



TRANSPORTATION COMMITTEE AGENDA

City of Brainerd, Minnesota
City Hall, 501 Laurel Street, Council Chambers
Thursday, June 5, 2025 @ 1:00 PM

The public is invited to attend these meetings in person

Meetings are broadcast on CTC ch 8, Charter ch 181, YouTube, AppleTV, Roku, and Amazon FireTV

1. **Call To Order**

2. **Roll Call**

___J. Czczok___M. Koep ___J. Lambert ___L. Nebel ___

3. **Election of Chair & Vice Chair of the Committee for 2025-2026**

4. **Approval Of Agenda - Voice Vote**

5. **Approval Of Minutes**

A. **2024.9.19 TAC Minutes**

B. **2025.1.23 TAC Minutes**

6. **Financial Reports**

A. **2025 Transit Revenue and Expenditures**

7. **New Business**

A. **Software Update**

B. **Key Performance Indicators - KPI**

C. **MnDot Consultant Services**

8. **Public Forum**

Time allocated for citizens to bring matters not on the agenda to the attention of the Committee -
Time limits may be imposed

9. **Staff Reports**

A. **Transportation Advisory Committee (TAC) Update**

10. **Committee Member Reports**

11. **Adjourn**

Visit the Transit Website at www.ci.brainerd.mn.us/transit

MISSION

"It is the Mission of the Brainerd & Crow Wing County Public Transit agency to facilitate mobility by providing options for safe, efficient and reliable transportation"

TRANSPORTATION ADVISORY COMMITTEE
Thursday, September 19th, 2024, 2:30 p.m.
City Hall Council Chambers

Pursuant to due call and notice thereof, the regular meeting of the Transportation Advisory Committee was called to order at 2:30 p.m. by Chair Stenberg.

Upon roll call, the following members were noted present: Czczok, Koep, Lambert and Stenberg. Committee member Nebel was noted as absent. Also noted present Public Works Director Dehn.

Approval of Agenda

MOVED AND SECONDED BY COMMITTEE MEMBERS KOEP AND LAMBERT, DULY CARRIED, TO APPROVE THE AGENDA.

Approval of Minutes for the meeting held on May 9th, 2024

MOVED AND SECONDED BY COMMITTEE MEMBERS KOEP AND CZECZOK, DULY CARRIED, TO APPROVE THE MINUTES OF THE MAY 9TH 2024 TAC MEETING.

Financial Reports

Public Works Director Dehn discussed expenses and stated Transit is on pace based on the budget for the year.

Committee Member Czczok directed a question regarding whether the city is being reimbursed for services and provided an example being bus washes and cleaning.

MOVED AND SECONDED BY COMMITTEE MEMBERS CZECZOK AND LAMBERT, DULY CARRIED, TO DIRECT STAFF TO VERIFY CONTRACT LANGUAGE REGARDING BUS WASHING AND CLEANING COSTS AND REIMBURSEMENTS RELATED TO THE MAINTENANCE OF BUSES.

Additional discussion was held regarding revenue and expenditures, coop contracts, and ridership.

New Business

Sale of Bus 114

Public Works Director shared that Transit received the new bus ordered in 2021 and it is now in service. Transit Coordinator Gauthier is working on the extensive process with MnDOT on disposition of bus 114.

Additional discussion was held regarding buses. Public Works Director Dehn stated that there is a solicitation coming up for the next bus order soon and that MnDOT will be allowing purchasing of accessible vans in the future.

MOVED AND SECONDED BY COMMITTEE MEMBERS LAMBERT AND CZECZOK, DULY CARRIED, FOR THE SALE AND DISPOSAL OF BUS 114.

Public Forum

The Chair opened the public forum at 2:58 p.m.

No one came forward.

The chair closed the public forum at 2:59 p.m.

Staff Reports

Transit Operating Statistics

Public Works Director Dehn provided a recap and ridership report for the last year since the changes of the fare increases, County service changes, and the loss of Pine River came into effect. Public Works Director Dehn stated that additional time was necessary to report this year's numbers to make a full comparison to ensure responsible recommendations are provided.

Discussion followed regarding operating policy updates, 2025 grant budget increase and ridership trends.

Public Works Director Dehn provided an update on RouteMatch software (Trip spark) and that it has been having serious issues since July. The intent going forward is to review the contract with Trip Spark because the interruptions are unacceptable.

Public Works Director Dehn stated that the contractor has made some great improvements since the new contract has been put in place. Since a full time manager has started the preventive maintenance is getting back on track. The Contractor has been swift in addressing poor driver behaviors. Data entry is still an issue, and they are being tracked for nonperformance.

Public Works Director Dehn shared that Transit Coordinator Gauthier is working on radio advertisements and the extensive process for solicitation of new software. Public Works Director Dehn also shared that Transit staff is working on the potential of a new facility to house buses and operations. The current facility will not be available in the long term.

Committee Member Comments/Questions

Committee Member Lambert complemented the third-party contractor for the improvements.

Committee Member Czczok shared that it is always enjoyable to have an upbeat, enjoyable and welcoming driver and make for better service.

Adjourn

MOVED AND SECONDED BY COMMITTEE MEMBERS CZCZOK AND LAMBERT, DULY CARRIED, TO ADJOURN THE MEETING AT 3:11 P.M.

TRANSPORTATION ADVISORY COMMITTEE
Thursday, January 23rd, 2025, 2:30 p.m.
City Hall Council Chambers

Pursuant to due call and notice thereof, the regular meeting of the Transportation Advisory Committee was called to order at 2:30 p.m. by Member Czczok.

Upon roll call, the following members were noted present: Czczok, Koep and Public Works Director Habighorst. Committee members Nebel, and Lambert were noted as absent.

Due to lack of quorum no topic was voted on. Discussion took place on the following items.

- A. Americans With Disabilities Act Plan

- B. Recommend Authorize Solicitation of Request for Quotes (RFQ) for Technology (Transit Software) and after City of Brainerd City Council approval of quotes and purchase to implement software.

Meeting adjourned at 3:13 p.m.

05/28/2025

REVENUE AND EXPENDITURE REPORT FOR CITY OF BRAINERD
 PERIOD ENDING 04/30/2025

GL NUMBER	DESCRIPTION	ACTIVITY FOR		YTD BALANCE	% BDGT USED
		2025 AMENDED BUDGET	MONTH 04/30/2025 INCREASE (DECREASE)	04/30/2025 NORMAL (ABNORMAL)	
Fund 203 - TRANSIT FUND					
Function: Unclassified					
Dept 0000					
Revenues					
FEDERAL GRANTS					
203-0000-33100	FEDERAL GRANTS-OPERATING	276,412.00	0.00	0.00	0.00
203-0000-33101	FEDERAL GRANTS-CAPITAL	110,495.00	0.00	0.00	0.00
FEDERAL GRANTS		386,907.00	0.00	0.00	0.00
STATE GRANTS & AIDS					
203-0000-33422	STATE GRANTS - OPERATING	1,264,108.00	316,027.00	632,054.00	50.00
203-0000-33423	STATE GRANT - CAPITAL	18,655.00	0.00	0.00	0.00
STATE GRANTS & AIDS		1,282,763.00	316,027.00	632,054.00	49.27
CHARGES FOR SERVICES					
203-0000-34910	BUS REVENUE	124,400.00	4,917.96	19,601.05	15.76
203-0000-34920	COUNTER SALES	0.00	4,962.00	18,517.00	100.00
203-0000-34930	INVOICE BILLING	40,000.00	12,205.00	22,115.00	55.29
CHARGES FOR SERVICES		164,400.00	22,084.96	60,233.05	36.64
OTHER REVENUE					
203-0000-36210	INTEREST INCOME	5,000.00	0.00	2,810.13	56.20
OTHER REVENUE		5,000.00	0.00	2,810.13	56.20
TOTAL REVENUES		1,839,070.00	338,111.96	695,097.18	37.80
Net - Dept 0000		1,839,070.00	338,111.96	695,097.18	
Dept 9000 - TRANSIT FUND					
Expenditures					
PERSONNEL SERVICES					
203-9000-41101	SALARY	181,359.00	12,957.42	44,648.83	24.62
203-9000-41104	TEMPORARY	0.00	1,473.11	6,136.96	100.00
203-9000-41121	PERA	13,602.00	1,082.29	3,752.96	27.59
203-9000-41122	FICA	11,542.00	896.30	3,162.00	27.40
203-9000-41123	MEDICARE	2,699.00	209.61	739.54	27.40
203-9000-41131	HEALTH INSURANCE	41,216.00	2,428.16	7,332.54	17.79
203-9000-41133	LIFE INSURANCE	173.00	7.68	31.54	18.23
203-9000-41134	LTD INSURANCE	272.00	13.21	52.84	19.43
203-9000-41150	WORKERS COMP	1,159.00	49.97	210.96	18.20
PERSONNEL SERVICES		252,022.00	19,117.75	66,068.17	26.22
SUPPLIES					
203-9000-42200	OFFICE SUPPLIES	2,850.00	0.00	59.67	2.09
203-9000-42210	OPERATING SUPPLIES	0.00	366.40	366.40	100.00
203-9000-42212	MOTOR FUELS	83,700.00	4,498.46	17,198.28	20.55
SUPPLIES		86,550.00	4,864.86	17,624.35	20.36
SERVICES					
203-9000-43300	PROFESSIONAL SERVICES	0.00	126.00	320.50	100.00
203-9000-43309	COMPUTER TECHINCAL SUPPORT	36,500.00	0.00	0.00	0.00
203-9000-43321	TELEPHONE	600.00	49.93	149.79	24.97
203-9000-43322	POSTAGE	300.00	98.95	235.55	78.52
203-9000-43330	PROFESSIONAL DEVELOPMENT	2,200.00	85.40	85.40	3.88
203-9000-43340	ADVERTISING/MARKETING	6,200.00	185.23	185.23	2.99
203-9000-43350	PRINTING/LEGAL PUBLICATION	3,800.00	0.00	38.54	1.01
203-9000-43361	INS - GENERAL LIABILITY	2,000.00	0.00	238.82	11.94

203-9000-43363	INS - AUTO	9.00	0.00	0.00	0.00
203-9000-43365	INS - OTHER	20.00	0.00	3.20	16.00
203-9000-43401	VEHICLE REPAIRS	161,018.00	14,306.30	16,675.33	10.36
203-9000-43410	RENTAL EXPENSE	13,595.00	1,132.83	4,531.32	33.33
203-9000-43430	MISCELLANEOUS	800.00	0.00	0.00	0.00
203-9000-43433	DUES & SUBSCRIPTIONS	1,630.00	0.00	898.00	55.09
203-9000-43440	TRANSIT SERVICE CONTRACT PY	1,050,856.00	73,865.08	152,113.01	14.48
SERVICES		1,279,528.00	89,849.72	175,474.69	13.71
CAPITAL OUTLAY					
203-9000-45550	CAPITAL - VEHICLES	143,500.00	0.00	0.00	0.00
203-9000-45580	CAPITAL - OTHER EQUIPMENT	3,500.00	0.00	0.00	0.00
CAPITAL OUTLAY		147,000.00	0.00	0.00	0.00
TOTAL EXPENDITURES					
		1,765,100.00	113,832.33	259,167.21	14.68
Net - Dept 9000 - TRANSIT FUND					
		(1,765,100.00)	(113,832.33)	(259,167.21)	
Total - Function Unclassified					
		73,970.00	224,279.63	435,929.97	589.33
TOTAL REVENUES					
		1,839,070.00	338,111.96	695,097.18	37.80
TOTAL EXPENDITURES					
		1,765,100.00	113,832.33	259,167.21	14.68
NET OF REVENUES & EXPENDITURES					
		73,970.00	224,279.63	435,929.97	589.33



Transportation Committee Agenda Request

MEETING DATE: June 5, 2025

TITLE OF ITEM: Software Update

AGENDA:

ACTION REQUESTED: Discussion Item

SUBMITTED BY: Mike Habighorst, Public Works
Director

DEPARTMENT: Public Works

PRESENTER: Mike Habighorst, Public Works
Director

ESTIMATED TIME (MIN): 5

SUMMARY OF ISSUE: New software is purchased and is currently in the testing phase.

ALTERNATIVE, OPTIONS, EFFECTS ON OTHERS/COMMENTS: Staff are working diligently with Spare transit software. A soft launch is tentatively scheduled for late June, with a target for a full launch by or before August 1st

RECOMMENDED ACTION/MOTION: Discussion Item

FINANCIAL IMPACT: N/A



Transportation Committee Agenda Request

MEETING DATE: June 5, 2025

TITLE OF ITEM: Key Performance Indicators - KPI

AGENDA:

ACTION REQUESTED: Discussion Item

SUBMITTED BY: Lisa Asbach, Admin Specialist

DEPARTMENT: Transit

PRESENTER: Mike Habighorst, Public Works
Director

ESTIMATED TIME (MIN): 5 Minutes

SUMMARY OF ISSUE: This KPI will indicate the level of service provided by the contractor.

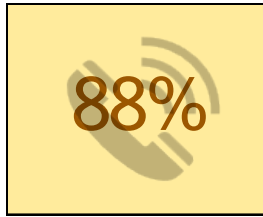
ALTERNATIVE, OPTIONS, EFFECTS ON OTHERS/COMMENTS: These metrics will measure the performance of the contractor on various measures as outlined in the attached report.

RECOMMENDED ACTION/MOTION: Discussion Topic

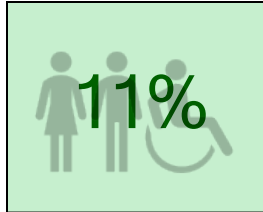
FINANCIAL IMPACT: N/A



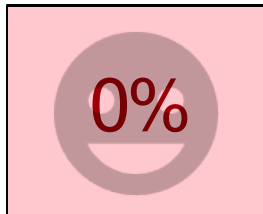
KPI for April



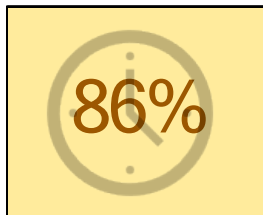
The percentage of answered phone calls out of the total volume of phone calls for the month. Green is above 90%, between 85% and 89% is yellow, 84% and below is red.



Ridership is comparing April 2024 to April 2025. This shows that 32% more people rode this March compared to March of last year. Increase in ridership is green, decrease is red.



BlueSky historically hasn't tracked or provided complaints or compliments in a timely manner. This will be the number of positive surveys compared to the number of negative surveys. Green is 80%, between 70 and 79% is yellow, and below 70% is red.



Service hours performed is the percentage of scheduled bus run hours for the month of March that were fulfilled. So, if runs were cut due to lack of drivers this number would go down. Green is above 90%, between 85% and 89% is yellow, 84% and below is red.



Reactive maintenance is the amount of reactive maintenance compared to the amount of corrective maintenance. Green is above 85%, yellow is between 75% and 84%, red is below 75%.

Goals:

- Testing setup of new dispatching software before training
- Working with consultants to look at future growth



Transportation Committee Agenda Request

MEETING DATE: June 5, 2025

TITLE OF ITEM: MnDot Consultant Services

AGENDA:

ACTION REQUESTED: Discussion Item

SUBMITTED BY: Mike Habighorst, Public Works
Director

DEPARTMENT: Public Works

PRESENTER: Mike Habighorst, Public Works
Director

ESTIMATED TIME (MIN): 10

SUMMARY OF ISSUE: Staff are monitoring the contractor's performance concerns.

ALTERNATIVE, OPTIONS, EFFECTS ON OTHERS/COMMENTS: These concerns are issues where the contractor is fined for non-performing critical tasks, such as: inaccurate trip data entry, insufficient number of buses, inadequate number of properly trained drivers, delays or failure to provide required reports and data. Staff are committed to strict adherence to the terms of the awarded contract to maintain high service quality and accountability.

RECOMMENDED ACTION/MOTION: Discussion Topic

FINANCIAL IMPACT: N/A

Transportation Advisory Committee (TAC) Update

1. Welcome New Team Member

Aaron Forstrom joined the Transit team as Transit Operations Specialist on February 12th. Aaron has already demonstrated exceptional skills and has become a valued team member. Welcome, Aaron!

2. Community Engagement

Transit staff participated in the Brainerd Community Action St. Patrick's Day Parade. The bus was festively decorated, and the community responded positively. Staff, family, and friends enjoyed the event and the opportunity to engage with the community.

3. Ridership Update

Brainerd & Crow Wing Transit has experienced healthy ridership and revenue growth in 2025. The system has become more efficient, using fewer miles and service hours to provide more trips.

From January through April 2025, the system provided 13,972 rides, averaging 164 riders per day. This represents an 18% increase in ridership compared to the same period in 2024, when the system provided 11,764 rides, averaging 136 riders per day.

4. New Bus Update

A new bus, ordered in 2022, has arrived. Minor warranty issues were identified during inspection and resolved in St. Cloud. The bus is undergoing re-inspection and is being equipped with a tablet and two-way radio.

5. Transit Software Transition

Staff are working diligently with Spare transit software. Currently, the team is in the data migration and pre-testing phase. A soft launch is tentatively scheduled for late June, with a target for a full launch by or before August 1st.

6. Contractor Performance Monitoring

Staff continue to closely monitor non-performance issues by the contractor, including:

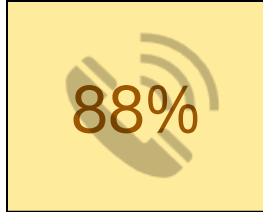
- Inaccurate trip data entry
- Insufficient number of buses
- Inadequate number of properly trained drivers
- Delays or failure to provide required reports and data

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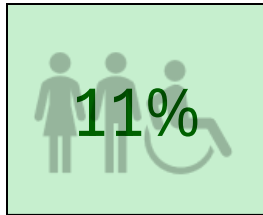


Transit Department - Key Performance Indicator

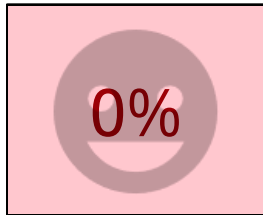
KPI for April



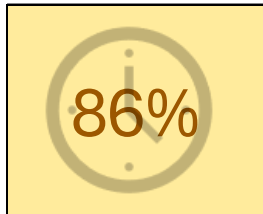
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Goals:

- Testing setup of new dispatching software before training
- Working with consultants to look at future growth