



## **BOARD MEETING MINUTES**

Board of Directors Meeting

1401 S. Lafayette Blvd, South Bend, IN 46613

October 19, 2020 at 4:00 PM

**Please Note:** This was a remote meeting due to COVID-19 with electronic access to board members and the general public.

### **1. Opening Items**

#### **1.1 Call to Order**

The meeting of the Board of Directors of the South Bend Public Transportation Corporation was called to order at 4:08 p.m. by Chairperson Kain.

#### **1.2 Roll Call**

Chairperson Kain called roll with the following Board Members present: Jitin Kain, Jill Scicchitano, Lynn Collier, Jake Teshka, Ken Kahlenbeck, Paul Tipps and Lori Hamann.

Absent: Curtis Bethel, Jr. and Don Schlunt

Also Present: Amy Hill, Tracy Davis, Chris Kubaszak, Zac Nelson, Jamie Woods

### **2. Minutes of Previous Meetings**

Member Tipps motioned to approve the minutes with noted corrections. Vice Chairperson Scicchitano seconded the motion and the minutes were approved.

### **3. Special Report**

#### **3.1 Strategic Plan – John Pinter**

An overview of the final strategic plan was presented noting that information on the finalized Collective Bargaining Agreement, new Mission Statement, Board Members, Organizational Chart, History and planning process was included. Member Tipps asked if the new Mission Statement replaced the prior version that was significantly longer and it was confirmed the new, shortened statement is the replacement. Member Collier asked about responsibilities for implementation and John reviewed the Smartsheet which will serve as the working document and includes responsibilities and timelines.

### **4. Reports of Management & Staff**

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## **4.1 Operations Report**

General Manager Hill reviewed the September Operations Report noting that fixed route ridership decreased 47.25% compared to September 2019. Year-to-date decrease is 38.49%.

Access ridership was down 51.28% compared to September 2019. Year-to-date decrease is 55.53%.

The Safety Report showed two (2) preventable accidents and two (2) non-preventative accidents.

The Passenger Service Reports were reviewed noting 13 fixed route reports were received with 12 complaints. Four (4) were unsubstantiated, five (5) are being monitored for future action and three (3) resulted in discipline. There was one commendation.

Access received four (4) complaints with two (2) unsubstantiated, one (1) being monitored for future action and one (1) resulted in discipline.

Member Tipps asked if the number of complaints received was average and if the complaints are coming from regular or new riders. General Manager Hill responded that the numbers are in line with prior years. Since ridership continues to be down due to COVID-19, most currently riding are regular riders. It was estimated that a majority of complaints and/or feedback does come from regular riders. Transpo thoroughly investigates every complaint and encourages passengers to continue contacting Transpo when there are issues so corrective action can be taken.

Member Collier asked about the Access complaints received and General Manager Hill noted that two unsubstantiated complaints were regarding speeding and improper storage of a walker. The investigation included the review of the video which showed both instances were unsubstantiated. There were two complaints regarding discourtesy with one being monitored and one resulting in discipline.

The full report was included in the board packet.

## **4.2 Finance Report**

Controller Kubaszak reviewed the Finance Report noting Passenger Revenue continues to be under budget due to COVID-19. In addition, billings to area universities were delayed due to reduced service, but will be issued soon.

As a follow-up to the Finance Committee meeting, Controller Kubaszak reviewed the utilities, noting the actual and YTD numbers are correct; however, a line item was missing as a result of the recent system upgrade. The issue has been corrected and this will now show closer to budget moving forward.

Controller Kubaszak reviewed the Cash Forecast, open Grants and noted documentation was submitted to 1<sup>st</sup> Source Bank for the Payroll Protection Program.

Member Tipps asked about the PPP loan and Controller Kubaszak explained there will be no cash impact unless the loan is not forgiven and Transpo will pay back at the 1% rate.

Member Tipps asked about the shelter replacement at Walmart on Ireland Rd and if there were other replacements. Controller Kubaszak responded this was the last shelter to be replaced with the exception of a few remaining shelters designated for replacements at South Street Station. Member Tipps asked if the shelter being replaced could be reused. General Manager Hill explained that shelters will be reused if possible; however, this particular location was already a used shelter that was not in good condition. Chairperson Kain asked if any bus shelters were installed in Mishawaka and General Manager Hill confirmed that the bus shelter grant did include one Mishawaka location which was Town & Country Shopping Center.

Chairperson Kain asked about remaining grant funds and it was noted there will be some funds that will most likely not be utilized and returned to the FTA. When the grant was originally received back in 2013, it included funds for intelligent bus signs to support real-time information; however, funding for the actual real-time implementation was not secured. It was asked if the funds could be repurposed, but that is not an option at this time. General Manager Hill noted that Transpo will work to utilize all grant funding to the fullest.

Member Kahlenbeck asked about stop locations in need of bus benches. General Manager Hill explained that any bus benches located throughout South Bend and Mishawaka are not owned by Transpo and are owned and managed by an advertising company. At this time, Transpo does not have funding available for additional bus stop amenities such as shelters and benches.

The full report was included in the board packet.

### **4.3 Human Resource Report**

Director Davis provided the HR report noting a total employee count of 116. Transpo is currently hiring for multiple part-time fixed route operators, Director of Maintenance and Operations Manager – Paratransit.

Member Collier asked about the impact of COVID-19 and Director Davis explained the impact has been minimal on current employees.

The full report was included in the board packet.

#### **4.4 Maintenance Report**

General Manager Hill provided the Maintenance Report noting there were 37 Preventative Maintenance inspections completed in September.

She noted that Maintenance is wrapping up the installation of the operator barriers on the New Flyer buses.

The full report was included in the board packet.

#### **4.5 Marketing Report**

Director Nelson provided the Marketing Report for September, noting the focus has continued to be on both internal and external messaging for COVID-19.

The Token Transit pilot program launched in early October with positive feedback coming from passengers.

The full report was included in the board packet.

#### **4.6 Administrative Report**

General Manager Hill reviewed the Administration Report noting that an Employee Appreciation lunch was held on Thursday, October 1<sup>st</sup> with boxed lunch provided to all employees. An on-site flu shot clinic also took place on Wednesday, October 7<sup>th</sup>.

As an update to the Fleet Replacement Program, Transpo was able to add another three buses to the original six buses on order. The three final production spots locked in current pricing. New Flyer will have a new engine model which will impact pricing moving forward. Once pricing is finalized, Transpo will determine if there is available funding to move forward with additional vehicles.

The full report was included in the board packet.

## **5.0 Introductions to Ordinances & Resolutions**

### **5.1 ORDINANCE 01-2020**

AN ORDINANCE APPROPRIATING MONIES FOR THE PURPOSE OF DEFRAYING THE EXPENSE OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION IN SAINT JOSEPH COUNTY, INDIANA FOR THE FISCAL YEAR BEGINNING JANUARY 1, 2021 AND ENDING DECEMBER 31, 2021.

**Staff Report:** The South Bend Common Council approved the Transpo budget, as submitted, on October 12, 2020.

*Member Tipps motioned to approve Ordinance 02-2020, Member Hamann seconded the motion. Motion passed 7-0.*

### **5.2 ORDINANCE 02-2020**

AN ORDINANCE LEVYING THE TAX AND FIXING THE RATE OF TAXATION FOR THE PURPOSE OF RAISING REVENUE TO FUND THE TRANSPORTATION FUND OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA FOR THE FISCAL YEAR ENDING DECEMBER 31, 2021

**Staff Report:** The South Bend Common Council approved the Transpo budget, as submitted, on October 12, 2020.

Member Tipps asked how the tax rate compared to last year and Controller Kubaszak confirmed it was down slightly.

*Member Tipps motioned to approve Ordinance 02-2020, Member Hamann seconded the motion. The motion passed 7-0.*

### **5.3 RESOLUTION 53-2020**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA APPROVING THE FINANCIAL TRANSACTIONS DURING THE MONTH OF SEPTEMBER WITHIN THE CORPORATION'S CAPITAL IMPROVEMENT FUND.

**Staff Report:** Investments and payments were made from the Capital Improvement Fund during the month of September 2020. The Corporation's share, which is required by the Federal government, totaled \$379,519.49.

*Member Tipps motioned to approve Resolution 53-2020, Member Teshka seconded the motion. The motion passed 7-0.*

### **5.4 RESOLUTION 54-2020**

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 (30) DAYS OF

SEPTEMBER WITHIN THE CORPORATION'S PAYROLL & TRANSPORTATION FUND.

**Staff Report:** There were a total of 117 checks issued September 1-30 for a total disbursement of \$442,052.06.

Member Tipps asked about payments to Thorne Grodnik and if applied to an annual retainer. General Manager Hill noted all invoices were in regards to services rendered and General Counsel Woods confirmed Transpo does not pay a retainer to his firm.

*Member Tipps motioned to approve Resolution 54-2020. Member Teshka seconded the motion. Motion passed 7-0.*

### **5.5 RESOLUTION 55-2020**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA AUTHORIZING MANAGEMENT TO ENTER INTO A FOUR-YEAR CONTRACT WITH STAR UNIFORM FOR OPERATOR UNIFORMS.

**Staff Report:** Transpo issued an RFP for operator uniforms in August 2020. Two responsive bids were received from Uniform House in Indianapolis and Star Uniform in South Bend. Staff recommends entering into a four-year contract with Star Uniform for an estimated savings of \$18,000 per year.

Member Tipps asked that the contract term be noted on the resolution and following the meeting, it was confirmed the original resolution does include the four-year contract term.

*Member Tipps motioned to approve Resolution 55-2020. Member Teshka seconded the motion. Motion passed 7-0.*

### **5.6 RESOLUTION 56-2020**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA AUTHORIZING MANAGEMENT TO ENTER INTO A FIVE-YEAR CONTRACT WITH CROWE LLP FOR ANNUAL AUDIT SERVICES.

**Staff Report:** Transpo issued an RFP for annual audit services in August 2020 with one responsive bid received. Staff recommends entering into a five-year agreement with Crowe for the completion of annual audit services.

Chairperson Kain asked if Transpo reached out to other firms during the RFP process. Controller Kubaszak confirmed the RFP was advertised and multiple firms requested copies. He noted that typically the Single Audit Act required by the FTA limits the qualified firms that are able to complete the required audit services.

*Member Tipps motioned to approve Resolution 56-2020. Member Teshka seconded the motion. Motion passed 7-0.*

### **5.7 RESOLUTION 57-2020**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA AUTHORIZING MANAGEMENT ENTER INTO A FIVE-YEAR CONTRACT WITH LEGACY PROFESSIONALS LLP FOR THE ANNUAL TRANSPO DEFINED BENEFIT PENSION AUDIT SERVICES

**Staff Report:** Transpo issued an RFP for defined benefit pension audit services in August 2020. Two responsive bids were received from Crowe LLP and Legacy Professionals LLP. The Pension Committee met to review the proposals and recommends Legacy Professionals LLP.

Member Tipps asked about the authority to delegate to the Pension Committee and Controller Kubaszak confirmed that historically, the Pension Committee has made a recommendation to the board for final approval. General Counsel Woods confirmed the advise and consent relationship.

*Member Tipps motioned to approve Resolution 57-2020 and Vice Chairperson Scicchitano seconded the motion. Motion passed 7-0.*

### **5.8 RESOLUTION 58-2020**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA AUTHORIZING MANAGEMENT TO ENTER INTO A THREE-YEAR CONTRACT EXTENSION WITH TRILLIUM FOR THE OPERATION AND MAINTENANCE OF THE CNG FUELING FACILITY.

**Staff Report:** Transpo's current five-year contract with Trillium expires in November 2020. Trillium has offered a three-year contract extension with a savings of approximately \$24,000. Terms remain the same and contract can be canceled with 30 days' notice.

Chairperson Kain asked about options for a one-year extension instead of three years and General Manager Hill explained she discussed with Trillium and a one-year contract

would not receive the pricing reduction. Member Tipps noted the complexity of drafting the required RFP that was mentioned during the Finance Committee meeting and it was confirmed that the contract extension would allow for additional time while reducing current costs.

General Counsel Woods noted he did not see any issues with the contract extension and his recommendation would be a formal addendum from Trillium setting forth the terms of the extension.

*Member Tipps motioned to approve Resolution No. 58-2020 and Member Hamann seconded the motion. The motion passed 7-0.*

### **5.9 RESOLUTION 59-2020**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA APPROVING THE STRATEGIC PLAN AND MISSION STATEMENT

**Staff Report:** As reviewed in the earlier presentation, the Strategic Plan and Mission Statement have been finalized and recommended for board approval.

*Member Tipps motioned to approve Resolution 59-2020. Member Teshka seconded the motion. Motion passed 7-0.*

### **5.10 RESOLUTION 60-2020**

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SOUTH BEND PUBLIC TRANSPORTATION CORPORATION, SOUTH BEND, INDIANA AUTHORIZING MANAGEMENT TO PROVIDE THE CITY OF SOUTH BEND WITH A DISCOUNT ON THE PURCHASE OF BUS PASSES TO ASSIST WITH WEATHER AMNESTY

**Staff Report:** The City of South Bend will purchase 175 bus passes a month for six months. The donation request was reviewed by the Finance Committee and recommended an additional discount of one month (not to exceed 175 bus passes) be included with the City's purchase.

Member Hamann asked if each bus pass was good for one month and General Manager Hill confirmed the passes were 31-day passes which once activated on board the bus is good for 31 consecutive days. Member Hamann also asked if Motels4Now would be eligible for the bus passes and General Manager Hill responded she was not sure as the City would handle the distribution of the purchased passes. Last year, the bus passes were distributed through the weather amnesty sites at the Center for the Homeless and Hope Ministries.



*Member Tipps motioned to approve Resolution 60-2020. Vice Chairperson Scicchitano seconded the motion. Chairperson Kain abstained from voting. The motion passed 6-0.*

## **6. Any Other Motions**

None

## **7. Chairperson's Report**

Chairperson Kain thanked the staff and John Pinter for their work on the strategic plan. The board looks forward to implementation and regular updates on the progress.

## **8. All Other Unfinished Business, Including New Business**

Member Hamann asked about the timeline for the system analysis and General Manager Hill responded that the goal is to complete a COA in coordination with MACOG which would involve issuing an RFP. The process is anticipated to start sometime in 2021.

## **9. Privilege of the Floor**

None

## **10. Adjournment**

With no additional business, Member Hamann motioned to adjourn, Member Tipps seconded and the motion passed. The meeting adjourned at 5:17 p.m.