



Bis-Man Transit Board Meeting

January 25, 2024, 11:30 AM

<https://us02web.zoom.us/j/88424610346>

Call in: +1 312 626 6799; Meeting ID: 884 2461 0346

Welcome & Introductions

Approval of Agenda

Consent Agenda

1. Previous Month's Minutes
 - a. Attachment A – 2023/12/21 Regular Meeting
 - b. Attachment B – 2024/1/22 CTIC Meeting
 - c. Attachment C – 2024/1/22 Finance Committee Meeting
2. Financial Report
 - a. Attachment D
3. Ride Stats
 - a. Attachment E

Public Comment

Unfinished Business

1. Driver Assistance Policy Discussion
 - a. Attachment F

New Business

1. CD Investment Discussion
 - a. Attachment G

Executive Director Report

1. Quarter 1 Projects
2. 2023 Year Review

Operations Report

Other Business

Adjourn

- The next Board Meeting will be held on February 22, 2024, at 11:30 am. •



A

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

Bis-Man Transit Board Meeting

December 21, 2023, 11:30 AM

Via Zoom and In-person at
3750 E Rosser Ave. Bismarck, ND 58501

Attending:

Lynn Wolf, President

DeNae Kautzmann, Secretary/Treasurer

Lacey Long, Vice President

Royce Schultze

Glenn Lauinger

Karel Sovak

Andrew Stromme

Not Attending:

Helen Baumgartner

Steve Heydt

Staff:

Deidre Hughes

Mike Mundahl

Taylor Kitzan

Danae Thiery

Craig Thomas

Tom Reisenauer

Guests:

Susan Dingle

Paulette Jacobsen

Rachel Lukaszewski

Trevor Vannett

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

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

Consent Agenda: Karel moved to approve the Consent Agenda. DeNae seconded the motion. Motion carried unanimously.

Public Comment: N/A

Unfinished Business

1. Budget Amendments Recommendation: Deidre explained that there were some items in the approved budget from November 2023 that needed to be amended. Missing income from DD Council training, off by \$100 in salaries and benefits, missing Jefferson Lines service agreement expense, \$2,000 more into the accounting for year-end statements, and increase in expense for property tax bill. DeNae commented that the Finance Committee recommends approval of the Budget Amendment Recommendation. DeNae moved to approve the Budget Amendment Recommendation. Glenn seconded the motion. Motion carried unanimously.
2. Developmental Disabilities Council Contract Acceptance: Deidre explained that this item was on the agenda last month, but it was removed for further review. There were clauses in the contract that were in question. DD Council is not able to remove a clause in regards to Israel, however the provision does not apply to this contract as we are below the threshold per statute. Deidre was able to add the state onto our insurance policy for travel training as stated in another clause of the contract. The Finance Committee reviewed this matter and recommend approval of the contract. DeNae moved to accept the Developmental Disabilities Council Contract. Glenn seconded the motion. Motion carried unanimously.
3. Driver Assistance Policy Recommendation: Deidre explained that there are riders being dropped off and do not have a guardian or PCA at the drop off location to accept the rider and the rider cannot be left alone. This is increasing time that other passengers are on board if a driver has to wait for a guardian or PCA to arrive. Deidre reached out to FTA and other agencies to come up with a solution on how to work through this issue. The solution was to add into the Driver Assistance Policy that the driver is to load the rider back onto the bus if a guardian or PCA is not at the drop off location, and continue on their run. A tiered suspension policy would also be added, similar to the No Show Policy, as well as an appeal process. Karel asked if there was only one occurrence that prompted a change to the policy or if there were multiple occurrences. Deidre answered that in October it was discovered



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that there were multiple occurrences that had been happening within the last few months that prompted the change in policy, one including waiting for up to 40 minutes before a guardian or PCA showed up for a rider. Glenn asked if the warning would be sent after three occurrences or after the very first occurrence. DeNae commented that a notice and suspension policy should start at the first occurrence. Deidre asked DeNae if the policy should reflect a 60- or 90-day period. DeNae answered with 60-day period. Andrew commented that he agreed that the policy should stay consistent with the No Show Policy and that he agreed with DeNae that it should be enforced at the first occurrence. DeNae commented that the rider is not responsible for the violation, it is the guardian, so that a notice should be given to both the rider and guardian when the policy is put in place. Karel asked if the policy would be retroactive from previous occurrences or if it would start at the first time after the policy is in place. Deidre answered it would be the first occurrence after the policy is put into place. Andrew asked if a rider would ever be able to start the suspension period over. Deidre answered yes, that the 60-day period is a rolling 60 days. Glenn asked if the riders that have had these issues could be notified of the policy once it's in place. Deidre answered yes.

New Business

1. **Per Diem Policy Clarification:** Deidre explained that after MPO reviewed September 2023 expenses, it was recommended to change Bis-Man Transit's Per Diem Policy to coincide with GSA guidelines, per federal regulations. DeNae commented that the Finance Committee recommends to approve the Per Diem Policy change. DeNae moved to approve the Per Diem Policy change. Karel seconded the motion. Motion carried unanimously.
2. **2023 Charge Account Write-Off Approval:** Deidre discussed that Taylor has been doing a good job of tracking charge account riders and collecting payment. DeNae commented that the Finance Committee recommends approval of the 2023 Charge Account Write-Off amount. DeNae moved to approve the 2023 Charge Account Write-Off. Glenn seconded the motion. Motion carried unanimously.

Executive Director Report

1. **Stuff the Bus Update:** Deidre discussed that the Stuff the Bus event resulted in collecting almost 700 items for the Abused Adult Resource Center.

Operations Report

Danae updated that a new training class of fixed route drivers will start the first week of January. Paratransit driver applications have slowed down, but hopefully that after the holiday season, the number of applicants will increase. The annual Christmas Potluck and Secret Santa was held yesterday. During the potluck, driver number 47 was retired to Scott Culver. Scott was a road supervisor who tragically passed away in August 2022. A banner was hung in the garage with driver number 47 in remembrance of Scott.



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Lynn thanked National Express on behalf of the Bis-Man Transit Board for their continued efforts to operations.

Other Business

Deidre commented that we are only 1,500 rides short of 100,000 rides on the CAT for the year of 2023. Glenn commented that he is happy with the increase in ridership on most routes, but had concerns about the Blue Route as it shows half the ridership of the other routes. Deidre answered that Blue Route is out of service if operations is short drivers. Deidre will send out the revenue hours per route for the year to Board members.

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

Meeting adjourned at 12:13 P.M.



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Bis-Man Transit Finance Committee Meeting Minutes

January 22, 2023, 3:00 P.M.
Via Zoom

Attending:


DeNae Kautzmann, Chair Lynn Wolf

Glenn Lauinger

Staff:

Deidre Hughes Taylor Kitzan

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Meeting was called to order at 2:50 P.M.

Deidre discussed the changes to the draft Driver Assistance Policy which included using the word must instead of should and using customer in place of client or individual. CTIC also reviewed and approved the policy, even though it is hard to penalize the passenger. There is no way we can impose a penalty on the person or agency responsible, and it is a huge burden on the system when passengers are not met at their destination. Glenn indicated the policy is clear and easy to follow. Finance recommends that the Board adopt the amended Driver Assistance Policy.

Deidre reported on the CD that is up for renewal. Starion is offering 5.3%, which is 5.374 APY for six months. We would reinvest \$500,000 plus the interest accrued from the initial six-month CD. We have enough in cash reserves to carry us until the CD matures. DeNae questioned if Starion only matches locally or if they will match out-of-state or online institutions. Deidre responded that it is her understanding that Starion will match local rates. Glenn said he had hoped we would invest more. The Money Market Savings account rate is paying 2.5%, but Glenn says he gets 4.73% on his personal Money Market Savings account, although it's a variable rate. Our Money Market Savings account rate is fixed. It was discussed laddering our investments to have them come due at different times. Railway Credit Union is offering 5% on a 12-month CD. Taylor will call Starion to inquire about matching the 12-month CD rate from Railway and also whether we could get a higher fixed rate on our Money Market Savings account.

Deidre reported that the staff was busy preparing for the Triennial coming up and also with the auditors.

Meeting adjourned.



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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.



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December 2023

MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD	
RIDERSHIP							
FIXED ROUTE	7,702	100,536	5,145	74,596	49.70%	34.77%	
PARATRANSIT	6,324	87,751	6,012	90,430	5.19%	-2.96%	
Total	14,026	188,287	11,157	165,026	25.71%	14.10%	
FR AVG. DAILY BOARDINGS	320.92						
DR AVG. DAILY BOARDINGS	210.80						
Pass./Hour Pass./Hour Pass/Hour							
						% INC/DEC	
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD	OVR PYTD
FIXED ROUTE	1,609.00	20,772.24	4.79	4.84	3.57	20,916.9	-0.69%
PARATRANSIT	2,259.85	30,938.94	2.80	2.84	3.04	29,742.4	4.02%
Total	3,868.85	51,711.18	3.63	3.64	3.3	50,659.2	
Pass./Mile Pass./Mile							
							% INC/DEC
REVENUE MILES	Month	YTD	Month	YTD	PY YTD		OVR PYTD
FIXED ROUTE	26,275	334,145	0.29	0.30	332,430		0.52%
PARATRANSIT	32,856.58	433,173.85	0.19	0.20	422,848		2.44%
Total	59,132.07	767,319.24	0.49	0.50	755,279		1.59%
ON TIME PERFORMANCE							
	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD	
FIXED ROUTE	82.66%	84.00%	79.00%	84.00%	4.63%	0.00%	
PARATRANSIT	85.84%	90.81%	85.00%	90.58%	0.99%	0.25%	
RIDERSHIP PER ROUTE							
	Month	YTD	PY Month			% INC/DEC 0.45906825	
BLACK	1824	23223	1105			65.1%	
BLUE	669	8439	353			89.5%	
GREEN	1723	20641	1132			52.2%	
RED	942	11821	412			128.6%	
ORANGE	1374	20731	1256			9.4%	
PURPLE	1170	15681	887			31.9%	
RIDERSHIP BY DESTINATION							
	Month	YTD	PY Month				
(Included in 'Ridership Per Route' Numbers)	U-Mary	331	3398	138		139.9%	
	UTTC	68	1004	47		44.7%	
	Bismarck Library	347	5132	273		27.1%	
	Mandan Walmart	107	1405	67		59.7%	
	Mandan Dans	343	4689	269		27.5%	
ACCIDENTS							
	Month	Month at Fault	YTD	YTD at Fault			
FIXED ROUTE	0	0	10	7			
PARATRANSIT	2	0	14	12			
SERVICE VEHICLE	0	0	0	0			
COMPLAINTS							
	Month	YTD					
FIXED ROUTE	0	23					
PARATRANSIT	2	21					
Office Staff	0	1					
COMPLIMENTS							
	Month	YTD					
FIXED ROUTE	0	0					
PARATRANSIT	0	12					
Office Staff	1	1					



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Driver Assistance Policy – To be Included in Section 2.8 of the Policies and Procedures Handbook

On request, the driver will assist passengers between the vehicle and entrance of a house, apartment building or other building. Such assistance must be requested in advance by notifying the scheduler when you make your reservation. If the passenger has indicated on their application that they require driver assistance regularly, this shall be indicated on the driver's schedule for all future trips.

Driver assistance ends when the driver has assisted the passenger in getting through the main door of the building. This includes assistance through a short entryway into the climate-controlled portion of the building. If the passenger needs additional assistance beyond the main door, they must have someone meet them at the door or have a personal care attendant ride along. The driver will not assist customers in wheelchairs into buildings that are not accessible (other than opening doors), nor will drivers push wheelchairs through areas that have not been cleared of snow.

If requested, the driver will assist with either two grocery-size bags or one small collapsible cart. The driver will not bring packages past the first door. Space for packages is limited. The rider must be able to carry their packages in one trip and the packages must be safely secured while on the vehicle. Guests and personal care attendants are expected to assist the passenger.

Bis-Man Transit reserves the right to refuse service or load at a location deemed as unsafe for the passenger, driver or the vehicle/equipment, including areas not cleared of snow. The driver will attempt to find an alternate loading point which is deemed to be safe by the driver and acceptable by the passenger. The driver must be able to keep the vehicle in sight at all times, and cannot assist passengers to an entrance that hinders this.

Service will be impacted during a snow event. The drivers will only travel on roads that are reasonably clear of snow. If a passenger is leaving their residence during a snow event and plans to return to that residence that day, it is the responsibility of the passenger to arrange for snow removal on their property so there is a clear path for the driver to assist the passenger to the door. The driver is not to shovel a path to the door for the passenger.

If a major snow event is probable, service may be cancelled by Bis-Man Transit. Passengers are to listen to local media to find out if service has been cancelled. If it appears during the afternoon that service may be cancelled the next day, staff may contact riders to determine an appropriate course of action.

Ramps to the passenger's door must be safe for both the passenger and the driver. The passenger is responsible for arranging for the ramp to be free of snow and ice.

Passengers unable to independently conduct themselves inside an origin/destination building lobby must have someone meet them at the door or have a personal care attendant (PCA) ride along. If the destination building is locked, a PCA is not along, and no one is available to meet the customer, the driver, after first receiving approval from the Dispatcher, may return the customer to the place of origin at the next available trip. If this is not an option, the rider will be returned to the bus and remain on board until the driver receives instructions from the Dispatcher. The driver will continue completing scheduled trips so as not to delay another passenger's service. Once Dispatch makes contact with the rider's guardian/PCA, the driver will be instructed to return to the drop-off point as their trip schedule permits.



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Bis-Man Transit will track policy violations, specifically those that result in delays for other riders and overall system productivity. Violations prior to the policy approval will not be assessed.

On the day the rider violates the policy, the following progressive action will be taken:

- First violation (1st ride) — A warning letter will be issued advising the rider/guardian of the policy violation and informing them of the next steps that may be taken.
- Second violation (2nd ride) — Customer will receive a seven (7) day suspension.
- Third violation (3rd ride) — Customer will receive a fourteen (14) day suspension.
- Fourth violation (4th ride) — Customer will receive a twenty-one (21) day suspension.
- Subsequent violations will result in an additional seven (7) day suspension. (5th+ ride)

Violations will be tracked on a **sixty (60) day** rolling calendar period.

Appealing a Warning or Suspension

Customers are given the opportunity to appeal a suspension of service with Bis-Man Transit. If any customer 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 will be issued within five (5) working days.

If the customer 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. If the customer is not satisfied, they have the right to submit a complaint to the Federal Transit Administration at 1200 New Jersey Avenue, SE, Washington, DC 20590 United States.



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January 25, 2024

TO: Bis-Man Transit Board of Directors

FROM: Deidre Hughes, Executive Director

SUBJECT: CD Renewal Recommendation

BACKGROUND: On August 3, 2023, Bis-Man Transit invested \$500,000.00 from cash reserves into a 6-month Certificate of Deposit at a rate of 5.40% with Starion Bank. The interest earned on this Certificate of Deposit is approximately \$13,492.94 at maturity (February 3, 2024).

DISCUSSION: After rate shopping with different local banks and credit unions, Starion Bank is able to offer the best rate of 5.30% for a 6-month CD or 5.25% for a 12-month CD.

FINANCIAL IMPACT: Rolling over the Certificate of Deposit with the current balance, including interest earned, for the same term at the rate of 5.30% will generate Bis-Man Transit approximately \$13,431.86 in investment income. Rolling over the Certificate of Deposit with the current balance, including interest earned, for a 12-month term at the rate of 5.25% will generate Bis-Man Transit approximately \$26,958.38 in investment income. Currently, there is enough money in Cash Reserves to reinvest without disturbing cash flow for operations.

RECOMMENDATION: Staff is continuing to work with Starion Bank to determine the best investment path. Updates will be provided at the Board Meeting.



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