



BOARD MEETING MINUTES

Board of Directors Meeting
1401 S. Lafayette Blvd, South Bend, IN 46613
October 21, 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 4:02 p.m. by Chairperson Kain.

B. Pledge of Allegiance

C. Roll Call

Secretary Schlunt confirmed that there was not a quorum.

Present: Jitin Kain, Curtis Bethel, Don Schlunt, Jake Teshka

Members Absent: Lynn Collier, Oliver Davis, Ken Kahlenbeck, Jill Scicchitano, Paul Tipps

Also Present: Amy Hill, Tracy Davis, Chris Kubaszak, Zac Nelson, Dan Warmoth, Jamie Woods, Jamie Hernandez, John Pinter, Utkarsh Jain (enFocus)

2. Minutes of Previous Meeting

No vote was taken due to lack of quorum.

3. Reports and Updates

3.1 enFocus Technology Assessment Final Report

Mr. Jain reviewed the Technology Assessment Final Report which was included in the full board packet. Implementation of a CAD/AVL system would have the most significant impact for Transpo.

Chairperson Kain asked about a cost-benefits analysis and the feasibility of phasing in the technology. The real-time information is an important passenger amenity, but did not support increased ridership based on the agencies interviewed. The CAD portion would

have the most significant impact on scheduling and dispatching operations, which could improve efficiency and potentially reduce operating costs. Like Transpo, many agencies are challenged with lack of funding and dedicated IT / Project Management staff for implementation.

General Counsel Woods asked if any other agencies partnered with city or county entities for CAD development and Mr. Jain responded that all agencies acquired their platforms through transit technology companies.

Chairperson Kain asked about the assessment of current technology in place. Mr. Jain responded the review was included in the process and aside from not having a CAD/AVL system in place, Transpo's is in a position similar to other agencies sampled. Chairperson Kain also asked about a technology roadmap moving forward and it was agreed this would be part of the strategic planning discussions.

3.2 Strategic Planning Update – John Pinter

Mr. Pinter provided an update on the strategic planning process, noting that focus groups and individual interviews have been completed. Additional sessions with board members, community members and employees will continue.

The customer satisfaction survey is close to being finalized. The survey will be used internally and externally.

Chairperson Kain said that he would like to engage the board in the survey process. General Manager Hill responded that board engagement will be part of the process and staff is working to finalize that process.

4. Reports of Management and Staff

4.1 Operations Report

General Manager Hill provided the September Operations report noting that fixed route ridership decreased by 6.7% when comparing September 2018 to September 2019.

Access ridership for September increased 21.85% compared to September 2018.

General Manager Hill reviewed the September Safety Reports, noting there were four (4) preventable accidents, one (1) non-preventable accidents and zero (0) preventable yard accidents.

General Manager Hill reviewed the Passenger Service Reports noting there were 19 fixed route reports received with 12 unsubstantiated and two (2) Access Passenger

Service Reports received with one (1) unsubstantiated. Administration received two (2) Passenger Service Reports with one (1) complaint and one (1) commendation.

The full report was included in the board packet.

4.2 Finance Report

Controller Kubaszak provided the Finance report for the month of September reviewing operating revenue and expenses. Operating expenses were over budget for the month due to increase in Access ridership. He reviewed the cash forecast, noting early next year will be a challenge. Overall overtime is down; however, regular hours are up due to the increase in Access ridership.

The full report was included in the packet.

4.3 Human Resources Report

Director Davis provided the Human Resources report for the month of September noting there are currently 119 employees. There were three (3) new hires in September and there are eight (8) open positions.

The full report was included in the board packet.

4.4 Maintenance Report

Director Warmoth provided the Maintenance report for the month of September and noted there were 47 preventative maintenance inspections completed and no service interruptions. Maintenance continues to be at 100% completion for Preventative Maintenance Inspections.

The full report was included in the board packet.

4.5 Marketing Report

Director Nelson provided the Marketing report for September, media coverage, community outreach and special service. He provided a summary of Game Day service to date, with record setting ridership for the first game, as well as social media growth.

The full report was included in the board packet.

4.6 Administration Report

General Manager Hill provided the Administration report for the month of September noting the collective bargaining agreement meetings are scheduled for November 11-12 and unlike previous years will be held in house.

General Manager Hill reported the SBCSC pilot program has been going well. There are preliminary discussions about extending the program based on the early success.

The full report was included in the board packet.

5. Introduction to Ordinances and Resolutions

5.1 RESOLUTION NO. 44-2019

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 SEPTEMBER WITHIN THE CORPORATION'S CAPITAL IMPROVEMENT FUND

Investments and payments were made from the Capital Improvement Fund during the month of September 2019. The Corporation's share, which is required by the Federal Government, totaled \$3,167.43.

No vote due to lack of quorum.

5.2 RESOLUTION NO. 45-2019

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 SEPTEMBER WITHIN THE CORPORATIONS PAYROLL AND TRANSPORTATION FUND.

There were a total of 75 checks issued September 1-30 for a total disbursement of \$502,711.67.

No vote due to lack of quorum.

6. Any Other Motions

None

7. Chairperson's Report

None

8. All Other Unfinished Business, Including New Business

None

9. Privilege of the Floor

General Counsel Woods stated that Privilege of the Floor is limited to action items on the agenda; however, it was agreed that members in attendance could speak on any item.

Mr. James Ray expressed his concerns regarding the complaints he has made not being taken seriously. General Counsel Woods reviewed the documentation previously provided to Mr. Ray and thanked him for taking the time to share his ongoing concerns.

10. Adjournment

With no additional business, Chairperson Kain asked for a motion to adjourn, Secretary Schlunt motioned and Member Teshka seconded. The motion passed unopposed. The meeting adjourned at 4:45 p.m.