

# Board of Trustees

Regular Session

July 25, 2023



# Mission Statement

- Connect Transit provides safe, reliable transportation and access to opportunity to strengthen and enrich individual lives, our community, the economy, and the environment.

# Agenda

- Call to Order
- Roll Call
  - Attendance by Other Means/Virtual – Roll Call Vote
- Pledge of Allegiance and Mission Statement
- Public Comments

# Consent Agenda

- Approval of June 27, 2023, Regular Session Minutes
- ~~○ Approval of Financial Information for June 2023 –  
*delayed due to year end closing*~~
- Monthly Statistical Reports for June 2023
- Cardinal Infrastructure Federal Report
- Cornerstone – Illinois Weekly Update
- Roll Call Vote

# New Business

- Messaging Consultant Update – Informational
- Restoring Peak and Late Night Service – Informational
- Recommendation for Universal Access Agreement w/Promise Council – Roll Call Vote
- Recommendation to Support Library Card Sign Up Month/September Pass – Roll Call Vote
  
- **Chairman's Report**

# General Manager's Report Government

## ○ Congressionally Directed Spending

- \$800,000 for safety equipment, including:
  - Radios
  - Collision avoidance system
  - Facility security improvements

## ○ Transit Center Grant Obligation Process

- Draft grant application submitted to FTA
- Draft IGA and lease agreement submitted to FTA
- Anticipate comments and suggestions by mid to late August

## ○ Cornerstone Extension

- Instrumental in securing additional \$3 million in state funding for transit center
- Extended for one year
- Within GM spending authority



# General Manager's Report Community

## Outreach

- FLEX Kick-Off Event
- Kite Fest
- Saturday on the Square
- Young Men's Club
- FLEX Informational at Miller Park
- Club Connect at Boys & Girls Club



# General Manager's Report

## Connect FLEX – Statistics



Date Range: 07/16/2023 - 07/23/2023

Group by: Days

Download

Accounts created since launch

**290**

# of Riders made at least one ride request since launch

**84** 29%

# of Riders completed 1+ booking since launch

**44** 15.2%

# of Riders completed 2+ bookings since launch

**28** 9.7%

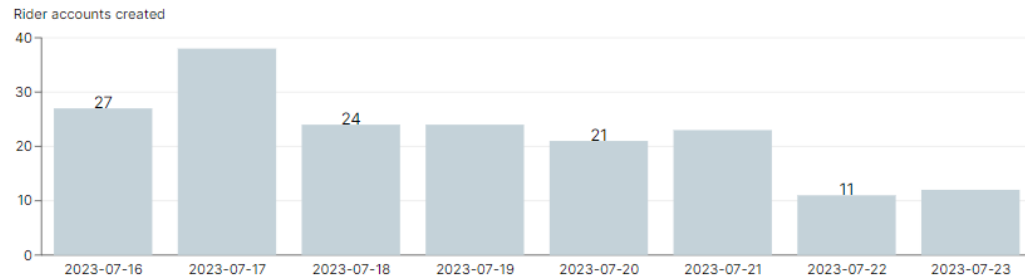
# of Riders completed 5+ bookings since launch

**7** 2.4%

■ Riders since launch
 ■ Riders Portion (percentage)

### Accounts Created Trend

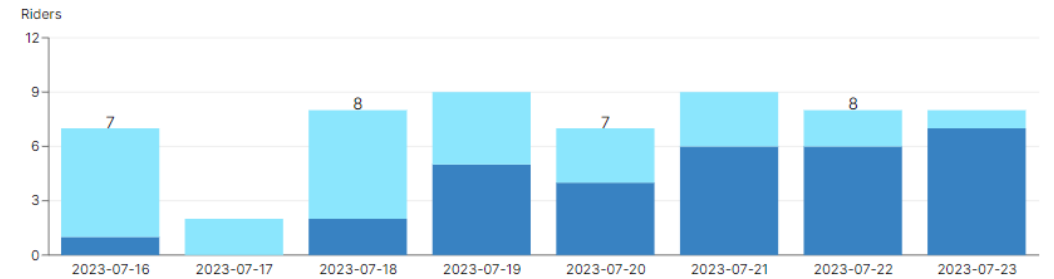
Number of accounts created segmented by acquisition source.



■ non-referral

### Active Riders

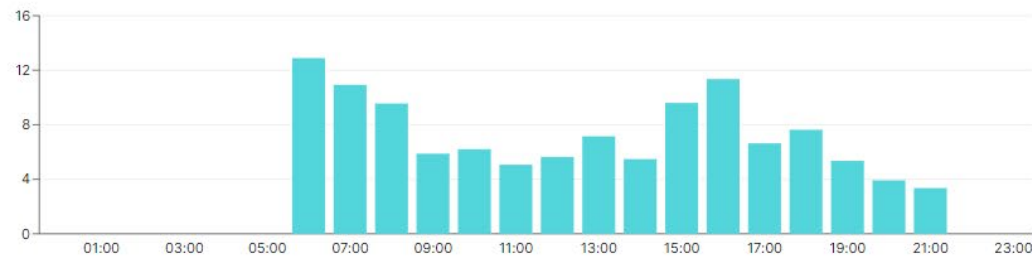
Riders who took a ride in the period selected (broken down by those who took their first ride ever and returning riders).



■ Returning
 ■ New

### Average Pickup ETA (On Demand Rides Only)

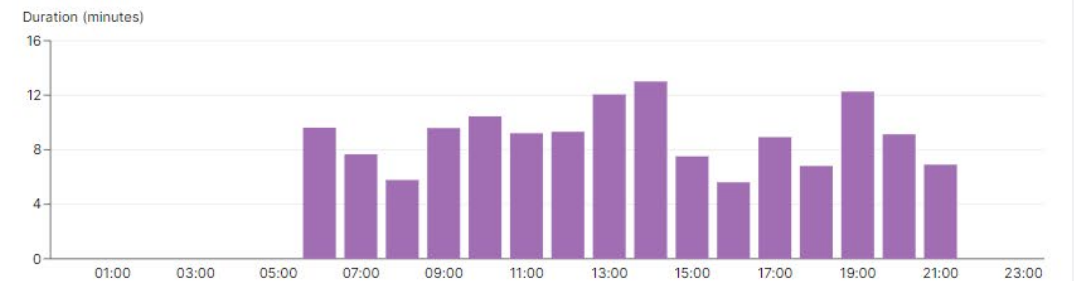
Average pickup ETA among all requests where a ride proposal was displayed.



■ Average Pickup ETA

### Average Ride Duration

Average ride duration from pickup to dropoff.



■ Average Ride Duration



# General Manager's Report Community

## Employee Welfare

🕒 Ice Cream Social - 2023



# General Manager's Report Recruiting

## Positions Filled

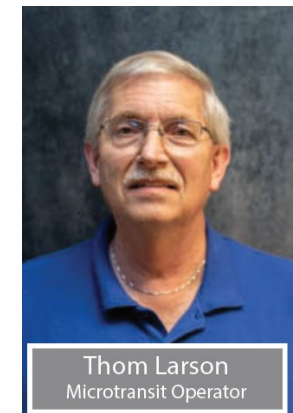
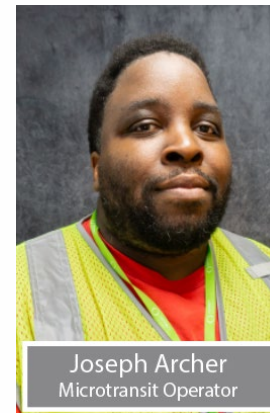
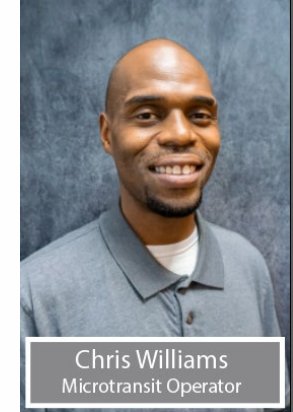
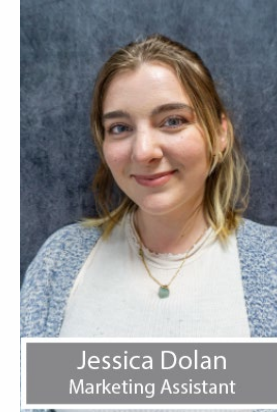
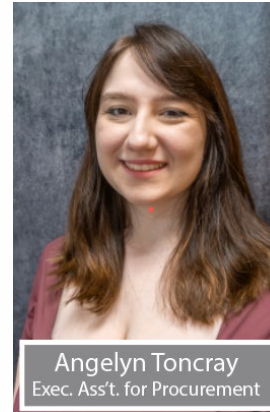
- Exec. Ass't. for Procurement (1)
- Marketing Assistant (1)
- Microtransit Operator (4)

## Positions Open

- Bus Operator (8)
- Dispatcher (1)
- Mechanic (2)
- Microtransit Operator (6)
- Operations Mgr. for On-Demand Services (1)
- Service Technician (3)

## Offers Extended and Accepted

- Mechanic (1)



# General Manager's Report

## Employee Development

- First two groups of Microtransit Operators have completed their training and are in service.
- Annual Training Update:
  - 76% of employees have completed their required annual training, with the remainder to be finished no later than August 31, 2023.
- Brady Lange, Procurement Director, attended the National Transit Institute Procurement I course in Fort Worth, Texas.
  - Four-day foundational course provided an overview of transit procurement and emphasized “best practices” for contract procurements by FTA grantees.

# General Manager's Report Upcoming Event



Wednesday, July 26, 2023

7:00 a.m. - 8:30 a.m.

351 Wylie Drive, Normal, IL 61761

Please join us for facility & vehicle tours, networking,  
and of course, coffee & breakfast.



# Agenda

- Trustee Comments
- Executive Session – N/A
- Adjournment
  - Roll Call Vote
- Next Meeting: August 22, 2023