

**REGULAR BOARD MEETING - BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION (BPTC) MAY 13, 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, Treasurer Cartwright, Board Member Hartman, and Secretary McLary. Also present were Lewis May, General Manager, Brenda Underwood, Human Resource/Marketing Administrator, Christa Browning, Controller, Zac Huneck, Planning and Special Projects Manager, Eli McCormick, Customer Service Manager and member of the public Ken Fischer, Director of Quality and Standards with RAPT Dev.

**PUBLIC HEARING**

Chair Obermeyer opened a public hearing to receive public comment on proposed Ordinance 19-02; to authorize execution of a one-year contract extension between the Bloomington Public Transportation Corporation and RAPT Dev USA, Inc. for the provision of transportation management services. There was no comment from the public. Chair Obermeyer closed the public hearing accordingly.

**PETITIONS AND COMMUNICATIONS ON NON-ACTION ITEMS**

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

**MESSAGES FROM BOARD MEMBERS**

No messages from the board members.

**MESSAGES FROM THE MANAGER**

Mr. May started with good news regarding grant awards. INDOT has reviewed 2 of our grant applications for discretionary competitive dollars and they have both been funded. We are getting a grant of \$515,242 or about 65 percent of the Federal funds for one electric bus and charging station funded from 5339(b) funds. Another grant in the amount of \$102,400 was funded from 5310 funding that will fund two replacement BT Access vehicles. We will need to match both of these grants at 20 percent. There was not enough funds to go around state wide to fund all requests. As such, the 5339 money will be split 3 ways between Bloomington, Lafayette, and Muncie. On the 5310 we asked for \$128,000 and we received \$102,400. The nice thing about this BT Access award is that we won't have to use our 5307 Formula funding for the purchase of these vehicles. We can use this 5310 funding instead.

Secretary McLary ask if we can still get the Volkswagen money. Mr. May stated that we will consider pursuing Volkswagen assuming we can meet the conditions and terms of the grant

program. Tomorrow we will be submitting a grant application for No Low funding and will be seeking the balance of the federal funds for the 2<sup>nd</sup> electric bus and approximately a month from today the Volkswagen Litigation grant will be due if we elect to pursue the VW funding. The hope is that one of those will come through and we will receive the remainder that we need for the 2<sup>nd</sup> bus. Secretary McLary ask when we will do the specification for the electric bus. Mr. May stated that we will make an award of contract before the end of this year. He also stated that he, Zac and our maintenance manager are going to Louisville next Monday to the APTA Mobility Conference to look at the electric buses on display there. After returning, discussion will take place on which buses were liked and favorite manufacturers and we will inquire on piggy backs or joint procurement opportunities. We would bring forth a proposed award to the board sometime before the end of the year. The delivery would be in about 15 months after contract award.

Next on the agenda is the Proposed Incentive Referral Bonus Program. Brenda has been tasked with putting together this plan. Brenda stated that this will be a side letter agreement proposed to our collective bargaining agreement with our union. It will allow bargaining unit employees to refer new hires for driving or maintenance bargaining unit positions. To be eligible for the bonus, the employee must be in the bargaining unit and the new hire must list the referring bargaining unit employee on the application at the time it is submitted. There can only be one referring employee. The candidate must complete our regular screening process and be selected and average at least 20 hours per week. The referring employee must still be employed at the 1 year anniversary of the new hire. At that time, we propose that the bargaining unit employee be awarded \$1,000.00. There is no limit to the number of times an employee can refer new hires. If it's okay with the board tonight we will take this to the union for negotiation. Assuming the union approves this bonus program would be incorporated into a salary ordinance retroactively. The salary ordinance will be brought to a future board meeting. The Board concurred with the proposed bonus program and directed staff to proceed with union negotiation on this matter.

Mr. May said next on the agenda is our BT Access Customer Satisfaction Survey. Periodically, we do a customer service survey with our BT access customers. We want to know how our customers perceived the quality of service we provide to them. Eli has been tasked with the responsibility of conducting this survey and compiling the survey results. He will share those results and contrast them with a similar survey done in 2016. Mr. McCormick summarized the survey results stating the surveys were sent to every current customer by letter with postage paid return envelope or Survey Monkey for those who choose to go online. They were sent out in February. There were 14 questions, the same as the survey in 2016. There are 374 clients on our roll, 84 were turned in (22% response rate). There were under 20 responses from Survey Monkey. There was about a 30% response rate in 2016. It is unclear as to why the response rate was lower this time. From those who responded, the average passenger has been riding 1-5 years and rides 0-2 times per week. Not very frequently. 32% ride 3-5 times per week. 93 % of those who responded gave BT Access an Over-All Satisfaction rate of good or excellent (66% excellent and 27% good) compared to 2016 we were a little better. We had a lot of changes over the 3 years. We were rated excellent on answering phones properly, being courteous (drivers and office staff). Excellent at driving safely and driver assistance to passengers. Most responders rated us excellent at picking up and getting to destination on time. Eli defined the majority at 50% or more. Where we weren't rated excellent was when choosing BT Access on the phone menu that said they had to wait a short amount of time. A new phone system was installed about a year ago and now instead of some answering immediately the person must

choose BT Access (option 3). Most respondents rated condition and comfort as good and most said we were good at matching or meeting their requested pick up times. Eli presented a Power Point comparing the 2016 and 2019 surveys. There were questions answered and Board discussion relative to the survey findings and results. The Board thanked Mr. McCormick and staff for the good service being provided via BT Access.

Next up is a proposed date change for the June Board Meeting. Mr. May stated that he and Christa need to attend an FTA workshop to be held in Chicago on a date conflicting with the planned June Board meeting. Additionally, the consultant for the Route Optimization Study will be here to present next month and that will allow an additional week for them to prepare. Tuesday, June 25<sup>th</sup> is the new proposed date and there was discussion of conflicts. During this discussion, it was pointed out that the monthly meetings are not being listed in the newspaper. Mr. May stated that our only legal requirement is to post a notice in the window 48 hours in advance and send a yearly schedule to the city and notify them in advance of any date changes. It was noted that we do both. The Board agreed to reschedule the June meeting to Tuesday, June 25<sup>th</sup>.

Lastly, Mr. May explained that he works for RATP Dev USA, as part of a transportation management contract. The current base 3-year contract expires September 30, 2019. There is mutual option available to the parties to extend the contract for up to two (2) one-year extensions. RATP Dev is willing to go forward with the first (1) year extension. The percentage increase from the current year to the 1<sup>st</sup> option year is 1.24 percent. Additionally, he would agree to communicate his desires to the board by April 1, 2020 as to whether he desires to continue through the 2<sup>nd</sup> one year extension. He stated that Ken Fischer, Director of Quality and Standards of RATP Dev is here if there are any questions. Mr. Fischer expressed RATP Dev's desire to continue the working relationship with Bloomington Transit and continue the successful working relationship with Mr. May continuing as the manager for the 1<sup>st</sup> option year. At the end of the 1<sup>st</sup> option year, if the Board and RATP Dev agree, then consideration can be given toward exercising the 2<sup>nd</sup> option year. Mr. May has committed to working at least through the 1<sup>st</sup> option year and may be interested in continuing through the 2<sup>nd</sup> option year if the parties agree. Mr. May noted he would give the Board and RATP Dev adequate advance notice so that the Board can consider its options with respect to a replacement for Mr. May when the time comes. Mr. May recommended a couple of options that the Board could consider when that time comes. One would be to use a management contractor such as RATP Dev and issue an RFP to procure such services or the Board could procure the services of an executive recruiter to hire its own manager. Mr. May stated that there are two important tasks that he looks forward to completing over the 12-15 months and these include planning for and implementation of recommendations of the Route Optimization Study as well as facilitating the decision on the choice of alternative fuels for the future, which are likely to be battery electric or compressed natural gas. He stated his desire to help get these projects well down the road. He also, restated his desire to complete another year at Bloomington Transit and possibly longer.

### **MESSAGES FROM THE CONTROLLER**

Controller Browning gave an overview of the April Financial Report. It was also noted that we had our annual audit exit of the State Board of Accounts including the federal portion of the 2018 audit. There were no audit findings or comments. We will receive the official report in a couple of months.

## PUBLIC COMMENT – ACTION ITEMS

There was no public comment on actions items.

## NEW BUSINESS – ACTION ITEMS

Under New Business, Secretary McLary moved to approve Ordinance 19-02 to authorize execution of a one-year contract extension between the Bloomington Public Transportation Corporation and RATP Dev USA, for the provision of transportation management services. The motion was seconded by Vice Chairman McDaniel. The motion was approved unanimously.

## OLD BUSINESS

Board member Hartman asked about the contract with the city for the energy savings and where we are on that. Mr. May stated that this will probably take a while longer to resolve with the City but that he's pleased to report that over the first few months of the year we received about a \$100 credit per month credit in electric usage savings from the solar panels. In March we received a \$400 credit. It is also expected that we will see more credits as we head into the summer months. Mr. May added that he and Christa met with the City Controller and the City Economic Development Director to discuss the means to have a written agreement whereby the City would assure that BPTC would realize the guaranteed savings relative to electric usage and other related savings from the solar panels placed on the canopies at the Downtown Transit Center. The City Controller has agreed to develop a further amendment to the Interlocal Agreement between BPTC and the City to include language that will satisfactorily address the guaranteed savings. This amendment to the Interlocal Agreement will be brought to the Board for consideration at a future Board meeting.

## MINUTES

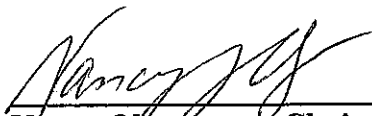
The minutes for the April 16, 2019 meeting were presented for approval by Board Member Hartman and seconded by Vice Chairman McDaniel. The minutes were approved unanimously.

## CLAIMS

The claims for May 13, 2019 were presented for approval by Board Member Hartman and seconded by Vice Chairman McDaniel. The claims were approved unanimously.

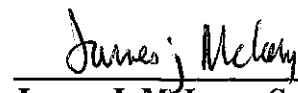
## ADJOURNMENT

APPROVE:

  
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Nancy Obermeyer, Chair  
Board of Directors BPTC

05-13-19

ATTEST:

  
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James J. McLary, Secretary  
Board of Directors BPTC

05-13-19