



ROCKFORD MASS TRANSIT DISTRICT

Board of Trustees Board Meeting #993 Minutes
Monday, July 22, 2024 at 3:30 p.m.

RMTD Conference Room
520 Mulberry Street
Rockford, IL 61101

*The RMTD Board of Trustees Meeting was Live Streamed on Zoom and Recorded.
Live Streaming and Recorded Meeting information can be found on RMTD's website at www.RMTD.org

ROLL CALL:

BOARD OF TRUSTEES:

Herbert L. Johnson – Board of Trustees, Chairman
David Sidney – Board of Trustees, Secretary/Treasurer

STAFF:

Michael Stubbe – Executive Director
Ron Schoepfer – Director of Finance
Paula Hughes – Grants & Procurement Manager
Ron Priddy – Paratransit Operations Manager
Cedrick Ketton – Fixed Route Operations Manager
Orlando Toatley – Marketing & Communications Specialist
Lawrence Tennial – Facilities Manager
Erin Jenkins – Executive Assistant & Assistant Board Secretary
Tak Chow - IT

GUEST(S)/PUBLIC PRESENT:

Brandon Rucker, *RIPC*
Dyanna Walker

CALL TO ORDER:

The Board Chairman called the meeting to order at approximately 3:30 p.m.

APPROVAL OF AGENDA:

The Board Chairman asked for and received a motion to approve the agenda for July 22, 2024. With no further discussion, the motion was seconded by the Secretary/Treasurer. The motion passed by a unanimous voice vote.

APPROVAL OF MINUTES:

The Minutes of the June 24, 2024 RMTD Board of Trustees Meeting were reviewed. The Board Chairman asked for and received a motion to approve the Minutes of June 24, 2024. With no further discussion, the motion was seconded by the Secretary/Treasurer. The motion passed by a unanimous voice vote.

A-COMMUNICATIONS:

No Report

B-MATTERS BY THE PUBLIC:

B-1 (a) Dyanna Walker

Dyanna Walker introduced herself to the RMTD Board of Trustees. She stated there is a lack of customer service to provide reasonable accommodations and provided scenarios she and other passengers continue to experience with paratransit. She stated there were 5 items she wished to address: (1) rudeness of the paratransit call takers; (2) inability of call takers to correctly schedule requests for service (i.e. booking rides as drops instead of pick-up's); (3) failure to notify drivers in a timely manner of previous canceled rides (she noted this causes inefficiencies and loss of valued time and money); (4) inadequate training (i.e. as far as sensitivity; compassion & reasonable accommodations for a diverse population of passengers); and (5) inadequate staffing at peak times (i.e. Ms. Walker noted she was on hold for 40 minutes and hung up due to her ride arriving and noted the lengthy hold time is not an isolated incident).

Dyanna Walker also asked a few questions:

What is the maintenance schedule for vehicles? Are the mechanical issues documented and addressed in a timely manner?

Were the paratransit drivers given an opportunity to provide input before purchasing the new paratransit vehicles?

Ms. Walker thanked the Board of Trustees for the opportunity to address her concerns and she respectfully requested a response to her questions along with solutions to the issues she raised as well.

C-REPORTS OF STANDING COMMITTEES:

No Report

D-RECONSIDERATION OF OLD BUSINESS:

No Report

E-CONSIDERATION OF NEW BUSINESS:

E-1 EXECUTIVE DIRECTOR

(a) General Update

The Executive Director stated the Microsoft/CrowdStrike Global Cyber incident impacted RMTD on Friday, July 19, 2024 in regards to our Paratransit Service. He noted Staff was not able to access the daily scheduled trips or customer information from the cloud-based scheduling and dispatch software system. He noted the outage lasted from the start of business until approximately noon. He noted there were technical issues the cloud-based scheduling and dispatch software system for Paratransit that continued through Monday, July 22, 2024 until approximately 1:30 p.m. On the Fixed Route system, the only impact to operations was to the availability of the next bus arrival information for customers on the RMTD app and website. He noted the outage lasted from the start of service until approximately noon. Additionally, there was a temporary outage to the payroll system.

The Executive Director acknowledged RMTD employees who are celebrating an anniversary and/or retirement in the month of June & July, 2024. The Executive Director thanked the employees for their continued dedicated service to RMTD and our community. A list of employee names, length of service and job position were shared with the Board of Trustees.

E-2 FINANCE

(a) Payment of Bills:

- Williams & McCarthy/Services Rendered through June 21, 2024

The above payment of bill(s) was presented for the Board of Trustees' review.

- Approval of Accounts Payable Invoices

The Accounts Payable Invoices totaling \$716,787.84 were presented for the Board of Trustees' review and approval. The Board Secretary/Treasurer asked for and received a motion to authorize the payment of the accounts payable invoices totaling \$716,787.84. The motion was seconded by the Board Chairman. With no further discussion, the motion passed by a unanimous voice vote.

(b) Approval of Unaudited Financial Statements for May, 2024

The Executive Director presented the unaudited Financial Statements for May, 2024 for the Board's review. The Board Secretary/Treasurer asked for and received a motion to approve the unaudited financial statements for May, 2024. The motion was seconded by the Board Chairman. With no further discussion, the motion passed by a unanimous voice vote.

(c) Approval of Increased Monthly Pension Funding

The Director of Finance stated due to additional eligible pension participants retiring since the last request of change, RMTD is requesting approval from the Board that the monthly pension funding for retiree distributions, processed by Jeff DiBenedetto of DiBenedetto & Associates, be increased from \$140,000 to \$155,000 a month effective immediately. The Secretary/Treasurer asked for and received a motion to increase the monthly pension funding for retiree distributions, processed by DiBenedetto & Associates, be increased from \$140,000 to \$155,000 a month effective immediately. The motion was seconded by the Chairman. With no further discussion, the motion passed by a unanimous voice vote.

(d) Pension Portfolio Review for period ending June 30 & July 16, 2024 and Pension Investment Statement for month ending June 20, 2024

The Executive Director presented the Portfolio Review Summary for period ending June 30 & July 16, 2024 to the Board of Trustees for their review.

The RMTD Pension Trust Statement of Account Summary for month ending June 30, 2024 was also presented to the Board of Trustees for their review.

E-3 OPERATIONS

(a) Fixed Route Ridership Statistics Report for June, 2024

And Demand Response Ridership Statistics Report for May & June, 2024

The Executive Director presented the Fixed Route Ridership Statistics Report for June, 2024 and Demand Response Ridership Statistics Report for May & June, 2024.

E-4 MAINTENANCE - VEHICLES & FACILITIES

(a) Report on Fixed Route Buses & Paratransit Vehicles for June, 2024

The Executive Director presented the report on fixed route buses and paratransit vans for June, 2024.

(b) Maintenance & Facilities Projects Update Report

The Executive Director presented a Maintenance and Facilities update report to the Board of Trustees. An update was provided and a discussion ensued regarding the charging infrastructure, Fixed Route Bus order, Facility Expansion project, Telephone system replacement, Paratransit Software project and shelter installs.

The Executive Director noted the Tripspark Paratransit Software project continues moving forward. He added the operation review is completed and new system design is underway.

(c) Facility Expansion Update

The Executive Director stated the bid opening will be on July 25, 2024 at Larson & Darby. He noted once the bids have been reviewed, a recommendation will be brought to the Board for approval at the August Board Meeting.

E-5 HUMAN RESOURCES

(a) RMTD Claims History for June, 2024

The Executive Director presented the RMTD claims history for June, 2024 for the Board of Trustees' review.

E-6 MARKETING

No Report

E-7 GRANTS

No Report

E-8 SAFETY & TRAINING

No Report

E-9 OTHER BUSINESS

(a) Discussion and take action as needed on potential Fall Service & Fare Changes

The Executive Director provided the Board of Trustees a summary of service and fare changes Staff proposes to implement for Fall 2024. He noted the changes were developed based on requests and feedback from the community including customers, site developers, employers and public officials. He added the service changes proposed are consistent with the goals and strategies in the board adopted Comprehensive Mobility Plan. A discussion ensued regarding the various route changes.

RMTD Staff is recommending the Board approve Staff to proceed with implementation steps including conducting a public hearing on the changes. Based on the proposed changes being classified as Minor, the Board also approves Staff to proceed with conducting a public hearing with a minimum 2-week notice, as opposed to a 30-day notice required for a Major service or fare change.

Following a public hearing, Staff will submit the proposed changes to the Board to formally consider for adoption at the next scheduled Board meeting.

The Secretary/Treasurer asked for and received a motion to proceed with implementation steps including conducting a public hearing on the changes and based on the proposed changes being classified as Minor, the Board also approves Staff to proceed with conducting a public hearing with a minimum 2-week notice, as opposed to a 30-day notice required for a Major service or fare change. The motion was seconded by the Chairman. With no further discussion, the motion passed by a unanimous voice vote.

(b) Executive Session to discuss collective bargaining matters pursuant to 5 ILCS 120/2(c)(2) of the Illinois Open Meetings Act

At approximately 4:20 p.m., the Board Chairman asked for and received a motion to enter

into Executive Session to discuss collective bargaining matters pursuant to 5 ILCS 120/2(c)(2) of the Illinois Open Meetings Act. With no further discussion, the motion was seconded by the Secretary/Treasurer. The motion passed by a unanimous voice vote.

At approximately 4:31 PM, the Board of Trustees Meeting reconvened into General Session.

E-10 NEXT MEETING SCHEDULE

The next RMTD Board of Trustees Meeting will be on August 13, 2024 at 3:30 PM. It was decided that the regularly scheduled August 26, 2024 Board of Trustees Meeting will be canceled.

F-ORDER OF ADJOURNMENT

A motion was made and received to adjourn. The motion was seconded and passed. The Board Meeting adjourned at 4:32 p.m.

Respectfully submitted,

Erin Jenkins

Erin Jenkins
Executive Assistant and Board Meeting Secretary
Rockford Mass Transit District

