



# Bloomington Public Transportation Corporation

130 West Grimes Lane, Bloomington, Indiana 47403  
812.332.5688 Fax 812.332.3660



To: The BPTC Board of Directors  
From: John Connell, General Manager  
Date: September 19, 2025  
Re: Board Meeting, Tuesday, September 23, 2025, 5:30 p.m.

Included below are your notes for the meeting of the Board of Directors set for Tuesday, September 23, 2025 at 5:30 p.m. in the Edward J. Kuntz Board Room, 130 W. Grimes Lane in Bloomington.

## ACTION ITEMS

1. **Resolution 25-22, a resolution approving the Bloomington Public Transportation Corporation's (BPTC) Title VI Program Update.**  
Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. BPTC is required to develop and formally approve a Title VI program which includes a Title VI notice to the public; Title VI complaint procedures; Title VI complaint form; list of transit-related Title VI investigations, complaints, and lawsuits since last submission; a public participation plan; and a language assistance plan. The updated plan is attached for your review.
2. **Resolution 25-26, a resolution establishing a Memorandum of Understanding between the City of Bloomington and BPTC for the contribution of construction fees realsted to the West 2<sup>nd</sup> street modernization and safety improvement project.**  
The City of Bloomington has engaged in the design and construction of various improvements to the West 2<sup>nd</sup> Street between South Patterson Drive and south Walnut Street. The total project cost is \$4,112,496.00. BPTC and COB Engineering have coordinated on design of six accessible bus stops that will serve current and future bus stops. Four stops will provide accessible, level boarding bus stops that better accommodate future Green Line BRT bus route. The MOU affirms BPTC's support of the project by committing \$300,000 to be used as local matching funds for the project.

**AGENDA**

**Bloomington Public Transportation Corporation (BPTC)**

**Tuesday, September 23, 2025**

**130 W. Grimes Lane, Bloomington, IN 47403**

**Conference Room, 5:30 P.M.**

**The September 23, 2025 Board meeting will be a hybrid meeting with the ability for Board members and/or the public to attend the meeting in-person or virtually at the link below:**

**Join Zoom Meeting:**

<https://us02web.zoom.us/j/85705079781?pwd=bzRbeMa9hmVbmiv97MaPuY5d54xFLP.1>

**Meeting ID: 857 0507 9781**

**Passcode: 753022**

**A recording of the meeting will be available at [www.bloomingtontransit.com/bt-staff](http://www.bloomingtontransit.com/bt-staff)**

<b>BOARD MEMBER</b>	<b>APPOINTMENT</b>	<b>TERM</b>
James McLary	Mayor	08/01/2024 - 07/31/2028
Nancy Obermeyer	City Council	08/01/2025 – 07/31/2029
Kent McDaniel	City Council	08/01/2022 – 07/31/2026
Doug Horn	City Council	08/01/2024 – 07/31/2028
Don Griffin	Mayor	08/01/2023 – 07/31/2027

**PUBLIC MEETING**

**09/23/2025**

- I. ROLL CALL
- II. OLD BUSINESS - None
- III. APPROVAL OF MINUTES

August 19, 2025 Monthly Meeting

- IV. NEW BUSINESS – ACTION ITEMS
  - 1. Resolution 25-22, a resolution declaring approving BPTC Title VI Program update.
  - 2. Resolution 25-23, a resolution approving a Memorandum of Understanding with the City of Bloomington.

- V. MANAGER & STAFF REPORTS
  - 1. PROJECT UPDATE
    - BOT team selection

- TVM Installation

2. AUGUST OPERATING STATISTICS – Shelley Strimaitis

3. AUGUST FINANCIAL REPORT – Christa Browning

4. AUGUST PERSONNEL REPORT – Brenda Underwood

5. MPO REPOT – Doug Horn

VI. APPROVAL OF CLAIMS

VII. COMMENTS FROM THE PUBLIC

VIII. COMMENTS FROM BOARD MEMBERS

IX. ADJOURNMENT – NEXT MEETING: October 21, 2025

**RESOLUTION 25-22**

A resolution approving the Bloomington Public Transportation Corporation's (BPTC) Title VI Program Update.

**WHEREAS**, the Bloomington Public Transportation Corporation is the designated recipient of Federal Transit Administration funds for the Bloomington Urbanized area,

**WHEREAS**, the BPTC is required to develop and formally approve a Title VI program which includes a Title VI notice to the public; Title VI complaint procedures; Title VI complaint form; list of transit-related Title VI investigations, complaints, and lawsuits since last submission; a public participation plan; a language assistance plan; membership of non-elected committees and boards; copy of Board meeting minutes or resolution showing Board approval of the Title VI Program; and various service standards; and

**WHEREAS**, the BPTC is required to develop and formally approve a Title VI program in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq.; Federal Transit Laws, Title 49, United States Code, Chapter 53; 49 CFR 1.51; 49 CFR part 21; and 28 CFR 42.401 et seq.

**NOW THEREFORE, BE IT RESOLVED**, by the Board of Directors of the BPTC, that the BPTC Title VI Program dated and approved by the BPTC Board of Directors on September 23, 2025 and prepared in accordance with the aforementioned laws and regulations is hereby approved and affirmed as the BPTC Title VI Program effective immediately.

**APPROVE:**

**ATTEST:**

\_\_\_\_\_  
James McLary, Chair  
Bloomington Public Transportation  
Corporation

\_\_\_\_\_  
Nancy Obermeyer, S  
Bloomington Public Transportation  
Corporation

Approved the \_\_\_\_ day of \_\_\_\_\_ 2025.



*Bloomington Public Transportation Corporation*  
**Title VI Program 2025-2028**



## Table of Contents

Introduction .....	3
Public Notice of Rights under Title VI .....	3
Title VI Complaint Procedures .....	4
Public Outreach and Participation Plan .....	5
Public Participation Process.....	5
Summary of Outreach Activities.....	7
Language Assistance Plan .....	7
Identification of LEP Individuals in the BPTC Service Area Who Need Language Assistance.....	9
1. Number of LEP Persons in Service Area.....	10
2. Frequency of Contact with LEP Persons .....	11
3. Nature and Importance of BPTC’s Services and Programs.....	11
4. Available Resources and Costs of Providing Language Assistance Services.....	12
Translation of Vital Documents .....	12
Training of Employees.....	13
Policies and Procedures.....	13
Over-the-Phone Language Assistive Services .....	13
Notifying LEP Persons of Language Assistive Services.....	13
Efforts to Identify Additional Language Assistance Needs.....	13
Monitoring, Evaluating and Updating the Language Assistance Plan .....	14
Membership of Non-Elected Boards, Councils, and Committees .....	14
Subrecipient Compliance with Title VI.....	14
Facility Planning Equity Analysis .....	15
Service Standards and Policy Development .....	15
Types of Services.....	15
Vehicle Load Standard .....	15
Vehicle Headway.....	16
Amenities Policy.....	17
Vehicle Assignment Policy and Standard.....	19
On-Time Performance.....	20
Service Availability .....	20

Appendix A: BPTC Title VI Complaint Form ..... 22  
Appendix B: List of Title VI Complaints ..... 23  
Appendix C: Public Participation Policy Resolution ..... 24  
Appendix D: Language Line Assistive Services ..... 26  
Appendix E: BPTC Board Resolution Approving 2022-2025 Title VI Program ..... 28

## Introduction

Bloomington Public Transportation Corporation (BPTC)—known locally as Bloomington Transit (BT)—is the primary public transportation provider in the city of Bloomington, Indiana. BT operates 16 primary fixed routes, microtransit, as well as complementary paratransit service (BT Access) to serve area residents and visitors. Bloomington is home to the flagship campus of Indiana University, whose student body and staff regularly compose over 80 percent of ridership on BT fixed routes.

As a public transportation provider and recipient of Federal Transit Administration (FTA) funding (49 USC Section 5307, Urbanized Area Formula Program), BT is obligated to ensure that all of its programs, policies, services, and transportation decision-making processes are accessible to everyone without discrimination of race, color, or national origin, in accordance with Title VI of the Civil Rights Act (1964).

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” The Title VI regulatory requirements are included in 49 CFR Section 21.9(b) Title VI Regulations, and in the FTA Circular 4702.1B (“Circular”) Title VI Requirements and Guidelines for Federal Transit Administration Recipients. The Circular provides recipients of FTA financial assistance with guidance and instructions necessary to carry out the U.S. Department of Transportation’s (DOT) Title VI regulations and to integrate into their programs and activities considerations expressed in the Department’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005).”

The purpose of BPTC’s Title VI Program is to document the practices and operations of the transit agency regarding compliance with Title VI regulations. The Title VI Program is used to ensure that accountability and transparency are upheld throughout all transit operations in line with the agency’s commitment to deliver accessible services for everyone.

### Public Notice of Rights under Title VI

BPTC notifies the public of rights afforded by Title VI by prominently posting the message below at all locations owned or operated by BPTC with access to the public, including:

- All revenue vehicles
- Grimes Lane Administration and Maintenance Facility
- Downtown Transit Center
- BT website

### **NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI**

Bloomington Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful practice under Title VI may file a complaint with Bloomington Transit.

For more information on Bloomington Transit's civil rights program, and the procedures to file a complaint, contact 812-332-5688, (TTY 812-330-7853); email [customer@bloomingtontransit.com](mailto:customer@bloomingtontransit.com); or visit our administrative office at 130 W. Grimes Lane, Bloomington, IN 47403.

Or a complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact 812-332-5688

### Title VI Complaint Procedures

The following instructions are shared with the public for how to submit a Title VI complaint:

Persons may file a signed, written complaint within 180 days of the date of alleged discrimination (example of Complaint Form included as Appendix A). The complaint should include the following information:

- Person's name, address and how to reach the person (telephone number, e-mail address, etc.)
- How, why, when and where the person believes they were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give date, time of day, route number, location, and bus number. The written complaint shall be mailed or delivered to the BPTC General Manager at the address described above.

The BPTC General Manager will track and investigate all complaints received. If the General Manager is not available or if the complaint is filed against the General Manager themselves, the BPTC Board Chair shall investigate the matter. The BPTC General Manager will document all complaints and findings and respond back to the complainant in writing with determinations and findings. The person may appeal the General Manager's finding by filing a signed, written appeal within 30 days of the date of the General Manager's finding to the BPTC Board of Directors. The Board of Directors shall investigate the matter and respond back to the complainant in writing with determinations and findings. A list of all complaints submitted to BPTC related to rights under Title VI is included as Appendix B.

## Public Outreach and Participation Plan

The BPTC Public Outreach and Participation Plan has been prepared to ensure that no one is precluded from participating in BPTC's service planning and development process.

Through an open public process, BPTC has developed a public participation plan to encourage and guide public involvement efforts and enhance access to BPTC's transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that BPTC uses to reach its riders.

The steps outlined in the Public Participation Process offer early, continuous, and meaningful opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions at BPTC. It is a guide for how BPTC engages its diverse community. BPTC may continue to improve its public participation methods over time based on feedback from all of its riders and community members, including individuals with low incomes, minorities, individuals with disabilities, and LEP individuals.

### Public Participation Process

BPTC employs several means to communicate to the general public regarding the activities it performs including LEP, disabled, and minority populations. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

#### Public Information and Notifications

BPTC will publish brochures and tables regarding BPTC proposals or programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 2-30 days in advance so the public has time to consider proposals and make comments. The notice methods include:

- Press releases to local and state media
- Social media postings, including Facebook and Bluesky
- Alerts posted on ETA Spot bus tracker app
- Website links and articles
- On-bus advertising with posters on bus
- Email and postal mail contact list
- Transit Center posters and brochures
- Title VI notice and application forms always available in Spanish and Chinese; audio and print translated materials and notices upon request.

#### Meeting Locations

BPTC hosts public meetings in locations easily accessible by transit routes, and are otherwise conveniently located for community members to attend. All locations used for the purposes of public meetings are to be accessible to those with disabilities. In cases of fare increases or major service

reductions, BPTC staff may determine to hold multiple meetings in different locations and at different times of day to accommodate wider segments of the community. With sufficient notice prior to the meeting, language or hearing interpreters will be made available.

### Public Meeting Forums

On critical issues such as major service reductions and fare increases, BPTC offers public meetings that allow for meaningful discussion with riders. For public meetings, BPTC staff prepare proposals in sufficient detail to describe the proposed policy or service changes, and make informational materials available prior to the meeting. If the proposal involves service changes, maps are made available on the BPTC website and in printed form available at the Downtown Transit Center and Grimes Lane Administrative Facility. BPTC staff conduct public meetings and transcribe oral comments if written comments are not possible. Sign-in sheets are made available at public meetings to track participation and for participants to share contact information should they seek to receive updates regarding the subject of the meeting.

Those who cannot attend public meetings may submit written or emailed messages to BPTC staff prior to the advertised deadline for public comment for their feedback to be received and considered. Public comments are summarized and presented to the BPTC Board of Directors and General Manager so that they are part of the decision-making process.

In the course of responding to the Covid-19 pandemic, BPTC began hosting all Board of Directors and public meetings virtually via Zoom. BPTC continues to host in-person meetings alongside Zoom simulcasts to enhance accessibility for anyone seeking to attend.

### Website and Social Media

BPTC's website provides round-the-clock information on the transit system, including fare structures, route schedules and service maps. Any changes in service, such as weather emergencies, construction detours, or holiday hours, are made available on the site and the ETA Spot bus tracker app. All press releases issued by BPTC are published on the site. BPTC's website is fully translatable in eleven languages, including Spanish and Mandarin Chinese—the two languages most frequently encountered by BPTC staff in the course of providing services.

BPTC maintains an active presence on social media platforms, including Facebook and Bluesky, as an additional, direct method to engage with riders and the community. All detours and service disruptions are promptly posted on social media, along with notices of upcoming public meetings.

### Community Events

BPTC staff members regularly participate in community events that are not specific to public transit. Participating in community events can be an effective method to reach those who do not regularly use public transit services. Examples of events recently attended are the Bloomington Community Farmers' Market, local K-12 schools, career and involvement fairs, IU student body orientation events, and the annual Touch-a-Truck event hosted by Bloomington Parks & Recreation.

## Outreach to Community Groups

BPTC meets with community groups, such as social service agencies, to listen to community concerns on the effects of fare changes to low-income and minority populations. BPTC maintains associations with the Bloomington Council on Accessible Transportation, IU Transportation Demand Management, Downtown Bloomington Inc., Council on Community Accessibility and its transportation subcommittee, as well as the staff of Exodus Refugee which assist LEP persons.

## Summary of Outreach Activities

In BPTC's ongoing efforts to include all those interested in transit services and decision-making processes without regard to race, color, or national origin, agency staff regularly meet with representative organizations and persons throughout the city.

Indiana University draws a large international population to its student body and faculty, many of whom speak English as a second language, and upon arrival are often reliant on public transportation to navigate the city. Every year, BPTC staff attend IU orientation events to help educate students and faculty on how to use the bus system, including reading maps and schedules, where to access information about the bus, using the ETA Spot GPS bus tracker, and informing about relevant service changes and updates.

BPTC completed a *Bus Rapid Transit Feasibility Study* in 2024, in the course of which staff conducted extensive outreach efforts to understand current needs of passengers and formulate options for future route improvements. To best ensure widespread inclusion in the feedback process, BPTC engaged with riders and the community in a variety of formats, including:

- Public information and input sessions conducted at the Downtown Transit Center
- Community pop-ups at IU buildings, and local shopping centers
- On-board surveys with passengers
- Online communication and feedback gathering through a website dedicated to the study
- Stakeholder meetings with local government staff and elected officials

In 2019, BPTC updated its Public Participation Policy. A copy of the Board resolution detailing and approving the policy is included as Appendix C.

## Language Assistance Plan

### Introduction

Section 49 CFR Part 21 states that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation.

Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency was signed on August 11, 2000 by the president of the United States; which was given to clarify Title VI of the Civil Rights Act of 1964. Its purpose was to ensure accessibility to programs and services to eligible persons who are not proficient in the English language. To substantiate the fact that the Title VI of the Civil Rights Act of 1964 applies to LEP individuals, it is noted that the Supreme Court in the case of *Lau vs. Nichols* 414 U.S. 563 (1974) made the interpretation that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

On December 14, 2005, the United States Department of Transportation (DOT) published revised guidance for its recipients on the Implementation of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency". This document states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

According to 29 CFR 37.35 (a) (b) a recipient of Federal funds should make reasonable efforts to meet the particularized language needs of limited-English-speaking individuals who seek services or information from the recipient. BPTC's Language Assistance Plan has been prepared to address the responsibilities as a recipient of Federal financial assistance to identify and assist individuals who are deficient in the English language. BPTC has and will continue to consider the scope of the program or activity as well as the size and concentration of the population that needs services or information in a language other than English. Based on those considerations, BPTC will take reasonable steps to provide services and information in appropriate languages.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) Identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

Individuals who have a limited ability to read, write, speak or understand English are Limited English Proficient, or "LEP". Transit agencies that provide language assistance to persons with Limited English Proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant populations in two important ways: 1) agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the DOT LEP Guidance) will send a positive message to these

persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measure can also assist the agency in identifying the transportation needs of our immigrant and linguistically isolated populations and ensuring that an agency's transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations. Additionally, transit agencies that conduct outreach to LEP persons can increase their potential for recruiting bilingual employees to better serve the needs of the community. In summary, serving the needs of LEP persons is not only a good business decision; it fulfills the mission of the transit agency to serve the public.

The Bloomington Public Transportation Corporation supports the goals of the DOT LEP Guidance to provide meaningful access to its services by LEP persons. BPTC has devoted resources to provide oral and written language assistance services to LEP persons. This document provides BPTC's 2025-2028 Language Assistance Plan and includes:

- Identification of LEP Individuals in the BPTC Service Area Who Need Language
- Assistance (Information based on the Four Factor Analysis required by FTA)
- The Nature and Importance of Transit LEP Individuals
- Available Resources and Costs of Providing Language Assistance Services
- Language assistance measures employed by BPTC
- Strategies for implementing the 2025-2028 LAP
- Language initiatives planned for the next three years

#### Identification of LEP Individuals in the BPTC Service Area Who Need Language Assistance

*"There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis" – DOT Guidance*

As a recipient of federal funding, BPTC must take reasonable steps to ensure meaningful access to the information and services it provides. To do this BPTC uses the information derived from a Four Factor Analysis to determine the specific language services that are appropriate. The analysis helps BPTC to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by BPTC;
2. The frequency with which LEP persons come into contact with BPTC services and programs;
3. The nature and importance of BPTC's services and programs in people's lives; and
4. The resources available to BPTC for LEP outreach, as well as the costs associated with that outreach.

## 1. Number of LEP Persons in Service Area

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who many encounter BPTC services, their literacy skills in English and the native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of language barrier.

The American Community Survey 2023 (ACS 2023) 5-Year estimate indicates that 3,319 persons in Bloomington (about 4.4% of the population) speak English less than “very well.” The number of LEP persons in the City of Bloomington who speak English less than “very well” has significantly increased since the previous 5-year estimate published in 2020. Of the persons with Limited English Proficiency, the most commonly spoken primary language was Chinese (9.6%) and Spanish (7.0%). Of these persons with Limited English Proficiency, the most commonly spoken primary language is of Asian and Pacific Island languages. Data further provided by IU shows that the most common countries of origin of international students are: India (35%), China (18%), South Korea (10%), Taiwan (3%), and Canada (2%). The ACS 2023 data depicts the largest populations of LEP households residing on the IU campus, as well as on the east side of Bloomington. Figure 1 depicts the distribution of LEP persons by Census tract within Bloomington Transit’s service area.

*Figure 1: LEP Households by Census Tracts, ACS 2023 5-Year Estimate*

## 2. Frequency of Contact with LEP Persons

*“Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will very different than those expected from a recipient that serves LEP persons daily.” – DOT Guidance*

Alongside demographic obtained through the American Community Survey 2023, BPTC conducted a passenger survey in 2024 to determine the frequency with which public-facing staff encounter may encounter LEP individuals. The survey results aligns with ACS 2023 data, indicating that the languages heard most often, besides English, are: Spanish, Chinese, and Hindi. Over 26 percent of respondents indicated that they use a language other than English in their homes. Survey participation indicated that those routes that primarily serve the IU campus are the routes on which languages other than English are most often encountered—Routes 6 and 9. The findings from the passenger survey demonstrates that a high number of multi-lingual riders use the system, and that it remains important to provide adequate translation services, and to prepare bus operators for engaging with LEP persons.

## 3. Nature and Importance of BPTC’s Services and Programs

BPTC provides connection to those in Bloomington to employment, education, medical appointments, shopping, social activities, and other vital destinations throughout the city. Access to reliable, convenient transportation options is critical in reaching essential services and participating in community life, and many in Bloomington rely on BPTC services as their primary mode of mobility—around 3.7 percent use public transportation for their regular commute, slightly above the national average of 3.5 percent (ACS 2023). Obstacles to accessing BPTC fixed route or complementary paratransit services, therefore, represent obstacles to accessing essential services and activities.

For LEP persons in Bloomington, obstacles to accessing public transportation may have distinct ramifications. International students attending IU comprise the largest population of LEP persons in Bloomington, with 4,459 international students enrolled in fall 2025. Many of these students reside in Bloomington without a personal vehicle or other means of mobility; furthermore, many live in the city without a familial support network nearby to rely upon. For these individuals, obstacles to accessing transportation may be especially isolating.

International students attending IU are not the only LEP persons in Bloomington. According to the American Community Survey 2023 5-year estimates for Bloomington, approximately 200 riders whose primary means of transportation to work speak English less than “Very Well,” representing about 14.8 percent of all residents who use public transit for their regular commute. About three percent of these riders who speak English less than “Very Well” are Spanish speakers, while the remaining 97 percent speak another language as their primary language.

#### 4. Available Resources and Costs of Providing Language Assistance Services

BPTC is committed to providing equal access to its services for LEP persons by removing obstacles where ever possible. In doing so, BPTC must balance the benefits of providing additional resources with their costs. Fortunately, new technologies and services increasingly allow BPTC to employ new resources for its LEP riders.

Of its vital documents, BPTC has translated and printed its Riders' Guide in Spanish. The pamphlet is available at the front reception desk in our administrative offices located at 130 W. Grimes Lane in Bloomington. Costs to produce the pamphlet were less than \$1,000. BPTC posts emergency exit instruction in Spanish on fixed route buses manufactured after 2002 and, beginning in 2019, BPTC began adding Mandarin Chinese translation of emergency exit information in its fixed route vehicles. Cost to produce the emergency exit information on buses was minimal and was not itemized separately.

In 2019, BPTC began employing the services of an over-the-phone interpretative service through Language Line Solutions. As a government entity, many of the fees associated with using Language Line services are waived, and BPTC pays only fees for use of the service on a per-minute basis. The costs of using different languages varies as follows:

Tiers	Languages	Per Minute Charge
1	Spanish	\$0.74
2	Chinese (Mandarin & Cantonese), French, Japanese, Polish, Russian, and Vietnamese	\$1.08
3	Armenian, Cambodian, German, Haitian Creole, Italian, Korean, and Portuguese	\$1.08
4	Farsi, Tagalog, Thai, Urdu, and all other languages	\$1.08

Figure 2: Translation Services and Costs by Language, Language Line

#### Translation of Vital Documents

BPTC's website translates all web pages in ten of the most commonly spoken languages, besides English, in Bloomington, including Arabic, Chinese, Dutch, French, German, Italian, Japanese, Korean, Russian, and Spanish. All web-based applications and materials posted on the website are available in each of these languages, including the trip planner, route & schedule information, job opportunities, and staff contact information.

Of its vital documents, BPTC currently translates and prints its Riders' Guide in Spanish. Based upon staff surveys and American Community Survey 2023 data, and according to the Safe Harbor Provision, translation of vital documents will also be available for Mandarin Chinese. For further translation needs, those documents most frequently requested by BPTC riders will be evaluated for language translation in the top three languages identified through demographic analysis, surveys, focus groups and community outreach. The documents will include, but not be limited to, the following:

- Route Maps
- Fare Payment Information
- Late Night Service Options

Translation may not be in printed format given cost considerations. Instead, translation in electronic format for the Web may be the best option for consideration. All vital documents considered for translation will include customer service contact information including information on auditory translation services available through BPTC.

### Training of Employees

Front office staff have been trained on how to use the Language Line Solutions services for both in-person and over-the-phone interactions with the public.

### Policies and Procedures

All BPTC Policies and Procedures will be updated to include the use of new LEP tools and professional methods of working with the LEP community. These updates will dovetail with the required training listed above. New hires will experience the training and policies and procedures as a requisite of their orientation process.

### Over-the-Phone Language Assistive Services

In 2019, BPTC began to employ the services of Language Line Solutions, an over-the-phone service that connects users with interpreters. Language Line Solutions connects LEP persons with interpreters, who together speak over 240 languages, allowing BPTC staff the ability to communicate with riders of all languages anticipated to be encountered within the Bloomington service area. The complete list of languages accessible through Language Line is included in Appendix D.

### Notifying LEP Persons of Language Assistive Services

Notices have been placed on BPTC buses, our website and at our front reception desk located at 130 W. Grimes Lane in Bloomington, IN that notifies the public to contact us at (812) 332-5688 if any information is needed in a language other than English.

### Efforts to Identify Additional Language Assistance Needs

Through community outreach efforts, BPTC builds relationships with groups representative of LEP persons developed for education, religious, advocacy and social purposes. These groups are essential to BPTC dissemination of information and marketing, but also to provide feedback on service.

BPTC expects to see growth in transit use within the LEP communities. It is the hope of BPTC that interaction with the LEP community groups will identify additional resources to assist BPTC in the development of new tools to assist LEP persons. The relationships will also encourage knowledge exchange on cultural attributes BPTC should be aware of while increasing its awareness of LEP persons.

BPTC's Travel Training Department is cognizant of LEP persons seeking assistance to use the service and will seek any additional information that might assist BPTC in reaching out to new communities or

develop new assistive tools. Should there be significant changes to BPTC services the identified community organizations will be invited to meetings that may or may not affect them.

Local interpretive and translation services are offered from members of the Indiana University staff and may play a role in future development of tools.

Surveys will be continued periodically to determine changing needs of the LEP communities and BPTC staff. Surveys similar to the past survey will be conducted over the next three years. The information gained from these surveys will be used to help with planning of services and service resources for LEP persons.

BPTC staff will track contact trends and patterns with LEP persons and the outcome of that contact in an effort to identify additional tools needed to assist staff in communications with LEP persons. Contact tracking will come primarily from drivers, customer service staff, travel trainers and management. The information collected will include date, language spoken, reason for contact, summary of contact, and suggestions for additional tools to be used.

### Monitoring, Evaluating and Updating the Language Assistance Plan

To ensure this plan will be implemented successfully and fully, BPTC staff will evaluate all information received from surveys, focus group meetings, outreach efforts, staff contact tracking and staff input. BPTC staff will review the plan annually and update as needed while also developing new concepts for implementation in the next plan. Staff will monitor the following:

- Statistics kept on LEP contacts
- Biennial review of Bloomington Census Data
- Ongoing collaboration with outreach groups
- Effectiveness and usage of written translation material
- Effectiveness and usage of Interpretive Telephone Service
- Assessment of Title VI program

### Membership of Non-Elected Boards, Councils, and Committees

The BPTC Board of Directors is the policymaking body of the transit agency, and is composed of five members—three appointed by the Bloomington Common Council, and two appointed by the Mayor. BPTC conducts quarterly meetings to review and examine accessibility of transit services through its Bloomington Council on Accessible Transportation (BCOAT). The BPTC marketing & development manager and planning & special projects manager act as transit representatives for the meetings. Membership is not appointed to BCOAT.

### Subrecipient Compliance with Title VI

BPTC does not maintain subrecipient contract status with any organization.

## Facility Planning Equity Analysis

BPTC did not undergo planning efforts for, or construct, a new facility in the time since the last Title VI update in 2022. Between 2025 and 2028 BPTC expects to begin construction on a new maintenance and administration facility. Current phase of project involves scoping potential sites according to National Environmental Protection Act (NEPA) guidelines.

## Service Standards and Policy Development

### Types of Services

BPTC provides BT fixed route service along with complementary BT Access paratransit services. As of fall 2025, the BT fixed route network is composed of 16 routes throughout the city, with 27 vehicles deployed during peak service. BT Access provides service parallel to the fixed route network and serves all locations within City boundaries, with six vehicles deployed during peak service.

BPTC categorizes fixed route service to effectively distribute transit resources that meet ridership demand in given areas. The frequency of service (or ‘headway’—the time between bus service at a given location) on a fixed route is a primary indicator of the attractiveness of a transit route to riders; however, the costs of delivering higher frequency services must be justified by demonstrated demand. In its mission to deliver convenient transportation options for all in the community, BPTC has established specific standards according to the goal sought to be achieved with a particular service or route. For example, thousands of IU students and staff rely on BT to commute to the IU campus every day, requiring additional vehicles and shorter headways to meet demand. In areas where there is demonstrably less demand for transit, BT deploys fewer vehicles. BPTC has established the following service standards according to service type to guide decision-making according to the goals for the service and without discrimination for rider demographics.

Service Type	Service characteristics
Frequent	<i>Frequent</i> service may be provided on corridors where demand for transit is demonstrated by existing ridership data, or transit potential is significant—indicated by high densities of residential, commercial, educational or other destinations. Stop-spacing on <i>frequent</i> routes may be more dispersed to maintain speedier service.
Coverage	<i>Coverage</i> service may be provided in areas where demand for mass transit is inconsistent, and may not support frequent service throughout the day. Stop-spacing may be designed to maximize access over travel speed.
Express	<i>Express</i> service may be provided where specific demands for transportation are identified between two or more defined destinations or areas. Bus stops may be limited between primary destinations to ensure speedier service.

Figure 3: Fixed route service types, BPTC

### Vehicle Load Standard

Vehicle load refers to the seating and standing capacity of a transit vehicle. Establishing and monitoring vehicle load standards allows the agency to more accurately align services with ridership demand while balancing interests in rider comfort. Should trips regularly exceed the load standards

depicted in Figure 4, BT may consider the deployment of *tripper*<sup>1</sup> vehicles to provide extra capacity at peak travel times, or schedule additional vehicles to a route to increase frequency, based upon availability of resources.

Figure 4 depicts the different types of vehicles in operation as well as the seated, standing, total, and maximum load factors for each vehicle type. Load standard refers to a ratio of total passengers with the seating capacity of a vehicle by type (total passengers/vehicle seating capacity). A load standard of 1 represents that all passengers are able to access a seat and all seats are occupied, while values above 1 represent standees. The average of all loads during peak operating periods should not exceed the vehicle’s achievable capacity at the vehicle’s maximum load point.

Vehicle Type	Seated	Standing	Total	Load Standard	Maximum Load Factor
60’ Articulated Bus	62	50	112	1.8	2.0
40’ Low Floor Bus	40	18	58	1.4	1.45
35’ Low Floor Bus	32	14	46	1.2	1.44

Figure 4: Vehicle load standards, BPTC

If the maximum load factor is consistently exceeded for a 60-minute period, BPTC staff will evaluate the potential for improving service frequency or adjusting schedule times to focus more service before and after the overload trip. Passenger maximum loads will be evaluated periodically via random ride check samples, random use of surveillance camera footage, customer feedback, and bus operator feedback.

#### Vehicle Headway

Projected ridership, passenger loads, and funding availability determine the frequency of service on BT fixed routes. During peak hours, service (6AM – 9AM & 3PM – 6PM) will run every 20 minutes or better while during off peak hours (9AM – 3PM & 6PM – 12AM) service will run every 60 minutes or better. On Saturday and Sunday, service will run every 80 minutes, or better. The frequency of service on BPTC routes will be determined by budgeted resources, ridership, and passenger loads.

Service Type	Peak	Off-Peak	Saturday	Sunday
Frequent	20	60	60	60
Coverage	30	60	60	N/A
Express	40	40	60	N/A

Figure 5: Headway by service type, BPTC

<sup>1</sup> BPTC defines *tripper* as a vehicle assigned to unscheduled work to be deployed to routes and locations, as needed, to meet capacity demands during peak trips and hours

## Amenities Policy

BPTC evaluates its amenities for the acquisition, placement, and removal of shelters, trash receptacles, and benches. To determine the placement and maintenance of amenities, BPTC considers funding availability, ridership counts, rider surveys, public safety needs, traffic patterns, and operational needs. The placement of amenities is scrutinized by transit staff to ensure that they are impartially distributed across the network, and without discrimination of race, color, or national origin of the surrounding population.

BPTC considers ridership activity at bus stops and prioritizes the placement and maintenance of amenities at bus stops according to the thresholds in Figure 6. Requests from the public for amenities at specific bus stops are considered alongside these criteria.

<b>Amenity</b>	<b>Threshold for new placement</b>
Trash Receptacle	Recurring reports of litter problems at specific bus stop locations
Bench	Average 20 boardings per day
Shelter	Average 100 boardings per day

*Figure 6: Amenity threshold guidelines, BPTC*

Trash receptacles may be installed upon the request of the public or BT staff where a repeated litter problem is occurring. Benches may be installed at stops that average 20 boardings per day. Shelters may be considered for installation at bus stops that have weekday boardings of at least 100 passengers daily. BPTC also considers who uses particular bus stops, and may deviate from the above standards to accommodate elderly riders or riders with disabilities. BPTC may also consider entering into cost-sharing arrangements with neighborhood associations, apartment complexes, or other entity should such entity propose installation and partial funding. BPTC typically incurs lifetime maintenance of amenities upon their installation.

Figures 7 and 8 depict locations of amenities according to LEP households, and minority populations by census tracts.

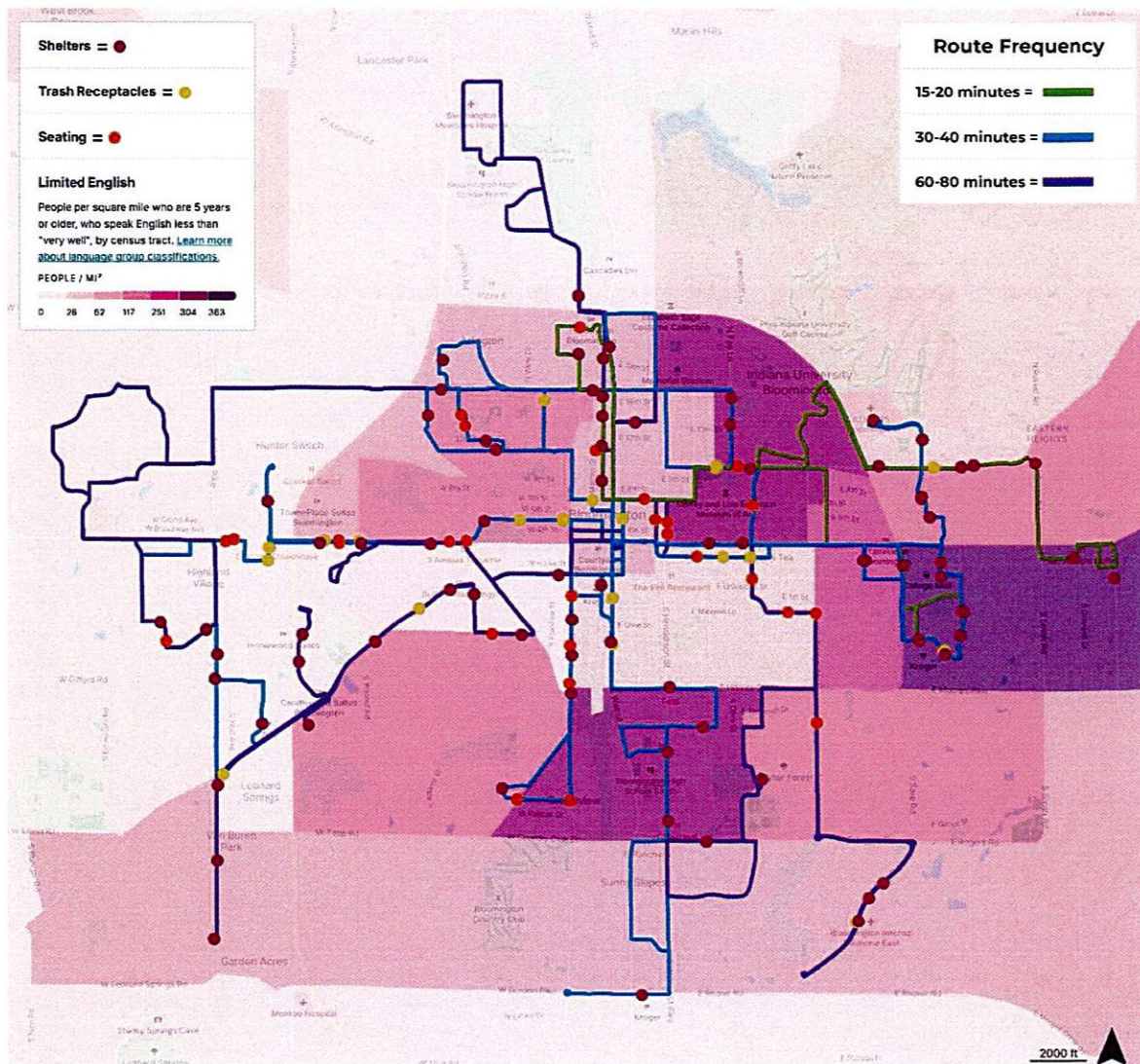


Figure 7: Location of amenities by LEP households, BPTC

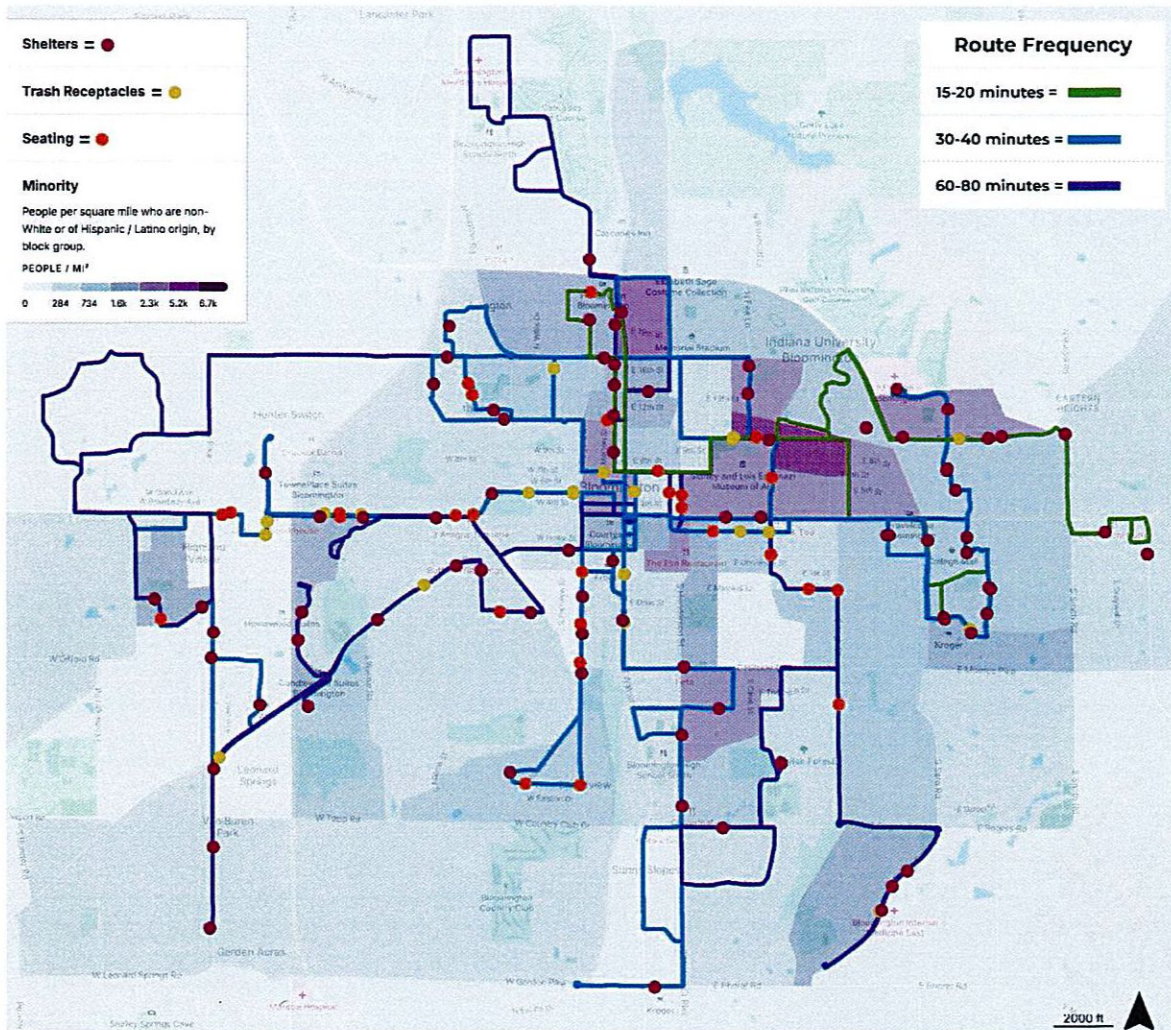


Figure 8: Location of amenities by minority population, BPTC

### Vehicle Assignment Policy and Standard

BPTC operates various sizes of buses on fixed routes ranging from 25-feet to 60-feet in length. The size of vehicle assigned to a route is based on daily passenger volume. For example, 40-foot buses are typically assigned to routes with higher passenger loads such as Routes 3, 6 and 9. BPTC's bus fleet consists of vehicles with model years ranging from 2007 to 2025. Existing

Existing infrastructure and route travel patterns sometimes constrain the ability to assign certain vehicle types or vehicles sizes on a given route. For example, hybrid buses and battery-electric buses are taller in height than a standard bus and cannot be assigned to routes that encounter height clearances at overpasses along routes. Similarly, larger vehicles may not be able to be assigned to routes that travel through narrow streets or parking lots.

BPTC assigns vehicles without discrimination for populations to be served, and endeavors to assign vehicles to routes to help ensure that the average age of the fleet serving a route does not consistently exceed 25 percent from the average age of the fleet to ensure a fair and equitable distribution of vehicles throughout the BPTC service area.

#### On-Time Performance

On-time performance standards have been created to ensure BPTC provides reliable service to the Bloomington community. A vehicle is considered on time when it arrives at a time-point no more than five minutes after the scheduled time, and departs no earlier than the scheduled time. A vehicle is considered late when it arrives over five minutes after the scheduled time at a specified time-point, and it is considered early if it departs at any point before the scheduled time.

Each month, BPTC staff compile a route-by-route summary of on-time performance. The report depicts the amount of on-time, early, and late arrivals/departures as a percentage of total travel points. Any route that is consistently not meeting the on-time performance criteria of  $\pm 20$  percent of the overall on-time percentage will be evaluated through AVL on-time performance checks, operator interviews, and/or passenger surveys. After an evaluation is conducted, remedial actions will be recommended, including considering additional vehicles, headway and schedule adjustments, and operator performance reviews.

#### Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area. Measuring service availability helps to ensure that BT fixed routes are accessible to as many people as possible. BPTC strives to provide some level of transit access for all those within its service area, and to serve all major destinations. BPTC strives to provide a bus stop with access to the fixed route network within .25mi of all residences. Destinations with high densities of employment, shopping, recreational and other attractions are considered 'trip generators' and are prioritized for transit service to ensure that transit service is useful to as many people as possible. Examples of high-density destinations include: IU campus and other education destinations, shopping centers, and employment campuses. Other destinations are prioritized based upon the importance of services provided, including: hospitals and medical offices, social service agencies, and government centers. These destinations may generate comparatively fewer trips, but transportation access to their services is considered critical by BPTC. Figure 9 depicts fixed route service availability within BPTC's service area, overlaid upon total population by census tracts.

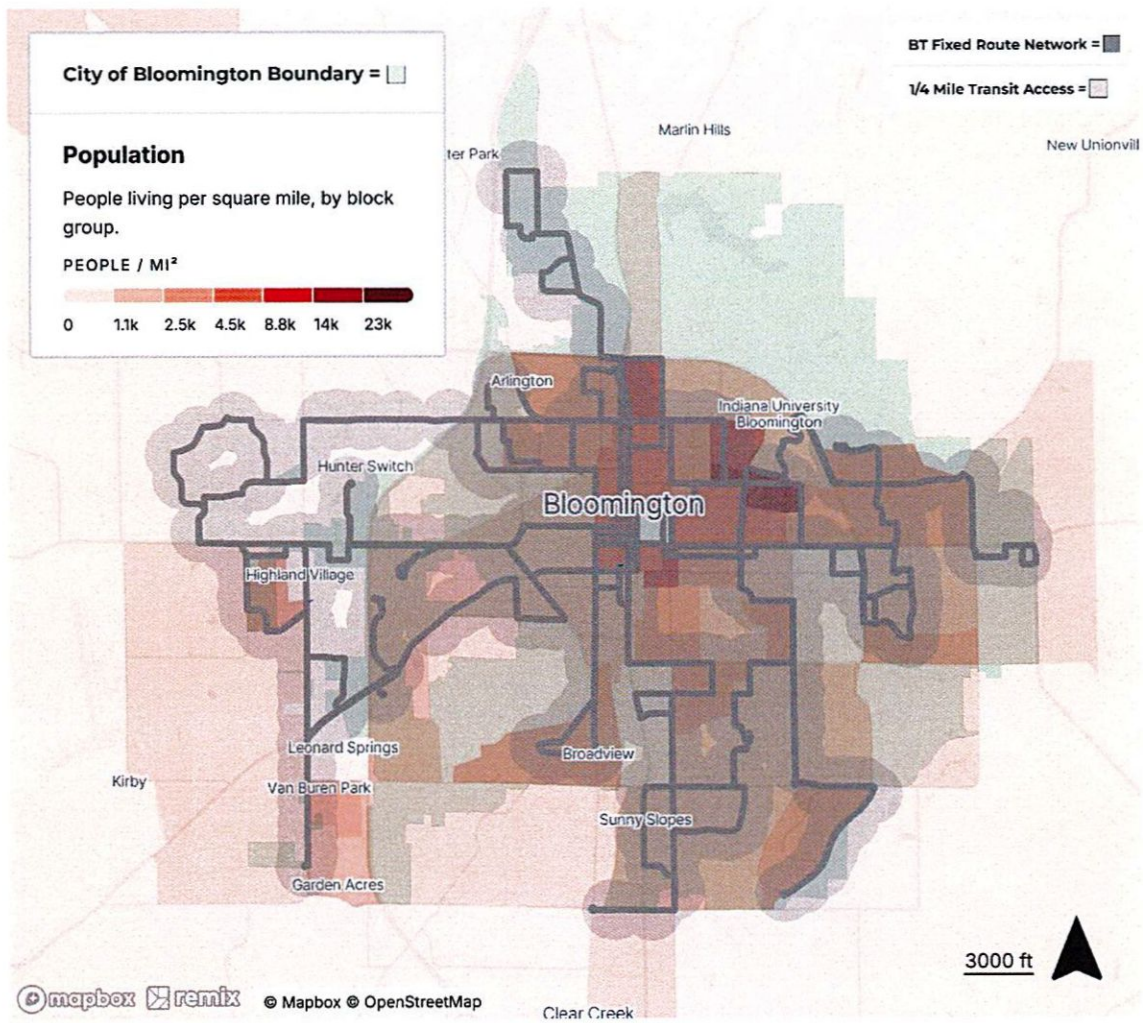


Figure 9: Fixed route service availability, BPTC



## Appendix B: List of Title VI Complaints

	<b>Date</b>	<b>Summary</b>	<b>Status</b>	<b>Action(s) Taken</b>
Investigations	None	None	None	None
Lawsuits	None	None	None	None
Complaints	None	None	None	None

## Appendix C: Public Participation Policy Resolution

### RESOLUTION 19-11

#### **A RESOLUTION UPDATING THE PROCESS FOR OBTAINING AND CONSIDERING PUBLIC COMMENT REGARDING PROPOSED INCREASES IN THE BASIC FARE STRUCTURE OR MAJOR SERVICE REDUCTIONS OF BLOOMINGTON TRANSIT OR BT ACCESS**

WHEREAS, Bloomington Public Transportation Corporation (BPTC) provides public transit service for the Bloomington community, including Bloomington Transit (BT) fixed route bus service and BT Access demand-response service; and

WHEREAS, BPTC values public participation in its decision-making related to levels of transit service and, in cases of fare increases and major service reductions, is required by the Federal Transit Administration to provide opportunities for public input; and

WHEREAS, BPTC is committed to provide the public with early notification and ample opportunity to comment on any increases to fixed route or BT Access fares or major service reductions; and

WHEREAS, BPTC seeks to revisit its public comment policy established through Resolution 96-02 to incorporate current best practices and evolving methods of communication,

NOW, THEREFORE, BE IT RESOLVED, by the BPTC Board of Directors that the following public comment policy regarding fare increases, and major service reductions be adopted by the BPTC to take effect upon its passage:

#### DEFINITIONS

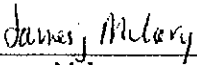
- *'Fare increase'* means any increase to the published basic fare structure of fixed route service and/or BT Access.
- *'Major service reduction'* means a service change that results in the reduction of 10% or greater in scheduled annual revenue service hours for any BT fixed route, or a service change that results in the elimination of 10% or greater in directional route miles for any BT fixed route, or a reduction of 10% or greater to the daily span of hours or service coverage area for BT Access.
- *'Directional route-miles'* means the combined mileage in each direction over which a fixed route operates in revenue service.

PROCESS FOR OBTAINING AND CONSIDERING PUBLIC COMMENT  
REGARDING FARE INCREASES OR MAJOR SERVICE REDUCTIONS

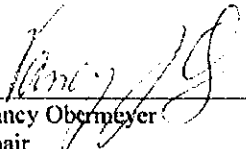
- *Announcement and comment period:* BPTC shall announce any proposed fare increases or major service reductions a minimum of 30 days prior to adoption. The announcement shall include a request for public comments. BPTC shall announce proposed major service changes, request public comments, and define the duration of the comment period by general press release, which shall be published on the BT website. BPTC shall allow public comment related to the changes to be submitted for the duration of the comment period prior to adoption.
- *Public meetings:* during the 30 days prior to proposed adoption, BPTC shall hold a minimum of one public meeting to describe proposed major service changes, provide reasoning for proposed changes, and to solicit public comment. Public meetings shall be conducted in a location accessible to persons with disabilities, and accessible by BT fixed route service. Based upon the scope of proposed major service changes, BPTC may determine to conduct multiple public meetings. If BPTC determines to hold multiple public meetings, the locations and/or start-times for those meetings shall be varied to attract more of the Bloomington community.
- *Public notice and advertisement:* BPTC shall submit a public notice of meetings to the *Bloomington Herald-Times*, to be published at least 10 days prior to the first public meeting; additionally, BPTC shall advertise public meetings regarding fare increases or major service reductions on the BT website at least 10 days prior to each meeting.
- *Consideration of public comments:* Any comments received through public meetings or public comment period shall be presented to the BPTC Board of Directors prior to a final decision regarding fare increases or major service reductions. Public comments shall be considered by the BPTC Board of Directors taking into account the potential impact of fare increases or major service reductions upon riders and the community.

ATTEST:

APPROVE:

  
\_\_\_\_\_  
James McLary  
Secretary  
Bloomington Public  
Transportation Corporation

10-15-19

  
\_\_\_\_\_  
Nancy Obermeyer  
Chair  
Bloomington Public  
Transportation Corporation

10-15-19

## Appendix D: Language Line Assistive Services



### Language Lists

#### Phone Interpreting Languages

Some languages may not be available at the time of your call. Not all languages are available in all regions. Additional languages and dialects may be available. Rare languages may require additional interpreter connect time or may require an appointment. If you have a question regarding language availability, please contact your Account Executive or Customer Care.

Acholi	Duala	Jamaican Patois	Mbay	Sicilian
Afar	Dutch	Japanese	Mien	Sinhala
Afrikaans	Dzongkha	Jarai	Mirpuri	Slovak
Akan	Edo	Javanese	Mixteco	Slovene
Akateko	Ekegusii	Jingpho	Mizo	Soga
Albanian	Estonian	Jinyu	Mnong	Somali
Amharic	Ewe	Juba Arabic	Mongolian	Soninke
Anuak	Farsi	Jula	Moroccan Arabic	Sorani
Apache	Fijian	Kaba	Mortlockese	Spanish
Arabic	Fijian Hindi	Kamba	Napolitano	Sudanese Arabic
Armenian	Finnish	Kanjobal	Navajo	Sunda
Assyrian	Flemish	Kannada	Nepali	Susu
Azerbaijani	French	Karen	Ngambay	Swahili
Bahasa	French Canadian	Kashmiri	Nigerian Pidgin	Swedish
Bahdini	Fukienese	Kayah	Norwegian	Sylheti
Bahnar	Fulani	Kazakh	Nuer	Tagalog
Bajuni	Fuzhou	Kham	Nupe	Taiwanese
Bambara	Ga	Khana	Nyanja	Tajik
Bantu	Gaddang	Khmer	Nyoro	Tamil
Barese	Gaelic-Irish	K'iche'	Ojibway	Telugu
Basque	Gaelic-Scottish	Kikuyu	Oromo	Thai
Bassa	Garre	Kimiri	Pampangan	Tibetan
Belorussian	Gen	Koho	Papiamento	Tigré
Bemba	Georgian	Korean	Pashto	Tigrigna
Benaadir	German	Krahn	Plautdietsch	Toishanese
Bengali	German Penn. Dutch	Krio	Pohnpeian	Tongan
Berber	Gheg	Kunama	Polish	Tooro
Bosnian	Gokana	Kurmanji	Portuguese	Trique
Bravanese	Greek	Kyrgyz	Portuguese Brazilian	Turkish
Bulgarian	Gujarati		Portuguese Cape Verdean	Turkmen
Burmese	Gulay	Laotian	Pugliese	Tzotzil
Cantonese	Gurani	Latvian	Pulaar	Ukrainian
Catalan	Haitian Creole	Liberian Pidgin English	Punjabi	Urdu
Cebuano	Hakka China	Lingala	Putian	Uyghur
Chaldean	Hakka Taiwan	Lithuanian	Quechua	Uzbek
Chamorro	Hassaniyya	Luba-Kasai	Quichua	Vietnamese
Chaochow	Hausa	Luganda	Rade	Visayan
Chin Falam	Hawaiian	Luo	Rakhine	Welsh
Chin Hakha	Hebrew	Maay	Rohingya	Wodaabe
Chin Mara	Hiligaynon	Macedonian	Romanian	Wolof
Chin Matu	Hindi	Malay	Rundi	Yemeni Arabic
Chin Senthang	Hindko	Malayalam	Russian	Yiddish
Chin Tedim	Hmong	Maltese	Rwanda	Yoruba
Chipewyan	Hunanese	Mam	Samoan	Yunnanese
Chuukese	Hungarian	Mandarin	Sango	Zapoteco
Cree	Icelandic	Mandinka	Seraiki	Zarma
Croatian	Igbo	Maninka	Serbian	Zo
Czech	Ilocano	Manobo	Shanghainese	Zyphé
Danish	Indonesian	Marathi	Shona	
Dari	Inuktitut	Marka	Sichuan Yi	
Dewoin	Italian	Marshallese		
Dinka	Jakartanese	Masalit		

#### FOR MORE INFORMATION

[www.LanguageLine.com](http://www.LanguageLine.com) / 1-800-752-6096

© 2019 LanguageLine Solutions®. All rights reserved. 4-29-19 | [www.LanguageLine.com](http://www.LanguageLine.com)

Enabling Communication in Any Situation.™

[www.LanguageLine.com](http://www.LanguageLine.com)



### Translation and Localization Top Requested Languages

More than 200 languages and dialects are available.

Afrikaans	Farsi	Khmer	Serbian
Albanian	Finnish	Korean	Sinhalese
Amharic	French (Belgian)	Laotian	Slovak
Arabic	French (Canadian)	Latvian	Somali
Bahasa	French (Euro)	Lithuanian	Spanish (Iberian)
Bengali	German	Macedonian	Spanish (Latin)
Bosnian	Greek	Malay	Sudanese Arabic
Dravinese	Gujarati	Malayalam	Swedish
Bulgarian	Haitian Creole	Mandinka	Tagalog
Catalan	Hebrew	Marathi	Tamil
Chinese (Simplified)	Hindi	Norwegian	Telegu
Chinese (Trad-HK)	Hmong	Oromo	Thai
Chinese (Traditional)	Hungarian	Polish	Turkish
Croatian	Icelandic	Portuguese	Ukrainian
Czech	Italian	Punjabi	Urdu
Danish	Japanese	Romanian	Vietnamese
Dutch	Javanese	Russian	
Estonian	Kashmiri		
Euro English	Kazakh		

#### FOR MORE INFORMATION

[www.LanguageLine.com](http://www.LanguageLine.com) / 1-888-763-3364

### LanguageLine InSight Video Interpreting® Languages

Video interpreting is offered in the top 36 most requested languages including American Sign Language. Audio-only interpreting is also available in 240 languages.

Albanian	Greek	Korean	Romanian
American Sign Language	Haitian Creole	Laotian	Russian
Arabic	Hebrew	Lithuanian	Somali
Armenian	Hindi	Malay	Spanish
Bengali	Hmong	Mandarin	Tagalog
Burmese	Italian	Nepali	Thai
Cantonese	Japanese	Polish	Turkish
Farsi	Koren	Portuguese	Vietnamese
French	Khmer	Punjabi	
German			

#### FOR MORE INFORMATION

[www.LanguageLine.com](http://www.LanguageLine.com) / 1-800-752-6096

**RESOLUTION 25-23**  
**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN THE CITY OF BLOOMINGTON ENGINEERING DEPARTMENT**  
**AND THE BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION**  
**FOR CONTRIBUTION OF CONSTRUCTION FEES RELATED TO THE**  
**WEST 2ND STREET MODERNIZATION AND SAFETY IMPROVEMENT PROJECT**

**WHEREAS**, the City of Bloomington, Indiana ("City"), pursuant to statutory authority set out in Indiana Code Section 36-4-9-4, has established an Engineering Department ("Engineering") which acts by and through the City's Board of Public Works ("BPW") and, pursuant to statutory authority set out in Indiana Code Section 36-9-4-10, has established the Bloomington Public Transportation Corporation ("BT") which acts by and through its Board of Directors;

**WHEREAS**, Engineering is engaged in the design of roadway, bicycle lane, sidewalk, curb ramp, traffic signal, intersection, bus stop, storm sewer, street lighting, landscaping, and other various improvements to West 2nd Street between South Patterson Drive and South Walnut Street within the incorporated limits of the City ("Project"); and,

**WHEREAS**, as part of the Project, Engineering and BT have coordinated on the design of six accessible bus stops that will serve current and future BT bus routes; and,

**WHEREAS**, at BT's request, Engineering has improved the design of four of the bus stops to provide accessible, level-boarding bus stops that better accommodate transit riders with various mobility needs as well as accommodate future Bus Rapid Transit bus routes and associated infrastructure; and,

**WHEREAS**, the City intends to construct the Project at an estimated cost of \$7,001,006.30; and,

**WHEREAS**, a portion of the construction cost may be eligible for federal funding through the Surface Transportation Block Grant Program, Transportation Alternatives Program, Carbon Reduction Program, Promoting Resilient Operations for Transformative, Efficient, and Cost-saving Transportation Program, and Highway Safety Improvement Program estimated at a total amount of \$4,112,496.00; and,

**WHEREAS**, the City intends to fund the remainder of the project from local funding sources ("Local Match"); and,

**WHEREAS**, the Local Match must be paid to the Indiana Department of Transportation on or near the Project's letting date currently scheduled for September 10, 2025, and City will cover the BT contribution and; and,

**WHEREAS**, BT agrees that the bus stops constructed as part of the Project provide a benefit to BT and to its transit users.

**NOW, THEREFORE**, in consideration of the mutual covenants, herein contained, the parties hereto agree as follows:



**Monthly Management Report 2025**  
**Bloomington Public Transportation Corporation**  
**Monthly Statistics and Performance Indicators**

Fixed Route:	January	February	March	April	May	June	July	August	September	October	November	December	YTD
<i>Total Passengers</i>	203,470	266,171	214,044	267,785	115,789	86,150	91,190	151,436					1,396,035
<i>Revenue Miles</i>	81,936	84,612	85,906	92,269	77,687	70,041	72,903	77,509					642,863
<i>Total Miles</i>	83,831	86,440	87,486	94,486	79,454	71,926	74,021	79,471					657,114
<i>Revenue Hours</i>	7,603	8,027	7,997	8,630	7,057	6,334	6,497	7,046					59,192
<i>Total Hours</i>	8,243	8,718	8,472	9,236	7,525	6,680	6,972	7,774					63,620
<i>Revenue</i>	\$195,383	\$192,700	\$225,917	\$208,270	\$207,006	\$171,721	\$41,757	\$116,235					1,358,989
<i>Road Calls</i>	8	10	13	18	7	10	9	0					75
<i>Collision Accidents</i>	6	2	2	8	4	2	1	1					26
<i>On Time Performance</i>	71.9%	71.6%	72.4%	70.9%	73.3%	79.8%	79.4%	70.5%					73.7%
<i>PM Inspection OT %</i>	100%	100%	100.0%	100%	100%	100%	100%	100%					100.0%
Paratransit:	January	February	March	April	May	June	July	August	September	October	November	December	YTD
<i>Total Passengers</i>	1,931	2,089	2,290	2,446	2,253	1,977	2,186	2,192					17,364
<i>Revenue Miles</i>	8,482	8,890	9,900	10,563	9,404	8,411	9,132	9,489					74,271
<i>Total Miles</i>	9,359	9,686	10,956	11,533	10,556	10,672	11,587	11,185					85,534
<i>Revenue Hours</i>	787	752	886	915	881	805	867	896					6,789
<i>Total Hours</i>	975	914	1,066	1,124	1,101	1,190	1,270	1,177					8,817
<i>Revenue</i>	\$2,335	\$4,568	\$3,209	\$4,211	\$3,599	\$3,628	\$3,586	\$4,433					29,569
<i>Road Calls</i>	0	0	0	0	0	0	0	0					0
<i>Collision Accidents</i>	1	0	0	1	0	0	0	1					3
<i>On Time Performance</i>	92.1%	91.2%	94.7%	92.4%	94.8%	94.9%	95.7%	92.6%					93.5%
<i>PM Inspection OT %</i>	100%	100%	100%	100%	100%	100%	100%	100%					100.0%
<i>Trip Denials</i>	0	0	0	0	0	0	0	0					0
<i>Missed Trips</i>	0	0	0	0	0	0	0	1					1
<i>Excessive Long Trips</i>	2	0	0	3	0	2	0	1					8

**BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION**  
**Ridership & Productivity By Route**  
**Aug-25**

Route	2025								2024				
	Total Passengers	Revenue Hours	Revenue Miles	Passengers Per Hour	Passengers Per Mile	Total Passengers	Revenue Hours	Revenue Miles	Passengers Per Hour	Passengers Per Mile			
1 BHS North	4,680	-32.8%	380.05	4,735.18	12.31	-31.4%	0.99	-29.3%	6,968	387.91	4,982.75	17.96	1.40
2 South Rogers/Countryview	5,331	-9.0%	287.73	3,277.70	18.53	2.7%	1.63	-4.8%	5,858	324.58	3,428.64	18.05	1.71
2 West 11th St	5,116	-25.2%	397.28	4,117.72	12.88	-28.8%	1.24	-32.0%	6,837	378.15	3,740.40	18.08	1.83
3 East College Mall	23,204	-19.3%	759.54	8,815.59	30.55	-17.7%	2.63	-13.6%	28,769	775.02	9,446.12	37.12	3.05
3 West Highland Village/Curry Pi	10,684	-15.7%	767.52	9,041.09	13.92	-17.3%	1.18	-5.3%	12,672	753.27	10,151.79	16.82	1.25
4 South High Street	3,552	2.0%	303.71	3,905.78	11.70	10.4%	0.91	5.5%	3,484	328.99	4,042.07	10.59	0.86
4 West Bloomfield Rd	4,628	42.9%	445.07	5,846.27	10.40	47.5%	0.79	48.5%	3,239	459.41	6,075.59	7.05	0.53
5 Sare Road	4,496	-17.1%	350.04	3,730.81	12.84	-14.8%	1.21	-14.7%	5,421	359.59	3,837.59	15.08	1.41
6 Campus Shuttle	39,294	-10.6%	976.62	9,560.36	40.23	-13.9%	4.11	-8.7%	43,952	940.37	9,761.62	46.74	4.50
7 S Walnut/Clear Creek	10,199	7.8%	715.04	9,392.04	14.26	8.0%	1.09	8.7%	9,462	716.70	9,467.15	13.20	1.00
9 IU Campus/Campus Corner	28,750	-19.1%	784.29	6,389.02	36.66	-17.5%	4.50	-3.0%	35,518	799.74	7,656.53	44.41	4.64
9 Limited	2,234	-49.8%	59.64	547.97	37.46	104.1%	4.08	103.6%	4,451	242.58	2,222.38	18.35	2.00
11 W 17th	3,097	-23.0%	450.37	3,633.28	6.88	-31.7%	0.85	-22.3%	4,024	399.51	3,666.00	10.07	1.10
12 N Walnut	3,580	-11.0%	57.75	552.05	61.99	-8.7%	6.48	-5.3%	4,024	59.25	587.58	67.92	6.85
13 Park 48/Ivy Tech*	1,198	.	247.99	3,424.03	4.83	.	0.35	.	.	.	.	.	.
14 Muller Park	1,393	-36.0%	63.85	540.01	21.82	-36.6%	2.58	-35.3%	2,178	63.32	546.24	34.40	3.99
<b>Total</b>	<b>151,436</b>	<b>-14.4%</b>	<b>7,046</b>	<b>77,509</b>	<b>21.49</b>	<b>-15.1%</b>	<b>1.95</b>	<b>-12.0%</b>	<b>176,857</b>	<b>6,988</b>	<b>79,612</b>	<b>25.31</b>	<b>2.22</b>
<b>Year-to-Date Total</b>	<b>1,396,035</b>	<b>-6.4%</b>	<b>45,800</b>	<b>495,134</b>	<b>30.48</b>	<b>-8.6%</b>	<b>2.82</b>	<b>-7.2%</b>	<b>1,491,077</b>	<b>44,695</b>	<b>490,869</b>	<b>33.36</b>	<b>3.04</b>

\*New service on 01/02/2025

# Bloomington Public Transportation Corporation

## Monthly Statistics and Performance Indicators

<b>Safety</b>													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD Total
<b>Accidents</b>													
<b>Fixed Route</b>													
2025 Collision Accidents	6	2	2	8	4	2	1	1					26
2024 Collision Accidents	4	1	7	3	3	3	3	5					29
2024-2025 Change	2	1	-5	5	1	-1	-2	-4					-3
2025 Collision Rate (Per 100k mi)	7.32	2.36	2.33	8.67	5.15	2.86	1.37	1.29					4.04
2024 Collision Rate (Per 100k mi)	4.69	1.26	8.36	3.39	4.02	4.36	4.04	6.28					4.57
<b>Fixed Route</b>													
2025 Preventable Accidents	2	1	2	7	4	2	0	1					19
2024 Preventable Accidents	0	0	5	1	3	3	3	3					18
2024-2025 Change	2	1	-3	6	1	-1	-3	-2					1
2025 Preventables Rate (Per 100k mi)	2.44	1.18	2.33	7.59	5.15	2.86	-	1.29					2.96
2024 Preventables Rate (Per 100k mi)	-	-	5.97	1.13	4.02	4.36	4.04	3.77					2.84
<b>BT Access</b>													
2025 Collision Accidents	1	0	0	1	0	0	0	1					3
2024 Collision Accidents	2	0	0	3	0	0	0	2					7
2024-2025 Change	-1	0	0	-2	0	0	0	-1					-4
2025 Collision Rate (Per 100k mi)	11.79	-	-	9.47	-	-	-	10.54					4.04
2024 Collision Rate (Per 100k mi)	14.69	-	-	27.71	-	-	-	17.33					7.95
<b>BT Access</b>													
2025 Preventable Accidents	1	0	0	0	0	0	0	0					1
2024 Preventable Accidents	2	0	0	0	0	0	0	2					4
2024-2025 Change	-1	0	0	0	0	0	0	-2					-3
2025 Preventables Rate (Per 100k mi)	11.79	-	-	-	-	-	-	-					1.35
2024 Preventables Rate (Per 100k mi)	14.69	-	-	-	-	-	-	17.33					4.54
<b>Roadcalls</b>													
<b>Fixed Route</b>													
2025 Roadcalls	8	10	13	18	7	10	9	0					75
2024 Roadcalls	14	10	12	6	4	9	8	2					65
2024-2025 Change	-6	0	1	12	3	1	1	-2					10
2025 Roadcalls (Per 100k mi)	9.76	11.82	15.13	19.51	9.01	14.28	12.35	-					11.67
2024 Roadcalls (Per 100k mi)	16.41	12.58	14.33	6.78	5.36	13.08	10.79	2.51					10.25
<b>BT Access</b>													
2025 Roadcalls	0	0	0	0	0	0	0						0
2024 Roadcalls	0	0	0	0	1	0	0	0					1
2024-2025 Change	0	0	0	0	-1	0	0						-1
2025 Roadcalls (Per 100k mi)	-	-	-	-	-	-	-	-					-
2024 Roadcalls (Per 100k mi)	-	-	-	-	9.14	-	-						1.14

# Bloomington Public Transportation Corporation

## Monthly Statistics and Performance Indicators

<b>Ridership</b>													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD Total
<b>Fixed Route</b>													
2025 Passenger Trips	203,470	266,171	214,044	267,785	115,789	86,150	91,190	151,436					1,396,035
2024 Passenger Trips	252,380	289,453	230,242	265,328	103,263	85,340	88,214	176,857					1,491,077
2024-2025 Change	-48,910	-23,282	-16,198	2,457	12,526	810	2,976	-25,421					-95,042
2024-2025 Percent Change	-19%	-8%	-7%	1%	12%	1%	3%	-14%					-6%
2025 Revenue Hours	7,603	8,027	7,997	8,630	7,057	6,334	6,497	7,046					59,192
2024 Revenue Hours	8,382	7,403	7,463	8,009	6,407	6,025	6,448	6,988					57,125
2025 Passengers Per Rev Hour	26.76	33.16	26.77	31.03	16.41	13.60	14.04	21.49					23.58
2024 Passengers Per Rev Hour	30.11	39.10	30.85	33.13	16.12	14.16	13.68	25.31					26.10
2025 Revenue Miles	81,936	84,612	85,906	92,269	77,687	70,041	72,903	77,509					642,863
2024 Revenue Miles	85,299	79,474	83,768	88,541	74,665	68,812	74,176	79,612					634,347
2025 Passengers Per Rev Mile	2.48	3.15	2.49	2.90	1.49	1.23	1.25	1.95					2.17
2024 Passengers Per Rev Mile	2.96	3.64	2.75	3.00	1.38	1.24	1.19	2.22					2.35
<b>BT Access</b>													
2025 Passenger Trips	1,931	2,089	2,290	2,446	2,253	1,977	2,186	2,192					17,364
2024 Passenger Trips	2,886	2,754	2,709	2,863	2,750	2,671	2,452	2,739					21,824
2024-2025 Change	-955	-665	-419	-417	-497	-694	-266	-547					-4,460
2024-2025 Percent Change	-33%	-24%	-15%	-15%	-18%	-26%	-11%	-20%					-20%
2025 Revenue Hours	787	752	886	915	881	805	867	896					6,789
2024 Revenue Hours	1,297	1,066	1,025	1,125	1,038	992	929	955					8,427
2025 Passengers Per Rev Hour	2.45	2.78	2.58	2.67	2.56	2.46	2.52	2.45					2.56
2024 Passengers Per Rev Hour	2.23	2.58	2.64	2.54	2.65	2.69	2.64	2.87					2.59
2025 Revenue Miles	8,482	8,890	9,900	10,563	9,404	8,411	9,132	9,489					74,271
2024 Revenue Miles	13,616	10,897	10,159	10,825	10,942	10,090	9,986	11,538					88,053
2025 Passengers Per Rev Mile	0.23	0.23	0.23	0.23	0.24	0.24	0.24	0.23					0.23
2024 Passengers Per Rev Mile	0.21	0.25	0.27	0.26	0.25	0.26	0.25	0.24					0.25
<b>Total Ridership</b>													
2025 Passenger Trips	205,401	268,260	216,334	270,231	118,042	88,127	93,376	153,628					1,413,399
2024 Passenger Trips	255,266	292,207	232,951	268,191	106,013	88,011	90,666	179,596					1,512,901
2024-2025 Change	-49,865	-23,947	-16,617	2,040	12,029	116	2,710	-25,968					-99,502
2024-2025 Percent Change	-20%	-8%	-7%	1%	11%	0%	3%	-14%					-7%

## Bloomington Public Transportation Corporation 2025 Uber and Lyft On-Demand Monthly Summary

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		<b>2025</b>											
Late Nite Rides	Active Users	733	896	869	1,050	973	690	539	669				
	Avg Subsidy	\$ 8.56	\$ 8.14	\$ 7.38	\$ 7.41	\$ 8.33	\$ 8.94	\$ 8.57	\$ 8.70				
	Total Subsidy	\$ 17,154	\$ 20,822	\$ 18,977	\$ 24,192	\$ 39,316	\$ 25,938	\$ 12,504	\$ 15,643				
	Trips	2,004	2,558	2,571	3,265	4,721	2,903	1,459	1,799				
Fixed Route Cancellation / Emergency Service trips	10,172	-	23	-	-	-	-	-	-				
	\$ 113,466	\$ -	\$ 157	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
2025 Dispatched Trips		143	245	122	181	92	79	75	107				
2025 Dispatched Total Subsidy		\$ 1,888	\$ 2,955	\$ 1,387	\$ 2,101	\$ 1,196	\$ 907	\$ 879	\$ 1,281				
2025 Avg Dispatched Subsidy		\$ 13.21	\$ 12.06	\$ 11.37	\$ 11.61	\$ 13.00	\$ 11.48	\$ 11.71	\$ 11.98				
2024 Dispatched Trips		9	14	4	42	12	28	75	78				
2024-2025 Change		1489%	1650%	2950%	331%	667%	182%	0%	37%				
<b>2025 Total Trips</b>		<b>12,319</b>	<b>2,803</b>	<b>2,716</b>	<b>3,446</b>	<b>4,813</b>	<b>2,982</b>	<b>1,534</b>	<b>1,906</b>				
<b>2025 Total Cost</b>		<b>\$ 132,508.04</b>	<b>\$ 23,777.06</b>	<b>\$ 20,520.68</b>	<b>\$ 26,292.77</b>	<b>\$ 40,511.98</b>	<b>\$ 26,845.41</b>	<b>\$ 13,382.87</b>	<b>\$ 16,924.67</b>				

		<b>2024</b>											
Late Nite Rides	2024 Active Users	1,315	1,616	1,706	1,917	1,102	643	389	586				
	2024 Avg Subsidy	\$ 7.48	\$ 7.42	\$ 7.00	\$ 7.56	\$ 6.92	\$ 8.31	\$ 8.24	\$ 8.26				
	2024 Total Subsidy	\$ 27,256	\$ 34,854	\$ 36,536	\$ 43,375	\$ 18,319	\$ 14,860	\$ 8,667	\$ 12,929				
	2024 Trips	3,642	4,699	5,220	5,736	2,648	1,789	1,052	1,565				
<b>2024 Total Trips</b>		<b>3,651</b>	<b>4,713</b>	<b>5,224</b>	<b>5,778</b>	<b>2,660</b>	<b>1,817</b>	<b>1,127</b>	<b>1,643</b>				
2024 - 2025 % Trip Change		237.4%	-40.5%	-48.0%	-40.4%	80.9%	64.1%	36.1%	16.0%				
<b>2024 Total Cost</b>		<b>\$ 27,255.52</b>	<b>\$ 34,853.57</b>	<b>\$ 36,536.40</b>	<b>\$ 43,375.31</b>	<b>\$ 18,319.09</b>	<b>\$ 14,860.15</b>	<b>\$ 8,666.72</b>	<b>\$ 12,928.99</b>				
2024 - 2025 % Cost Change		386.2%	-31.8%	-43.8%	-39.4%	121.1%	80.7%	54.4%	30.9%				



Year-to-date Uber + Lyft trips: **32,519**

Year-to-date Uber + Lyft spend: **\$ 300,763.48**

**BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION  
FINANCIAL NARRATIVE FOR THE MONTH ENDING  
AUGUST 31, 2025**

**Operating Expenses**

Operating expenses for August totaled \$976,164. Salary and Fringe benefits expense for August were \$602,031. This represents a 16% increase from July due to no health insurance premium paid in July. Materials and Supplies for August were \$98,445. This reflects an increase from July due to the timing of parts and supplies purchased and their usage. Services and Utilities expense for the month totaled \$275,708. This represents an increase of 30% from July due to Remix software annual professional fee of \$39,000; Hanson services for \$29,375, and several bus repair invoices. BT has spent 55% of the 2025 operating expense budget with 67% of the year completed.

**Operating Revenues**

Operating revenues for August totaled \$582,484 bringing year-to-date operating revenues to \$10,758,287.

**Capital Expenditures**

During August, BPTC had capital expenses for fare collection, tires, computers, bus wraps, and a transmission rebuild.

**Operating Cash Balance**

August 31, 2025	August 31, 2024	Change
\$17,425,372	\$17,420,386	\$4,986 increase

**BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION  
SUMMARY OF REVENUES AND EXPENSES  
FOR THE PERIOD ENDED AUGUST 31, 2025**

	MONTH ENDING 8/31/2025	PERCENT OF ANNUAL BUDGET	YTD	ANNUAL BUDGET PLUS ENCUMBRANCES/ ADD'L APPROP.	PERCENT OF ANNUAL BUDGET USED
<b>Operating Expenses:</b>					
Salary and Fringe Benefits	\$ 602,031	7%	\$ 4,930,946	8,732,900	56%
Materials and Supplies	98,445	5%	715,946	1,790,000	40%
Services and Utilities	275,708	9%	1,894,181	3,116,897	61%
<b>Total Operating Expenses</b>	<b>976,184</b>	<b>7%</b>	<b>7,541,073</b>	<b>13,639,797</b>	<b>55%</b>
<b>Operating Revenues:</b>					
Local Tax Revenue	59,304	1%	1,467,129	6,211,412	24%
Fare Revenue	120,668	5%	1,388,559	2,345,004	59%
Other Locally Derived Revenue	72,512	1%	4,454,719	7,266,030	61%
<b>Total Locally Derived Revenue</b>	<b>252,484</b>	<b>2%</b>	<b>7,310,407</b>	<b>15,822,446</b>	<b>46%</b>
Federal Operating Grants	330,000	14%	840,000	2,389,981	35%
State Operating Grants (PMTF)	-	0%	2,607,880	2,607,880	100%
<b>Total Operating Revenues</b>	<b>582,484</b>		<b>10,758,287</b>	<b>20,820,307</b>	
Operating Gain/(Loss)	(393,700)		3,217,214		
Federal Capital Grants	-	0%	9,563,257	25,656,647	37%
State Capital Grants	-	0%	-	522,499	0%
Transfer from Capital Reserve	-	0%	-	-	0%
Revenue from Capital Grants/Reserve	-	0%	9,563,257	26,179,146	37%
<b>Capital Expenditures:</b>	<b>93,358</b>	<b>0%</b>	<b>13,315,096</b>	<b>33,359,656</b>	<b>40%</b>
Capital Gain/(Loss)	(93,358)		(3,751,839)		
<b>Net Gain/(Loss)</b>	<b>(487,058)</b>		<b>(534,625)</b>		

**BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION  
COMPARATIVE SUMMARY OF REVENUES AND EXPENSES  
FOR THE PERIODS ENDED AUGUST 2024 AND 2025**

	MONTH ENDING 8/31/2025	MONTH ENDING 8/31/2024	% CHANGE	YTD 8/31/2025	YTD 8/31/2024	% CHANGE
<b>Operating Expenses:</b>						
Salary and Fringe Benefits	\$ 602,031	\$584,119	3%	\$ 4,930,946	\$4,664,634	6%
Materials and Supplies	98,445	95,194	3%	715,946	809,141	-12%
Services and Utilities	275,708	233,021	18%	1,894,181	1,428,208	33%
<b>Total Operating Expenses</b>	<b>976,184</b>	<b>912,334</b>	<b>7%</b>	<b>7,541,073</b>	<b>6,901,983</b>	<b>9%</b>
<b>Operating Revenues:</b>						
Local Tax Revenue	59,304	953,397	-94%	1,467,129	1,521,652	-4%
Fare Revenue	120,668	102,167	18%	1,388,559	1,296,214	7%
Other Locally Derived Revenue	72,512	74,733	-3%	4,454,719	4,773,195	-7%
<b>Total Locally Derived Revenue</b>	<b>252,484</b>	<b>1,130,297</b>	<b>-78%</b>	<b>7,310,407</b>	<b>7,591,061</b>	<b>-4%</b>
Federal Operating Grants	330,000	-	#DIV/0!	840,000	360,000	133%
State Operating Grants (PMTF)	-	-	0%	2,607,880	2,607,880	0%
<b>Total Operating Revenues</b>	<b>582,484</b>	<b>1,130,297</b>	<b>-48%</b>	<b>10,758,287</b>	<b>10,558,941</b>	<b>2%</b>
Operating Gain/(Loss)	(393,700)	217,963		3,217,214	3,656,958	
Federal Capital Grants	-	-	#DIV/0!	9,563,257	1,406,463	580%
State Capital Grants	-	-	0%	-	-	0%
Transfer from Capital Reserve	-	-	0%	-	-	0%
<b>Revenue from Capital Grants/Reserve</b>	<b>-</b>	<b>-</b>	<b>#DIV/0!</b>	<b>9,563,257</b>	<b>1,406,463</b>	<b>580%</b>
<b>Capital Expenditures:</b>	<b>93,358</b>	<b>197,010</b>	<b>-53%</b>	<b>13,315,096</b>	<b>3,469,555</b>	<b>284%</b>
Capital Gain/(Loss)	(93,358)	(197,010)		(3,751,839)	(2,063,092)	
<b>Net Gain/(Loss)</b>	<b>(487,058)</b>	<b>20,953</b>		<b>(534,625)</b>	<b>1,593,866</b>	

**Bloomington Public Transportation Corporation**

**Personnel Report**

**AUGUST 2025**

	<b>Monthly New Hires</b>	<b>Monthly Terminations</b>	<b>End of Month Vacancies</b>
<b>Administrative Staff</b>	0	0	1
<b>Fixed Route Drivers</b>	3	2	3
<b>BT Access Drivers</b>	0	0	1
<b>Maintenance</b>	1	0	1
<b>Mechanic</b>	0	0	2
<b>Service Person</b>	0	0	1
<b>Service Attendants</b>	0	0	1
<b>Total</b>	4	1	10

**REGULAR BOARD MEETING  
BLOOMINGTON PUBLIC TRANSPORTATION CORPORATION (BPTC)  
AUGUST 19, 2025 – 5:30 PM.**

**MINUTES**

Vice Chair McDaniel convened the regular meeting of the Board of Directors of the Bloomington Public Transportation Corporation.

Join Zoom Meeting at the following link:

<http://us02web.zoom.us/j/83967178724?pwd=WWY0TjE0WTVHNXdhdTdvaDhKcVpZZz09>

Meeting ID: 839 6717 8724

Passcode: 248581

**One Tap Mobile**

+13017158592,,84028694365#,,,,\*352724# US Washington DC)

+116465588656,,84028694365#,,,,\*352724# US (New York)

**Dial By Your Location**

+1 646 558 8656 US (New York)

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

+1 669 9000 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

Meeting ID: 839 6717 8724

Passcode: 248581

**ROLL CALL**

Board Members and staff present: Vice Chair Kent McDaniel, Board Member Doug Horn, Board Member Don Griffin, Secretary Nancy Obermeyer, General Manager John Connell, Controller Christa Browning, Operations Manager Mike Clark, Human Resource and Marketing Administrator Brenda Underwood, Planning and Special Projects Manager Shelley Strimaitis, Marketing and Development Manager Bryan Fyalkowski.

Members of the Public: There were no members of the public.

The following additional persons were also present via Zoom. Chair James McLary, Justin VanLeeuwen, IU Campus Bus, Andrew Coomer, and Dave Askins,

## OLD BUSINESS

General Manager Connell stated that Phase I of the Phase II environmental study on the subject property has been completed. This phase included a series of ten soil borings for testing. He reported that nine of the ten borings showed no issues. One of the soil borings revealed elevated levels of PCBs. Based on the consultant's recommendation, this finding warrants additional testing. He explained that the plan is to conduct ten more borings. The borings will focus on the identified hot spot and two other areas along the property's perimeter. The goal is to determine the extent and magnitude of any potential contamination. He noted that if the additional borings come back clean or if the PCBs are found to be concentrated in a limited area it will help clarify the scope of any necessary remediation or cleanup.

General Manager Connell said he would recommend approval to move forward with Phase II.

Secretary Obermeyer made a motion to approve Amendment No. 2, Hansen Professional Services Inc., Master PSA Amendment in the amount of \$55,000 for follow up EPA Phase II Study. Board Member Horn seconded the motion. The motion was approved unanimously.

## MINUTES

Board Member Horn made a motion to approve the July 11, 2025 Executive Session Board Minutes. Secretary Obermeyer seconded the motion. The Board approved the motion. Vice Chair McDaniel abstained.

Board Member Horn made a motion to approve the July 22, 2025, Board Minutes. Secretary Obermeyer seconded the motion. The motion was approved unanimously.

## NEW BUSINESS ACTION ITEMS

General Manager Connell stated the 2026 budget was presented at last month's board meeting. He said that no changes have been made to it. He noted the total budget is \$19,383,402.

Budget Class	Proposed 2026 Budget	Approved 2025 Budget	Percent Change
Class I-Personnel	\$9,074,955	\$8,732,900	3.92%
Class II-Materials & Supplies	\$1,584,750	\$1,790,000	-11.47%
Class III-Professional Services	\$3,470,853	\$2,811,575	23.45%
Class IV- Capital	\$5,252,844	\$19,298,159	-72.78%
Total	\$19,383,402	\$32,632,634	-40.60%

General Manager Connell stated the primary factors driving the expense side of the proposed 2026 budget include the following:

- The projects resulting from the City appropriation of local income tax (LIT)
  - Set-aside funds for new facility project, \$3.8 million ED-LIT
  - Hybrid Micro Transit/Same Day Paratransit Service - \$400,000\*
  - Sunday Service - \$300,000\*

- Staff Positions - \$200,000\* - Marketing & Development) (Grant Procurement)
- Fare Subsidy Program - \$75,000\*

\*BPTC funded 2026 ED LIT Funds are earmarked for the local matching funds for the FTA Section 5339 – facility design and construction grant.

- Wage increases were budgeted approximately 4.0 percent higher as we continue to return to pre-pandemic service levels.
- We have \$174,050 included in this budget as “contingency service fund” to be used for new services if opportunities develop in 2026.
- Employee insurance programs are budgeted at an increase of 18.58 percent primarily driven by the anticipation of additional employees and anticipated increase in health (medical) insurance.
- Advertising proposed to increase by \$100,000 in order to fulfill the Boards desire for more aggressive marketing of Bloomington Transit and the Blink programs.
- Liability insurance set to increase 161.17 percent. Premiums increased drastically in 2025.
- Electricity budgeted to increase 215.22 percent to account for the new 16 electric buses put into revenue service.
- Building maintenance proposed to increase \$50,000 to cover incidental maintenance expenses throughout the year.

The assumptions we made with regard to revenues for the preliminary 2026 budget are summarized as follows.

- Property tax increases are governed by the local growth quotient which has been set at 4 percent. We have budgeted a 4 percent increase in property tax revenues. Total projected property tax revenue is set at \$1,741,821.
- Bloomington Public Transportation Corporation local option income taxes are budgeted at \$650,007 for 2026, this amount is subject to change based on final direction from DLGF.
- Passenger fares are budgeted to increase 26.87 percent in 2026. These revenues include general public fare revenues, employer pass program revenues, BT Access fare revenues, and mobile pass revenues. These revenues also include all partnership fares from the four service contracts, Verve, Muller Park, Monroe County, and Atlas.
- Advertising revenues are projected to decrease from \$175,000 to \$80,000 reflecting the Boards decision to decrease the number of full wrapped advertisements on buses.
- The 2026 budget includes Federal Flex and 5307 funds of \$3,898,275 to be used for transit buses, support vehicles, vans and, capitalized preventative maintenance.
- Federal 5307 funds in the amount of \$2,463,300 will be used in the 2026 budget for operating assistance.

- State PMTF funds are budgeted to remain the same as 2025 at \$2,607,880.
- IU contract revenue is budgeted at \$1,251,720, same as 2025.

Secretary Obermeyer made a motion to approve the 2026 Budget. Board Member Horn seconded the motion. The motion was approved by all board members with Chair McLary abstaining.

General Manager Connell presented Resolution 25-19; a resolution declaring BPTC buses and other equipment as scrap and/or surplus, and authorizing the General Manager to dispose of such items in accordance with BPTC Procurement Policies. He stated that one BT Access vehicle and an older copy machine are currently scheduled for disposal.

General Manager Connell added that, late yesterday afternoon, Interim Maintenance Manager Josh Prince informed him of two additional BT Access vehicles that are no longer in service. He explained that the floors of these vehicles are in very poor condition and not worth the time or cost to repair. He requested that these two vehicles also be added to the disposal list and noted they would be suitable for auction. In addition to potentially bringing in a reasonable return, removing them would help free up much needed space. Since the vehicles have reached the end of their useful life, General Manager Connell emphasized the importance of removing them from the property to make room for the arrival of new buses.

Board Member Horn inquired whether all BPTC identifiers would be removed from the buses prior to auction. General Manager Connell confirmed that all identifiers including the paint scheme and lettering will be removed. He noted that there will be no visible association with the organization on the vehicles.

Secretary Obermeyer made a motion to approve Resolution 25-19; a resolution declaring BPTC buses and other equipment scrap and/or surplus and authorizing the BPTC General Manager to dispose of such items in accordance with BPTC Procurement Policies. Chair McLary seconded the motion. The motion was approved unanimously.

General Manager Connell presented Resolution 25-20; a resolution approving agreements between BPTC and Core Spaces, DBA, The Hub, State, and The Rive for transit services. He said in order to accommodate the client the five year service agreement has been split into three separate agreements in order to allocate the cost of the service to each of the apartment complexes. He noted he has included a breakdown of the revenue by apartment complex over the five year period and a copy of one of the agreements.

Board Member Griffin made a motion to approve Resolution 25-20; a resolution approving an agreement between BPTC and Core Spaces, DBA, The Hub, State, and the Rive, for transit services. Secretary Obermeyer seconded the motion. The motion was approved unanimously.

General Manager Connell presented Resolution 25-21; a resolution adopting the revised and updated Agency Safety Plan for the Bloomington Public Transportation Corporation (BPTC). He said the BPTC Agency Safety Plan must be reviewed and updated annually. He said no major changes were made to the plan. He noted the board must formally adopt the plan annually.

Operations Manager Mike Clark stated that the Agency Safety Plan requires an annual review. He reported that only minor changes were made this year. Updates were primarily to dates and the designation of himself as the Chief Safety Officer. He noted that the remainder of the plan remains unchanged.

Secretary Obermeyer made a motion to approve Resolution 25-21; a resolution adopting the revised and updated Agency Safety Plan for the Bloomington Public Transportation Corporation. Board member Griffin seconded the motion. The motion was approved unanimously.

Planning and Special Projects Manager Shelly Strimaitis provided an overview of minor route changes. She noted that the changes will take effect on Monday, August 25, 2025.

General Manager Connell announced the installation of new Ticket Vending Machines as part of the next phase of the electronic fare collection project. He stated that one machine has been installed in the lobby at the Grimes Lane location and two are located at the downtown transfer center. One machine located inside and one located outside accessible 24/7. General Manager Connell noted that these additions are intended to make it as convenient as possible for riders to transition from paying with cash to using the new UMO fare payment system.

General Manager Connell stated that he and Interim Maintenance Manager Josh Prince traveled to Anniston, Alabama for a pre-production meeting at the New Flyer manufacturing plant. He explained that as a new customer New Flyer invites agencies to review all specifications in detail. They went through a list of 717 items one by one to ensure accuracy and alignment. General Manager Connell noted that they also toured the plant, which was very interesting. He added that BPTC has been moved up in the production schedule and the new buses are now expected to be available in time for the fall semester next year.

Planning and Special Projects Manager Shelley Strimaitis reported on ridership for July 2025. She stated that fixed route service provided 91,190 trips. BT Access provided 2186 trips. Additionally, the Blink downtown shuttle recorded 48 riders for the Taste of Bloomington.

Chair McLary noted a positive trend in collision accidents. He commended General Manager Connell and Operations Manager Mike Clark stating that whatever measures they are implementing appear to be effective.

Controller Christa Browning gave an overview of the July 2025 Financial Report.

Human Resources and Marketing Administrator Brenda Underwood reported that two Bus Operators were hired in July. She noted that one of the new drivers is already operating a route full-time, while the other recently obtained their CDL and is currently in route training. She also mentioned that one driver left the organization in July. Looking ahead to August, she said there will be some changes due to a few drivers transferring to other departments. Additionally, she stated that the Chief Safety Officer position remains open and they are actively seeking a candidate to fill the role.

General Manager Connell stated that the 2026 budget includes an increase in salary for the Chief Safety Officer position. He explained that to attract a candidate with significant experience particularly in transit it was necessary to raise the pay for this role.

Board Member Horn stated he attended the August 8, 2025 meeting of the Bloomington Monroe County Metropolitan Planning Organization Policy Committee.

He said Staff shared Indiana House Enrolled Act No. 1509 Chapter 9 which provides guidelines as to disclosure of MPO members and their appointing authorities. He said they also shared a letter from U.S. Secretary of Transportation, Sean Duffy releasing all recipients of US Department of Transportation

Funding from their obligations to comply with certain policies and requirements imposed by the prior administration affecting the Department's Federal financial assistance agreements. He said these releases are in response to various Executive Orders signed by President Trump.

He said additionally, Staff informed the Commission that in May 2025 it approved administrative modifications to four existing projects already in the Transportation Improvement Program; three from the City of Bloomington and one from Monroe County. He said the Indiana Department of Transportation (INDOT) was also made aware of these modifications. He noted in June 2025 it approved two additional administrative modifications to two more projects; one from INDOT and one from Monroe County.

Board Member Horn said Status Reports were then offered on the FY 2026-2030 Bloomington Monroe County Metropolitan Planning Organization Transportation Improvement Program, the FY 2025-2026 Unified Planning Work Program and FY 2024-2028 TIP Projects. He said under New Business, Staff relayed a copy of another letter from Secretary Duffy dated July 1, 2025 introducing a national initiative titled, Safe Arterials for Everyone through Reliable Operations and Distraction-Reducing Strategies to be known as 'SAFE ROADS'. He noted the objective of the initiative is to dramatically reduce future traffic fatalities well below current estimates by developing a list by September 1, 2025, of arterial segments, including intersections, with the highest safety, operational or compliance concerns to be addressed by the end of Fiscal Year 2026. He said this request was directed to each State DOT in coordination with their respective Metropolitan Planning Organizations.

New business continued with the consideration of nine amendments to the BMCMPPO FY 2024-2028 PIP Amendments; two by Monroe County and seven by INDOT. He noted all amendments were approved unanimously including my vote on behalf of the BPTC.

The next meeting of the Committee is scheduled on Friday, September 12, 2025 at 1:30PM in the City of Bloomington Common Council Chamber.

### **CLAIMS**

Secretary Obermeyer made a motion to approve claims for August 19, 2025. Board Member Griffin seconded the motion. The motion was approved unanimously.

### **PUBLIC COMMENTS**

Andrew Coomer inquired whether all the new buses have been delivered. General Manager Connell confirmed that all buses have arrived. Andrew then asked if the only route changes for the fall semester are on routes 6 and 13 and whether more changes are expected. Planning and Special Projects Manager Shelley Strimaitis clarified that routes 6, 9, and 13 are the only ones changing. General Manager Connell added that all updated route information will be available on the Bloomington Public Transportation website this weekend. Andrew also asked whether the new articulated buses will be standard diesel or hybrid models. General Manager Connell responded that they will be standard diesel buses.

### **COMMENTS FROM THE BOARD MEMBERS**

There were no comments from the Board.

**ADJOURNMENT**

Secretary Obermeyer made a motion to adjourn. Board Member Griffin seconded the motion. The board approved unanimously.

**APPROVE:**

**ATTEST:**

\_\_\_\_\_  
08-19-25  
**James McLary, Chair**  
**Board of Directors BPTC**

\_\_\_\_\_  
8-19-25  
**Nancy Obermeyer, Secretary**  
**Board of Directors BPTC**

-