



BATA Regular Meeting Minutes

Thursday, October 28, 2021

BATA Transfer Station at 115 Hall Street, Traverse City, MI 49684

1. Call to Order by Chairperson
The meeting was called to order by Richard Cochrun at 1:01pm
2. Pledge of Allegiance and Moment of Silence
The Pledge of Allegiance was recited and a Moment of Silence observed.
3. Roll Call

| | |
|----------------------|---------|
| Richard Cochrun | PRESENT |
| John Somnavilla | PRESENT |
| Linda Joppich | PRESENT |
| Heather Harris-Brady | PRESENT |
| Brad Jewett | PRESENT |
| Robert Fudge | PRESENT |
| Rick Robbins | PRESENT |
4. First Public Comment
There was no public comment.
5. Approval of Agenda
On a Motion made by Brad Jewett and seconded by Linda Joppich, the BATA Board of Directors approved the October 28, 2021 Regular Meeting Agenda with the following exception:
move 11.b. to 11.d.
MOTION CARRIES: 7-0
6. Approval/Acceptance of Minutes
 - a. September 30, 2021 Regular Meeting of the Board of Directors
On a Motion made by Linda Joppich and seconded by Brad Jewett, the BATA Board of Directors approved the Minutes of the September 30, 2021 Regular Meeting as presented.
MOTION CARRIES: 7-0
7. Executive Director's Report – Kelly Dunham
Executive Director Dunham shared that we continue to reach out to the townships with newsletters that are educational tools for riding BATA and that these will go out quarterly in the future. Director Harris-Brady suggested including a graphic about Link on Demand. The newsletters are going out digitally and also via hard copies that will be customized by region. We are also working on bus wraps to highlight our village services and will share some examples at next month's meeting.

The labor market shortage is still an issue. We are advertising on all media types, digital, television, and radio ads. However, there are other actions we may need to take in the future (additional service reductions). A brainstorming meeting was held with management staff last week which generated some ideas and Kelly sought suggestions

from the board. Director Robbins reported about new CDL training requirements. We are still short 12 drivers and two mechanics and have had to run high levels of mandatory overtime hours. Many drivers who left did so due to health issues. Eric reported on ridership during peak and down hours and a decision might be made to further reduce service hours. Our goal is to reach full service again by next summer and Kelly discussed some of the recruitment messages and incentives we will be sending out within the community to help achieve this goal.

a. HQ Facility Update – Jerry Tomczak

Jerry gave the board an update on the new facility. He and Kelly recently met with the Road Commission and received confirmation that the LaFranier drive will need to be gated (for emergency vehicles only) for approval. Plans have been updated. Therefore, employees and guests will be entering off Hammond Drive until future changes occur at the LaFranier/Hammond intersection.

We have also submitted the storm, water, and sewer drawings to our engineers for review. Updates and a request for final approval will go to the Planning Commission in December. Schematic Design is almost done and will be presented to the BOD in December.

b. FY21 Q4 Ridership Report – Eric Lingaur

The Ridership Report was reviewed. Eric reports that ridership is increasing. Director Jewett requested a comparison to 2019 on future reports.

8. Finance Reports – Nichole Thompson

a. September FY21 Finance Reports

- i. Capital Fund Report
- ii. Operating Reserve Fund Report
- iii. Land Acquisition Fund Report
- iv. FY21 Capital Projects Review

Nichole reviewed the Finance Reports.

- \$1.3M is the balance in the capital reserve fund
- Propane and Diesel Motors (multiple) expense is the only item that went above budget.

**On a Motion made by Brad Jewett and seconded by John Somnavilla, the BATA Board of Directors accepted the September FY21 Finance Reports as presented.
MOTION CARRIES: 7-0**

9. Chairperson's Report – Richard Cochrun

Richard discussed the Retreat and how some issues that came from it could be addressed. Debrief notes will be presented at the next board meeting.

10. Old Business

a. Board Request Tracker – Kelly Dunham

Kelly reviewed the Tracker and there were no new items to address.

11. New Business

a. MDOT Master Agreement 2022-2025 Resolution – Kelly Dunham

Kelly reviewed the Agreement with the board and addressed questions.

On a Motion made by Brad Jewett and seconded by Robert Fudge, the BATA Board of Directors approved the MDOT Master Agreement Resolution covering fiscal years 2022-2025 as presented.

MOTION CARRIES: 7-0

b. Summer 2021 Customer Survey Results – Eric Lingaur

Eric reports that this survey is done periodically and results were positive. However there was some decline in satisfaction due to service level reductions. The next survey will be done in spring of 2022.

c. Employee 2021 Survey Results Presentation – Chris Davis

Chris Davis said this is an annual survey and she reviewed the results with the board.

80% of employees responded. The survey was conducted in June. One area of concern will be further surveyed for better understanding.

Chairman Cochrun left the meeting at 2:15pm for a previous commitment and Vice Chair Somnavilla took over as Chairman for the remainder of the meeting.

d. FY22 Organization Performance Metrics – Kelly Dunham

Kelly discussed the FY22 metrics and its purpose and major pillars that are measured.

Director Jewett asked for a metric indicating operating expenses per rider be added to the *Financial Success* section.

Bus observation measurements have added the administration office staff. Staff will ride the buses at least once per month and report their observations. The metric will also include Board Members riding quarterly.

Additional feedback was shared regarding the scorecard including requests for a turnover metric, comparison to other transits, and connecting the metrics/pillars to our mission statement as well as our environmental/climate impact.

e. End of Year Calendar Discussion – Kelly Dunham

It was decided to remove the November Regular Meeting from the schedule and instead add a December meeting on the 9th at 2:00pm. This will be a more spatially efficient calendar to end the year.

12. Second Public Comment

There was no public comment.

13. Directors' Comments/Open Floor

14. Adjournment

On a Motion made by Brad Jewett, the BATA Board of Directors moved to adjourn the October 28, 2021 Regular Meeting at 2:55pm.

Submitted/Recorded by: Mary Meredith, Administrative Services

Approved on 12-9-21
DATE

Linda Joppich
Linda Joppich, Secretary