



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

Community Transportation Input Committee Meeting

<https://us02web.zoom.us/j/84606855816>

Dial In: 312 626 6799; Meeting ID: 84606855816

September 22, 2025, 2:00 PM

Welcome & Introductions

Regular Agenda

1. Welcome and Introductions
2. Review and possible appointment of New Members (Attachment A in the Board Packet)
 - a. Attachment A
3. No Show Policy Revisions
 - a. Attachment B

Other Business

Adjourn



3750 E Rosser Avenue,
Bismarck, ND 58501



info@bisantransit.com



701.258.6817



www.bisantransit.com



Community Transportation Input Committee (CTIC)

Completing this form indicates your interest in being considered for appointment to the Bis-Man Transit Community Transportation Input Committee (CTIC).

Name Nate Mickelson

Street Address [REDACTED] City Bismarck State ND Zip Code 58501

Home Phone [REDACTED] Cell Phone [REDACTED]

Email Address [REDACTED]

Are You a Current Bis-Man Transit / CAT Bus Rider? NO If Yes, for how long? _____

Occupation Prison Reentry Director - Ministry on the Margins
(If retired, please indicate so and include your former occupation)

Present Employer Ministry on the Margins

Business Address [REDACTED]

Business Phone [REDACTED]

Preferred Mailing Address: Home _____ Business ☒ (Check only one)

STATISTICAL INFORMATION:

Age Group: [REDACTED]

Gender [REDACTED] Race [REDACTED] Community [REDACTED]

**Bis-Man Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the 1964 Civil Rights Act. To find out more about our nondiscrimination obligations or to file a complaint, please contact us at 701-258-6817.

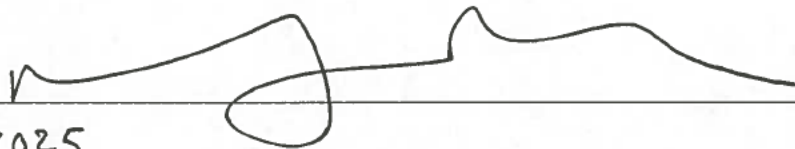
Explain why you are interested in serving on the Bis-Man Transit Community Transportation Input Committee and how you feel you can contribute to the organization:

I work with and serve individuals in the justice system & the unhoused who battle transportation barriers on a daily basis. I would love to brainstorm solutions & bring a "boots on the ground" experience to transportation difficulties. And I love collaborating & problem solving w/ other organizations.

Volunteer Experience and Other Community Involvement:

MOYM STREET OUTREACH
MOYM FOOD PANTRY, OPEN HOURS
MOYM & Trinity Lutheran Reentry Supper
Heaven's Helpers Soup Kitchen

*Your Signature



*Date

6.20.2025

Please return this form to:

Mail:

Bis-Man Transit
3750 E. Rosser Ave.
Bismarck, ND 58501

Email:

info@bismantransit.com

For questions, please call 701-258-6817.



Community Transportation Input Committee (CTIC)

Completing this form indicates your interest in being considered for appointment to the Bis-Man Transit Community Transportation Input Committee (CTIC).

Name Kandy Swenning

Street Address [REDACTED] City Bismarck State ND Zip Code 58504

Home Phone [REDACTED] Cell Phone [REDACTED]

Email Address [REDACTED]

Are You a Current Bis-Man Transit / CAT Bus Rider? No If Yes, for how long?

Occupation Community Health Worker
(If retired, please indicate so and include your former occupation)

Present Employer CHI St. Alexius

Business Address [REDACTED]

Business Phone [REDACTED]

Preferred Mailing Address: Home Business X (Check only one)

STATISTICAL INFORMATION:

Age Group: 18-34 [REDACTED] 35-65 [REDACTED] Over 65 [REDACTED]

Gender [REDACTED] Race [REDACTED] Community

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Explain why you are interested in serving on the Bis-Man Transit Community Transportation Input Committee and how you feel you can contribute to the organization:

A current member referred me. I am interested in serving on the community transp. committee, because I work with many populations in the community and a majority have transportation barriers regardless of age or demographics. I feel my input and opinions to assist would be beneficial.

Volunteer Experience and Other Community Involvement:

I typically volunteer 4 hours a month at various community based organizations in the Bis-man area. I have put in a lot of time working with patients in our homeless community, as well as a very successful feminine hygiene drive with 400 kits made for women facing feminine hygiene barriers. I also do a lot of CBO donations.

*Your Signature

K. Swanning

*Date

7/24/2025

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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 their 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.

A demonstrated pattern of late cancellations or no-shows is a serious disruption of service. Once a customer reaches three (3) no-shows or late cancellations in a single calendar month, and these incidents total ten percent (10%) or more of your scheduled trips within that calendar month, the Bis-Man Transit No Show Policy will take effect. No customer shall be suspended from service for having two or fewer no-shows or late cancellations in a month. ~~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 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 they have 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 customer using the Bis-Man Transit system has a concern, disagreement, or appeal, they are asked to submit their issue in writing within 60 days of the notice. Customers may waive their right to appeal and complete the suspension to avoid further delays.

The Appeals Panel will investigate all written appeals and issue a decision within five (5) working days. The Panel includes the Bis-Man Transit Executive Director, or designee, and two other staff members who were not involved in the initial No-Show suspension determination. The Panel will review

information provided by the customer (or the customer's representative) as well as ride reports and decide whether to uphold the suspension or excuse it.

If the individual is not satisfied with the decision received from the Appeals Panel, they have the right to appeal the decision to the Bis-Man Transit Board of Directors. Said appeal will be heard at the Bis-Man Transit Board of Director's next regularly scheduled meeting. After the Board of Directors' has reviewed the basis of the appeal, a written decision will be provided within ten working days of the Board meeting.

Bis-Man Transit Paratransit service shall be provided to the customer until the decision on the appeal is made.

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 their 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 they had a ride scheduled or was supposed to call to cancel
- Customer got another ride
- Customer told someone else they were not planning to travel (driver, facility, etc.)
- Someone else scheduled the ride for them
- Customer does not want to ride with a specific driver or passenger, or on a specific vehicle



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