



Community Services Board  
City Council Chambers, City Hall, 612 N. Main Street  
January 9, 2025

**1. Call to Order**

Jay Larson called the January 9th, 2025, Community Services Advisory Board Meeting to order at 10:00am.

**2. Roll Call**

**Members Present:** Jay Larson, Penny Virchow, Wendy Linke, Cole Morgan, Kristi Bitterman, and Jan Quenzer

**Members Absent:** Al Jacklin and Sarah Beckstrom

**Ex-Officio Members Present:** John Doescher

**Staff Present:** Jessica Pickett and Amy Hurt

**3. Approval of the Agenda**

A motion was made by Jan Quenzer second by Cole Morgan to approve the agenda. All members present voting aye, motion carried.

**4. Approve Minutes From Previous Meeting**

A motion was made by Wendy Linke second by Jan Quenzer to approve the last meeting minutes. All members present voting aye, motion carried.

**5. Accounts Receivable Software**

We are transitioning from Quick Books to Incode for our accounts receivable. Incode is currently being used for our timesheets and accounting. With using Incode clients will be able to pay their bill online.

**6. Staffing**

For Transit we have hired 2 part-time bus drivers and 3 part-time van drivers. Jessica will be doing interviews for a Transit Operations Supervisor to replace Andrea. A part-time JVCC Activities Coordinator has been hired to replace Kim.

**7. Scheduling Software**

Homebase will be the new scheduling software used to make schedules, request time off, and clock in and out. It is installed on the tablets, computers, and an app on their phones.

**8. Transit Wait Times**

Wait times continue to be an issue with the new Palace Transit Software. If passengers would schedule their return time instead of having a will call, that would help eliminate the wait times.

If a return ride is not scheduled when the original appointment is made the passenger could wait up to two hours for a ride.

### **9. Driver Training Update**

Some of the training that the Palace Transit Drivers are doing is Winter Weather, Wheelchair Securement, and General Operating Updates.

### **10. State Transit Software**

Palace Transit is switching from Thing Tech to Black Cat for all reporting, grant applications, financials, maintenance, and DOT communication & updates.

### **11. Bus Accident**

On November 25 one of our newer busses, that just had new advertising put on, was involved in an accident. The bus was driving west on 7th street when another vehicle failed to stop at the stop sign on Kimball hitting the passenger side of the bus. There were no injuries, but the bus had to be towed to Dicks and later to Forman's in Miller. They will fix the side of the bus, do body work, and fix the rear axle.

### **12. Snowflakes**

We have collected \$9250.00 in donations to the Adult Nutrition Program. The goal was \$8,872.00, which would be a full meal ticket to 102 clients. We will continue to collect donations all year long.

### **13. Kitchen Freezer**

One of our two-year-old freezers had the compressor go out. The compressor was under warranty yet through Webstraunt Store, so we just had to pay for labor costs.

### **14. United Way Funds**

JVCC was rewarded \$7,000 in United Way Funds, and Nutrition was awarded \$1,000 and MVP was awarded \$3,000.

### **15. Citizens Input**

No citizens input to record.

### **16. Department Reports and Updates**

#### **A. Palace Transit**

The year-to-date Ridership Report for October and November was given to the board members. The report breaks down the rides by special emphasis on elderly riders, handicap riders, school-age riders, and general public riders. The results are then compared to last year. Palace Transit is currently down on rides compared to last year due to staff shortages.

#### **B. Adult Nutrition**

Board members were given the November and December Nutrition Reports. For this fiscal year we are down compared to last year and to projections. Meal counts are down due to the Parkston meal site being closed. We are getting new clients for the Second Meals and the Dine Card daily.

### **C. Mitchell Volunteer Program**

We currently have 123 volunteers enrolled in the Mitchell Volunteer Program. The report given to the board members show the non-profits in the community that the volunteers helped with in November and December.

### **D. James Valley Community Center**

The JVCC has their After the Holidays Party today with the Barbershop Harmony Chorus, bingo, quilt raffle, hot chocolate and cookies, and door prizes. The JVCC Event Activity Report was given to board members with holiday events and activities included. The JVCC Membership Card has new businesses on their discount card for members.

### **17. Schedule Next Meeting**

We will not be having a meeting in March. The next meeting will be May 8th, 2025.

### **18. Adournment**

The meeting was adjourned by Jay Larson at 10:34am.