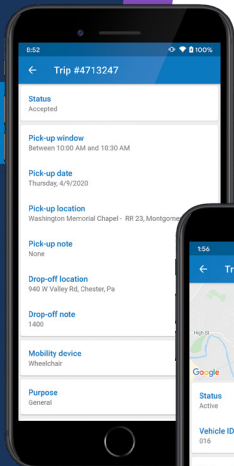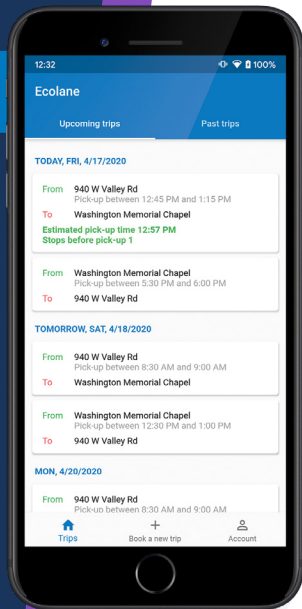
10
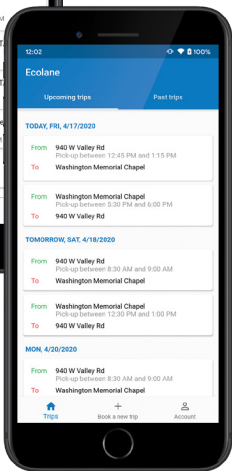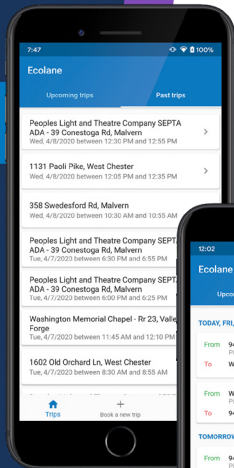
Viewing Your Trips (cont'd)

You can click on any trip on your trip list to get additional details such as:
- Fare
- Mobility Device
- Additional passenger information
- Vehicle location when you're about to be picked up

Additionally, you can cancel a trip you no longer need (subject to agency rules) or copy a trip you want to take again.
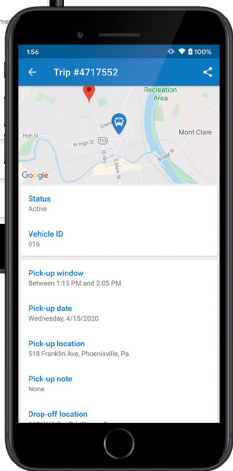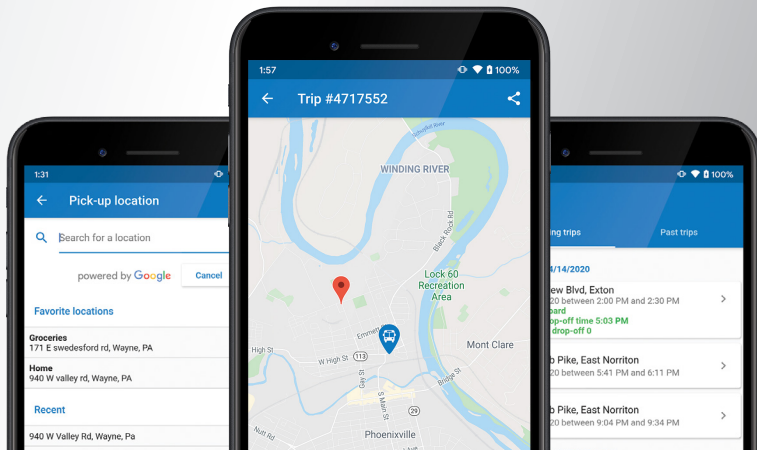
Your User Account

View your user account by clicking on the account button at the bottom of the page.

In the account you can:

- View your profile
- Contact your agency
- Manage your credit cards

Thank you and we hope you enjoy the flexibility, convenience, and independence of the Ecolane mobile app.