

REGULAR BOARD MEETING - BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION (BPTC) AUGUST 22, 2016, 5:30 P.M.

In the Edward J. Kuntz Board Room of the Bloomington Transit Operating Facility, 130 W. Grimes Lane, Chairman Obermeyer convened the regular meeting of the Board of Directors of the Bloomington Public Transportation Corporation.

ROLL CALL

Board Members present: Chairman Obermeyer, Vice Chairman McDaniel, Secretary Hasler, Board Member James McLary and Board Member Cartwright. Also present were Lewis May, General Manager, Christa Browning, Controller, Brenda Underwood, Human Resource/Marketing Administrator, Ben Hoffman, BT Access Dispatcher, and member of the public Bob Babbitt, President/CEO, McDonald Transit Associates, Inc.

PETITIONS AND COMMUNICATIONS ON NON-ACTION ITEMS

There were no petitions and communications on non-action items.

MESSAGES FROM BOARD MEMBERS

There were no messages from Board Members.

MESSAGES FROM THE MANAGER

Mr. May opened the meeting with the 2016 Triennial Review. He said the Federal Transit Administration (FTA) conducts a Triennial Review every three years to ensure regulatory compliance in 17 different areas of federal regulations. As part of the recently conducted Triennial Review at BT, he said FTA asked 562 questions, requested 150 documents be submitted, reviewed 11 electronic grant drawdowns, reviewed preventative maintenance records for 10 BT buses, and reviewed 4 procurement files. Mr. May noted that FTA said at the outset of the review that the typical number of findings for deficiencies in a Triennial Review is 6-7. Mr. May noted there were only 4 findings of deficiencies found in two areas. He said those areas were ADA and Title VI. He said we did not have any repeat findings from the last Triennial Review in 2013. Mr. May summarized the 4 findings as follows:

Out of town visitor's policy for BT Access service. He said under the Federal ADA rules you have to develop a process to service out-of-town visitor when they come from an area of the country where they may not be any ADA paratransit service. In such cases, these visitors would no documentation from other transit systems. Thus we would have to accept documentation from the visitor's doctor that the person has a disability and is eligible to use our ADA paratransit service for up to 21 days annually. Our out of town visitor policy only addressed visitors who came with documentation from other transit systems. He said to correct this we will simply add a couple of sentences to our policy to allow stating that for visitors coming from

areas without ADA paratransit service, we will accept a doctor's documentation as to their disability and allow them to ride BT Access up to 21 days annually.

He said the second finding was our no show appeals process. Mr. May noted our no show appeals process currently is a 2-step process whereby our Customer Service Manager hears an appeal on a no show and makes a determination if the no show is valid. He said if the appeal was turned down there is a second step of the appeal process whereby there is a peer committee made up of a couple of BT Access riders and a BT staff member who would hear that appeal. He said FTA told us that the person who made the original determination of the no show can't be involved in the appeals process of no shows. He said FTA's suggestion was simply to eliminate the first step of the process and just have a one-step appeals process that would be heard by a peer review committee. He said to address this we just eliminate the first step of the process and we will satisfy FTA.

He said the third thing was on telephone hold times and busy signals. According to the reviewer, we need a definitive way to measure the average hold time a paratransit rider experiences when calling our BT Access reservation number and a way to determine how many busy signals are received when people attempt to call us for reservations. Mr. May explained that in the past we quantified customer satisfaction in these two areas by asking survey questions on a customer satisfaction survey we send out periodically. Past response data indicated good performance with respect to the ability of our customers to get through to our BT Access reservations system. According to our reviewer this time, the survey is no longer an acceptable method of measuring compliance with this requirement. We will need to develop a methodology that allows us to track hold time on our phone system or phone service as well as the number of busy signals received and then measure them against a standard that we develop. Mr. May added that this may very well require an investment in a new phone system for the office. The current phone system is about 10 years old.

He said the last finding related to Title VI of the Civil Rights Act of 1964. He said we have to have a language assistance for limited English persons (LEP). He said under the Title VI of the Civil Rights Act we have to notify the local LEP population about the availability of language assistance, monitor our LEP program, and evaluate and update our language assistance plan. Language assistance includes training employees to provide timely and reasonable language assistance. He said we have done some very minimal training with employees in terms of communication with our drivers to help them when dealing with a person who has limited language proficiency. We will need to improve this training with employees and document that it has been done. Vice Chairman McDaniel asked if they make a distinction between limited English and no English. Mr. May said he did not know. Vice Chairman McDaniel asked does this have to cover any language no matter what it is. Mr. May said you are not teaching your employees to speak any certain language you are teaching them communication skills thru other means when they are not able to communicate well with that person. He said it could include hand gestures, written illustrations, or some other very basic forms of communication. Board Member McLary asked was this also about paratransit reservations and calling in for inquiries. Mr. May said no they didn't address LEP assistance relative to paratransit reservations or telephone information. He said we may have to hire an outside company to come in and do a

train the trainer class to train our driver trainer to conduct such training with our workforce. Chairman Obermeyer said there are some other things we can do here because of IU it has one of the largest arrays of language teaching in the world and certainly in the United States. She said one of things that might be possible is have the written instructions have them translated into several languages and have them available. Board Member Cartwright said we could have a link on our website to various languages and they could pick it up there. Mr. May said that is an interesting point as some websites have Google tool that can translate a website into many different languages.

Mr. May said on the 3 ADA findings we have 90 days to correct the ADA findings and on the Title VI finding we have 90 days to set a timeline for correcting the findings.

Mr. May noted he and Christa will be going to the City Council tomorrow night with the 2017 Budget presentation. He said there will be two other City Council meetings after tomorrow night September 28 at 7:30 p.m. and October 13 at 7:30 p.m. both of those meetings are generally very short.

Mr. May gave an overview of June and July ridership. He said June 2016 fixed route ridership was down 2.18 percent compared to June 2015. He noted there were the same number of weekdays in June 2016 compared to June 2015. He said July 2016 fixed route ridership was down 9.81 percent compared to July 2015. He noted there were 3 fewer weekdays and 1 additional Saturday/Sunday in July 2016 compared to July 2015. Year-to-date fixed route ridership is slightly up 0.17 percent through July compared to the same period last year.

Mr. May noted BT Access ridership was down 2.23 percent in June 2016 and down 11.15 in July. He noted there were the same number of weekdays in June 2016 compared to June 2015 and there were 3 fewer weekdays and 1 additional Saturday/Sunday in July 2016 compared to July 2015. He said the year-to-date ridership is down 0.16 percent compared to the same period last year.

Board Member McLary said he would like to see the revenue hours and revenue miles for 2015 for BT Access. He would like to see if the hours were down in 2016 vs 2015. Mr. May said you will see it on the fixed route on the route by route basis plus it has a year-to-date number. He said he can add that to the table for the next Board meeting. Vice Chairman McDaniel asked Mr. May to send ridership data to Julie Bauters at IU.

Mr. May noted the trend has been that bus ridership has been down across the country in 2015 and early 2016 primarily due to low gasoline prices. He included some data in the packet so that the Board could make some comparisons. He said he looked at some of the APTA numbers for Big Ten college areas and they were all down in 2015. He said Nationwide according to APTA bus ridership was down 2.54 percent in 2015 compared to 2014. He said looking at the first quarter of 2016 nationwide bus ridership is down 1.85 percent. He said at the end of the first quarter we were up 3.83 percent so it seems like we are bucking nationwide, statewide, and Big Ten trends.

MESSAGES FROM THE CONTROLLER

Controller Browning noted that Resolution 16.14; a resolution authorizing the award of contract for banking depository services to German American Bank was on the agenda for the Board's consideration. Ms. Browning noted that we solicited proposals from three local banks and an evaluation committee consisting of three BT staff members reviewed the proposals and found German American bank to be the best responsive and responsible proposer. As such, Ms. Browning recommended that the Board authorize the award of our banking and depository services to German American Bank.

Controller Browning gave an overview of the 2015 Audit report from the State Board of Accounts. She noted that there were no findings or deficiencies noted in the audit report for 2015. Mr. May and the Board commended Ms. Browning for another excellent audit.

Controller Browning gave an overview of the June and July Financial Reports.

PUBLIC COMMENT -- ACTION ITEMS

There was no Public Comment

NEW BUSINESS -- ACTION ITEMS

Under New Business, Vice Chairman McDaniel moved to approve Resolution 16-14; a resolution authorizing the award of contract for banking and depository services to German American Bank. The motion was seconded by Board Member Cartwright. Resolution 16-14 was approved unanimously.

Under New Business, Vice Chairman McDaniel moved to introduce Ordinance 16-01; an ordinance authorizing award of contract with McDonald Transit Associates, Inc. for the provision of transportation management services. The motion to introduce the Ordinance was approved unanimously.

OLD BUSINESS

There was no Old Business.

MINUTES

The minutes for July 12, 2016 were presented for approval by Secretary Hasler and seconded by Board Member Cartwright. The minutes were approved unanimously.

CLAIMS

The claims for August 22, 2016 were presented for approval by Secretary Hasler and seconded by Board Member Cartwright. The claims were approved unanimously.

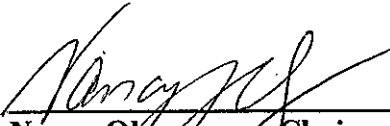
EXECUTIVE SESSION

An Executive Session was held as noted on the meeting agenda as authorized under IC 5-14-1.5-6.1(b)(5) to receive information about and interview prospective employees.

ADJOURNMENT

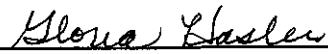
APPROVE:

ATTEST:



Nancy Obermeyer, Chair
Board of Directors BPTC

09-20-16



Gloria Hasler, Secretary
Board of Directors BPTC

09-20-16