



Community Transportation Input Committee Meeting Minutes January 22, 2024, 2:00 PM

Attending: Helen Baumgartner Glenn Lauinger
Ranee Sailer Jeannie Pedersen

Staff: Deidre Hughes Taylor Kitzan
Mike Mundahl

Meeting was called to order at 2:01 P.M.

Regular Agenda

1. Driver Assistance Policy: Deidre provided an overview of updates to the driver assistance policy that will be presented to the Board. The policy was presented to CTIC at the previous meeting, however when it was presented to the Board in December there were some concerns with some of the language. Deidre highlighted the changes that were made to the policy. Jeannie asked if it was for when riders arrived at their home. Deidre clarified that it was for drop-offs. Deidre added that the policy would be sent out to all agencies and any rider who has had an offense like this in the past six months. Helen asked who the warning letter would go to. Deidre said it would be addressed to the rider since Bis-Man Transit would not know who their PCA is. By sending the policy to the agencies in advance, agency heads would be made aware of the new policy. Helen said she was contacted by Trevor prior to the meeting and wanted to say he was not in favor of the policy because he felt it was too severe to be left at home for seven days, and the customer should not be penalized for something they have no control over. Deidre said it was structured the same as the no-show policy already in place for the sake of keeping everything uniform and making it easier to track. Jeannie made a motion to approve recommending the policy to the Board. Ranee seconded the motion. Motion carried unanimously.

2. 2023 Year Review: Deidre highlighted some of the larger accomplishments from 2023.

- Finished out 2023 with \$122,097 in advertising revenue. The goal was \$90,000.
- Ridership – CAT had 100,536 trips, which was very close to 2019 ridership. Paratransit had 87,751 trips. UMary ridership was 3,398. Bismarck Library ridership was 5,132. Family Fare in Mandan ridership was 4,689.
- The 2022 audit was completed in March 2023 and had no findings.
- Bus 2301 has been on the road for about six months.
- Awarded the ND Community Grant, which was used to replace the old bus route signs.
- RFP for Operations Contract was completed in early summer.
- New fare boxes were installed on fixed-route buses.
- Transit Development Plan was finalized.
- Additional assistance was received from Bismarck and Mandan.
- Passio Go live tracking software was put in place.
- There were a number of community presentations given throughout the year.
- Attended orientation/welcome fairs at the colleges and universities and attended a BSC tabling event.
- The Stuff the Bus event collected a large number of donations for AARC.
- FTA Region 8 meet & greet.
- Homeless Coalition Ticket Program.

3. Other Business: Glen questioned ridership numbers in the Board packet. The numbers will be corrected for the January Board meeting.

Meeting adjourned at 2:36 P.M.