



## Bis-Man Transit Board Meeting

December 18, 2025, 11:30 AM

<https://us02web.zoom.us/j/81283593045>

Call in: +1 312 626 6799; Meeting ID: 812 8359 3045

### Welcome & Introductions

### Approval of Agenda

### Consent Agenda

1. Previous Month's Minutes
  - a. Attachment A – 2025/11/20 Regular Meeting
  - b. Attachment B – 2025/12/4 Executive Committee Meeting
  - c. Attachment C – 2025/12/15 Finance Committee Meeting
  - d. Attachment D – 2025/12/15 CTIC Meeting
2. Financial Report
  - a. Attachment E
3. Ride Stats
  - a. Attachment F

### Public Comment

### New Business

1. Policy and Procedure Update Recommendation – *Rider Suspensions*
  - a. Attachment G
2. Transfer Point Snow Removal
3. Free Ride Day Recommendation – January 13, 2026
  - a. Attachment H
4. 2025 Write Off Recommendation
  - a. Attachment I

### Executive Director Report – Attachment J

1. Bismarck and Mandan City Commission Requests
2. Service Change Plan Update



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## **Operations Report – Attachment K**

### **Other Business**

### **Adjourn**

- **The next Board Meeting will be held on January 22, 2026, at 11:30 am.**

### **2026 Meeting Schedule**

- **January 22, 2026**
- **February 26, 2026**
- **March 26, 2026**
- **April 23, 2026**
- **May 28, 2026**
- **June 25, 2026**
- **July 23, 2026**
- **August 27, 2026**
- **September 24, 2026**
- **October 22, 2026**
- **November 19, 2026**
- **December 17, 2026**



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**A**

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## **Bis-Man Transit Board Meeting**

November 20, 2025, 11:30 AM

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

**Attending:**

**Lynn Wolf, President**

**DeNae Kautzmann, Secretary/Treasurer**

**Glenn Lauinger**

**Karel Sovak**

**Helen Baumgartner**

**Steve Heydt**

**Commissioner Rohr**

**Not Attending:**

**Lacey Long, Vice President**

**Julie Horntvedt**

**Royce Schultze**

**Commissioner Connelly**

**Staff:**

**Deidre Hughes**

**Taylor Kitzen**

**Mike Mundahl**

**Craig Thomas**

**Amanda O'Brien**

**Tom Reisenauer**

**Guests:**

**Trevor Vannett**

**Susan Dingle**

**Paulette Jacobsen**



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Meeting was called to order at 11:34 A.M.

**Approval of Agenda:** DeNae moved to approve the Agenda. Karel seconded the motion. Motion carried unanimously.

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

1. Previous Month's Minutes
  - a. Attachment A – 2025/10/23 Regular Meeting
  - b. Attachment B – 2025/10/28 Executive Committee Meeting
  - c. Attachment C – 2025/11/17 Finance Committee Meeting
  - d. Attachment D – 2025/11/17 CTIC Meeting
2. Financial Report
  - a. Attachment E
3. Ride Stats
  - a. Attachment F

**Public Comment:** N/A

### **New Business**

1. 2026 Jefferson Lines Lease Approval - Attachment G  
Deidre proposed the 2026 Jefferson Lines Lease Agreement that was included in the board packet. DeNae commented that the Finance Committee recommended approval of the Lease Agreement. DeNae moved to approve the 2026 Jefferson Lines Lease Agreement. Glenn seconded the motion. Motion carried unanimously.
2. 2025 Remaining Expenses Recommendation - Attachment H  
Deidre discussed that the 2025 5307-grant has been exhausted as of the end of September. Staff recommends approval to absorb the remaining September expenses as well as October through December expenses estimated at \$1,748,636.80. DeNae commented that the Finance Committee recommended approval to absorb the remaining 2025 expenses, and she so moved. Glenn seconded the motion. Motion carried unanimously. Glenn commented that in the past that future expenses were being reimbursed by a previous year's grant and the funds would run out quickly the next year.
3. Public Comment Policy Update Approval - Attachment I  
Deidre explained that Commissioner Connelly suggested that the Public Comment Policy align with the City of Bismarck's Public Comment Policy. DeNae moved to table the motion to approve the Public Comment Policy. Karel seconded the motion. Motion carried



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unanimously. Lynn commented that the current policy has been sufficient for those who have provided public comment in the past. Deidre commented that tabling the policy update would give her time to review the new senate bill and make sure our policy is compliant. Karel commented that the Board is very accommodating to the public when it comes to public comment. Steve asked if there was a large attendance at a Board meeting, if public comment can be extended past the time in the policy. Lynn answered that the public is given a sufficient time to speak, not just in the public comment period.

4. FY27 5310 Grant Application Approval - Attachment J

Deidre discussed that staff recommend approval of the FY27 5310 grant. The projects within the grant include after hours, Sunday, early morning, and holiday services, as well as four cutaway bus replacement purchase as outlined in the board packet. DeNae commented that the Finance Committee recommends submission of the FY27 5310 application. DeNae moved to approve the submission of the FY27 5310 application. Karel seconded the motion. Motion carried unanimously.

5. FY27 5339 Grant Application Approval - Attachment K

Deidre discussed that staff recommend approval of the FY27 5339 grant. The projects within the grant includes two fixed route bus replacement purchase and a bathroom cleaner as outlined in the board packet. DeNae commented that the Finance Committee recommends submission of the FY27 5339 application. Karel commended Deidre on her work on the grant applications. DeNae moved to approve the submission of the FY27 5339 application. Karel seconded the motion. Motion carried unanimously.

6. FY27 State Aid Application Approval - Attachment L

Deidre discussed that the State Aid application has not been needed in the past, but is a new requirement. Staff recommends approval of the State Aid application. DeNae commented that the Finance Committee recommends submission of the FY27 State Aid application. DeNae moved to approve the submission of the FY27 State Aid application. Glenn seconded the motion. Motion carried unanimously.

7. 2026 Budget Approval - Attachment M

Deidre noted that the fixed route projection in the Budget includes a revenue hour increase as of April 1, 2026 due to service changes. Added advertising expense has been added to promote service changes. Sales tax revenue for both cities have also been included. DeNae commented that the Finance Committee recommends approval of the 2026 Budget. DeNae moved to approve the 2026 Budget. Glenn seconded the motion. Motion carried unanimously.

8. City of Mandan Sales Tax Application - Attachment N



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Deidre noted that January through October Profit and Loss Statement needs to be updated in the application due to expenses that came in after the previous one was generated. This does not change the request amount. DeNae commented that the Finance Committee recommends approval of the City of Mandan Sales Tax application. Commissioner Rohr commented that he's looking forward the submission of the application and working with Transit on steps forward. DeNae moved to approve the City of Mandan Sales Tax application. Karel seconded the motion. Motion carried unanimously.

9. 2026 Stuff the Bus Recommendation - Attachment O

Deidre proposed that Transit collect for the Bismarck Emergency Food Pantry for the 7<sup>th</sup> Stuff the Bus event this year. Items will be collected December 8<sup>th</sup> through December 12<sup>th</sup>. DeNae commented that the Finance Committee recommends approval of the Stuff the Bus event. DeNae moved to approve the Stuff the Bus event. Karel seconded the motion. Motion carried unanimously.

10. Administrative Committee Update

Karel discussed that the Administrative Committee met in regard to Deidre's Performance Review. Karel explained the seven categories of the Performance Review. The Administrative Committee recommends a 3.75% salary increase for the Executive Director in 2026. Karen moved to recommend a 3.75% salary increase for the Executive Director in 2026. Deidre asked Karel if it should be a 3.75% increase or 4.75% increase. Karel answered that the Administrative Committee recommended 3.75% with a cap at 4.75% depending on Finance Committee approval. Lynn stated that the Finance Committee recommends a 4.75% salary increase to Deidre and all staff members. Karel amended his motion to approve a 4.75% salary increase for the Executive Director in 2026. Steve seconded the amended motion. Motion carried unanimously. Karel commended the Administrative Committee on their work for the review, as well as Deidre on her hard work. DeNae stated that the Finance Committee recommended to approve a 4.75% increase cap for Mike and Taylor in 2026, and she so moved. Karel seconded the motion. Motion carried unanimously.

DeNae explained that the Finance Committee recommends approval of a 4.75% salary increase to Mike and Taylor. DeNae moved to cap the salary increase for employees at 4.75%. Steve seconded the motion. Motion carried unanimously.

**Executive Director Report – Attachment P**

Deidre summarized her report that was included in the board packet.

**Operations Report – Attachment Q**

Amanda summarized her report that was included in the board packet.

**Other Business**



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Deidre discussed that depending on how the City of Mandan Sales Tax meeting goes, she will have to hold an Executive Committee meeting to vote on how much to apply for on the City of Bismarck Sales Tax application. Steve asked if funds are not awarded, if the Mandan route would be affected. Deidre answered that it would be a Board decision at that point.

### **Adjourn**

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

Meeting adjourned at 12:24 P.M.



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## Bis-Man Transit Executive Committee Meeting Minutes

December 4, 2025, 3:00 P.M.  
Via Zoom

**Attending:**

Lynn Wolf, Chair

DeNae Kautzmann

Lacey Long

Karel Sovak

**Staff:**

Deidre Hughes



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Meeting was called to order at 3:02 PM to discuss sales tax money requests to Bismarck and Mandan City Commissions.

Deidre indicated that the Bismarck City Commission is not meeting on December 9th, but on the 16th, which is the same day as the City of Mandan. She had asked the interim director of finance if we could come in in January, but was told that if we did, we could not make a 2025 year request.

Deidre has projected the 2025 deficit and applied a formula to split the costs between the city of Bismarck and the city of Mandan. The request for sales tax monies to Bismarck is \$649,392.15 and the request to Mandan is \$110,664.21. The request to Mandan is 14.56% of the total deficit. Lynn asked what if we don't receive money from Mandan. Deidre said she is appearing at the Bismarck City Commission meeting first and the Mandan last. So there is no opportunity to return to Bismarck. DeNae indicated Bismarck has already committed to paying the entire deficit. Deidre confirmed that the Commission action occurred in June or July. Karel is concerned that even though that action was taken, we have been told we can't apply for 2025 funding in 2026. DeNae indicated that, to address Karel's concern, we remind the Bismarck City Commission that they agreed to pay the entire deficit, but we are only asking for a portion, with the rest to be paid by Mandan. However, if our request to Mandan is denied, we will need to come back to Bismarck. Deidre feels confident that the supporting documentation for each request will convince both commissions to award the amount we are requesting. Also, we are well below the \$500,000 limit set by Mandan.

Karel moved to approve the sales tax requests to both City Commissions. DeNae seconded. Roll call vote, all members voted yes. Motion carried.

Karel also stated that we support Deidre in reminding the City of Bismarck of their previous action to make Transit whole, and that if we don't receive the sales tax monies from Mandan, we will be returning to the City of Bismarck.

Meeting adjourned at 3:20 pm.



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## Bis-Man Transit Finance Committee Meeting Minutes

December 15, 2025, 3:00 P.M.

Via Zoom

**Attending:**

DeNae Kautzmann, Chair

Lynn Wolf

Glenn Lauinger

**Staff:**

Deidre Hughes



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Meeting was called to order at 3:00 P.M.

Deidre explained that there have been issues with snow build up at the CAT bus transfer points. She spoke with the head of City of Bismarck Public Works on how to resolve this issue and he answered that when the street is plowed his staff is able to move the snow out, but not until two to three days after a snow storm. This is problematic and dangerous for riders needing the ramp or who use mobility aides as the snow forms a barrier in between the bus and the sidewalk. Deidre has contacted a local snow removal company who is able to remove the snow in a timely matter, but a revision to the budget may need to be made. DeNae asked if the transfer point could be moved. Deidre answered that Front Avenue transfer point cannot be moved and is more problematic than the Mapleton Avenue and BSC transfer points. The cost per snow event is \$500 to remove the snow. DeNae thanked Deidre for the update.

Deidre stated that staff recommends Free Ride Day on January 13<sup>th</sup>, 2026 to help encourage attendance at public comment meetings for potential service changes. DeNae asked what potential service changes are being made. Deidre answered that this is for input from the public on potential service changes. A public hearing would be held after, then the changes would be presented to the Board. Glenn asked if the free ride day would be just for the public comment meetings or for the public hearing as well. Deidre answered that public hearings don't have much in-person attendance, so just for the public comment meetings. The Finance Committee recommends having Free Ride Day on January 13<sup>th</sup> 2026.

Deidre explained that the 2025 write-off amount is \$80.98. This is due to failure to collect on Medicaid charge back accounts. The Finance Committee recommends to write-off \$80.98 for chargeback accounts.

Deidre updated the committee that she is first on the agenda at the Bismarck City Commission meeting on Tuesday December 16<sup>th</sup> to request sales tax funding and is last at the Mandan City Commission meeting to request sales tax funding.

Meeting adjourned at 3:18 P.M.



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## Community Transportation Input Committee Meeting Minutes December 15, 2025, 2:00 PM

Attending:	Helen Baumgartner	Julie Horntvedt
	Glenn Lauinger	Susan Dingle
	Lane Hoffer	Nathan Mickelson
	Alissa Patterson	Jeannie Pedersen
	Randee Sailer	Trevor Vannett
Staff:	Deidre Hughes	Mike Mundahl
	Craig Thomas	Amanda O'Brien

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

### Regular Agenda

#### 1. Welcome and Introductions:

#### 2. Policy and Procedures Update – Rider Suspension:

Deidre said she is proposing a change to the Policies and Procedures handbook. The handbook was last updated in July 2025. Deidre noted that a passenger recently assaulted a fixed-route driver. Law enforcement was contacted, the passenger was removed from the bus, and the rider was suspended. Under the current policy, this type of behavior only constitutes a 7-day suspension. Due to the severity of that type of situation, Deidre is proposing a change to the Rider Courtesy and Conduct section of the Policies and Procedures handbook.

The proposal Deidre presented was to increase the service suspension duration for violent, seriously disruptive, and/or illegal conduct to a minimum of 30 days, with the

suspension duration increasing with each additional offense. Deidre asked the committee for feedback. Consensus was that assaults were a serious issue. Trevor made a motion to recommend amending the current Policies and Procedures handbook Section 2.7-Rider Courtesy and Conduct, to say there would be a minimum of a 30-day suspension for violence, seriously disruptive, and/or illegal conduct, with administration having the ability to increase the minimum suspension based on the severity of the situation, and whether law enforcement was involved.

After additional discussion, Trevor amended his motion to recommend to the Board that the first offense result in a minimum of 30 days' suspension, with staff having the option to increase it based on severity. Subsequent offenses are subject to increased suspensions of up to one year. Second by Lane.

A vote was taken on the motion, with all in favor and none opposed. Lane also recommended talking to the police department. Deidre said she would reach out to the police department to ensure these types of incidents are being handled correctly.

### 3. **Public Comment Meetings for Service Changes:**

Deidre said public comment meetings for proposed service changes will be held on Tuesday, January 13, 2025, from 10:00 AM to 11:30 AM at the Mandan City building and from 3:30 PM to 5:00 PM at the Bismarck Veterans Memorial Public Library. Comments will also be accepted online, via email, mail, dropped off in person, or via phone. The public hearing will be held January 22, 2025, at 10:00 AM, prior to the regular Board meeting. If the Board chooses to recommend the service changes to the Bismarck City Commission, it would likely be placed on the February 10<sup>th</sup> City Commission agenda to get final approval. The target date for the service changes is April 1<sup>st</sup>, 2026.

### 4. **Other Business:**

Trevor said he hasn't heard any negative comments about the proposed service changes. Lane commented that it is important to handle the assault policy correctly to ensure employees want to drive for Bis-Man Transit.

Meeting adjourned at 2:41 P.M.



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# November 2025

## MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
<b>RIDERSHIP</b>						
FIXED ROUTE	10,801	127,197	11,421	110,978	-5.43%	14.61%
PARATRANSIT	6,649	85,346	7,498	82,509	-11.32%	3.44%
Total	17,450	212,543	18,919	193,487	-7.76%	9.85%
FR AVG. DAILY BOARDINGS	469.61					
DR AVG. DAILY BOARDINGS	229.28					
Pass./Hour Pass./Hour Pass./Hour						
<b>REVENUE HOURS</b>	Month	YTD	Month	YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	1,624.92	19,841.98	6.65	6.41	5.54	20,046.6 -1.02%
PARATRANSIT	2,502.29	32,626.77	2.66	2.62	2.70	30,512.3 6.93%
Total	4,127.21	52,468.75	4.23	4.05	3.8	50,558.9
Pass./Mile Pass./Mile						
<b>REVENUE MILES</b>	Month	YTD	Month	YTD	PY YTD	% INC/DEC OVR PYTD
FIXED ROUTE	25,840	315,621	0.42	0.40	318,673	-0.96%
PARATRANSIT	34,810	450,647	0.19	0.19	420,145	7.26%
Total	60,650.56	766,268.37	0.61	0.59	738,818	3.72%
<b>ON TIME PERFORMANCE</b>	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
FIXED ROUTE	83.61%	82.76%	81.24%	86.00%	2.92%	-3.77%
PARATRANSIT	92.35%	94.08%	95.07%	93.26%	-2.86%	0.88%
<b>RIDERSHIP PER ROUTE</b>	Month	YTD	PY Month			% INC/DEC 0.27901745
ROUTE						
BLACK	2291	25669	2494			-8.1%
BLUE	1583	18893	1520			4.1%
GREEN	2334	24851	2316			0.8%
RED	1156	13445	1234			-6.3%
ORANGE	2148	28561	2396			-10.4%
PURPLE	1289	15778	1461			-11.8%
<b>RIDERSHIP BY DESTINATION</b>	Month	YTD	PY Month			
(Included in 'Ridership	U-Mary	97	2556	421		-77.0%
Per Route' Numbers)	UTTC	90	600	41		119.5%
	Bismarck Library	701	7362	669		4.8%
	Mandan Walmart	76	997	106		-28.3%
	Mandan Family Fare	333	4758	491		-32.2%
<b>ACCIDENTS</b>	Month	Month at Fault	YTD	YTD at Fault		
FIXED ROUTE	1	0	7	3		
PARATRANSIT	1	1	18	13		
SERVICE VEHICLE	0	0	0	0		
SENT TO INSURANCE	0		8			
<b>COMPLAINTS</b>	Month	YTD				
FIXED ROUTE	0	18				
PARATRANSIT	0	11				
Office Staff	0	0				
<b>COMPLIMENTS</b>	Month	YTD				
FIXED ROUTE	0	3				
PARATRANSIT	1	14				
Office Staff	0	3				



G

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December 18, 2025

**TO:** Bis-Man Transit Board of Directors

**FROM:** Deidre Hughes, Executive Director

**SUBJECT:** Policies and Procedures Update

**BACKGROUND:** The current Policy and Procedures document was approved and took effect in July 2025.

On December 3, 2025, one of our fixed-route transit drivers was assaulted by a passenger. Law enforcement was contacted, and the passenger was removed from the bus and placed on suspension. Based on our current Policies and Procedures Handbook, this type of behavior only constitutes a seven-day suspension period, which staff feel does not suit the severity of the situation.

**DISCUSSION:** At this time, there are no Federal Transit Administration restrictions on the duration a passenger can be suspended for behavior of this nature. Research shows that similar behavior at other agencies warrants a 30-60-day suspension. To keep our drivers and other passengers safe, staff proposes a revision to the current suspension structure.

**RECOMMENDATION:** Bis-Man Transit staff and CTIC recommend increasing the service suspension duration for violent, seriously disruptive, and/or illegal conduct to a minimum of 30 days, with the option to increase the duration of the suspension based on the severity of the offense. Subsequent offenses are subject to suspension of up to one year. Full policy language can be found in **Section 2.7 - Rider Courtesy and Conduct** of the Policies and Procedures Handbook.



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## ***Section 2.7 - Rider Courtesy and Conduct***

Bis-Man Transit and Capital Area Transit have lists of rules and courtesy to ensure the safety of all riders and drivers. Riders, their escorts, or companions traveling with riders, who engage in physical abuse or cause physical injury to another rider or driver, or who engage in other illegal activities, may be subject to immediate suspension from riding paratransit and/or CAT buses. They also may be subject to possible criminal prosecution, which may include fines.

Riders who engage in an activity that disrupts the safe or effective operation of paratransit or CAT Bus services, may be subject to a suspension of service. If a rider is disruptive, Bis-Man Transit reserves the right to require that an escort travel with the rider as an option instead of service suspension.

### **Paratransit**

- Riders shall maintain appropriate, reasonable personal hygiene.
- Shirts and shoes must be worn.
- No eating, drinking, or smoking in vehicles.
- Smoking is not allowed within 20 feet of Bis-Man Transit doors and windows.
- Make reservations a minimum of one day in advance.
- Be ready at pickup location and be on time.
- Call if the vehicle has not arrived by the end of the "30-minute window"
- Call to cancel unneeded rides at least 30 minutes prior to the scheduled pickup time to avoid a "no show."
- Pay the correct fare in the exact amount or with a pre-purchased punch card.
- Wear seat belts.
- Avoid distracting the driver or annoying other riders with inappropriate behavior.
- Head, arms, and other body parts must be kept inside the vehicle
- No abusive, threatening, or obscene language or actions.
- No physical abuse of another rider or the driver.
- Baby strollers and walkers must be folded and stowed to not block the aisle or cause injury to persons on the vehicle.
- Parents must control children.
- Expect "shared-ride" service. Others may be picked up after you or dropped off before you reach your destination.
- No littering in the vehicle.
- Objects must not be thrown from a vehicle window.
- No riding with open containers of alcohol or illegal drugs.
- No riding while under the influence of alcohol or illegal drugs if the rider's behavior disrupts the driver or other riders.
- No deliberate fare evasion.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, mp3 players or other multimedia devices (without headphones) and no other noisy equipment while on board.
- No operating or tampering with any vehicle equipment.
- Dangerous weapons are prohibited on Bis-Man Transit vehicles.
- Federal regulations prohibit the transportation of flammable or explosive materials on paratransit vehicles.
- Packages are limited to what the rider can carry in one trip and contain within their seating area on the Bis-Man Transit vehicle.



## CAT Bus

- Riders shall maintain appropriate, reasonable personal hygiene.
- Shirts and shoes must be worn.
- Pay the correct fare in the exact amount or with a 1- or 30-day pass.
- Keep arms, legs, and personal items out of the aisles.
- Do not stand in the stairwells.
- No eating, drinking, and no open containers on the bus.
- No smoking on the bus or within 20 feet of bus doors and windows.
- No multimedia devices without headphones.
- No rollerblades or in-line skates may be worn on the bus.
- Animals must be contained to a cage on CAT buses (except service animals)
- Please limit yourself to 2 packages.
- Strollers and walkers must be folded and stored out of the aisles.
- Parents must control children.
- No littering in the vehicles or shelters.
- No riding with open containers of alcohol or, with illegal drugs.
- No riding while under the influence of alcohol or illegal drugs if the rider's behavior disrupts the driver or other riders.
- No operating or tampering with any vehicle equipment.
- Dangerous weapons are prohibited on CAT buses.
- You may ask your driver questions pertaining to the routes while on the bus, however, please refrain from carrying on a conversation with the driver while the bus is in motion.
- Avoid distracting the driver or annoying other riders with inappropriate behavior.
- Threatening behavior or vulgar language may result in suspension or rider being asked to leave the bus.
- Drivers have the right to refuse service.

## Suspension of Service Due to Prohibited Behaviors

Any disruptive behavior as described in the above section shall result in an immediate seven (7)-day suspension from service. After the suspension has begun, the manager of the transit provider shall review the particulars of the incident. Upon the conclusion of this review, the suspension can be either sustained or lifted immediately. All offenses will be documented by the transit provider.

1. First Offense	(7)- Day suspension from service
2. Second Offense in 12-month period	(3)-Week suspension from service
3. Third Offense in a 12-month period	(8)-Week suspension from service

## Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct

Service will immediately be suspended for a minimum of 30 days with the option to increase the duration based on the severity of the offense, or until an appeal hearing is held, for riders who engage in violent, seriously disruptive, or illegal conduct.



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This conduct could include, but is not limited to:

- Threats of physical harm to other passengers, operators or other service personnel
- Physical assault or battery of operators or other passengers
- Verbal abuse, intimidation or altercation with operators or other passengers
- Unlawful harassment of the operator and/or other passengers, including but not limited to unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations
- Unauthorized use of, or willful damage to, vehicle equipment
- Repeatedly violating the rules posted inside of Bis-Man Transit vehicles, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid a medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- Any other criminal conduct defined in and/or prohibited by law

1. First offense: A minimum of 30 days, with the option to increase duration based on the severity of the offence.
2. Subsequent offenses are subject to increased suspension, up to one year.

## Appeals

Appeals to any suspension shall be made in writing (either by mail or e-mail) sent to the Executive Director at the Bis-Man Transit Facility (3750 E Rosser Ave, Bismarck, ND 58501 or [info@bismantransit.com](mailto:info@bismantransit.com)). The appeal shall include the words: "Appeal of Transit Suspension." Any appeal must be filed within 30 days of the date of suspension to be considered. Bis-Man Transit shall process any appeal received within 30 days of receipt, and may contact the appellant and others in conducting the review. If the appellant does not provide the requested additional information to Bis-Man Transit, the transit provider can administratively close the appeal. The appellant may choose to no longer pursue the appeal at any time during this process. When Bis-Man Transit has concluded its review, it will issue a letter either modifying, affirming or erasing the suspension.



3750 E Rosser Avenue,  
Bismarck, ND 58501



[info@bismantransit.com](mailto:info@bismantransit.com)



701.258.6817



[www.bismantransit.com](http://www.bismantransit.com)

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H

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

December 18, 2025

**TO:** Bis-Man Transit Board of Directors

**FROM:** Deidre Hughes, Executive Director

**SUBJECT:** Free Ride Day Recommendation

**BACKGROUND:** Typically, Bis-Man Transit offers a handful of “free ride days” throughout the year. In 2025, we did not provide any free-ride days.

**DISCUSSION:** Bis-Man Transit will host two public comment meetings on January 13, 2026, to solicit comments on potential service changes. Staff propose offering free rides for both fixed-route and paratransit service on Tuesday, January 13th, to encourage public participation at both meetings.

**RECOMMENDATION:** Bis-Man Transit staff recommends approval to offer free rides to both fixed-route and paratransit passengers on January 13, 2026, to encourage participation at the scheduled public meetings.



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December 18, 2025

**TO:** Bis-Man Transit Board of Directors

**FROM:** Deidre Hughes, Executive Director

**SUBJECT:** Bad Debt Write-Off – Medicaid Charge Backs

**RECOMMENDATION:** Staff recommends approval to write off Medicaid chargeback accounts for 2025 trips.

**BACKGROUND:** Staff has attempted to collect on open invoices charged back for non-covered Medicaid trips numerous times. The riders with open balances either have invalid contact information, no longer use Bis-Man Transit services, or have passed away.

**FINANCIAL IMPACT:** The total amount recommended to be written off is \$80.98.



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December 18, 2025

## Executive Director Report

### 1. Bismarck and Mandan City Commission Requests

- a. Sales tax funding request will be presented to the Bismarck and Mandan City Commissions on December 16<sup>th</sup>. The total requested amount for Mandan is \$110,664.21, and for Bismarck it is \$649,392.15. Both amounts together make up the projected 2025 deficit. Updates on future service changes will also be provided to both Commissions.

### 2. Service Change Update

- a. The public comment meetings for the proposed service changes have been scheduled for January 13<sup>th</sup>. The Mandan meeting will take place from 10:00 AM to 11:30 AM at the Morton Mandan Public Library. The Bismarck meeting is scheduled from 3:30 PM to 5:00 PM at the Bismarck Veterans Memorial Public Library. Virtual attendance will be accommodated for both meetings. Once comments are compiled, the Bis-Man Transit Board will host a public hearing on January 23<sup>rd</sup> at 10:00 AM at the Bis-Man Transit Facility.



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December 2025

### **Staffing**

We have been able to increase our driver staff to 26 paratransit operators. Next week we have two more candidates planned to begin operator training. 2 of these paratransit new hires have also obtained they're Class B CDL permit and will receive the DOT Entry Level Driver Training to become certified CDL drivers. This will give us a head start to staff fixed route once CAT service increases and the flexibility to use them on paratransit service. We also will have 1 fixed route operator start. This is a former employee, so they will go through a refresher course and will be able to start revenue service soon.

We have registered for the Capitol City Career Fair in February in hopes to recruit, hire, and train CDL drivers for service expansion.

### **Other News**

We will be having our annual Christmas potluck tomorrow. Staff are encouraged to wear they're ugly Christmas sweaters and enjoy a meal and fellowship with their coworkers. If you are in the area and hungry, you are welcome to come in and join us.