



# Bis-Man Transit Board Meeting

December 16, 2021, 11:30AM

<https://us02web.zoom.us/j/86957629549>

Call in: +1 312 626 6799; Meeting ID: 869 5762 9549

## Welcome & Introductions

## Approval of Agenda

## Consent Agenda

1. Previous Month's Minutes
  - a. Attachment A – November Regular Meeting
  - b. Attachment B – December Finance Committee Meeting
2. Financial Report
  - a. Attachment C
3. Ride Stats
  - a. Attachment D

## Public Comment

## Committee Update

1. Administrative Committee Update

## Unfinished Business

## New Business

1. Roundtable 2022 Goals
  - a. Attachment E
2. Staff Recognized Holiday Hours
3. Executive Director Purchasing Limits
  - a. Attachment F
4. Grant Application Process
  - a. Attachment G



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5. Accounts Receivable End of Year Write-Offs
  - a. Attachment H

### **Executive Director Report**

1. Year End Review

### **Operations Report**

### **Other Business**

### **Adjourn**

- The next Board Meeting will be held January 27, 2021 at 11:30am.**

### **2022 Board Meeting Schedule**

January 27, 2022  
February 24, 2022  
March 24, 2022  
April 28, 2022  
May 26, 2022  
June 23, 2022  
July 28, 2022  
August 25, 2022  
September 22, 2022  
October 27, 2022  
November 17, 2022  
December 15, 2022



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A

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

# Bis-Man Transit Regular Board Meeting Minutes

November 29, 2021, 11:30 A.M.

Via Zoom

Attending:            President/Shauga Laber            Vice President/Lynn Wolf  
                             Lacey Long                            Royce Schultze  
                             Glenn Lauinger                     Steve Heydt  
                             Helen Baumgartner                Karel Sovak  
                             Commissioner Guy

Not Attending:        Sec. /Tres. DeNae Kautzmann

Staff:                    Deidre Hughes                        Taylor Kitzan  
                             Craig Thomas                         Mike Mundahl  
                             Tom Reisenauer

Guests                 Rachel Drewlow                        Trevor Vannett  
                             Susan Dingle



Meeting was called to order at 11:30 A.M.

**Approval of Agenda:** Karel moved to approve the agenda. Lynn seconded the motion. Motion carried unanimously.

**Consent Agenda:** Lacey moved to approve the consent agenda. Karel seconded the motion. Motion carried unanimously.

**Public Comment:** N/A

**Unfinished Business:** N/A

**New Business:**

- 2022 Holiday Hours:** Deidre discussed that in 2022 Christmas Day lands on a Sunday. CTIC recommends that Christmas Day 2022 hours be extended to 7:30 AM to 7:30 PM. Deidre went over the other holiday's hours from Attachment G. Finance Committee recommends Christmas Day 2022 hours and all holiday hours moving forward that land on a Sunday be normal Sunday business hours of 7:30 AM to 2:30 PM. Karel mentioned that this was discussed before and it was left to Executive Committee to use their discretion to accommodate the hours on days like Christmas Day 2022. Deidre noted in previous discussion these decisions would be made by transit's Administrative team moving forward, but the Board felt that Christmas Day should be brought up later to be discussed by all board members. Lynn asked the Finance Committee about their recommendation and that CTIC recommendation falls under allotted 45 hours of holiday service. Karel moved to accept the recommendation of Transit's administrative team on the 2022 Holiday Hours and also to allow Transit's administration team to allow such changes with CTIC's recommendations in future similar situations. Steve seconded the motion. Motion carried unanimously. Shauna answered Lynn's question by stating that there are staffing issues with National Express that hinders longer operating hours on Sundays. Helen asked if Karel could clarify his motion as she was unsure of which recommendation was being voted on. Karel answered that his motion was CTIC's recommendation.

Glenn asked the Board to clarify if it was agreed upon operating 45 hours or *up to* 45 hours of holiday hours per calendar year. Deidre commented there were no minutes on file on this and that she would also like clarification. Glenn moved that the Board approve *up to* 45 hours of holiday hours per calendar year. Steve seconded the motion. Motion carried unanimously.





2. **COVID Cleaning – National Express Amendment:** Deidre discussed that in 2020 there was an amendment in the National Express contract for cleaning of the buses and facility. This amendment was specific to be reimbursed by CARES Act funding. CARES Act funding has been exhausted as of March 31, 2021. Staff is recommending approval of the Second Amendment to the COVID cleaning to be reimbursed by any federal funding effective April 1, 2021. Karel moved to approve the COVID Cleaning Second Amendment. Lynn seconded the motion. Motion carried unanimously.
3. **DBE Program Update – Pending City of Bismarck Attorney Review:** DBE Program was last updated in 2012 and is completed by Transit, MPO, & City of Bismarck. Current program flagged as a finding in Triennial Review. Deidre, Rachel Drewlow, and Cheri Giesen worked on the updated Program document. Karel asked if there is a document to track the changes between the plans. Deidre answered that she can provide the old plan document, if requested. Karel requested a tracking of changes between documents be provided moving forward. Lynn recommended that employee names be removed from the document as they can change. Deidre replied that it is an FTA requirement to have the names included. Karel moved to accept the DBE Program Update pending City of Bismarck Attorney Review. Glenn seconded the motion. Motion carried unanimously.
4. **FY2022 Budget Discussion:** Deidre discussed the projected income and expenses for 2022. ARP Funding for approximately \$1.3 million was originally planned to be reimbursed in October to December 2021; however, this would show a significant surplus for 2021, but a deficit in 2022. The Finance Committee recommends using the ARP funding to reimburse January to March 2022 expenses. Karel moved to approve the FY22 Budget. Lynn seconded the motion. Motion carried unanimously.
5. **Administrative Committee – Executive Director Review:** Karel discussed that the Administrative Committee recommends \$9,100 Executive Director Bonus for Deidre in 2021. Karel moved to approve the Administration Committee's \$9,100 Executive Director Bonus recommendation for Deidre in 2021. Glenn seconded the motion. Motion carried unanimously.

#### Executive Director Report:

1. **State Capital Paratransit Drop-offs:** South Entrance is the only drop-off location, but pick up can happen at any entrance.
2. **Community Charity Event Update:** Blood Drive on Friday, December 10<sup>th</sup> from 1pm to 4 pm and goal of 21 donors to be signed up before the event. Toys for Tots donation bins are located at the MPO and at the Transit facility.





3. **Ridership Update:** 6,000 in CAT ridership. Over 2,000 more rides than January 2021. Para 1,700 rides up from 2020. Not up to 2018 and 2019 ridership numbers, but hoping to see that increase moving into 2022.
4. **Advertising Update:** Did not meet \$80,000 goal for 2021, but have \$62,000 projected so far for 2022. Staff is confident to meet \$80,000 advertising goal in 2022.

**Operations Report:** Danae discussed that management's main goal this month is to boost spirit and morale. The employee of the month for November is Amanda O'Brien, receptionist. She has fantastic customer service and is always helpful and friendly to customers. A big shout-out to her for the amazing work that she does for National Express. Upcoming events and activities for operation's employees this month: Signing up volunteers from National Express for the charity blood drive that Bis-Man Transit is hosting, Stuff the Bus for Toys for Tots, Christmas Potluck for all employees to share food and good company with one another, and an all-employee Secret Santa.

Glenn congratulated Operations for the 25% increase in ridership with 95% On-Time Performance.

**Other Business:** Shauna reminded the Board that the Board Roundtable Discussion is on Saturday, December 11<sup>th</sup> at 8 AM either at the Transit facility or online via Zoom.

Meeting adjourned at 12:34 P.M.



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B.

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# Bis-Man Transit Finance Committee Meeting Minutes

December 14, 2021, 3:30 P.M.

Via Zoom

Attending:

Glenn Lauinger

Chair DeNae Kautzmann

Shauna Laber

Staff:

Deidre Hughes

Taylor Kitzan



Meeting was called to order at 3:30 PM.

One Roundtable goal has a financial impact, the TDP study is estimated to cost \$30,000-\$35,000. The 2022 budget did not include this cost. The study will take two years and will need to be budgeted for in 2023 also. Included in the study is our relationship with the City of Bismarck as a contractor and whether it makes sense to continue. The MPO is looking into whether this would be covered by the feds, it has in the past. Finance recommends to the Board that we amend the 2022 budget to include \$15,000 for the study with the balance budgeted in 2023.

Staff requests that we change our staff holiday policy by deleting Veteran's Day and adding Good Friday. This would track the City, Federal, and National Express holiday leave. Finance recommends to the Board that we change Veteran's Day to Good Friday.

The Executive Director purchasing limit is up to \$5,000. Deidre requests it be increased to \$10,000 which follows micro-purchasing guidelines without a bid. Often times when a bus is down, repairs can't be made until the Board meets to approve the cost if it's over \$5,000. Finance recommends to the Board that policies 3.2 and 3.3 be amended to \$10,000.

Grant applications often have short turnaround timeframes for submission. Waiting to take applications to the Board creates a time crunch and sometimes the need to call a special meeting. Finance recommends to the Board that the Board delegate to the Executive Committee the power to approve time sensitive grant applications.

Staff requested that we write off account receivables and adjust overpayments. Staff has tried to reach riders who owe for rides in 2019 and 2020 due to Medicaid denials, without success. The write off is \$580. Taylor indicated that she is verifying Medicaid eligibility and is working on a procedure to ensure the Medicaid list of riders is current. She was complimented by Finance for her efforts. There is \$222.00 in overpayments where riders are not using the service anymore. Finance recommends to the Board that the \$580 in uncollected fees be written off and that the overpayment of \$222 be returned to riders.

Meeting adjourned at 3:55 pm.



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## November 2021

## MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD	
<b>RIDERSHIP</b>							
FIXED ROUTE	5,604	51,686	4,016	51,267	39.54%	0.82%	
PARATRANSIT	7,372	78,801	4,957	65,392	48.72%	20.51%	
Total	12,976	130,487	8,973	116,659	44.61%	11.85%	
FR AVG. DAILY BOARDINGS	224.16						
DR AVG. DAILY BOARDINGS	245.73						
			Pass./Hour	Pass./Hour	Pass./Hour		
<b>REVENUE HOURS</b>							
	Month	YTD	Month	YTD	PY YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	1,712.00	19,924.50	3.27	2.59	3.09	16,580.2	20.17%
PARATRANSIT	2,580.00	26,286.34	2.86	3.00	2.48	26,403.1	-0.44%
Total	4,292.00	46,210.84	3.02	2.82	2.7	42,983.3	
			Pass./Mile	Pass./Mile			
<b>REVENUE MILES</b>							
	Month	YTD	Month	YTD	PY YTD		% INC/DEC OVR PYTD
FIXED ROUTE	27,545	322,546	0.20	0.16	277,038		16.43%
PARATRANSIT	33,272.00	357,633.27	0.22	0.22	347,066		3.04%
Total	60,816.90	680,179.57	0.43	0.38	624,104		8.99%
<b>ON TIME PERFORMANCE</b>							
	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD	
FIXED ROUTE	88.00%						
PARATRANSIT	97.00%	94.00%	94.00%	97.00%	3.19%	-3.09%	
<b>RIDERSHIP PER ROUTE</b>							
	ROUTE	Month	YTD	PY Month		% INC/DEC 0.33176207	
	BLACK	1062	10713	748		42.0%	
	BLUE	707	7486	725		-2.5%	
	GREEN	1159	8938	540		114.6%	
	RED	558	5232	669		-16.6%	
	ORANGE	900	6944				
	PURPLE	1218	11696	767		58.8%	
	U-Mary	168	1081	90		86.7%	
<b>ACCIDENTS</b>							
	Month	Month at Fault	YTD	YTD at Fault			
FIXED ROUTE	0	0	3	3			
PARATRANSIT	2	0	12	8			
SERVICE VEHICLE	0	0	0	0			
<b>COMPLAINTS</b>							
	Month	YTD					
FIXED ROUTE	3	21					
PARATRANSIT	0	32					
Office Staff	0	2					
<b>COMPLIMENTS</b>							
	Month	YTD					
FIXED ROUTE	1	1					
PARATRANSIT	0	7					
Office Staff	0	3					



## 2022 Roundtable Goals

**Goal 1:** Increase advertising revenue to \$80,000 by December 31, 2022.

**Goal 2:** Identify and apply for a minimum of one new grant.

**Goal 3:** Continue to foster and improve relationships with community stakeholders, specifically higher education institutes and hospitals/medical facilities.

**Goal 4:** Re-examine relationship with the City of Bismarck, though the use of the Transit Development Plan.

**Goal 5:** Pursue full Transit Development Plan with Metropolitan Planning Organization. The following items should be included within the study:

- City of Bismarck relationship
- Long term funding (Mill Levy)
- Service reductions if additional funding not secured
- Fixed routes success

**Goal 6:** Quarterly calibration of annual goals by the Board.



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Bis-Man Transit procurement functions are the responsibility of Bis-Man Transit Staff. The Executive Director is in charge of daily operations and serves as the Bis-Man Transit Contracting Officer. By centralizing authority for purchasing, Bis-Man assures close control of the procurement process and consistent application of Bis-Man policies. The responsibilities of persons involved in the procurement process are described in the following paragraphs.

### 3.2 Bis-Man Transit Board

- (a) Contracting authority for purchases exceeding \$5,000 spanning total life of contract.
- (b) Establishes agency operating budget and capital plan and budget based on recommendations of Executive Director and staff.
- (c) Approves all purchases over \$5,000.00 resulting from advertised bids, based on Staff's recommendation.
- (d) Authorizes disposal of capital items, with an aggregate fair market value of more than \$5,000.00.
- (e) Sets annual DBE goals based upon recommendation of Bis-Man Transit Executive Director and staff.
- (f) Approves Procurement Policy.

### 3.3 Executive Director

- (a) Approves all purchases up to \$5,000 and reviews all purchases subject to approval by the Board prior to submittal to the Board.
- (b) May sign any contract with a total cost up to \$5,000 on behalf of Bis-Man Transit. May sign any contract exceeding \$5,000 upon Board approval.
- (c) Approves disposal of surplus materials, supplies, and equipment, with an aggregate fair market value of less than \$5,000.00.
- (d) Approves any changes to internal purchasing procedures and assures compliance with Bis-Man Transit purchasing policies.
- (e) Assures that 49 CFR Part 26 and other federal, state and local regulations are adhered to by Bis-Man Transit. Please refer to the Bis-Man Transit DBE Policy for further duties and responsibilities.

- 3.4 Accountant  
Authorizes payments to vendors upon Executive Director verification of receipt.
- 3.5 Disadvantaged Business Enterprise Liaison Officer (Executive Director)  
Assures that 49 *CFR* Part 26 and other federal, state and local regulations are adhered to by Bis-Man Transit. Please refer to the Bis-Man Transit DBE Policy for further duties and responsibilities.

#### **4.0 ACQUISITION PLANNING**

- 4.1 General  
Bis-Man Transit recognizes advance procurement planning is a significant factor in providing and enabling full and open competition. Such planning for large or complex procurements will involve the efforts of all personnel responsible for a procurement to coordinate in planning the funding, technical specifications/scope of work, solicitation of award, contract administration, and other matters far enough in advance to assure adequate time to solicit maximum participation by prospective vendors in meeting the requirement. Generally, planning for large or complex non-inventory procurements will begin with the annual budgeting and capital planning process. However, very complex procurements may require advance procurement planning to begin before the annual budget cycle in order to properly identify a project scope and budget.
- 4.2 Staff Responsibilities  
Staff initiating the purchase requisition form are responsible for providing the procurement staff with technical specifications and any necessary drawings for equipment or materials contracts, or a Scope of Work and suggested evaluation criteria for the procurement. Technical specifications or the Scope of Work will set forth the minimum essential characteristics or standards and will not include any features unduly restricting competition. "Brand name or equal" specifications will only be used when it is impractical to provide a clear and accurate technical description of the product, and will to the extent possible describe the relevant functional characteristics of the items to be purchased.

In addition to a purchase requisition, the following must be furnished prior (if appropriate to the purchase):

- (a) Product/service description,
- (b) Desired delivery schedule,
- (c) Technical evaluation criteria in order of merit,
- (d) Special terms and conditions for contract,



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# Bis-Man Transit Regular Board Meeting Minutes

September 23, 2021, 11:30 A.M.

Via Zoom

Attending:	President/Shauga Laber	Sec. /Tres. DeNae Kautzmann
	Vice President/Lynn Wolf	Lacey Long
	Glenn Lauinger	Karel Sovak
	Steve Heydt	Helen Baumgartner
	Commissioner Guy	Commissioner Rohr

Not Attending:	Royce Schultze
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Staff:	Deidre Hughes	Taylor Kitzan
	Craig Thomas	Mike Mundahl
	Tom Reisenauer	

Guests	Rachel Drewlow
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Meeting was called to order at 11:30 A.M.

**Approval of Agenda:** Shauna recommended to amend the Agenda with the addition of the September Finance Committee Minutes. Helen moved to approve the amended agenda. Glenn seconded the motion. Motion carried unanimously.

**Consent Agenda:** Lacey moved to approve the consent agenda. Helen seconded the motion. Motion carried unanimously.

**Public Comment:** N/A

**Unfinished Business:**

- 1. Strategic Plan Facilitator:** DeNae explained that the price quote came in at \$8,000 and is not budgeted for. The quote also contained duplicated parts of our current plan and don't need to be done again. Finance Committee recommends attending a roundtable this Fall instead of having a facilitator conduct the Strategic Plan document discussion. DeNae moved to accept the Finance Committee recommendation of having a Roundtable discussion with the Board on the Strategic Plan document. Glenn seconded the motion. Motion carried unanimously.
- 2. City of Lincoln Contract Discussion:** DeNae explained that City of Lincoln's city attorney is in the same law firm, Vogel Law, as the attorney Bis-Man Transit has recently used. However, Bis-Man Transit does not have the Vogel Law Firm on retainer. The Finance Committee recommends to waive the conflict of interest form presented by the Vogel Law Firm, as well as approve the City of Lincoln contract as presented subject to any changes the City of Lincoln would like to make to the document. DeNae moved to approve the Finance Committee recommendation. Lacey seconded the motion. Motion carried unanimously. Glenn also commented that the amount received from City of Lincoln in the new contract is reduced to \$15,000 from \$20,000 due to ridership.
- 3. Investment Sale Update:** Deidre discussed that the sale of 2,551 shares of Xenia stock took place on September 3, 2021 for \$43,959.45 less \$404 in fees. These funds are now in a high interest savings account until the Board decides where to invest the funds. Shauna suggested that investment options should be discussed by the Board at the Roundtable Strategic Plan discussion.





4. **Role of the Board/Role of the Committee Discussion:** Deidre discussed that the Role of the Board document is now completed. Few sections were changed or added. Staff recommends that the Board approve the Role of the Board document as presented. Lynn moved to approve the Role of the Board document as presented. Karel seconded the motion. Motion carried unanimously. Shauna asked if the Role of the Standing Committees document was separate. Deidre answered yes, and that the Board should ultimately make the decision on what roles and responsibilities are held with the Executive Committee. Deidre presented the example of if an emergency arises, does the Executive Committee have the authority to decide the matter and take the minutes to the Board for subsequent approval. Shauna recommended that the Board have another month to look at the document and bring back suggestions next month.
  
5. **Self-Evaluation Question:** Deidre discussed that the Executive Committee met to go over the Self-Evaluation Questions and removed some questions as well as added others. Staff recommends that the Board approve the Self-Evaluation document as presented. Karel recommended that the rating scale on five questions 3, 4, 5, 15, 17 is to be changed from Strongly Agree or Disagree to Strong Level of Engagement or Involvement. Karel moved to approve the Self-Evaluation Questions as presented with the amendment of the recommended changes. Lacey seconded the motion. Motion carried unanimously.

#### New Business:

1. **American Rescue Plan Additional Assistance Grant:** Deidre explained that on September 7th, an additional grant opportunity became available. There is \$2.2 billion to be used for operations, personnel, and cleaning expenses. This is a competitive grant and an application will have to be completed. Staff is looking for pre-approval to apply for the American Rescue Plan Additional Assistance Grant. Karel asked if Deidre had to receive approval for all grant applications. Steve made a comment that his understanding was financial match grants are to be approved by the Board. DeNae also added when approval was given it was for outside grants, not federal grants. Lynn moved to approve the pre-approval for staff to apply for the American Rescue Plan Additional Assistance Grant. Steve seconded the motion. Motion carried unanimously. DeNae moved that because of the short time frame that the Executive Committee be delegated authority to approve the ARP Additional Assistance Grant before it goes to the City Commission meeting on October 12th. Karel seconded the motion. Motion carried unanimously.





- 2. Donation Policy/Application Discussion:** Deidre explained that due to our funding sources, we are not able to have a donation policy or application. However, if staff stumbles upon other grant opportunities for agencies we service, staff is able to forward those on to said agencies.

**Executive Director Report:** Written report attached.

**Operations Report:** Danae discussed updates about some concerns that were talked about at the previous meeting. It was asked why drivers do not pull into the parking spaces on 1st St NW, in front of Library Square. Operations has deemed that option as unsafe because it is angled parking and the drivers would have to back the bus up into traffic. It was then asked if dropping off in the back-parking lot would be an option. This was also deemed as unsafe. The drivers would have to back all the way out of the parking lot because the entrance point of the lot is also the exit point. A complaint was also talked about, in the previous meeting, where a rider from Mandan said they have had to reschedule medical appointments due to Transit being late picking them up. The rider said this has happened several times with one being very recent. Operations researched the complaint, and this is what was found. This rider has had 19 Transit rides from June 1st to Sep. 21st. Out of those 19 rides, Transit was late for 4 of them. 3 of these 4 late drop-offs were between the 12 o'clock and 2 o'clock hours and during those hours, we have, on average, 37 trips all together. With their rides being from Mandan to Bismarck, this extends the length of the trip, especially with how busy we are around those hours. Danae, personally, called this rider to discuss options for them to use to eliminate the chance of missing appointments. Danae suggested that they continue scheduling the rides as requested drop-offs but adding 30 minutes before they need to be to their appointments. Since it seemed we were about 20-30 minutes late for most of the late rides, Danae thought this would eliminate the missing of appointments. The rider took her suggestion and will keep her updated on how it works for them in the future. Operations employee of the month for September is Ricky Guenther, driver #53. Ricky has been with National Express since August 2019 and goes above and beyond for the customers and the company. In addition to his excellent customer service, he has been picking up shifts on both paratransit and fixed route to help with low staffing. Ricky received a swag bag of goodies from National Express and was thanked for his hard work and dedication. DeNae thanked Danae for looking into the drop off on 1st Street and asked if Operations looked into dropping off on 1st Avenue, going around the corner rather than stopping on 1st Street? DeNae also commented that she has seen riders park in front of Library Square if there are no cars parked there. Danae answered that 1st Avenue parking is angled the same as 1st Street and further the entry door is not visible to the driver on 1st Ave. Craig also added that picking up at Library Square would have to be on a case-by-case basis.

**Other Business:** N/A



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Karel moved to adjourn the meeting. Steve seconded the motion. Motion carried unanimously.

Meeting adjourned at 12:09 P.M.



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

December 16, 2021

**TO:** Bis-Man Transit Board of Directors

**FROM:** Deidre Hughes, Executive Director

**SUBJECT:** Bad Debt Write-Off – Medicaid Charge Backs/Account Overpayments

**RECOMMENDATION:** Staff recommends approval to write off Medicaid charge back accounts from 2019-2020 trips. Staff also recommends approval to return overpayment on accounts with riders that are no longer active.

**BACKGROUND:** Staff has attempted to collect on open invoices charged to back for non-covered Medicaid trips. The riders with open balances have been contacted and no longer use Bis-Man Transit services. Staff is working to determine a better process for ensuring Medicaid users are still approved for covered transportation services to avoid future charge backs.

**FINANCIAL IMPACT:** The total amount recommended to be written off is \$580. The overpayment return amount is \$222.00.



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