

REGULAR BOARD MEETING - BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION (BPTC) FEBRUARY 19, 2019, 5:30 P.M.

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

ROLL CALL

Board Members present: Chair Obermeyer, Vice Chairman McDaniel, Board Member Hartman, and Secretary McLary telephonically. Also present were Lewis May, General Manager, Brenda Underwood, Human Resource/Marketing Administrator, Christa Browning, Controller, Zac Huneck, Planning and Special Projects Manager, Mike Clark, Operations Manager, Eli McCormick, Customer Service Manager and there were no members of the public.

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 noted that staff would provide several updates with regard to training, human resources matters, planning, and alternative fuels. On the topic of training, Mr. May noted that we enlisted the services of Dr. Gina Forrest who is an instructor at Indiana University in Health Behavior and serves as the Interim Director of Diversity Programs at Butler University. She owns a consulting service in which she facilitates trainings on the topics of diversity, inclusion, equity and public health. He said to date we have had all of our employees go through the first two-hour sessions in diversity introductory course. In addition, employees have gone through a two-hour training on de-escalation tactics which she has provided. Mike Clark, Operations Manager, said when we met with Gina there were a total of six courses she recommended. He said the first course was an introduction course Why Are We Here; Social Identity; and Who Am I. The introductory courses were for the drivers to get to know themselves and get to know Dr. Forrest. There were questions that resulted around perceptions that you have of people that you immediately form those perceptions when you meet people and see people. That course was very well received the drivers actually enjoyed it and were very complimentary of her and her delivery. During that course we had a couple more incidents on the bus that required some intervention from supervisors. He talked with Dr. Forrest and Mr. May and suggested moving up de-escalation and customer service to the top of the list before we go forward with our other diversity and sensitivity training. After the first of the year we started the de-escalation and customer service and those have not been as well received by the drivers. He said it has brought up a lot of questions from the drivers about behaviors of our passengers and the verbal abuse drivers are sometimes subjected to. He said Dr. Forrest has handled it very well and has taken a lot of notes and reiterated with the drivers that part of this is teaching you how to deal with those

situations when someone is screaming at you or being defiant. He said part of that goes along with our philosophy. Management talked about not calling the police every time we have an incident on the bus and having a supervisor respond or intervene when nothing illegal has occurred. Incidents are not always an illegal activity and it is just inappropriate behavior. He said Dr. Forrest is finishing up and when she finishes that we are going to move into the individual courses and the next course is going to be race and ethnicity. We are going to do one course per quarter so four this year and continue it the following year. The next course is LGBTQ+ followed by Aging and the Generations, Disabilities/Physical and Emotional, and the last course is the Socioeconomic Status. Secretary McLary said his question is who all is taking this is it just drivers or is it staff or everybody? Mr. Clark noted everyone who is employed with Bloomington Transit, Mr. May included. Vice Chairman McDaniel said his only concern is the order of the courses the Ageing and Generations was late and we probably deal with a lot of elderly customers and maybe that should be moved up. Mr. Clark said the next course is Race and Ethnicity and in light of the incident we had this past June we felt like that one was definitely one that we needed to put on the top of the list. We can mix them up Dr. Forrest is very flexible and will accommodate our needs. Mr. May said we have a number of additional classes in the diversity area that we will be undertaking in the next year.

Mr. May said he wanted to update the Board on several Human Resource matters one regarding a new recruiting commercial. Brenda Underwood, HR/Marketing Administrator, is going to update the Board on the second phase of our workload assessment that we agreed to about a year ago that recommended the addition of a new position which would serve as an assistant to Ms. Underwood in the HR department. Ms. Underwood said we have completed a new recruiting video recently to recruit drivers that will be played on several different social media platforms such as Facebook, Instagram, YouTube, Twitter and the BT website. Mr. May noted that we started last year advertising on social media. For persons who have Bloomington based social media accounts this would pop up when you are browsing on social media. We have already starting marketing our services using that and now we are going to use this to recruit drivers. As you know, we are critically short handed on drivers. Ms. Underwood noted we are developing additional commercials to recruit drivers as well as target ridership. The new recruiting video was played on the monitor for the Board to view.

Ms. Underwood noted based on our work assessment that we conducted last year Mr. May, Ms. Browning, Ms. Kim Smith, and Ms. Underwood met and reviewed the job duties that would help us on the administration side. We came up with a list duties and responsibilities. Based on our list of duties and responsibilities we decided to implement a part-time position. Some of the duties will include manage filing of documents in personnel files, assist with updating job descriptions; distribution of documents to employees; setting up appointments; criminal background screening; initial BMV driving record; setting up new employee files; and assist with marketing functions. Mr. May said when we originally discussed this last year we had talked about creating a full-time to undertake these duties and responsibilities. After we discussed if further, it was Brenda and Christa's suggestion that a part-time position would suffice and we agreed that we would start the new position on a part-time basis.

Mr. May said he wanted to give the Board and update of planning and have Zac Huneck, Planning and Special Projects Manager, help him with the update. Mr. Huneck has a couple of things he wants to talk about mainly a bus stop accessibility inventory that we are going to undertake on behalf of the Metropolitan Planning Organization and then also a 5310 competitive

grant application to purchase two replacement BT Access vehicles. Mr. Huneck said he has a draft 5310 grant application in the process and should be completed soon. 5310 funding is designed to enhance mobility for seniors and those with disabilities as it combines some older now defunct grant programs one being the 5310 New Freedom Grant. We are applying for two new vehicles as part of our regular replacement rotation for paratransit vehicles. They will be replacing vehicles purchased in 2015 and will be fully depreciated by 2020 which is the year of the grant application.

Mr. Huneck said INDOT has issued an unfunded mandate to all MPOs to inventory all bus stops in Indiana according to ADA guidelines. BPTC initiated with the MPO and volunteered to undertake this assignment. To complete the project we will hire two interns for the 2019 summer and possibly longer to go out and assess each and every bus stop. There are over 550 unique bus stops in Bloomington Transit's network. They will be looking at things like obstructed pathways to the bus stop, bus shelter amenities, and how each stop affects traffic. It is going to be a time intensive endeavor for interns to take on. It follows mostly standardized criteria there will require critical thinking. So it will be a good learning experience for a couple of interns to take on. He will be the direct supervisor for these two interns. Secretary McLary asked if the Easter Seals checklist might be used in this analysis. Mr. Huneck said that will be a big part of it. There are several tool kits that have been published to this point for standardized bus stop standards. Mr. May said INDOT has provided us a template as well. Mr. Huneck said we have some criteria that we will want to use to learn more about our stop inventory. We have never had a full inventory of all our bus stops. This will be useful for more than just ADA guidance. Chair Obermeyer said she will be willing to work with them over the summer and map them out with GIS. Vice Chairman McDaniel noted this is state wide so every community that provides transportation is doing the same kind of inventory. Mr. May said INDOT is doing it as part of their road and highway ADA Transition Plan. All MPOs are having to update their ADA Transition Plans. Vice Chairman McDaniel asked if we find deficiencies who responsible for fixing them? Mr. May said it is a gray area as to who is responsible for creating accessibility features such as sidewalks, curb cuts, etc.. Transit systems aren't responsible for building sidewalks, curb cuts, or crosswalks. However, when we put in a new shelter we have to make sure that shelter meets certain accessibility standards and we do that. Vice Chairman McDaniel said that does not necessarily include the curb cuts. Mr. May said we do not build curb cuts nor do we have the authority to build curb cuts. We do make sure the wheel chair ramp or the lift on the bus can service the shelter effectively. Sometimes that means we have to put in a concrete pad at that bus stop that goes all the way to the curb so it provides them that accessibility. What we are not going to do is install curb cuts or build sidewalks that lead to that bus stop from other parts of the area. The inventory is the first step in identifying how serious is the need. He thinks what they are going to find out there is a tremendous need for accessibility. Then BT, the City and possibly the County will need to reach consensus on how to address this need from a funding perspective. Mr. May said the MPO is going to give us 80 percent of the cost to conduct the stop inventory.

Mr. May said he wanted to update the Board on some other planning and service development projects that are going on. We have been approached by a couple of apartment complexes in town including the Villages at Muller Park and the Reserve on Third which are owned by the same company. Both those apartment complexes run their own shuttle bus service and they have approached us about the possibility of taking that over for them. We communicated clearly that we can't operate exclusive services. Any services we provide have to be fully open to the

general public. Mr. Huneck has prepared proposals that we have submitted to them where we provide different options in terms of general public service levels, span of hours, and number of days per year that we would provide the service. Such services could help us better manage competition for curb space, reduce bus congestion in some of the heavily travelled corridors, and improve ridership. Secretary McLary said he thinks these shuttles have created serious challenges for BPTC. Mr. May noted this issue isn't unique to Bloomington. Other communities across the country are learning how to manage and regulate privately operated shuttle services as well as ridehailing services.

Mr. May said Lynn Coyne, President of BEDC approached him a few months ago about the cost of expanding BT service to the Ivy Tech/ Cook Industrial Park. He was especially interested he felt like he might be able to secure funding through private employers that would be served. He said Zac has prepared several service options with routes, days of the week, frequency, and span of hours. We have submitted proposals to BEDC and Mr. Coyne is in the process of working with Cook to try to find a way to fund this. The key to this is of course we don't have the legal authority to go beyond the City limits right now. He thinks we can get that legal authority if we can demonstrate there is sufficient funding from an outside source for these new services. Another important factor will be reaching consensus with Rural Transit which already serves this area on an hourly basis with about 12 buses leaving downtown for Ivy Tech and Cook each weekday.

Mr. May said we are working on two planning studies the Route Optimization Study as well as the Facility Condition Assessment Study. We are well into the Route Optimization Study last week we recently had a steering committee meeting with the consultant who presented two unique service concepts. The service changes were quite significant as every route is affected in some form. One concept one would require a higher level of transfers between routes. The other concept includes significant changes to existing route configurations. Then microtransit UBER and LYFT type services that are run by Bloomington Transit are also included primarily in the West Second Street corridor. Jim McLary and Al Cartwright are on the steering committee. Jim McLary said his gut reaction is he is not a proponent of forced transfers. In the Bloomington environment which is a small city environment and you are only going to go three or four miles. They were proposing basically a feeder service and his gut tells him it may be problematic. As they said and he agrees let's see what the public says. He is personally concerned about it because he just doesn't think transfers work in this kind of environment. Mr. May said he is on the same page with Jim on that. The average trip length at Bloomington Transit is two miles. We know that from our NTD passenger mile sampling. The reason that it is so short is because you have students that are making short trips from apartment complexes and they are 70 percent of our total ridership. He said transfers are not conducive for a short trip. Mr. McLary said most of us are reluctant to use public transit when a transfer is involved. He thinks their proposals represent major changes but he thinks we need to test it and see what the public says. We have to listen to what they say and then take it to the next step. Vice Chairman McDaniel said he has not seen any of the recommendations but transfers are inconvenient as they slow things down. Mr. McDaniel said in his opinion increased transfers will hurt ridership. Board Member Hartman said the reason we have seen a decline is because people don't want to wait particularly when you are dealing with a younger population. Mr. McLary said he agrees but we need to give them their due time. Mr. May said the plan is in late March is to take the concepts to the public in a series of public meetings and stakeholder meetings that will be held.

Mr. May said we have one other study that is underway that is the Facility Condition Assessment Study. We hired a consultant firm known as EMG. They have sent their inspectors who spent a few days here going over the building in detail taking photographs and gauging the condition of different elements of the facility. They are in the process now of writing their initial draft report. We anticipate we will have a draft report in the next 60 days. It will include things like the remaining expected life in the roof of this facility, oil water separators, pavement and other key elements of the buildings so that we can plan and program funding for the repair and replacement of the facility. We need to know how much it's going to cost and when we need to do it so that we can put it in our future capital plans. We look to have a draft report in the next 60 days on that program.

Mr. May said the mayor is going to be giving his State of the City Address on Thursday night this week. He asked me to attend a meeting recently with the City Utilities department. The City Utilities department is considering the idea of possibly in their waste water treatment plant putting in an anaerobic digester where it captures the methane from wastes and then converts it to natural gas for use for fuel in fleet vehicles. He said it is basically compressed natural gas. The City is interested in using it possibly in City fleet vehicles. They have asked if we might have interest in using it for transit vehicles. The mayor is planning to announce this at the State of the City Address on Thursday the formation of a study committee to look at this to figure out what it would cost the City to capture this methane through anaerobic digestion and he is going to include Bloomington Transit in that study committee.

Mr. May noted on the agenda is declaration of scrap and surplus vehicles. We have one additional BT Access van that has reached the end of its useful life that we would ask the Board to declare as scrap and surplus to be disposed of in accordance with our procurement policies. Which typically we auction these vehicles off to the highest bidder. This is a 2012 Ford Raised-Roof van that has a little over 100,000 miles on it and it has significant corrosion on the vehicle that is not worth the cost of repairing. We would like to go ahead with the Board's authority retire this vehicle and sell it auction. We have Resolution 19-03 under New Business for the Board's consideration.

Mr. Huneck gave an overview of January ridership. He said January fixed route ridership was down 5.6 percent in January compared to January 2017. Year-to-date fixed route ridership is down 17.3 percent compared to the same period last year. Mr. Huneck noted BT Access ridership was up 17 percent in January compared to January 2017.

Mr. May said today we had a Senate Tax and Fiscal Policy Committee hearing on Senate Bill 285 at the General Assembly. The Committee heard a number of bills including Senate Bill 285 which is Mark Stoops' bill that proposes to give counties the authority to levy a local income tax to support public transportation corporations as well as rural transit operations. Mark has introduced similar bills in the past and has even gotten them through the Senate twice by a large margin. All those past bills were specific to Monroe County only. This time Mark is employing a different strategy with SB 285 whereby the bill applies to all counties with the exception of Marion County and the donut counties which already have their expanded funding through the referendum that took place a few years ago. We had a great turn out for the hearing today. The bill passed committee vote by a vote of 11-3. The three people who voted against it said they could support it when it goes to a full Senate vote if we attach a public referendum requirement to the bill. Mark said he would be open to that possibility if that is what it takes to get the bill

through the Senate. The bill will now move to the full Senate for a vote. He thinks we have a reasonable chance to gain Senate passage and there probably will be amendments offered to attach the public referendum to it. That may be the requirement to get the positive vote in the Senate. Mr. May noted the real challenge is going to be getting through the House and getting a committee hearing. The challenge is our own local representatives are against the bill because it generates a new tax. Secretary McLary said he would talk to Peggy Mayfield. He knows her well. Mr. May said he provided a copy of the legislative services agency analysis of the bill. It shows how much funding it would generate for each county if the maximum 0.25 percent were approved in each county. In Monroe County it would generate in 2020 \$8.51 million dollars for transit. We have a \$10 million dollar budget so imagine what improvements could be made in both the City and Monroe County. In 2021 it would generate \$8.91 million dollars. It was a great turn out today. At least for the time being we have a sense of optimism and hope. As he said today in his testimony this is really the only hope for new and additional funding to support transit it is not coming from Congress anytime in the next few years and it is not coming from the State PMTF. We are limited in how much we can grow our property tax in any single year.

MESSAGES FROM THE CONTROLLER

Controller Browning noted on the agenda for the Board's consideration and approval is the 2018 Financials.

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 to approve Resolution 19-03; a resolution declaring BT Access vehicle number 1250 as scrap and surplus and authorizing the BPTC General Manager to dispose of such vehicle in accordance with the BPTC Procurement Policies. The motion was seconded by Vice Chairman McDaniel. The motion was approved unanimously.

Also under New Business, Board Member Hartman moved to approve the 2018 financial packet. The motion was seconded by Vice Chairman McDaniel. The 2018 financial packet was approved unanimously.

OLD BUSINESS

There was no Old Business.

MINUTES

There were no minutes for approval.

CLAIMS

The claims for February 19, 2019 were presented for approval by Vice Chairman McDaniel and seconded by Board Member Hartman. The claims were approved unanimously.

ADJOURNMENT

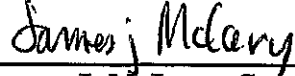
APPROVE:



Nancy Obermeyer, Chair
Board of Directors BPTC

03-19-19

ATTEST:



James J. McLary, Secretary
Board of Directors BPTC

03-19-19