



BOARD MEETING MINUTES

Board of Directors Meeting

1401 S. Lafayette Blvd, South Bend, IN 46613

July 23, 2019 at 4:00 PM

1. Opening Items

A. Call to Order

The regular meeting of the Board of Directors of the South Bend Public Transportation Corporation was called to order at 4:01 p.m. by Chairperson Kain.

B. Pledge of Allegiance

C. Roll Call

Quorum was confirmed by Chairperson Kain

Present: Jitin Kain, Jill Scicchitano, Lynn Collier, Jake Teshka, Ken Kahlenbeck, Paul Tipps, Curtis Bethel

Members Absent: Oliver Davis, Don Schlunt

Also Present: Amy Hill, Terry Allen, Tracy Davis, Zac Nelson, Jamie Hernandez, Jamie Woods, Jack Jacobs, Utkarsh Jain from enFocus, James Ray (public)

2. Minutes of Previous Meeting

Member Tipps motioned that the minutes from the June 11, 2019 Board Meeting be approved and Vice Chairperson Scicchitano seconded and the minutes were approved unopposed.

3. Enfocus Update

3.1 Technology Assessment Update

Jack Jacobs and Utkarsh Jain from enFocus provided an update of the technology assessment they are completing for Transpo. Member Collier asked about the peer agency interviews and the enFocus team explained they reached out to agencies that were comparable in size and services based on recommendations from the Transpo staff. Member Kain asked about technologies that other agencies are utilizing and

requested information be included in the final report. The final written report will be turned in the first week of August.

4. Reports of Management and Staff

4.1 Operations Report

Director Allen provided the June Operations report noting that fixed route ridership decreased by 7.16% when comparing June 2018 to June 2019.

Director Allen reported Access ridership for June increased 7.81% compared to June 2018.

Director Allen reviewed the March Safety and Passenger Service Reports, noting there were two (2) preventable accidents and one (1) non-preventable accident.

Member Tipps asked if there was a specific reason for ridership on certain routes to be down. General Manager Hill explained that overall ridership is in line with national trends; however, Transpo is working on ridership analysis by route as we move forward.

The full report was included in the board packet.

4.2 Finance Report

General Manager Hill provided the Finance report for the month of June, reviewing revenue and operating expenses. Passenger revenue was under budget due to not having all revenue sales by close of month and decreased revenue for one-day passes. Operating expenses were over budget for the month due to increase in Access operators.

The 2020 Budget Revenue and Expense projections were included in the board packet for review. Follow-up discussion with the full budget packets will take place at the August board meeting.

The full report was included in the packet.

4.3 Human Resources Report

Director Davis provided the Human Resources report for the month of June noting there are currently 120 employees. There were no new hires in June and there are five (5) open positions.

Director Davis provided an overview of the on-site FTA Drug & Alcohol Audit that was completed in June. Member Tipps asked if we received a letter grade and Director Davis explained we received an audit letter with recommendations. As a result of the

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audit, Transpo will be able to consolidate and streamline the policy. The audit also noted excellent procedures in place for record management and post-accident testing.

The full report was included in the board packet.

4.4 Maintenance Report

General Manager Hill provided the Maintenance report for the month of June and reported there were 53 preventative maintenance inspections completed and no service interruptions.

The full report was included in the board packet.

4.5 Marketing Report

General Manager Hill introduced Zachary Nelson, the new Director of Marketing, and he provided a brief overview of his experience.

General Manager Hill provided the reviewed the Marketing report for June, highlighting website and social media analytics, community outreach and special service. Media coverage included an article in the national Metro Magazine. She also reviewed the K-12 Summer Travel Program ridership which is trending up over 20% this year.

The full report was included in the board packet.

4.6 Administration Report

General Manager Hill provided the Administration report for the month of June noting Transpo is currently working on the renewal of several service agreements. She provided an update on strategic planning and the contract and planning process timeline will be completed soon.

General Manager Hill also explained that the Union contract will be renewing this fall and a productive process is anticipated.

General Manager Hill reviewed the board / staff Gift Acceptance policy and noted the quarterly report was included in the board packet along with the full report.

5. Introduction to Resolutions

RESOLUTION NO. 27-2019

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA, APPROVING THE FINANCIAL TRANSACTIONS INCURRED DURING THE

MONTH OF JUNE WITHIN THE CORPORATION'S CAPITAL IMPROVEMENT FUND

Investments and payments were made from the Capital Improvement Fund during the month of June 2019. The Corporation's share, which is required by the Federal Government, totaled \$4,257.30.

Member Teshka motioned to accept Resolution 27-2019, Member Tipps seconded and the motion passed unopposed.

RESOLUTION NO. 28-2019

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA, APPROVING THE FINANCIAL TRANSACTIONS INCURRED DURING THE PAST THIRTY DAYS OF JUNE, WITHIN THE CORPORATION'S PAYROLL AND TRANSPORTATION FUNDS

Any check for an amount of \$10,000.00 or more and any check as a reimbursement to an employee or Board member or to members of their families, regardless of the amount, was not processed until the invoice had been reviewed and signed by the Chair or Vice Chair of the Board of Directors and the signature of one other Board member.

There were a total of 102 checks issued June 1-30, 2019 for a total disbursement of \$746,055.36

Member Tipps motioned to accept Resolution 28-2019, Member Teshka seconded and the motion passed unopposed.

RESOLUTION NO. 29-2019

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA, APPROVING A PILOT PROGRAM WITH SOUTH BEND COMMUNITY SCHOOL CORPORATION

Transpo and SBCSC hope to build on the success of the K-12 Summer Travel Program. The pilot program will allow SBCSC High School students to ride Transpo for free from August 15 through December 20, 2019 to provide an additional transportation option to and from school. At the completion of the pilot program, Transpo and SBCSC will evaluate and determine next steps.

Member Tipps motioned to accept Resolution 29-2019, Member Bethel seconded and the motion passed unopposed.

6. Any Other Motions

6.1 Szymanski v. Transpo – Injury Settlement

Claimant was injured on Transpo Access. JWF, Transpo's third party claim administrator, values the injury at \$12,000 and is requesting settlement authority up to \$12,000.

Member Tipps motioned that settlement up to \$12,000 be approved and Member Teshka seconded and the motion passed.

7. Chairperson's Report

Chairperson Kain provided a brief report and noted the Budget & Finance Committee has been meeting in preparation of the 2020 Budget. The budget will be presented at the August meeting and to the South Bend Common Council in September.

8. All Other Unfinished Business, Including New Business

Member Tipps asked a follow-up question in regards to the temporary relocation of the main library branch that was discussed last month. General Manager Hill explained that she did reach out and has been in touch with the Executive Director.

9. Privilege of the Floor

James Ray, a Transpo passenger, stated that he is concerned with particular operator who routinely runs late on the #6 route. He explained that he has filed several complaints and was concerned that nothing has been done and he has not received a follow-up. He also mentioned another complaint regarding the 15A not pulling up to the main entrance of the VA Clinic. He mentioned the last time he filed a complaint, he requested a copy of the document, but was told it was an internal document.

General Manager Hill confirmed that the complaint form is an internal document, but Transpo can provide him with documentation of a submitted complaint. She explained she would pull the Passenger Service Reports for further review and follow-up with him. She thanked him for attending the meeting and taking the time to share his feedback and concerns.

10. Adjournment

With no additional business, Member Teshka motioned to adjourn, Vice Chairperson Scicchitano seconded and the motion passed. The meeting adjourned at 5:21 p.m.