



Bis-Man Transit Board Meeting

March 24, 2022, 11:30AM

<https://us02web.zoom.us/j/87532774556>

Call in: +1 312 626 6799; Meeting ID: 875 3277 4556

Welcome & Introductions

Approval of Agenda

Consent Agenda

1. Previous Month's Minutes
 - a. Attachment A – 2022/2/24 Regular Meeting
 - b. Attachment B – 2022/3/17 Finance Committee Meeting
2. Financial Report
 - a. Attachment C
3. Ride Stats
 - a. Attachment D

Public Comment

Unfinished Business

1. Vehicle Insurance Discussion
2. No Show Policy Clarification
 - a. Attachment E

New Business

1. Quarterly Goal Check-in
 - a. Attachment F

Executive Director Report

1. Grant Update



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2. Transit Development Plan

3. Annual Meeting Reminder

4. Project Updates

Operations Report

Other Business

Adjourn

The next Board Meeting will be held April 28, 2022 at 11:30am.



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Bis-Man Transit Regular Board Meeting Minutes

February 24, 2022, 11:30 A.M.

Via Zoom

Attending:	Shauna Laber, President	Lynn Wolf, Vice President
	DeNae Kautzmann, Secretary	Helen Baumgartner
	Glenn Lauinger	Karel Sovak
	Lacey Long	Steve Heydt
	Royce Schultze	

Not Attending:	Commissioner Rohr	Commissioner Guy
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Staff:	Deidre Hughes	Taylor Kitzan
	Mike Mundahl	Tom Reisenauer
	Danae Thiery	

Guests	Mike Connelly	Trevor Vannett
	Rachel Drewlow	Susan Dingle
	Jordan Kvale	Vanessa Monteith



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

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

Consent Agenda: Lynn pulled the No Show Policy from the consent agenda for further discussion. DeNae moved to approve items 1 through 4 and 6 through 7. Karel seconded the motion. Motion carried unanimously.

Deidre explained that the only change to the No Show Policy was an addition of clarification to subsequent occurrences if more than four occurrences take place. Lynn asked if there has been a number of occurrences with the current policy in place. Deidre answered there has been one rider that has had more than four violations, but no issues with the policy itself. After discussion that verbiage in the policy is subject to interpretation, it was requested by members of the Board for this policy to be clarified in further detail. Deidre will present a revised policy at the March Regular Board Meeting.

Public Comment: N/A

Unfinished Business: N/A

New Business:

- 1. Vehicle Insurance Update & Discussion:** Deidre introduced Jordan Kvale from Choice Insurance. Jordan explained that Commercial Insurance is seeing changes and NDIRF will be changing their municipality liability amount from \$5 million to \$1 million. It is required with the City of Bismarck and National Express to have a \$5 million liability amount. If this happens with NDIRF, the insurance premium amount will be impacted. Jordan is working with national carriers to put together competitive quotes. Karel asked if NDIRF comes back with a substantial premium increase, if Transit would have to seek bids from other companies. Deidre answered yes that Transit's insurance policy would have to be put up for bid. DeNae commented that if there have been meetings held already, that any other companies wanting to bid would have to have the information discussed at the meetings. DeNae moved to put a bid up for Transit's vehicle insurance as soon as possible. Lynn seconded the motion. Motion carried unanimously.





Vanessa from Starion Insurance introduced herself to the Board and explained that the policy change from NDIRF will be mailed on Monday, and that the liability amount will be dropped from \$5 million to \$1 million. Lynn asked what the suggested turnaround time was for bids to be in to Transit. Deidre responded that she will have to do some research as the last time there was a change, only the broker changed, and the policy itself was still held with NDIRF. Lynn stated his concerns with the timeframe and that a Special Meeting may have to be held on the final decision. Steve asked if it was required to hold Transit's insurance policy with NDIRF. Deidre answered that it wasn't required in the COB contract to hold the policy with NDIRF, it only states the minimum coverage required by an insurance company. Jordan followed up that he should have quotes for Transit from national carriers by next week for Deidre's review. Steve commented that he will be abstaining from voting on this topic, but to have all driver and vehicle information readily available so insurance providers are able to give the best coverage and price possible. Mike Connelly explained to the Board his background in the insurance industry and commented that if there is any impropriety and the depth is unknown, that a grievance or notice can be filed with the insurance department so they are able to define what is good for the policy holder. Mike also stated that when a company is providing services that is a need in the community that it is Transit's due diligence in choosing the insurance company that is the best fit. DeNae thanked Mr. Connelly for his advice and commented that Transit's vehicles are owned by the COB and that the requirements may solely be met with NDIRF as an insurance provider. DeNae encouraged Deidre to reach out to the COB to be sure of specific insurance requirements.

- 2. Late Payment & Returned Check Policy:** Deidre explained that charge accounts to fund rides are still being allowed for some riders and that the FTA gave guidance to have a policy in place to place a fee on past due accounts. DeNae moved to approve the Late Payment & Returned Check Policy. Steve seconded the motion. Motion carried unanimously.

Steve suggested changing the language of the policy to track state law such as "maximum amount allowed by the Century Code." in order to avoid having to go back to readjust the percentage. Glenn responded that the maximum amount is 1.75% and that staff chose 1.5%.

- 3. AARP Community Challenge 2022 Grant:** Deidre explained that the AARP Community Challenge 2022 Grant is a nationwide grant to improve communities in which applicants operate. Staff is looking to apply and submit the application to fund the production of CAT how-to videos for the Bismarck/Mandan communities. Lynn moved to approve the submission of the AARP Community Challenge 2022 Grant. Steve seconded the motion. Motion carried unanimously. Karel wanted on record that this specific application could





4. have been submitted if Deidre was allowed to submit grant applications when there is no match required.
5. **Transit Development Plane Scope of Work – Rachel Drewlow.** Rachel explained to the Board that the TDP will not exceed the amount of \$175,000 and that the MPO will cover 80% and Transit will cover 20% of those costs. The RFP will close on April 7th, 2022. Rachel asked the Board if they would like a representative from the City of Lincoln to sit on the Steering Committee. Karel asked what is the City of Lincoln’s contribution. Glenn answered \$15,000. Rachel commented that if the Board was partial on including the City of Lincoln, that she will make the decision to find a representative. Rachel discussed that interviews will take place May 3rd through May 6th. Rachel concluded that the RFP was developed so that consultants are able to evaluate Transit’s current structure and to provide opportunities that are appropriate for the Bismarck/Mandan areas. Steve moved to approve the Transit Development Plan Scope of Work as presented. Karel seconded the motion. Motion carried unanimously.

Executive Director Report: The Gillig bus purchase was approved by the City of Commission. Deidre explained that the Bismarck State College foundation would like a donation of a decommissioned fixed route bus to use for community involvement. Deidre discussed that the appraisal amount would determine if Transit would be able to donate a decommissioned bus. Karel asked to be informed on that process as he knows that there is a need for Standing Rock College as well.

Operations Report: Craig is in Phoenix this week for the National Express GM Conference. Bismarck is ranked 8th in the region, which is a 13-spot jump since September. Operations team has worked very hard in the last 6 months, and the goal is to continue to climb up the ranks. Operations will be attending the North Dakota Job Service Multi-Industry Job Fair on Thursday, March 24th. Operations also signed up for North Dakota Job Service Workforce Wednesday Hiring Events from April to September. These events will take place on the first Wednesday of each month at the North Dakota Job Service building.

Other Business: DeNae congratulated Lacey Long in being inducted into the National Dance & Drill Hall of Fame.

Lynn moved to adjourn the meeting. DeNae seconded the motion. Motion carried unanimously.

Meeting adjourned at 12:48 P.M.



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Bis-Man Transit Finance

Committee Meeting Minutes

March 17, 2022, 2:00 P.M.

Via Zoom

Attending: Glenn Lauinger Chair DeNae Kautzmann

Shauna Laber

Staff: Deidre Hughes

Guests: Jannelle Combs, Bismarck City Attorney



The meeting was called to order at 2 pm.

Deidre gave short synopsis of the insurance reduction of coverage issue. NDIRF 2022-2023 coverage is \$1 million for comprehensive and \$1 million for auto in the brokerage contract. The building lease requires comprehensive coverage at \$2 million. There is some discrepancy as to what we are required to carry.

We have not received any quotes for an umbrella. DeNae asked if what we have combined with National Express is enough. Jannelle said no because the City doesn't have a contract with them.

Brokerage contract requires \$3 million for comprehensive and \$2 million for auto. Jannelle said the City is requiring \$5 million in all its contracts. DeNae stated we are in breach if we don't get umbrella coverage. Any ideas for resolution?

Jannelle stated that maybe Old Republic which insures National Express would provide umbrella coverage. They are specific producers and brokers here are not aware. We might have better results dealing with someone from the Minot or Williston areas. There is a broker in the Cities for Old Republic.

Deidre stated that we are waiting on quotes from Hudson and Gemini. Jannelle stated she has heard of them. The issue for us is that we have no assets and are a non-profit. West River didn't have coverage reduced yet and are covered by NDIRF. Fargo hasn't gotten back to Deidre.

One short term solution is to 1- call Old Republic and see if they will give us umbrella insurance. 2- Three-way contract between National Express, City, Bis-Man Transit naming the City as an additional insured.

We will follow up on these two approaches.

After Jannelle exited the meeting we had a quick update on grants, mutual aid agreement, and response from Jeff as far as NDIRF giving us an additional 90 days. It will be reviewed by underwriting and Jeff will get back to us.

Meeting adjourned at 2:37 pm.

Attachment D

February 2022

MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD	
RIDERSHIP							
FIXED ROUTE	5,209	10,340	4,065	7,943	28.14%	30.18%	
PARATRANSIT	7,197	14,636	6,194	12,260	16.19%	19.38%	
Total	12,406	24,976	10,259	20,203	20.93%	23.63%	
FR AVG. DAILY BOARDINGS	217.04						
DR AVG. DAILY BOARDINGS	257.04						
			Pass./Hour	Pass./Hour	Pass./Hour		
REVENUE HOURS							
	Month	YTD	Month	YTD	PY YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	1,703.50	3,477.50	3.06	2.97	3,446.50	3,446.5	0.90%
PARATRANSIT	2,530.01	5,152.32	2.84	2.84	4,378.59	4,378.6	17.67%
Total	4,233.51	8,629.82	2.93	2.89	2.6	7,825.1	
			Pass./Mile	Pass./Mile			
REVENUE MILES							
	Month	YTD	Month	YTD	PY YTD		% INC/DEC OVR PYTD
FIXED ROUTE	27,254	55,467	0.19	0.19	57,220		-3.06%
PARATRANSIT	33,486.26	67,283.48	0.21	0.22	59,062		13.92%
Total	60,740.66	122,750.08	0.41	0.40	116,282		5.56%
ON TIME PERFORMANCE							
	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD	
FIXED ROUTE	90.00%	89.00%					
PARATRANSIT	97.00%	95.00%	92.00%	93.00%	5.43%	2.15%	
RIDERSHIP PER ROUTE							
ROUTE	Month	YTD	PY Month		% INC/DEC 0.73182817		
BLACK	1036	2102	851		21.7%		
BLUE	645	1413	615		4.9%		
GREEN	1137	2111	673		68.9%		
RED	572	1255	316		81.0%		
ORANGE	851	1657	583		46.0%		
PURPLE	968	1802	1027		-5.7%		
U-Mary	158	266	110		43.6%		
ACCIDENTS							
	Month	Month at Fault	YTD	YTD at Fault			
FIXED ROUTE	0	0	3	2			
PARATRANSIT	2	1	3	1			
SERVICE VEHICLE	0	0	0	0			
COMPLAINTS							
	Month	YTD					
FIXED ROUTE	1	2					
PARATRANSIT	0	2					
Office Staff	0	0					
COMPLIMENTS							
	Month	YTD					
FIXED ROUTE	0	0					
PARATRANSIT	1	2					
Office Staff	0	0					



Bis-Man Transit No Show Policy

In order to be considered “a no show”, each of the following conditions has occurred:

- The customer has a scheduled paratransit trip.
- The ADA vehicle arrives at the scheduled pick-up point within the scheduled thirty (30) minute pick-up window.
- The driver waits at least five (5) full minutes beyond the start of the scheduled pick-up window, and the customer fails to board the vehicle.

Late cancellations will be counted as a no-show for the purposes of this policy.

A late cancellation occurs when the customer (or customer's representative) fails to call dispatch thirty (30) minutes or more prior to the scheduled pick-up time to cancel his/her ride.

If the customer has more than one ride scheduled, having a no-show does not automatically cancel the rest of the rides for the day. It is still the customer's responsibility to call and cancel the remaining rides for the day. If the rides are not cancelled, and the customer does not ride, the result would be additional no-shows.

Bis-Man Transit will track scheduled trips, no-shows, and late cancellations by customers. Bis-Man Transit will identify customers who have three (3) no-shows/late cancellations within any thirty (30) day period. **Each no-show/late cancellation stays on the customer's record for thirty (30) days from the day it is issued. A violation will be issued when a rider has three (3) no-shows/late cancellations within any thirty (30) day period but cannot receive multiple violations in the same thirty (30) day period. After a violation is issued, the count for the next violation starts at zero (0). Each violation stays on the customer's record for twelve (12) months from the day it was issued. After the twelve (12) months from the day a violation is issued, that violation will be cleared from the customer's record.**

On the day the rider violates the no-show/late cancellation policy, the following progressive action will be taken:

- **First violation** — A warning letter will be issued advising the rider that he/she has violated Bis-man Transit's no-show/late cancellation policy.
- **Second violation** — Customer will receive a seven (7) day suspension.
- **Third violation** — Customer will receive a fourteen (14) day suspension.
- **Fourth violation** — Customer will receive a twenty-one (21) day suspension.
- **Subsequent violations will result in an additional seven (7) day suspension.**

Appealing a Warning or Suspension

Customers are given the opportunity to appeal a suspension of service with Bis-Man Transit. If any citizen using the Bis-Man Transit system has a concern or disagreement, they are asked to submit their issue in writing. All written appeals will be investigated and a response issued within five (5) working days.

If the individual is not satisfied with the response received from the Administrative office, they have the right to appeal the decision to the Bis-Man Transit Board of Directors at their next scheduled meeting. After the Board of Directors has reviewed the situation, they will provide a written response within ten (10) working days.

No-shows are EXCUSED when the trip is missed for the following reasons:

- The customer has a family emergency
- Mobility aid failure
- Appointment canceled/delayed for reasons not the customer's fault

- Adverse weather: Snowstorm, extreme heat, or extreme cold
- Staffing error: The transit coordinator did not make all the cancellations the client requested; or a customer just found out the ride was scheduled for the wrong day, time, or location; or the customer was not informed that his/her pick-up time was changed, and was not ready.

No-shows or cancels are NOT EXCUSED when the trip is missed for the following reasons:

- Customer didn't want to travel today
- Customer changed their mind about using appointment
- Customer didn't know or forgot that he/she had a ride scheduled or was supposed to call to cancel
- Customer got another ride
- Customer told someone else he/she was not planning to travel (driver, facility, etc.)
- Someone else scheduled the ride for him/her
- Customer does not want to ride with a specific driver or passenger, or on a specific vehicle



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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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