



Community Transportation Input Committee Meeting Minutes November 13, 2023, 2:00 PM

Attending: Glenn Lauinger Andrew Stromme
 Helen Baumgartner Susan Dingle
 Randee Sailer Jeannie Pedersen

Not Attending: Trevor Vannett

Staff: Deidre Hughes Taylor Kitzan
 Mike Mundahl

Meeting was called to order at 2:00 P.M.

Regular Agenda

1. **Ticket/Pass Refund Policy:** Deidre said previously Bis-Man Transit has not had an established ticket refund policy. With more diminishing balance accounts set up now, more people are inquiring about refunds. The policy that will be presented to the Board states there are no refunds on CAT tickets, and clarifies that if there is damage to a CAT pass, it is at the administrative team's discretion on whether it will be replaced. With paratransit tickets and diminishing balances, the policy states that refunds will be offered in the event of death or relocation of the rider.
2. **5310/5339 Grant Application:** Deidre said within the 5310 grant application, Bis-Man Transit is requesting funding for four replacement cutaways, and 50% operating funds for non-ADA services. Within the 5339 grant application, Bis-Man Transit is requesting funds to update some things around the facility. Projects include concrete curbing repairs, replacing exterior signs, and painting the facility.
3. **Stuff the Bus:** Bis-Man Transit has been holding "Stuff the Bus" events since 2018. This year, Deidre proposes collecting for the Abused Adult Resource Center. Deidre has been in touch with their Executive Director, who has sent a list of needed items. The proposed dates will be the week of December 11th – 15th. If approved, it will be promoted through various channels.
4. **No Show and Rider Drop-off Update:** Deidre provided an update on an issue with rider drop-offs. There are some riders that require a care attendant or staff member be present when they are dropped off. There are situations where the care attendant or staff member is not there to accept the rider, and the driver must wait for 20-30 minutes for someone to accept the passenger. Deidre had reached out to the FTA for recommendations. One recommendation provided by the FTA, was to require an emergency contact within a couple miles of the drop-off location that could be contacted to accept the passenger. Deidre said there is no change to the no-show policy, which is a standard policy. Andrew asked if it would go into effect immediately and apply to all paratransit riders. Deidre said it would apply to individuals that require staff, and is working with other agencies in the state to see if there are similar policies in place. Glenn asked about charging the service providers in those situations to recover the money Bis-Man Transit is losing by waiting for staff. Deidre will reach out to the FTA to see if that is something that could be possible.
5. **Red Route Revision:** Red route currently runs from 43rd Avenue up to Lasalle Dr. on Ottawa St. There is no safe place for people to walk in the area of Lasalle Drive and



3750 E Rosser Avenue,
Bismarck, ND 58501



info@bismantransit.com



701.258.6817



www.bismantransit.com

Highway 83, and there are no pick ups or drop offs there. Red route is also the tightest route for time, and is usually running right up to the hour, or behind, causing delays for other routes. Deidre will propose changing Red route to bypass Ottawa and Lasalle Dr, and to instead stay on 43rd Avenue to Highway 83, and then taking Highway 83 to Skyline Boulevard. The other proposed change is to have Red route travel Northbound on Centennial Road from Century Aveue, and Southbound on Yorktown from Saratoga Avenue to Century Avenue. Riders would be given at least a one-week notice of the changes. Helen suggested also looking at Purple route, and questioned why Purple route goes to Fort Lincoln school each way. Deidre will talk to Craig about it to see if any changes should be made to the Purple route also.

Meeting adjourned at 2:24 P.M.



3750 E Rosser Avenue,
Bismarck, ND 58501



info@bisantransit.com



701.258.6817



www.bisantransit.com