



Duluth Transit Authority

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MINUTES

Board of Directors Meeting
Wednesday, December 2, 2020
DTA Administration Offices / Board Room
4:00 PM

NOTICE: The DTA Board of Directors will be holding its Board Meeting by other electronic means pursuant to Minnesota Statutes Section 13D.021 in response to the COVID-19 emergency. Board members will be participating through video conference. Due to the COVID-19 emergency and the closure of City facilities, public comment will not be taken in person. However, members of the public can monitor the meeting and provide public comment on agenda items through WebEx Events. All persons interested may monitor and participate in the public hearing by visiting: <https://us02web.zoom.us/j/86312036634?pwd=S3pXN29MSnNFUmtTRFFiTVdTcC9oQT09>, Meeting ID: 863 1203 6634, Passcode: 969119. Members of the public may also call (218) 623-4379 using PIN 1234#. The public is also encouraged to submit written comment to lpaczynski@duluthtransit.com. Please include "DTA Board of Directors Mtg., December 2, 2020 Agenda" in the subject line and include your name and address and the agenda item you are commenting about. Please note that all public comment is considered Public Data.

CALL TO ORDER

President Bransky called the meeting to order at 04:08 p.m. Secretary/Treasurer Banks announced that he has to leave tonight's meeting at 5:30 p.m. due to another commitment.

DIRECTORS PRESENT: Aaron Bransky, President; Rondi Watson, Vice President; Henry Banks, Secretary/Treasurer; Michael Casey; Edmund Gleeson; Julie Zaruba Fountaine; Krystal Brandstatter

DIRECTORS EXCUSED: Tom Szukis

DIRECTORS ABSENT: Joshua Smerdon

DTA STAFF PRESENT: Phil Pumphrey, General Manager; Rod Fournier, Assistant General Manager, Carla Montgomery, Director of Finance; Michelle Immerfall, Director of Finance; Chris Belden, Director of Planning & Grants; Aleda Johnson, Director of Information Technology; Dave Clark, Director of Marketing; Nancy Brown, Procurement Manager; Lisa Paczynski, Administrative Asst.

OTHERS PRESENT: Nick Promponas (First Transit), Chad Nagorski (Duluth Police Dept.), Joanne Rooney (Trapeze)

CONSENT AGENDA APPROVAL (5 min.)

Director Casey requested to remove the General Manager's and the Marketing Report from the Consent Agenda, and Director Zaruba Fountaine requested the Operations Report and Planning & Grants Report be removed to discuss further as well. A **motion** was made by Director Gleeson and **seconded** by Director Zaruba Fountaine to approve the remaining Consent Agenda items and the October 28, 2020 Board of Directors Meeting Minutes as presented. Motion carries.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Henry Banks, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: None

- Board of Directors Meeting Minutes – October 28, 2020
- General Manager Report
In response to Director Casey, the State does have an error in the 5307 Ridership Chart legend; 2019 and 2020 ridership information were mixed up.
- Marketing Report
The DuLoopier Route was moved east due to road construction. Chris Belden added due to road construction and detours, DTA staff discovered that moving the DuLoopier Route from 10th Avenue East to 12th Avenue Street may remain because it better positions the route to the Plaza Shopping Center.
- Operations Report
In answer to Director Zaruba Fountaine's question, the decrease in on-time performance is due to road construction and the hiring of new drivers who are still getting familiar with the bus routes.
- Planning & Grants Report
Staff person Belden announced the COA is now called the Better Bus Blueprint which is more relatable and should provide for creative branding opportunities. A Technical Advisory Group ("TAG") was held in October which consisted of stakeholders from the DTA, MIC and the Cities of Duluth and Superior. Two virtual DTA Bus Operator Focus Group sessions were held in November to gather feedback. In addition, a survey for bus operators was developed, and a community survey (on-line and paper copy) will be developed in the future. The consultants will prepare a summary of the driver focus groups, surveys, etc. and will be shared with the Board of Directors once finalized.

PUBLIC COMMENT PERIOD

No comments.

FINANCIAL STATEMENT REVIEW (10 min.)

Responding to Director Casey, there are two fire hydrants in the rear parking lot that are maintained by the DTA, and they needed to be replaced.

- Financial Statement/Summary/Check Register

ACTION ITEMS (50 min.)

- Resolution No. 341 - MnDOT General Obligation Bond-DTC Annual Certification Affirmation (N. Brown)
The General Obligation Bond requires that the DTA Board annually affirms the Downtown Transportation Center ("DTC") and related property is operated for a public purpose. There being no further questions or discussion, a **motion** was made by Secretary/Treasurer Banks and **seconded** by

Director Gleeson to approve Resolution No. 341 concerning the MnDOT General Obligation Bond-DTC Annual Certification Affirmation. Resolution passes.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Henry Banks, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: None

- Resolution No. 342 - Award Contract for Technician Uniforms (N. Brown)

DTA staff sought qualified contractors to supply, clean and repair technician uniforms. The contract also includes the rental of floor mats at DTA buildings. Two responsive and responsible bids were received, and after review of the bid products and costs, Aramark Uniform Services was selected as the firm that best met the DTA's specifications. Aramark is the present supplier and has performed the services adequately. The DTA cannot specify that bid proposers be union contractors as that would restrict bids from other contractors. There being no further questions or discussion, a **motion** was made by Director Gleeson and **seconded** by Director Zaruba Fountaine to award the technician uniforms contract to Aramark Uniform Services in the amount presented. Resolution passes.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Henry Banks, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: None

- Resolution No. 343 - Award Contract for Elevator Inspection Services (N. Brown)

The DTA published an RFP seeking a licensed vendor to provide elevator inspection and repair services for its four elevators. Two responsive, responsible firms responded and after evaluating service costs, hourly rates and mark up on parts, Schindler Elevator Corporation was determined to best meet the DTA's needs. Replying to Secretary/Treasurer Banks, Staff person Brown stated this is an IDIQ ("Indefinite Delivery, Indefinite Quantity") contract, and Schindler's hourly rates overall were lower after business hours and on weekends. There being no further discussion, a **motion** was made by Director Zaruba Fountaine and **seconded** by Director Brandstatter to award the Contract for Elevator Inspection Services to Schindler Elevator Corporation as presented. Resolution passes.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Henry Banks, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: None

- Resolution No. 344 - Award Contract for Parking Management Services (N. Brown)

DTA staff published an RFP to manage parking operations at the Duluth Transportation Center ("DTC"), and two proposals were received. After an evaluation of both proposals, it was determined that Interstate Parking of Minnesota, LLC best met the DTA needs and was the most responsive and responsible bidder. In addition, their proposed costs were deemed fair and reasonable. Some required responsibilities of managing the parking operations include, but are not limited to, customer inquiry responses, payment collection, parking ramp access permissions and performing preventative

maintenance and minor equipment repairs. Interstate Parking of Minnesota currently manages the DTC parking operations, they have an office in Duluth, and their services have been adequate. There being no further discussion, a **motion** was made by Director Zaruba Fountaine and **seconded** by Director Gleeson to award the Parking Facility Management Services Contract to Interstate Parking of MN, LLC in the amounts presented. Resolution passes.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Henry Banks, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: None

- Resolution No. 345 - Award Contract for Cellular Routers (N. Brown)

The DTA's new fare collection and electronic ticket technology requires communication from DTA vehicles to the central reporting system via a cellular mobile router. DTA staff properly solicited vendors to provide these routers, and three responsive and responsible bids were received. The Request for Proposal also included antennas, mounting brackets, licensing, training and ongoing maintenance. After evaluating the equipment and service capabilities of the bid proposers, DTA staff determined the DiscountCell, Inc. best met the bid specifications at a fair and reasonable cost. A router will be installed on all DTA buses and STRIDE vehicles. The routers transmit data for the automatic vehicle locators, fareboxes, and transit signal priority equipment. Staff person Johnson explained although passenger Wi-Fi is an option with this technology, DTA staff are not entertaining this option right now until it is determined there is enough bandwidth to add this as a passenger amenity. Director Casey pointed out there is a big difference between the 5-year licensing and training costs; however, DTA staff is comfortable with the available training DiscountCell offers. Staff person Brown added part of the procurement process is to check references, conduct a responsibility review, and check the federal government website to ensure all companies have not been reported by other agencies as not having viable business practices. Being there were no additional questions or comments, a **motion** was made by Secretary/Treasurer Banks and **seconded** by Director Brandstatter to award the Cellular Mobile Router contract to DiscountCell, Inc. in the amounts presented. Resolution passes.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Henry Banks, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: None

- Resolution No. 346 - Award Contract for Accruals Module Software (N. Brown)

DTA uses Trapeze Company OPS software for operations and workforce management that automates daily dispatching, driver bids, and integrates timekeeping information (i.e. employee vacation, floating holidays, sick time) with the DTA's payroll software which will eliminate the need for manual calculations thereby reducing potential errors. DTA staff published a Notice of Intent to Issue a Sole Source Award on the DTA website and in the Duluth News Tribune; no responses were received. Therefore, a sole source purchase is justified, and the Accrual Software costs were deemed fair and reasonable. Staff person Johnson explained the module has multiple uses: IT, Payroll, Customer Service, Dispatch, Safety, etc. and with the addition of STRIDE part-time employees with

different work rules and accruals, it was decided now is a good time to purchase this software. There being no further questions or discussion, a **motion** was made by Director Zaruba Fountaine and **seconded** by Director Gleeson to approve the sole source contract for the Trapeze Company OPS accrual software in the amount presented. Resolution passes.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Henry Banks, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: None

- Resolution No. 347 - Award Contract for Operations Center Cleaning (N. Brown)
Because the current Operations Center Cleaning Services Cleaning Contract expires on December 31, 2020, DTA staff published a Request for Proposal ("RFP") to solicit proposals to perform cleaning services at the main administrative office building. Six proposals were received and after evaluating the proposals, it was determined that Easy Living Services, LLC was the most responsive and responsible bidder that best met the DTA's needs, and their costs were deemed fair and reasonable. Due to the health pandemic, the RFP specified that cleaning is to be performed from 5:00-9:00 p.m. Monday through Friday which ensures less interruption for staff and allows for disinfection measures to be taken after office hours. There being no further discussion, a **motion** was made by Director Zaruba Fountaine and **seconded** by Director Brandstatter to award the Contract for Operations Center Cleaning to Easy Living Services, LLC as presented. Resolution passes.

Roll Call Vote:

Yes: Aaron Bransky, Rondi Watson, Michael Casey, Edmund Gleeson, Julie Zaruba Fountaine, Krystal Brandstatter

No: None

Abstain: Henry Banks

OLD BUSINESS (10 min.)

- DTA Security
Lieutenant Chad Nagorski reported the DTA has not experienced any serious crimes, and usually problematic situations occur during the cold weather months. The Duluth Police Department ("DPD") can trespass people who create problems at the Downtown Transit Center ("DTC"), but every effort is made to ensure they still have access to public transit. Unfortunately, problems that occur outside the Transit Center (i.e. across the street) can cast a negative perception of transit safety. The DTA is unique in that it contracts its own transit police officer and because of that liaison with the DPD, there is an almost immediate response to a situation or with information regarding a situation. GSSC security officers patrolling the building and the DPD substation located on site has helped to minimize incidents as well. In reference to Secretary/Treasurer Banks, Manager Pumphrey stated the DTA does have a one-hour Loitering Policy, and due to the health pandemic, the one-hour time limit will not be extended this winter in an effort to keep people moving through the Transit Center as quickly as possible. Responding to Director Gleeson, Lieutenant Nagorski said the DPD is not seeing any heightened escalating levels of violence occurring at the Transit Center and believes the Transit Center is safe and has no concerns bringing his own family there. The DTA and its Board could address the perception of transit safety with media messages about positive customer

experiences, safety procedures and policies, etc. The DTA could ask other business associations (i.e. the DPD, Canal Park Business Association, Greater Downtown Council, NAACP) to participate in these media messages, too. Lieutenant Nagorski also added the DPD collects data trends and patterns, and their analyst could create a yearly timeline of calls seen at the Transit Center which could be used as a matrix tool. The DTA's Marketing Director stated he is certainly open to the idea of collaborating on a safety media campaign with other business associations. Lastly, Manager Pumphrey gave a brief overview of his DTA Safety and Security Provisions PowerPoint.

NEW BUSINESS (15 min)

Responding to Director Casey, Manager Pumphrey said the final Joint Development Feasibility Study Report was sent to all board members already; if anyone did not receive it, he can send another copy. As of this month, there is nothing new to report.

- **DTA Fare Policy Discussion (C. Belden)**

President Bransky noted this Fare Policy Discussion does not require any Board action at this time but is simply to educate the Board members about the possibility that it could be considered in the future. Staff person Belden stated the concepts or goals around fare collection is to simplify fare structure for easier passenger understanding, speed up the boarding process, provide equity and access, increase employer/organization pass programs, reduce paper tickets and associated issues/maintenance requirements, and it would allow for better data and reporting. The 2017 Transportation Development Plan ("TDP") suggested the DTA should examine the feasibility of eliminating transfers in lieu of a Day Pass fare structure. Therefore, the DTA's fare structures and policies were compared to 20 peer cities, and Mr. Belden reviewed the results from this peer review. As the comparison chart shows, the DTA's peak and off-peak fares fell into the average range when compared to other transit organizations. Additional information will be discussed at next month's Board Meeting regarding the possibility of fare change ideas such as fare capping (a.k.a. account-based ticketing), discontinue acceptance of pennies, eliminate passes longer than 31 days and to better define the Teen Pass program. One benefit of fare capping is the ability for transit passengers to pay as they go with fares capped for the day, week or month to provide the rider with the best value based upon their travel patterns. Mr. Belden shared several links with Board members to learn more about fare capping and how it could be implemented. Responding to Director Casey, Mr. Belden agreed that marketing and education will be key in clearly explaining how fare capping works. Board members expressed their appreciation of receiving this information earlier to allow them additional time for review. Although an answer is not needed at this month's meeting, given the costs of dealing with money, President Bransky asked if there are any transit systems that have successfully gone cashless and by doing so, have they remained equitable.

ANNOUNCEMENTS (5 min)

- **December Employee of the Month**

The Employee of the Month Committee has selected Tim Dougherty as the October Employee of the Month. The DTA congratulates him and commends him for his dedicated professionalism.

- **Next Board of Directors Meeting - Wednesday, December 30, 2020 @ 4:00 p.m.**

ADJOURNMENT

There being no further business, a **motion** was made by Director Gleeson and **seconded** by Director Zaruba Fountaine to adjourn; motion carries. Meeting adjourned at 6:24 p.m.

Respectfully submitted,

Lisa Paczynski
Recorder

Aum Ruby - Board President

Signed/Title

12-3-2020

Date

