

REGULAR BOARD MEETING - BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION (BPTC) FEBRUARY 13, 2018, 5:30 P.M.

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

ROLL CALL

Board Members present: Chair Obermeyer, Vice Chairman Kent McDaniel, Secretary McLary, and Board Member Cartwright. Also present were Lewis May, General Manager, Christa Browning, Controller, Brenda Underwood, Human Resource/Marketing Administrator, Eli McCormick, Customer Service Manager, and member of the public, Ken Fischer representing RATP Dev North America.

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 the Board Members.

MESSAGES FROM THE MANAGER

Mr. May opened the meeting with a debriefing of the Rosa Parks event. He said it was a wonderful event that was well attended. He said we have had some good press on it. He noted Bloom Magazine was there and then did quite an online exposé. Mr. May shared the Bloom Magazine photos and two short videos of the bus ride into the Downtown Transit Center.

Mr. May said next on the agenda are proposed revisions to the public Code of Conduct. He said just before we opened the Downtown Transit Center we anticipated the possibility of having some problems with conduct of people using the facility and our services. In previous years, we had experienced increasing issues with bad behavior on buses and at 4th and Washington. He said we wanted to address it and developed the public Code of Conduct that is in the Board packet. Recently we have actually used this Code of Conduct with a couple of people. As we've begun to enforce the Code of Conduct with certain passengers, it is apparent that we need to consider possible changes to make it more workable. Included in the Board packet is a revised Code of Conduct with language proposed to be eliminated struck through and language to be added underlined. He said there are two major changes that are being proposed. He said the way the process works the customer or passenger who has exhibited the bad behavior first has to have a meeting with the General Manager and he is proposing that step of the process to be changed so as the passenger first meets with the Customer Service Manager instead. He said then we had an appeals process where if they weren't happy with the General Manager's decision because a suspension was levied against the person then they would bring that appeal to the full Board at a regular Board meeting. Mr. May suggested changing the 2nd step of the process to include an

appeals committee consisting of two Board members appointed by the Chair and then the General Manager who would hear that appeal and then the decision of that committee would be final. Secretary McLary proposed an alternative whereby we would have a rider on the committee. Vice Chairman McDaniel asked how would that work if you have four people on the committee you could have a split 2-2 vote. Mr. May suggested as an alternative that we have just one Board member appointed by the Chair, a rider appointed by the General Manager, and the General Manager. Secretary McLary asked if the phrase included in the Code of Conduct "public nuisance" was defined. Secretary McLary said he just doesn't want to get into a situation where we decide something is a public nuisance. Mr. May said our legal counsel has reviewed this and doesn't have any problems with anything and she reviewed it when we did it in 2014. Secretary McLary said where it says "except for babies should it say babies in arms" because if you are old enough to walk on. Mr. May said a lot of times you will see a child in a stroller and they may not have shoes on because they are sitting in a stroller. Secretary McLary said I guess there is a reasonableness clause here too. Secretary McLary noted along with roller blades skate boards and scooters we should add hoverboards. Chair Obermeyer noted on the third to last paragraph on page 2 she suggest changing the sentence to read "must not litter and must clean up after themselves" and in the following paragraph "trash and litter are to be disposed". Mr. May said a public hearing and final adoption of the ordinance could be planned at a future Board meeting or the Board could also postpone the introduction of the ordinance to a future Board meeting if the Board felt the need for additional time to consider other changes. Vice Chairman McDaniel said he is comfortable with Introduction and First Reading as amended. The Board concurred and agreed to consider the revised Code of Conduct for Introduction and First Reading at tonight's Board meeting.

Mr. May said next on the agenda as an informational item is the BT Access Saturday night and Sunday service area expansion. He said late last year the Board decided to expand the Saturday night and Sunday service area for BT Access beyond the ¾ mile corridor which is required by the ADA to include the entire City of Bloomington. He said we will begin this service on Saturday March 3 and Sunday March 4 as we have now hired additional BT Access drivers. Mr. May clarified that the service area for late night or night owl service which operates during the IU fall and spring semesters to 3:30 a.m. will remain as the ¾ mile corridor from the two night owl routes. Secretary McLary said he has talked about how Uber and Lyft and how we potentially could use them to help deliver service, however, right now they do not have accessible vehicles. He asked does it make any sense to possibly start discussion with one of the Uber or Lyft drivers to see if we can incentivize them to basically have an accessible vehicle available. He said to give Uber or Lyft a guarantee that we will give you a certain amount if you make yourself available. Eli McCormick said as he recalls we have not had any BT Access trips after midnight in the last year. As such, it might be problematic to guarantee a certain number of trips to Uber and Lyft. Secretary McLary said Bloomington to his knowledge has no accessible providers other than Safe Med. Mr. May said he thinks the idea has potential but he does not know if we can make any guarantees with regard to the number of trips given the current lack of demand. Secretary McLary asked if we can get a report on how many rides we are doing on those late nights Saturday and Sunday that are outside the ¾ mile corridor so that we know how this change is helping people. Mr. McCormick said we can collect that data.

Mr. May said lastly he wanted to update the Board on the Workload Assessment that we talked about doing for the staff. He said we have taken the first step we had an outside facilitator come in and we had our first meeting with our senior staff which included Brenda, Christa, Allen, and Mike. He said we spent a few hours with the first task to identify what positions where the workload is such that we need to consider restructuring duties and responsibilities. He said then we talked about where we need to create new positions in the organization to better help handle the workload. He said we a very good first session and identified nine different positions that either needed to be restructured or added in the organization. He said the homework we took away from the first meeting is to better flush out the duties and responsibilities and then try to determine as best we can the cost impacts of that. He said we are going to get together again in March with the facilitator the task there will be to prioritize what is the most important. He said we have a position in the budget for this year and we will need to decide which of these position is the most important and needs to be filled with that budgeted position. He said we need to develop a plan as to how can we implement these changes over a multi-year period because we are not going to be able to afford nine new positions in a single year and we may not be able to afford that many over the long run. He said we will bring that plan to the Board for your review and your approval. Secretary McLary said is outsourcing some of the functions on the table included with that. Mr. May said the one that we talked about that could possibly be outsourced is the IT position. He said staff agrees that the current provision of IT services is a problematic area and a solution needs to be found whether it's a combination of City services and outsourcing, a staff person and outsourcing, or some other means. Vice Chairman McDaniel asked if we buy IT services from the City. Mr. May said yes and we are not satisfied with the services we are getting particular with regard to support for special projects such as our new phone system which has taken more than a year to implement. He said we are at the point where we have to make some changes with regards to IT if we are going to function well as an organization. Mr. May closed by saying the staff will report back to the Board in March or April with a proposed plan.

MESSAGES FROM THE CONTROLLER

Controller Browning noted on the agenda is the 2017 financial packet that will be presented to the auditors for the Board's consideration and approval.

Controller Browning gave an overview of the January Financial Report.

PUBLIC COMMENT – ACTION ITEMS

There was no public comment on actions items.

NEW BUSINESS – ACTION ITEMS

Under New Business, Board Member Cartwright moved as amended for Introduction and First Reading of Ordinance 18-01; an ordinance adopting revisions to the public code of conduct at

the Downtown Transit Center and on BPTC vehicles. The motion was seconded by Vice Chairman McDaniel.

Also under New Business, Vice Chairman McDaniel moved to approve the 2017 financial packet. The motion was seconded by Secretary McLary. The 2017 financial packet was approved unanimously.

OLD BUSINESS

There was no Old Business.

MINUTES

There were no minutes for approval.

CLAIMS

The claims for February 13, 2018 were presented for approval by Vice Chairman McDaniel and seconded by Board Member Cartwright. The claims were approved unanimously.

ADJOURNMENT

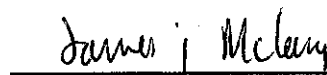
APPROVE:



Nancy Obermeyer, Chair
Board of Directors BPTC

03-20-18

ATTEST:



James J. McLary, Secretary
Board of Directors BPTC

03-20-18