



Due to the COVID-19 Pandemic Connect Transit Trustees may remotely participate in this Hearing. Connect Transit will read public comments received from interested persons or agencies with respect to the social, economic, and environmental aspects of the project. Comments must be received in writing at least two (2) hours prior to the meeting with respect to said project. Written comments may be submitted via mail, email, or in-person. Comments sent via email should be sent to: trustees@connect-transit.com. The meeting will be limited to ten (10) individuals in the room at a time due to the coronavirus pandemic and individuals attending the Public Hearing will be required to be six (6) feet apart. Persons attending the meeting in-person will be given an opportunity to offer public comment. If you are experiencing COVID-19 symptoms, please do not attend the meeting. Persons attending in person are asked to wear a face covering.

AGENDA

Meeting of the Connect Transit Board of Trustees
May 26, 2020
Immediately following the Public Hearing
Connect Transit Training Room
351 Wylie Drive, Normal, Illinois 61761

- A. Call to Order
- B. Roll Call
- C. Public Comments
- D. Consent Agenda
 - 1. Approval of Minutes of April 28 Public Hearing; 2020 Annual Meeting; and April 28, 2020 Board Meeting
 - 2. Disbursements for the month of April 2020
 - 3. Monthly Statistical Report for April 2020
 - 4. Cardinal Infrastructure Federal Report
- E. New Business
 - 1. Recommendation of "One Rate for All" Fare Structure, Better Bus Stop Campaign, and Expansion of Connect Mobility Service Area
 - 2. Recommendation of FY2021 Operating and Capital Budget
 - 3. Recommendation of FY2021 Health Insurance Renewal
 - 4. Recommendation of FY2021 Property and Casualty Insurance Renewal
 - 5. Recommendation for Suspension of Fare Collection
 - 6. 2019 Annual Performance Review and Compensation for the General Manager
- F. General Manager's Report
 - 1. Better Bus Stops Update
 - 2. Future Agenda Items
- G. Trustee's Comments
- H. Executive Session - 5 ILCS 120/2.06 - Review of Closed Session Minutes
- I. Adjournment



April 2020

Financial and Statistical Reports



Connect Transit Cash Disbursement Report April 2020

Name	Check Number	Date	Amount	Description
4Imprint	00051850	24-Apr-20	\$1,148.43	Advertising- Promotions
A.T.U. - C.O.P.E	00051801	10-Apr-20	\$149.36	Payroll Deduction
ABC Bus Companies	00051802	10-Apr-20	\$4,022.58	Bus Parts
ABC Bus Companies	00051851	24-Apr-20	\$1,500.70	Bus Parts
Ace-H Glass Co.	00051852	24-Apr-20	\$540.00	Glass
Advance Auto Parts	00051853	24-Apr-20	\$153.49	Maintenance Supplies
Airgas USA, LLC	00051854	24-Apr-20	\$164.26	Welding Supplies
Amalgamated Transit Union Local 752	00051803	10-Apr-20	\$6,210.10	Payroll Deduction
Amalgamated Transit Union Local 752	00051855	24-Apr-20	\$150.00	Payroll Deduction
Amazon Capital Service	00051804	10-Apr-20	\$798.91	Software Licensing
Amazon Capital Service	00051856	24-Apr-20	\$63.76	Office Supplies
Ancol, Glink, Diamond, Bush, DiGanni &	00051857	24-Apr-20	\$1,050.00	Legal Service
Aramark Uniform Services	00051805	10-Apr-20	\$324.85	Cleaning Uniforms & Rugs
Aramark Uniform Services	00051858	24-Apr-20	\$631.18	Cleaning Uniforms & Rugs
Bellas Landscaping	00051859	24-Apr-20	\$1,380.00	Snow Removal
Bill's Key and Lock	00051860	24-Apr-20	\$131.60	Locks & Keys
Birkey's Farm Store, Inc	00051861	24-Apr-20	\$456.00	Bus Parts
Blue Cross and Blue Shield of Illinois	00051806	10-Apr-20	\$118,189.23	Insurance
Brink's Incorporated	00051862	24-Apr-20	\$290.52	Consulting
Central Illinois Trucks Inc.	00051807	10-Apr-20	\$7,513.37	Bus Parts
Central Illinois Trucks Inc.	00051864	24-Apr-20	\$13,988.18	Bus Parts & Outside Repair Services
Central States Bus Sales, Inc	00051808	10-Apr-20	\$646.10	Bus Parts
ChemStation of Indiana	00051865	24-Apr-20	\$1,376.00	Garage Supplies
CFBN, LLC	00051866	24-Apr-20	\$347.84	Internet
City of Bloomington	00051809	10-Apr-20	\$1,142.94	Utilities
City of Bloomington	00051867	24-Apr-20	\$122.85	Utilities
Clark Baird Smith, LLP	00051868	24-Apr-20	\$1,105.00	Legal Service
Clean Exhaust Specialist	00051810	10-Apr-20	\$590.90	Outside Repair
Corn Belt Energy Corp.	00051869	24-Apr-20	\$3,556.22	Utilities
Cornerstone Government Affairs	00051870	24-Apr-20	\$3,333.33	Consulting
Crown Lift Trucks-735	00051871	24-Apr-20	\$675.00	Training Class
Cummins Crosspoint	00051811	10-Apr-20	\$1,654.67	Bus Parts
Cummins Crosspoint	00051872	24-Apr-20	\$757.12	Bus Parts
Don Owen Tire Service, Inc.	00051812	10-Apr-20	\$110.19	Bus Parts
Don Owen Tire Service, Inc.	00051873	24-Apr-20	\$325.38	Bus Parts
Engraving Express	00051813	10-Apr-20	\$34.50	Maps, Schedules, Printed Materials
Evergreen FS	00051814	10-Apr-20	\$605.49	Fuel
Evergreen FS	00051874	24-Apr-20	\$787.77	Fuel
Fasteners Etc.	00051815	10-Apr-20	\$538.02	Maintenance Supplies
Frontier	00051875	24-Apr-20	\$31.33	Telephone
Gary Bachman	00051876	24-Apr-20	\$18.48	Uniform Reimbursement
Gatekeeper Systems, INC	00051877	24-Apr-20	\$725.98	Bus Parts
Genfare	00051816	10-Apr-20	\$388.84	Software and Hardware
Getz Fire Equipment	00051878	24-Apr-20	\$637.95	Building Maintenance
Gillig LLC	00051817	10-Apr-20	\$613.83	Bus Parts
Gillig LLC	00051879	24-Apr-20	\$732.84	Bus Parts
Hanson Industrial, Inc.	00051880	24-Apr-20	\$283.60	Garage Equipment Repair
Heritage Machine & Welding, Inc.	00051818	10-Apr-20	\$33.80	Bus Parts
Heritage Machine & Welding, Inc.	00051881	24-Apr-20	\$116.30	Bus Parts
Hotsy Equipment Company	00051882	24-Apr-20	\$410.18	Maintenance Equipment
IQVA Retirement Trust	AQH	09-Apr-20	\$29,147.12	Payroll Deduction



Connect Transit Cash Disbursement Report April 2020

Name	Check Number	Date	Amount	Description
IQMA Retirement Trust	ACH	23-Apr-20	\$29,990.35	Payroll Deduction
Illinois Department of Revenue	00051819	10-Apr-20	\$12,104.33	Payroll Deduction
Illinois Department of Revenue	00051883	24-Apr-20	\$12,491.55	Payroll Deduction
Illinois Oil Marketing Equipment, Inc.	00051820	10-Apr-20	\$859.70	Fuel Station
Illinois State Disbursement Unit	00051821	10-Apr-20	\$616.96	Payroll Deduction
Illinois State Disbursement Unit	00051884	24-Apr-20	\$616.96	Payroll Deduction
Indiana State Collection Unit (INSCOU)	00051822	10-Apr-20	\$70.00	Payroll Deduction
Indiana State Collection Unit (INSCOU)	00051885	24-Apr-20	\$70.00	Payroll Deduction
Interstate Batteries of Mid-Illinois	00051823	10-Apr-20	\$975.80	Bus Parts
IWIN	00051824	10-Apr-20	\$460.00	Employee Physicals
J. J. Keller & Associates, Inc.	00051825	10-Apr-20	\$541.00	Dues & Subscriptions
Ken's Oil Service, Inc.	00051826	10-Apr-20	\$2,347.24	Lubricants & Bus Parts
Ken's Oil Service, Inc.	00051886	24-Apr-20	\$32,199.40	Fuel & Bus Parts
Lewis, Yockey & Brown, Inc.	00051827	10-Apr-20	\$12,493.30	Bus Stop Improvements
Lewis, Yockey & Brown, Inc.	00051887	24-Apr-20	\$24,515.00	Bus Stop Improvements
LIFTS & MORE LLC	00051888	24-Apr-20	\$233.28	Bus Parts
Mark O'Daniel	00051828	10-Apr-20	\$20.00	Uniform Reimbursement
Marsha L Combs-Skinner	00051829	10-Apr-20	\$673.85	Payroll Deduction
Marsha L Combs-Skinner	00051889	24-Apr-20	\$673.85	Payroll Deduction
Matco Tools	00051890	24-Apr-20	\$51.57	Shop Tools
Menards	00051830	10-Apr-20	\$42.72	Garage Equipment Repair
Michelin North America, Inc.	00051891	24-Apr-20	\$4,167.97	Tires
Midwest Equipment II	00051892	24-Apr-20	\$60.09	Lawn Maintenance Equipment
Midwest Transit Equipment, Inc.	00051893	24-Apr-20	\$40.03	Bus Parts
Miller Janitor Supply	00051831	10-Apr-20	\$704.76	Maintenance Supplies
Miller Janitor Supply	00051894	24-Apr-20	\$925.20	Maintenance Supplies
Minerva Promotions	00051895	24-Apr-20	\$1,097.75	Uniforms
Morris Avenue Garage	00051896	24-Apr-20	\$308.00	Vehicle Inspection
Mutual of Omaha	00051832	10-Apr-20	\$14,796.64	Life, AD&D, STD & LTD
Mutual Wheel	00051833	10-Apr-20	\$526.20	Bus Parts
Napa Auto Parts	00051897	24-Apr-20	\$166.64	Bus Parts
National Recoveries, Inc US Dept of Ed A	00051834	10-Apr-20	\$182.12	Payroll Deduction
National Recoveries, Inc US Dept of Ed A	00051898	24-Apr-20	\$182.12	Payroll Deduction
Neuhoff Media	00051835	10-Apr-20	\$1,100.00	Advertising
Neuhoff Media	00051899	24-Apr-20	\$581.00	Advertising
Nicor Gas	00051900	24-Apr-20	\$4,198.63	Utilities
Orhan B Enata	00051836	10-Apr-20	\$20.00	Uniform Reimbursement
Orkin Pest Control	00051837	10-Apr-20	\$566.41	Pest Control
OSF Occupational Health	00051901	24-Apr-20	\$135.00	Drug Testing
P. J. Hoerr, INC	00051902	24-Apr-20	\$24,511.38	Shower Room Construction
Payroll	ACH	09-Apr-20	\$189,858.80	
Payroll	ACH	23-Apr-20	\$201,734.54	
Personal Finance Company LLC	00051903	24-Apr-20	\$80.00	Payroll Deduction
Piercy Auto Body	00051838	10-Apr-20	\$8,790.48	Outside Repair
Pipco Companies, LTD	00051904	24-Apr-20	\$361.65	Alarm System Service
Prairie Signs	00051839	10-Apr-20	\$224.41	Maps, Schedules, Printed Materials
Republic Services # 368	00051840	10-Apr-20	\$199.99	Garbage Disposal
Sam Leman	00051841	10-Apr-20	\$475.80	Outside Repair
Southtown Wrecker Service, Inc.	00051842	10-Apr-20	\$690.00	Towing
Supreme Radio Communications, Inc	00051905	24-Apr-20	\$25,176.00	Radio Maintenance
Team Torque	00051906	24-Apr-20	\$398.31	Garage Equipment Repair
The Aftermarket Parts Company LLC	00051843	10-Apr-20	\$4,651.95	Bus Parts



Connect Transit Cash Disbursement Report April 2020

Name	Check Number	Date	Amount	Description
The Aftermarket Parts Company LLC	00051907	24-Apr-20	\$6,114.84	Bus Parts
Thermo King Quad Qties, Inc.	00051908	24-Apr-20	\$52.63	Bus Parts
Town of Normal	00051844	10-Apr-20	\$381.80	Utilities
Transit Cooling Solutions	00051845	10-Apr-20	\$2,717.30	Bus Parts
Uline	00051909	24-Apr-20	\$1,343.57	Office Supplies
United Parcel Service	00051910	24-Apr-20	\$28.57	Shipping
United States Treasury	ACH	14-Apr-20	\$66,908.71	Federal Tax Payment
United States Treasury	ACH	28-Apr-20	\$69,183.64	Federal Tax Payment
Veritech, Inc	00051911	24-Apr-20	\$917.00	Bus Parts
Verizon Wireless	00051846	10-Apr-20	\$996.95	Mobile Data Terminals for SS
Visa - Commerce Bank	00051914	28-Apr-20	\$50.00	Advertising- Employment
Visa - Commerce Bank	00051914	28-Apr-20	\$15.86	Office Supplies
Visa - Commerce Bank	00051914	28-Apr-20	\$152.10	Computer Software
Visa - Commerce Bank	00051914	28-Apr-20	\$339.96	Software Licensing
Visa - Commerce Bank	00051914	28-Apr-20	\$543.22	Management
Visa - Commerce Bank	00051914	28-Apr-20	\$45.00	Dues & Subscriptions
Visa - Commerce Bank	00051914	28-Apr-20	\$363.00	Employee Recognition
Visa - Commerce Bank	00051914	28-Apr-20	\$11,878.38	Safety & Training
Visa - Commerce Bank	00051914	28-Apr-20	\$184.86	Bus Parts- FR
Watts Copy Systems, Inc	00051912	24-Apr-20	\$847.33	Lease
WEEK Television Inc	00051913	24-Apr-20	\$200.00	Advertising
William Slaughter	00051847	10-Apr-20	\$20.63	Uniform Reimbursement
ZF SERVICES, LLC	00051848	10-Apr-20	\$90.33	Bus Parts
Ziebart Superstore	00051849	10-Apr-20	\$384.00	Building Maintenance
		Grand Total	\$992,424.50	

Bloomington Normal Public Transit Balance Sheet

Division: 99 Board Reports

As of: 4/30/2020

Fiscal Year: 2020 Period: 10 Apr-2020

Assets

Current Assets

Checking and Savings	\$7,083,922.85
Accounts Receivable	\$797,412.75
Inventory Asset - Fuel	\$56,522.23
Inventory Asset - Parts	\$199,865.24
Inventory Asset - Tires	\$0.00
Other Current Assets	\$273,454.65

Total Current Assets \$8,411,177.72

Fixed Assets \$20,620,892.17

Total Assets \$29,032,069.89

Liabilities & Equity

Liabilities

Accounts Payable	\$275,052.55
Payroll Liabilities	\$1,196,916.16
Contracts	\$0.00
Due to Illinois Funds Account	\$0.00
Deferred Revenue	\$164,681.43
Deficit Funding Advance	\$0.00

Total Liabilities \$1,636,650.14

EQUITY

Fixed Asset Equity	\$12,483,532.77
Unreserved Fund Equity	\$6,750,412.62
Underground Petroleum Storage	\$20,000.00

Total Equity \$19,253,945.39

Retained Earnings \$8,141,474.36

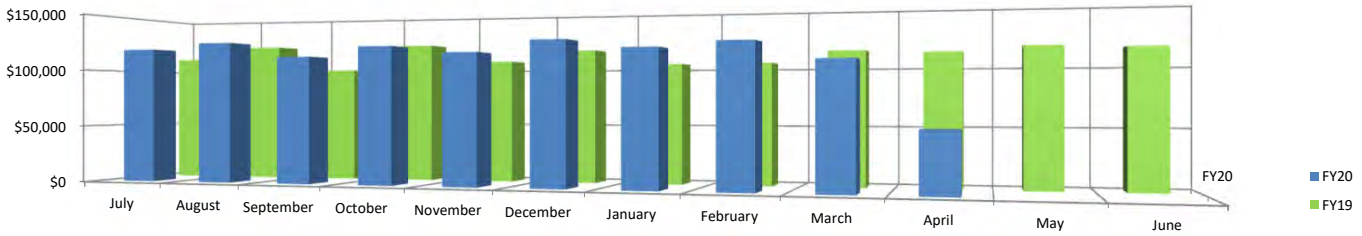
Total Liabilities & Equity \$29,032,069.89

Bloomington Normal Public Transit Income Statement With Approved Budget

	From Fiscal Year: 2020	From Period 10	Division: 98 Operating Profit/Loss	As of: 4/30/2020	Approved Budget
	Thru Fiscal Year: 2020	Thru Period 10		Jul-2019	Apr-2020
				Apr-2020	Apr-2020
Operating Revenue					
Passenger Fares	\$0.00		0.00%	\$506,463.40	\$784,000.00
ISU Contract Fare	\$48,178.00		8.62%	\$470,662.00	\$559,000.00
Other Contract Fares	\$2,548.42		1.81%	\$127,184.90	\$141,000.00
Advertising Revenue	\$5,937.50		3.96%	\$79,126.14	\$150,000.00
Miscellaneous Revenue	\$15,663.33		522.11%	\$38,949.11	\$3,000.00
Total Operating Revenue	\$72,327.25		4.42%	\$1,222,385.55	\$1,637,000.00
Operating Expenses					
Operators Wages	\$472,048.17		8.18%	\$4,831,570.86	\$5,772,000.00
Maintenance Wages	\$73,654.90		6.58%	\$788,965.11	\$1,120,000.00
Administration Wages	\$76,843.79		7.54%	\$788,447.28	\$1,019,000.00
Employer Payroll Tax Expense	\$47,606.27		7.35%	\$502,894.51	\$648,000.00
Retirement Plan	\$25,955.32		6.79%	\$271,660.27	\$382,000.00
Group Insurance	\$128,511.70		7.32%	\$1,216,336.28	\$1,756,000.00
Uniform Expense	\$2,400.03		6.49%	\$16,663.05	\$37,000.00
Professional Services	\$14,565.83		4.70%	\$141,928.91	\$310,000.00
Outside Repair-Labor	\$7,627.65		11.05%	\$57,389.28	\$69,000.00
Contract Maintenance Services	\$16,694.48		15.18%	\$112,930.41	\$110,000.00
Custodial Services	\$929.65		5.81%	\$11,357.35	\$16,000.00
Employee Recruiting/Testing/Temp Help	\$645.00		4.03%	\$8,166.86	\$16,000.00
Fuel	\$46,844.98		4.51%	\$611,484.08	\$1,039,000.00
Lubricants	\$4,486.01		10.20%	\$22,349.62	\$44,000.00
Tires	(\$232.03)		-0.26%	\$43,897.26	\$90,000.00
Bus Repair Parts	\$30,624.45		17.91%	\$225,748.64	\$171,000.00
Other Materials & Supplies	\$7,471.53		18.36%	\$47,351.78	\$40,700.00
Shelters/Signs/Shop Tools	\$1,455.00		14.55%	\$15,005.43	\$10,000.00
Computer and Office Supplies	\$5,855.94		2.94%	\$154,863.97	\$199,000.00
Utilities	\$9,479.32		6.82%	\$95,781.21	\$139,000.00
Corporate Insurance	\$35,763.96		8.94%	\$291,450.29	\$400,000.00
Dues/Subscriptions/Fees	\$1,226.22		2.36%	\$43,146.80	\$52,000.00
Printing/Marketing/Training	\$32,968.18		11.86%	\$153,708.93	\$278,000.00
Total Operating Expenses	\$1,043,426.35		7.61%	\$10,453,098.18	\$13,717,700.00
Operating Assistance					
Operating Deficit Before Subsidies and Grants	(\$971,099.10)		8.04%	(\$9,230,712.63)	(\$12,080,700.00)
City of Bloomington Operating Assistance	\$50,833.33		8.33%	\$508,333.30	\$610,000.00
Town of Normal Operating Assistance	\$32,500.00		8.33%	\$325,000.00	\$390,000.00
Illinois Downstate Operating Assistance	\$672,042.00		7.61%	\$6,729,729.00	\$8,830,000.00
FTA 5307 Operating Assistance	\$203,158.00		9.59%	\$1,550,959.00	\$2,118,000.00
Total Operating Assistance	\$958,533.33		8.02%	\$9,114,021.30	\$11,948,000.00

Financial Reports

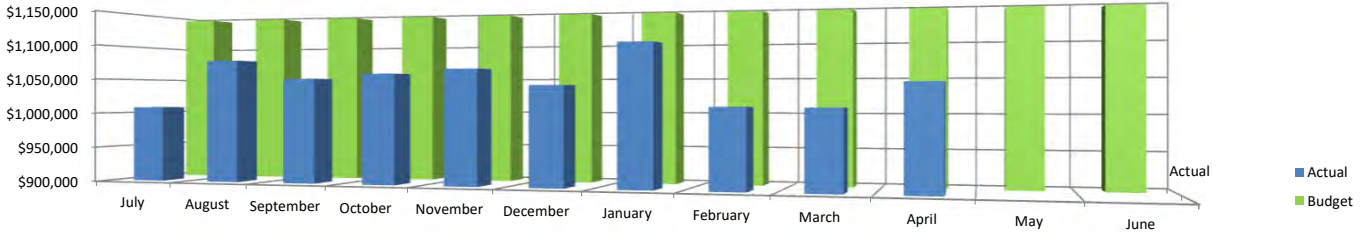
Transit Fare



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$118,530	\$123,667	\$110,792	\$119,271	\$113,433	\$123,220	\$116,193	\$120,728	\$105,840	\$50,726		
FY19	\$111,416	\$122,580	\$100,493	\$122,655	\$107,501	\$116,816	\$104,334	\$104,767	\$114,752	\$112,897	\$117,447	\$116,011

Notes: Other Contract Fares revenue decreased \$9,778 in April 2020 from April 2019 due to Heartland Community College and Medicaid billing. Total Cash Fares decreased \$29,568 in April 2020 from April 2019. Total Pass Fares decreased \$20,028 in April 2020 from April 2019.

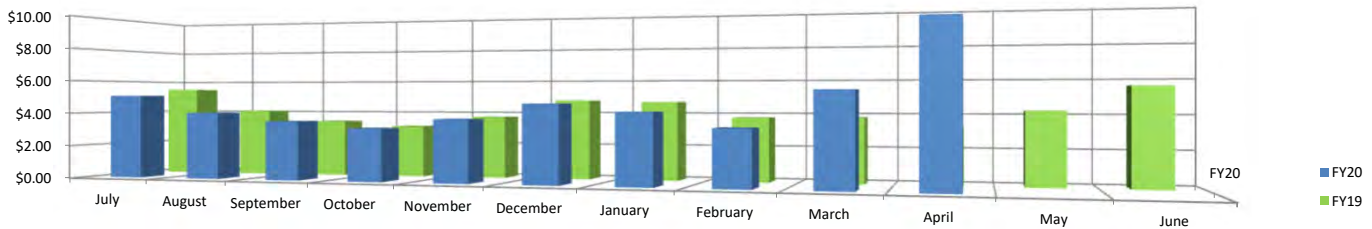
Operating Expenses



	July	August	September	October	November	December	January	February	March	April	May	June
Actual	\$1,008,020	\$1,076,151	\$1,049,555	\$1,056,263	\$1,062,634	\$1,039,831	\$1,097,082	\$1,010,454	\$1,009,683	\$1,043,426		
Budget	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084

Notes:

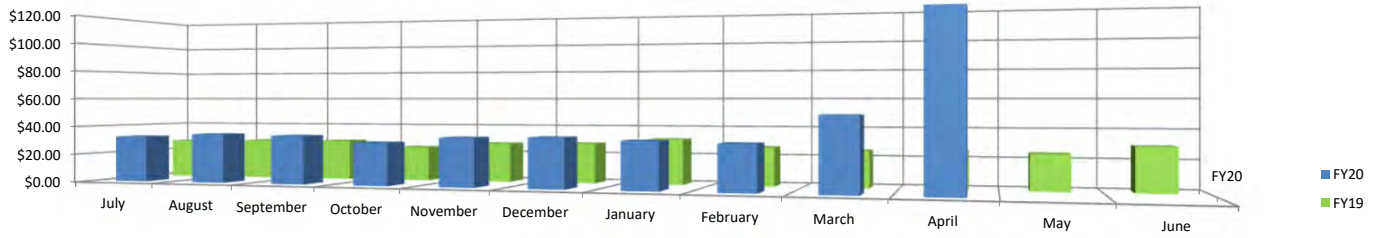
Fixed Route Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$5.06	\$4.01	\$3.52	\$3.13	\$3.70	\$4.61	\$4.16	\$3.30	\$5.40	\$9.26		
FY19	\$5.46	\$4.07	\$3.42	\$3.13	\$3.74	\$4.76	\$4.69	\$3.77	\$3.81	\$3.30	\$4.21	\$5.62

Notes: Expenses decreased \$6,873 in April 2020 from April 2019. Trips decreased 160,690 in April 2020 from April 2019.

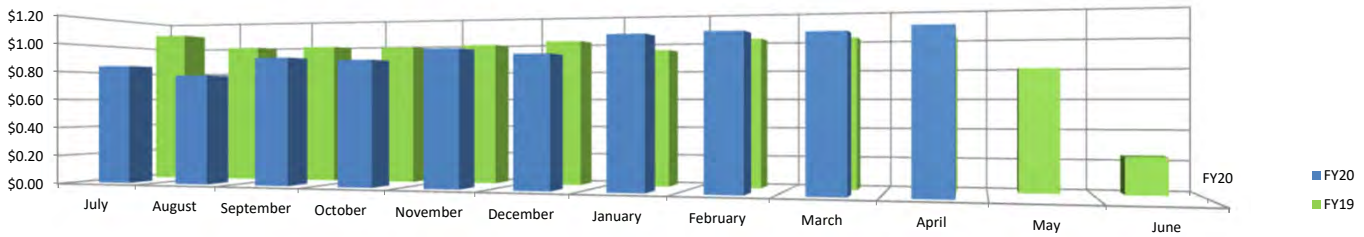
Connect Mobility Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$32.40	\$34.54	\$33.89	\$29.62	\$33.62	\$34.28	\$32.65	\$31.43	\$49.93	\$117.13		
FY19	\$27.37	\$28.11	\$28.31	\$24.12	\$27.38	\$27.98	\$31.52	\$26.64	\$24.98	\$25.21	\$24.29	\$29.64

Notes: Expenses increased \$29,078 in April 2020 from April 2019. Trips decreased by 6,072 in April 2020 from April 2019.

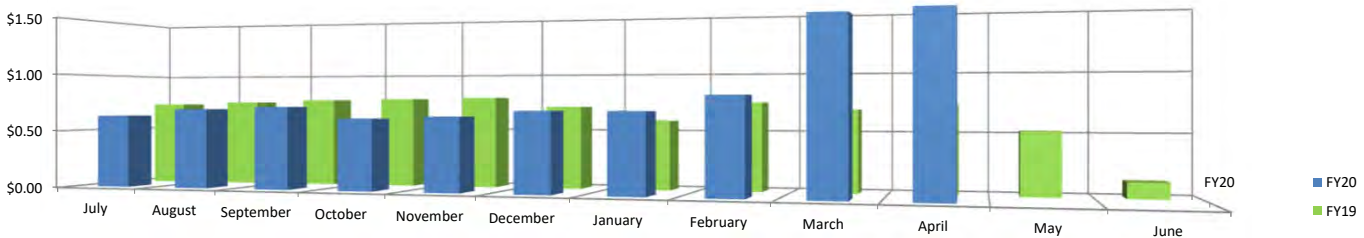
Fixed Route Cost Per Maintenance Mile (Excluding Fuel) Unaudited



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$0.84	\$0.77	\$0.89	\$0.87	\$0.94	\$0.90	\$1.02	\$1.03	\$1.02	\$1.05		
FY19	\$1.09	\$0.99	\$0.99	\$0.98	\$0.99	\$1.01	\$0.94	\$1.01	\$1.01	\$1.01	\$0.80	\$0.24

Notes: Fixed Route maintenance expense decreased \$7,447 in April 2020 from April 2019. Fixed Route miles decreased 11,294 in April 2020 from April 2019.

Connect Mobility Cost Per Maintenance Mile (Excluding Fuel) Unaudited

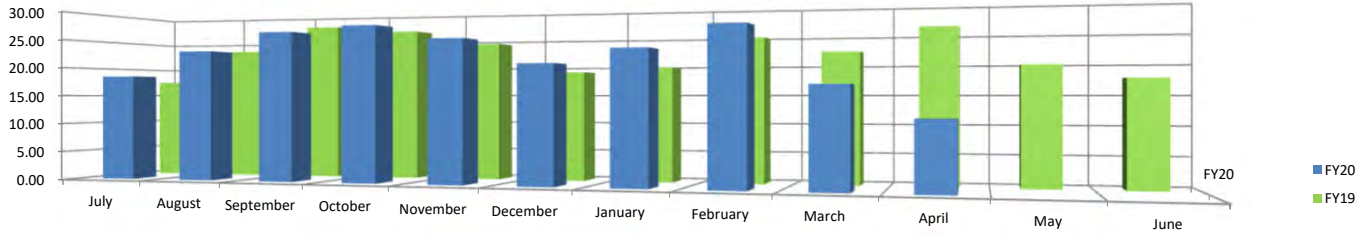


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$0.63	\$0.69	\$0.71	\$0.61	\$0.63	\$0.68	\$0.68	\$0.81	\$1.44	\$1.47		
FY19	\$0.73	\$0.75	\$0.77	\$0.78	\$0.79	\$0.71	\$0.59	\$0.75	\$0.69	\$0.72	\$0.52	\$0.13

Notes: Connect Mobility maintenance expense decreased \$5,176 in April 2020 from April 2019. Mobility miles decreased 23,552 in April 2020 from April 2019.

Operations Reports

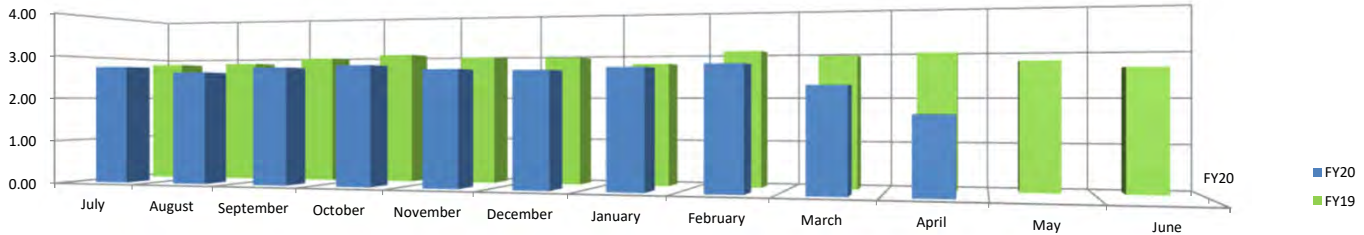
Fixed Route Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	18.44	22.81	26.04	27.00	24.60	20.31	22.71	26.43	16.81	11.42		
FY19	17.44	23.27	27.68	26.69	24.25	19.08	19.83	24.83	22.30	26.31	20.01	17.80

Notes: Fixed route passengers per revenue hour decreased 56.7% or 14.96 PRH in April 2020 over April 2019. This is the average passengers per revenue hour for all fixed route service in March.

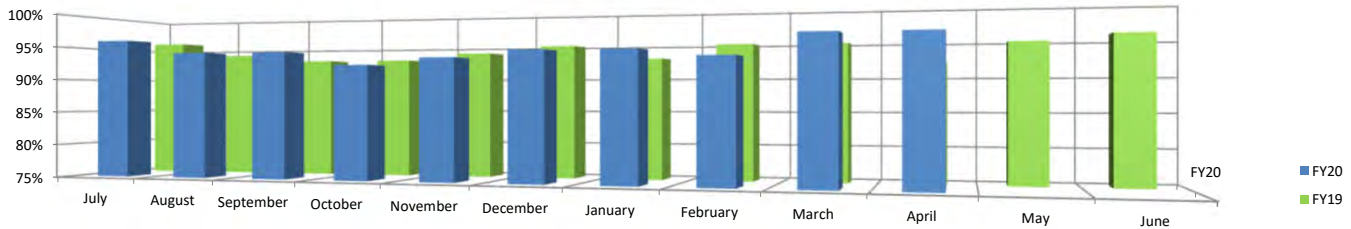
Connect Mobility Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2.74	2.60	2.70	2.74	2.64	2.61	2.66	2.72	2.27	1.67		
FY19	2.84	2.85	2.97	3.04	2.96	2.94	2.78	3.05	2.93	2.98	2.79	2.65

Notes: Mobility boardings per revenue hour in April 2020 decreased 44%, mileage decreased 64.9%, and passenger trips decreased by 6072 trips or 75.4%.

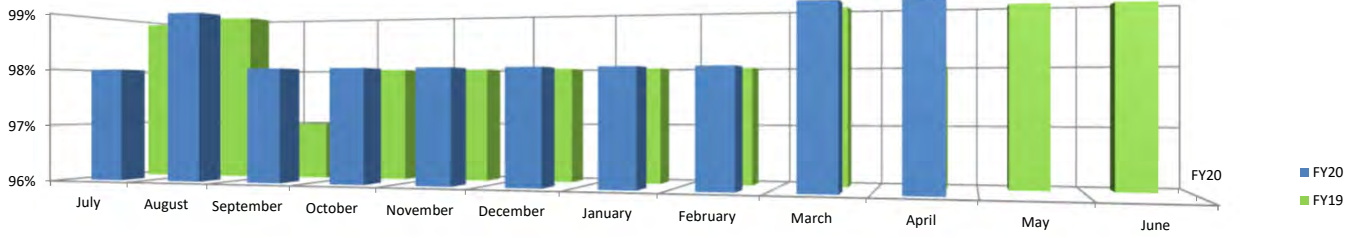
Fixed Route On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	96%	94%	94%	92%	93%	94%	94%	93%	96%	96%		
FY19	96%	94%	93%	93%	94%	95%	93%	95%	95%	92%	95%	96%

Notes:

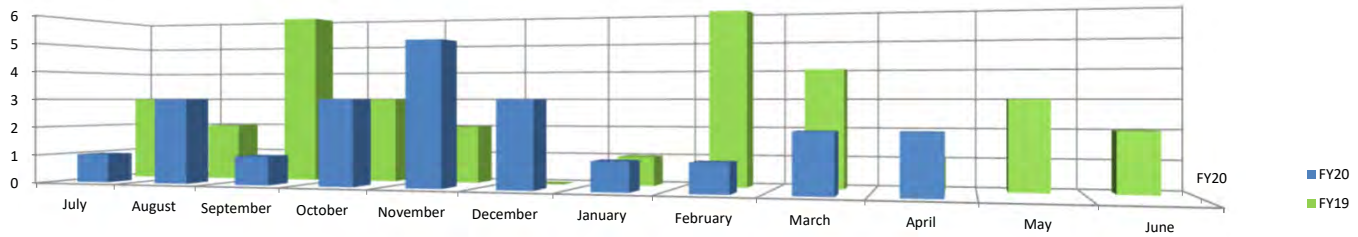
Connect Mobility On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	98%	99%	98%	98%	98%	98%	98%	98%	99%	99%		
FY19	99%	99%	97%	98%	98%	98%	98%	98%	99%	98%	99%	99%

Notes:

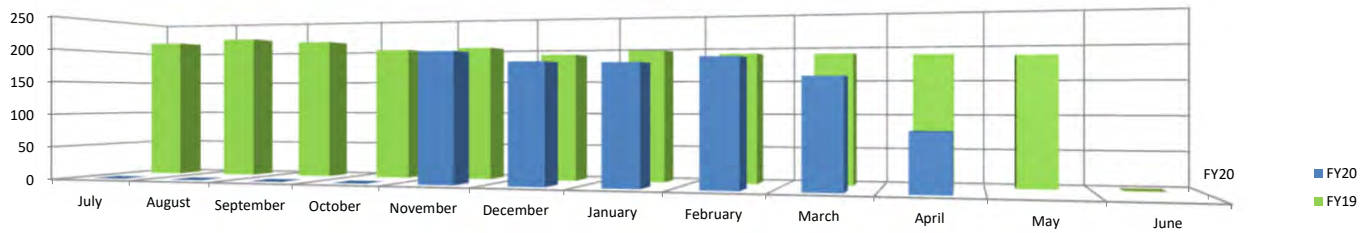
Validated Complaints Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	1	3	1	3	5	3	1	1	2	2		
FY19	3	2	6	3	2	0	1	6	4	1	3	2

Notes:

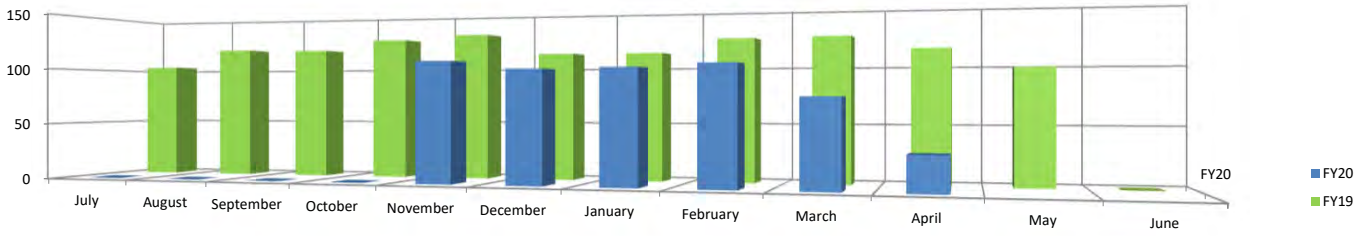
Fixed Route Average Daily Phone Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	0	0	0	0	192	176	174	181	154	81		
FY19	215	220	214	200	202	190	195	189	188	186	184	0

Notes:

Connect Mobility Average Daily Phone Calls

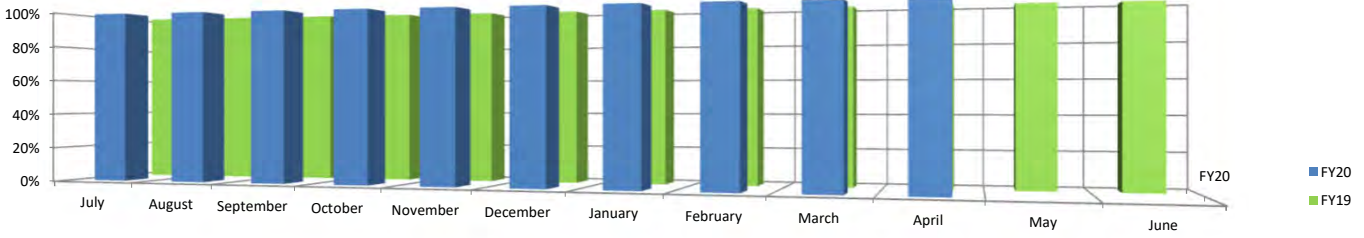


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	0	0	0	0	105	98	99	102	75	30		
FY19	103	119	118	127	131	113	113	125	126	115	99	0

Notes:

Maintenance Reports

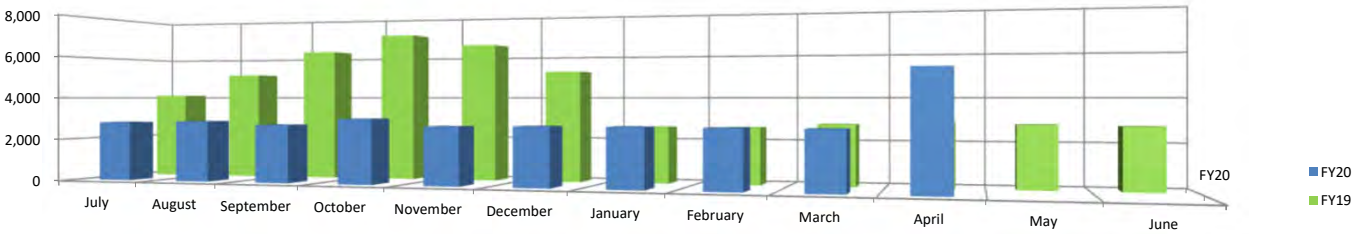
Percent Preventative Maintenance Performed On Time



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
FY19	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes:

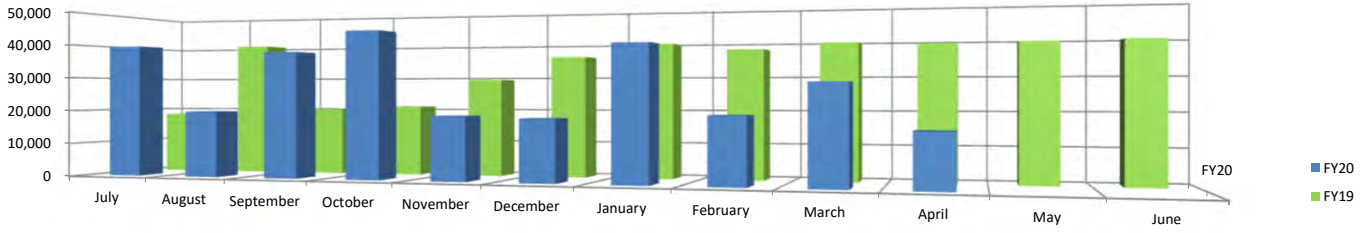
Fixed Route Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2,802	2,862	2,715	3,016	2,693	2,724	2,729	2,711	2,698	5,290		
FY19	4,098	5,139	6,281	7,067	6,541	5,238	2,623	2,625	2,796	2,905	2,827	2,772

Notes:

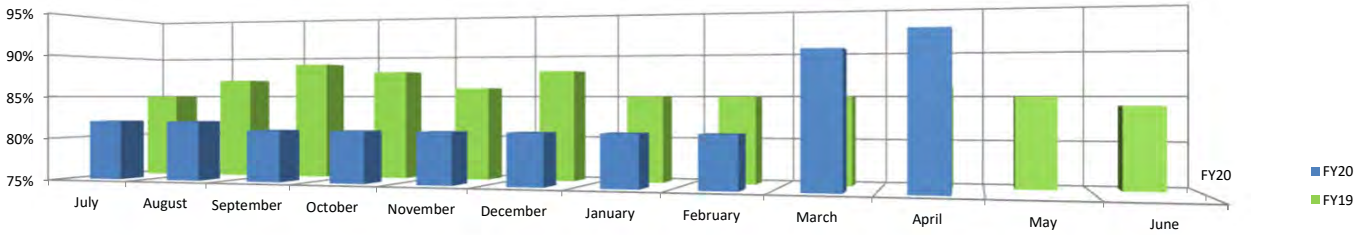
Connect Mobility Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	39,585	19,673	37,424	43,445	18,693	18,113	39,143	19,257	28,302	15,454		
FY19	18,403	40,270	20,135	21,038	29,299	36,081	39,760	37,900	39,591	39,116	39,412	39,879

Notes:

Average Interior Cleanliness Inspection Score

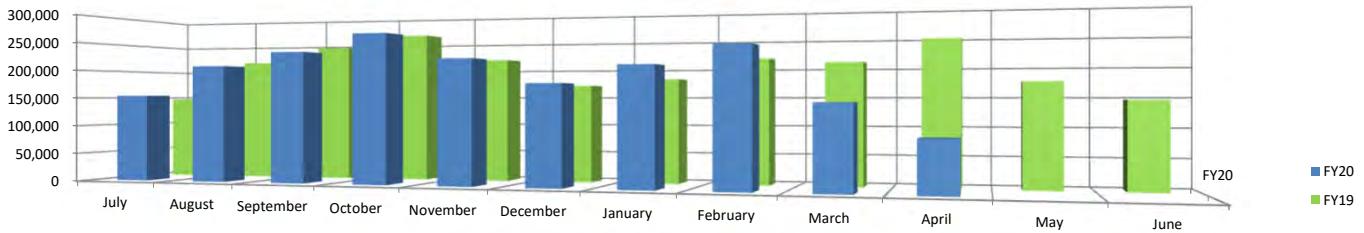


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	82%	82%	81%	81%	81%	81%	81%	81%	90%	92%		
FY19	85%	87%	89%	88%	86%	88%	85%	85%	85%	86%	85%	84%

Notes:

Ridership Reports

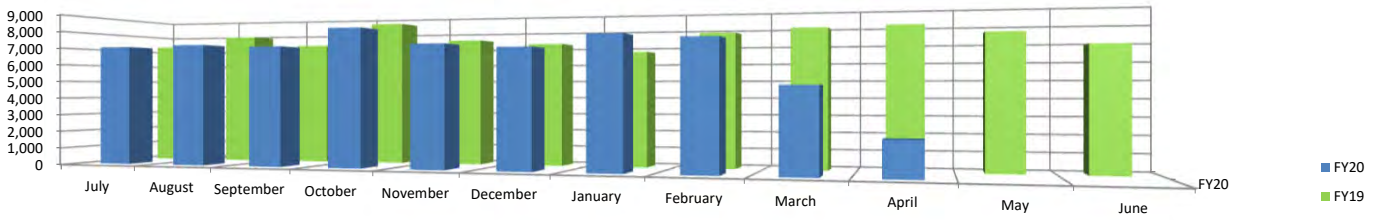
Fixed Route Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	153,754	206,663	230,572	261,519	216,824	174,428	204,683	236,504	143,069	87,568		
FY19	147,044	216,235	243,494	264,670	218,148	171,450	182,241	217,324	210,221	248,258	176,834	147,035

Notes: Fixed route trips decreased 64.7% or 160,690 trips in April 2020 over April 2019. Connect YTD ridership has decreased 9.5%.

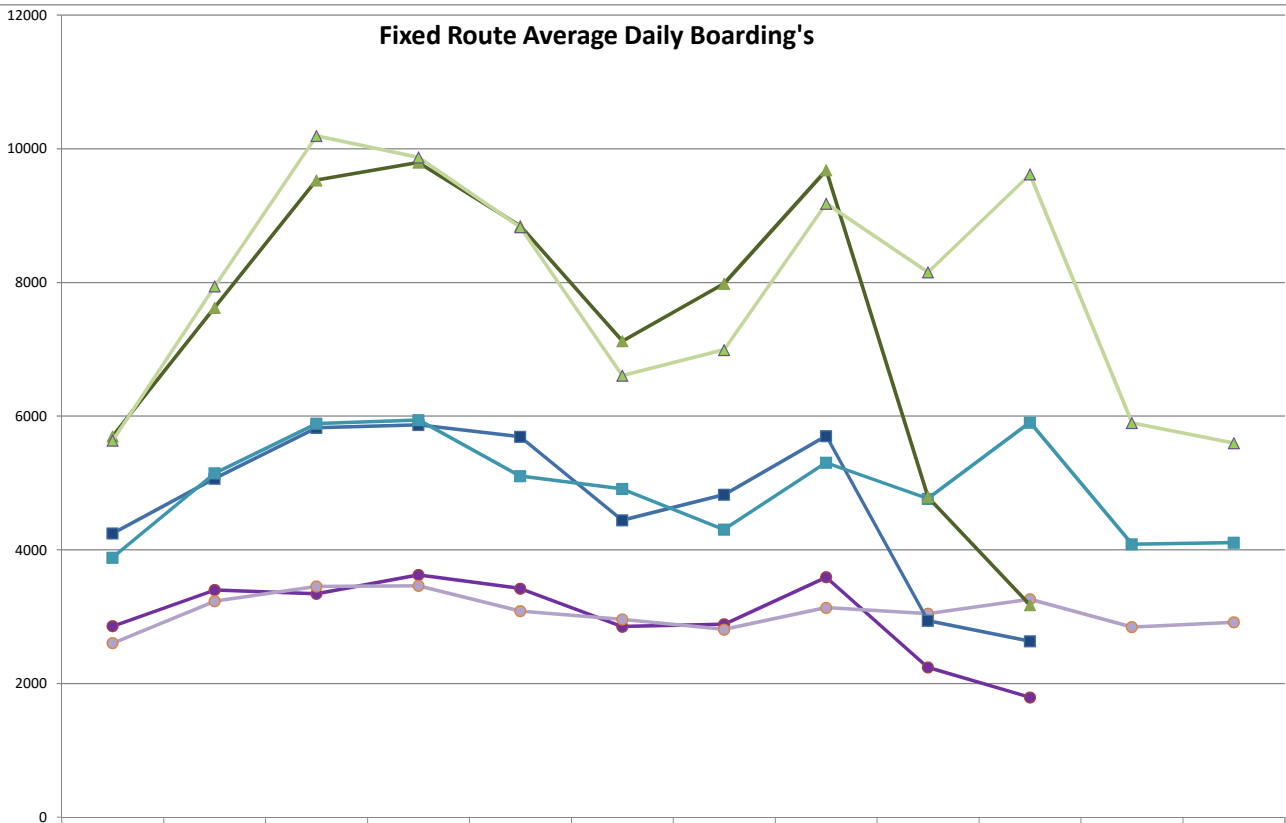
Connect Mobility Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	7,078	7,154	7,022	8,041	7,084	6,857	7,511	7,298	4,754	1,982		
FY19	7,253	7,842	7,253	8,540	7,465	7,203	6,688	7,733	7,958	8,054	7,609	6,917

Notes: Connect Mobility trips decreased 75.4% in April and has decreased 14.7% YTD.

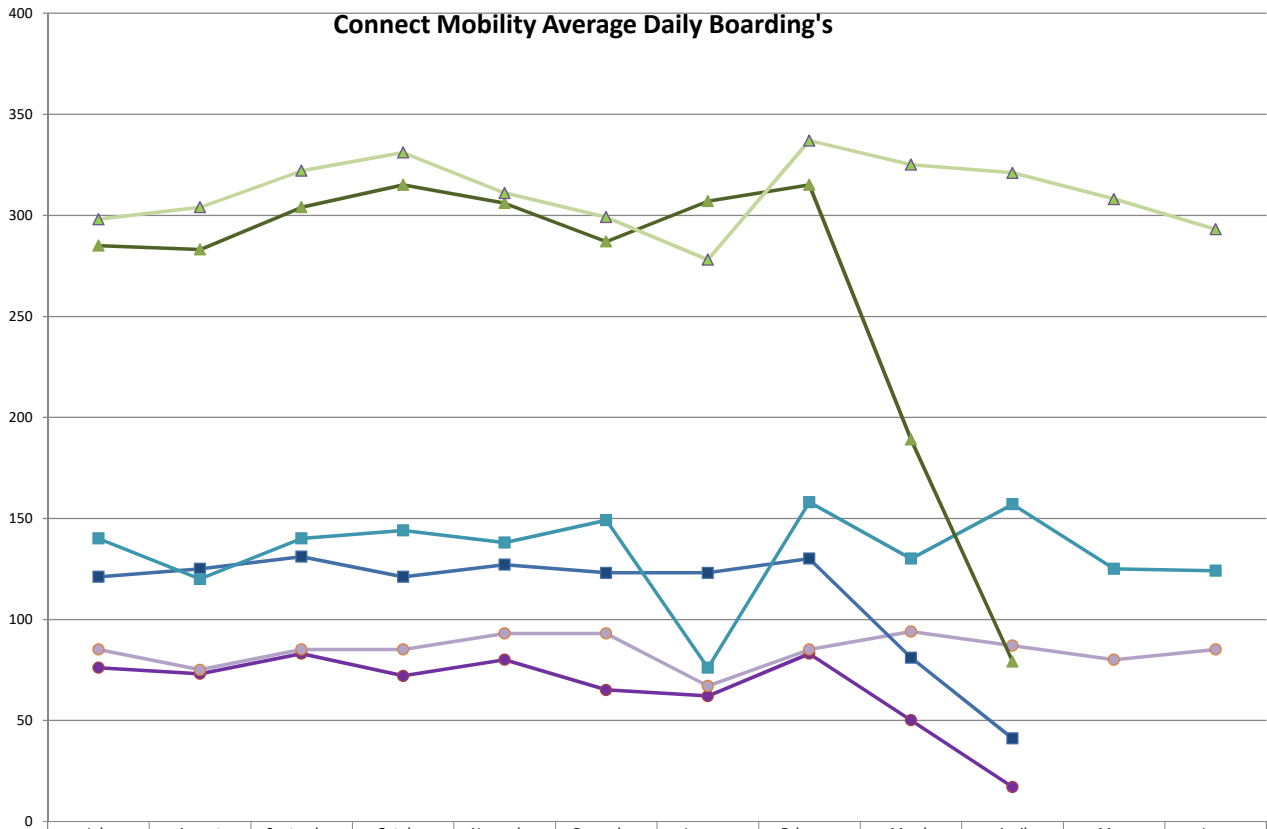
Fixed Route Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY20	2858	3399	3340	3622	3421	2851	2886	3590	2241	1792		
Sunday FY19	2603	3231	3452	3463	3084	2958	2807	3132	3044	3261	2843	2916
Saturday FY20	4247	5067	5825	5870	5691	4442	4825	5704	2938	2632		
Saturday FY19	3885	5147	5889	5943	5102	4912	4304	5303	4765	5905	4084	4107
Weekday FY20	5697	7624	9529	9793	8847	7124	7982	9681	4792	3176		
Weekday FY19	5635	7943	10191	9872	8829	6605	6991	9179	8151	9618	5896	5596

Notes: Average weekday boardings in April 2020 decreased 67%. Sunday average boardings decreased 45% in April.

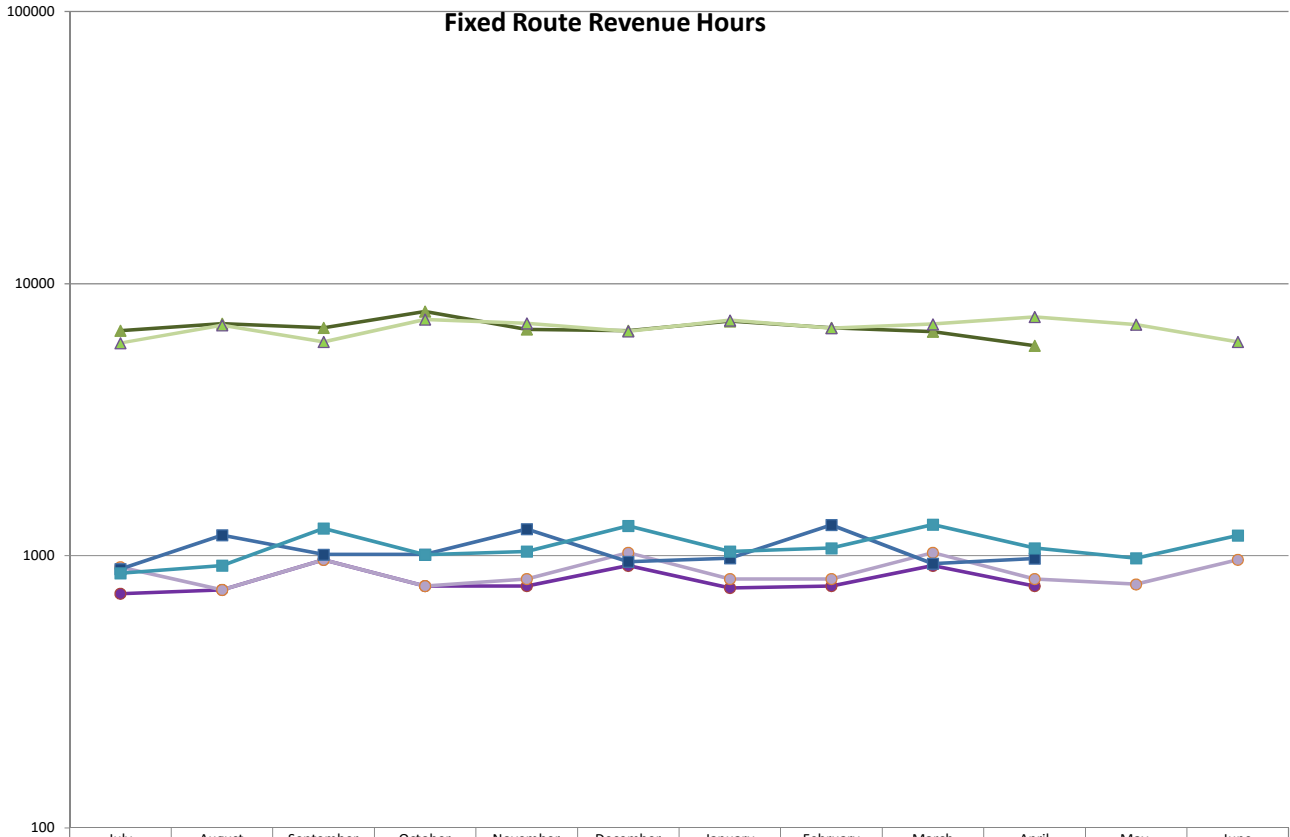
Connect Mobility Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY20	76	73	83	72	80	65	62	83	50	17		
○ Sunday FY19	85	75	85	85	93	93	67	85	94	87	80	85
■ Saturday FY20	121	125	131	121	127	123	123	130	81	41		
■ Saturday FY19	140	120	140	144	138	149	76	158	130	157	125	124
▲ Weekday FY20	285	283	304	315	306	287	307	315	189	79		
▲ Weekday FY19	298	304	322	331	311	299	278	337	325	321	308	293

Notes: Average Connect Mobility weekday boarding in April decreased 75%.

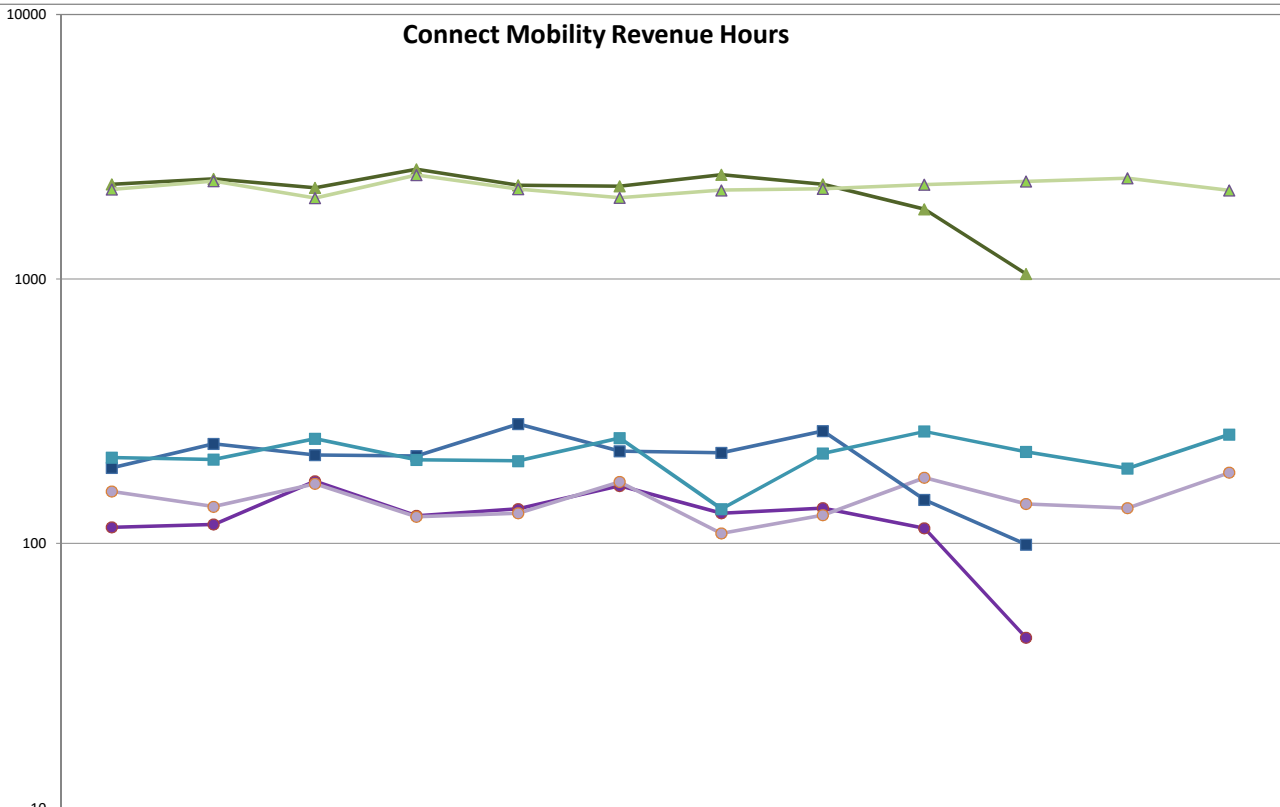
Fixed Route Revenue Hours



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY20	726	750	967	774	774	919	762	774	919	774		
● Sunday FY19	907	750	967	774	822	1027	822	822	1027	822	786	967
■ Saturday FY20	894	1190	1011	1011	1253	951	980	1298	936	978		
■ Saturday FY19	864	920	1261	1009	1036	1288	1036	1067	1303	1067	979	1187
▲ Weekday FY20	6717	7121	6876	7902	6786	6720	7273	6876	6655	5918		
▲ Weekday FY19	6050	7034	6108	7380	7139	6673	7332	6866	7098	7546	7074	6107

Notes:

Connect Mobility Revenue Hours

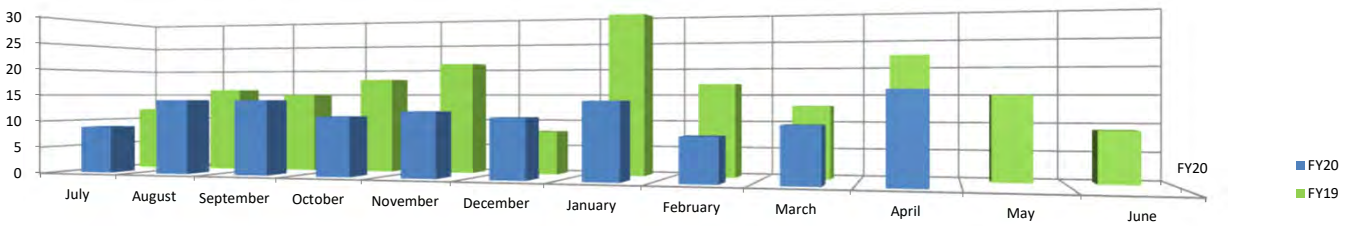


	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY20	115	118	172	127	135	165	130	136	114	44		
Sunday FY19	157	138	168	126	130	171	109	128	177	141	136	185
Saturday FY20	193	238	216	214	283	223	220	266	146	99		
Saturday FY19	211	208	249	207	205	250	135	219	265	222	192	258
Weekday FY20	2278	2391	2213	2599	2263	2243	2478	2280	1835	1045		
Weekday FY19	2181	2346	2024	2473	2184	2029	2165	2191	2271	2340	2402	2162

Notes:

Safety Reports

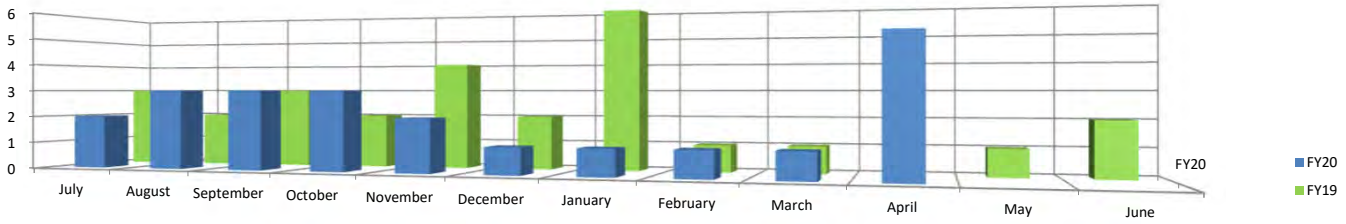
Safety Related Incidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	9	14	14	11	12	11	14	8	10	16		
FY19	12	16	15	18	21	8	30	17	13	22	15	9

Notes: The numbers in this category show the total number of reports received for the calendar month. This number does not indicate whether an incident or accident was determined to be "Preventable". All submitted reports are reviewed and categorized by the Safety and Training Director.

Preventable Accidents Per 100,000 Miles

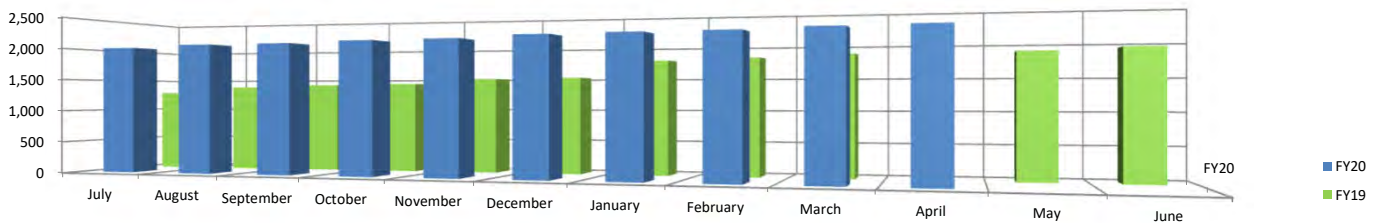


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2	3	3	3	2	1	1	1	1	5		
FY19	3	2	3	2	4	2	6	1	1	2	1	2

Notes: **Accident:** An unplanned event that may or may not have resulted in personal injury or property damage, but in which the employee failed to exercise reasonable precautions to prevent the event. This consists of events such as a collision with another vehicle, a collision with a fixed object, closing a vehicle entry/exit door on a customer, etc.

Social Media Reports

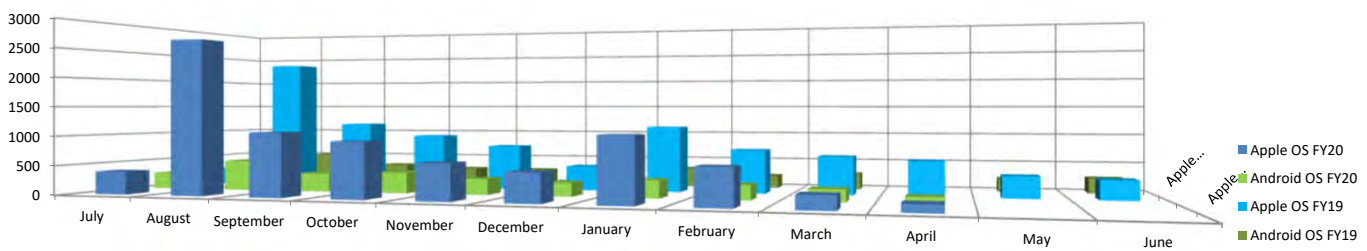
Facebook



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2,015	2,054	2,060	2,089	2,101	2,145	2,159	2,167	2,200	2,215		
FY19	1,282	1,382	1,416	1,431	1,509	1,524	1,785	1,821	1,869	1,873	1,886	1,933

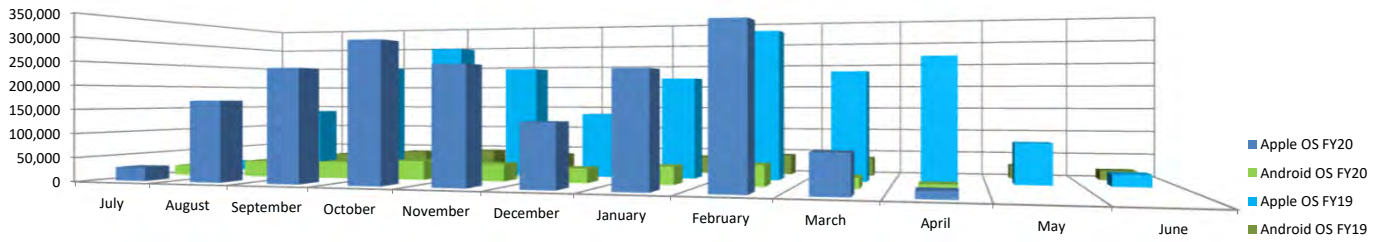
Notes:

App Downloads



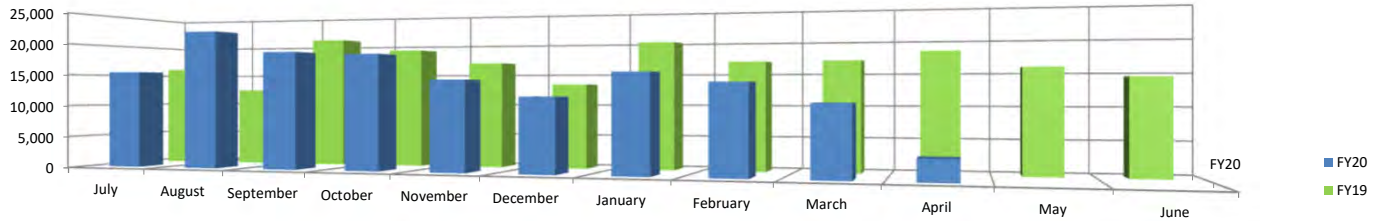
	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY20	387	2,624	1,074	938	609	487	1,073	614	227	128		
Android OS FY20	282	522	316	358	267	232	297	250	204	112		
Apple OS FY19	267	2,281	1,167	954	776	425	1,137	747	650	595	365	326
Android OS FY19	222	517	325	271	265	233	332	220	276	237	229	262

App Sessions



	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY20	27,919	167,758	234,074	288,658	239,500	128,398	228,644	317,706	78,658	14,825		
Android OS FY20	21,407	33,940	34,860	39,743	35,874	29,764	37,059	43,130	22,541	11,868		
Apple OS FY19	18,444	141,402	242,104	285,400	237,834	137,368	215,292	315,378	228,913	259,562	83,283	24,503
Android OS FY19	18,293	31,203	38,928	43,518	37,134	29,309	36,785	42,730	38,655	39,564	26,926	19,577

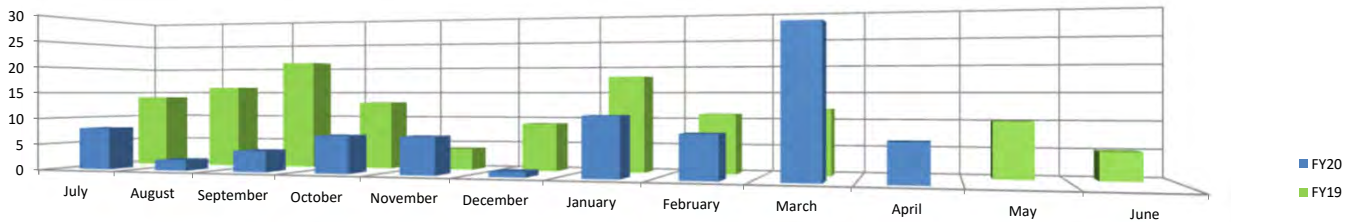
Website Traffic



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	15,429	21,879	18,495	18,081	14,065	11,533	15,183	13,688	10,725	3,248		
FY19	16,048	12,457	20,916	19,059	16,859	13,387	19,993	16,867	16,962	18,275	15,879	14,462

Notes:

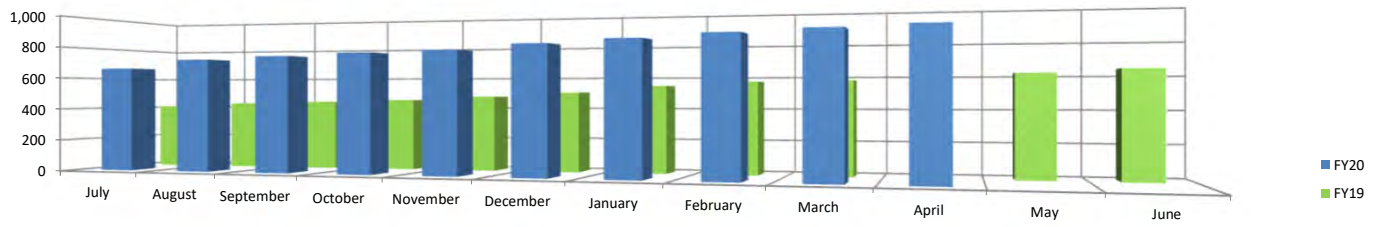
Twitter



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	8	2	4	7	7	1	11	8	27	7		
FY19	14	16	21	13	4	9	18	11	12	6	10	5

Notes:

Instagram



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	661	715	734	751	762	795	819	845	864	880		
FY19	407	430	441	454	478	505	546	571	598	598	618	641

Notes:



Statistics	Apr 20				Apr 19				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit												
Green	11,550	4,517	460	25.11	32,850	8448	858	38.29	-64.8%	-46.5%	-46.4%	-34.4%
Red	14,488	14,812	1,380	10.50	29,856	15129	1380	21.63	-51.5%	-2.1%	0.0%	-51.5%
Lime	21,014	17,398	1,420	14.80	31,978	17467	1420	22.51	-34.3%	-0.4%	0.0%	-34.3%
Aqua	3,998	2,112	151	26.48	7,620	2,829	202	37.66	-47.5%	-25.4%	-25.4%	-29.7%
Orange	2,076	3,819	292	7.11	4,974	4,970	380	13.09	-58.3%	-23.2%	-23.2%	-45.7%
Gold	3,844	5,277	434	8.86	6,594	4,937	406	16.24	-41.7%	6.9%	6.9%	-45.5%
Purple	5,768	8,223	564	10.23	10,392	11,439	769	13.51	-44.5%	-28.1%	-26.7%	-24.3%
Blue	2,862	3,337	292	9.80	6,922	4,506	395	17.54	-58.7%	-26.0%	-26.0%	-44.1%
Brown	2,570	4,149	362	7.11	5,078	4,149	362	14.04	-49.4%	0.0%	0.0%	-49.4%
Tan	2,612	5,887	492	5.31	5,820	6,074	492	11.82	-55.1%	-3.1%	0.0%	-55.1%
Pink	5,508	4,925	388	14.20	7,708	4,439	388	19.87	-28.5%	10.9%	0.0%	-28.5%
Yellow	4,572	5,879	410	11.15	17,852	8,747	610	29.27	-74.4%	-32.8%	-32.8%	-61.9%
Olive	-	-	-		3,696	4,388	434	8.52	-100.0%	-100.0%	-100.0%	
Redbird	784	3,943	412	1.90	69,756	8,124	726	96.15	-98.9%	-51.5%	-43.2%	-98.0%
Silver	4,470	5,529	436	10.25	7,162	7,562	590	12.14	-37.6%	-26.9%	-26.1%	-15.5%
Eastview	-	-	-									
Red Express	1,452	2,256	176	8.25								
Lime Express	-	-	-									
Total Fixed Route	87,568	92,064	7,669	11.42	248,258	113,211	9,412	26.38	-64.7%	-18.7%	-18.5%	-56.7%
Demand Response												
Connect Mobility	1,768	11,853	1,188	1.67	8,054	33,792	2,704	2.98	-78.0%	-64.9%	-56.1%	-44.0%
Medicaid	214											
Total Demand Response	1,982	11,853	1,188	1.67	8,054	33,792	2,704	2.98	-75.4%	-64.9%	-56.1%	-44.0%
SYSTEM TOTALS	89,550	103,917	8,857	10.11	256,312	147,003	12,116	21.15	-65.1%	-29.3%	-26.9%	-52.2%



Statistics	YTD 20				YTD 19				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit												
Green	236,458	76,547	7,795	30.33	243,278	81,763	8,214	29.62	-2.8%	-6.4%	-5.1%	2.4%
Red	270,721	148,019	13,743	19.70	290,490	146,108	13,572	21.40	-6.8%	1.3%	1.3%	-8.0%
Lime	262,837	175,154	14,142	18.58	293,010	171,455	13,969	20.98	-10.3%	2.2%	1.2%	-11.4%
Aqua	67,450	27,296	1,937	34.83	76,755	28,025	1,996	38.46	-12.1%	-2.6%	-2.9%	-9.5%
Orange	40,980	48,195	3,651	11.23	47,042	49,201	3,750	12.54	-12.9%	-2.0%	-2.7%	-10.5%
Gold	51,981	52,067	4,324	12.02	61,149	50,344	4,128	14.81	-15.0%	3.4%	4.8%	-18.9%
Purple	110,829	107,709	7,348	15.08	114,205	110,886	7,584	15.06	-3.0%	-2.9%	-3.1%	0.2%
Blue	47,732	43,162	3,774	12.65	47,343	44,832	3,892	12.17	0.8%	-3.7%	-3.0%	4.0%
Brown	45,008	41,337	3,604	12.49	48,081	42,982	3,748	12.83	-6.4%	-3.8%	-3.8%	-2.7%
Tan	48,305	60,167	4,894	9.87	54,175	63,620	5,156	10.51	-10.8%	-5.4%	-5.1%	-6.1%
Pink	97,506	48,864	3,853	25.31	66,545	43,802	3,834	17.36	46.5%	11.6%	0.5%	45.8%
Yellow	131,981	73,839	5,149	25.63	154,457	78,009	5,441	28.39	-14.6%	-5.3%	-5.4%	-9.7%
Olive	-	-	-		37,467	43,574	4,310	8.69	-100.0%	-100.0%	-100.0%	
Redbird	393,364	51,118	4,768	82.51	513,869	60,589	5,638	91.14	-23.5%	-15.6%	-15.4%	-9.5%
Silver	67,934	71,061	5,639	12.05	71,003	73,533	5,816	12.21	-4.3%	-3.4%	-3.0%	-1.3%
Eastview	-	-	-		216	501	48	4.50	-100.0%	-100.0%	-100.0%	
Red Express	23,146	21,927	1,710	13.54	-	-	-					
Lime Express	21,255	18,157	1,293	16.44	-	-	-					
Total Fixed Route	1,917,485	1,064,618	87,623	21.88	2,119,085	1,089,223	91,094	23.26	-9.5%	-2.3%	-3.8%	-5.9%
Demand Response												
Connect Mobility	59,509	292,450	24,976	2.59	75,989	315,452	25,877	2.94	-21.7%	-7.3%	-3.5%	-11.7%
Medicaid	5,272											
Total Demand Response	64,781	292,450	24,976	2.59	75,989	315,452	25,877	2.94	-14.7%	-7.3%	-3.5%	-11.7%
SYSTEM TOTALS	1,982,266	1,357,068	112,599	17.60	2,195,074	1,404,675	116,971	18.77	-9.7%	-3.4%	-3.7%	-6.2%

Federal Update for Connect Transit

Prepared by Cardinal Infrastructure

HEROES Act

On May 15th, the House passed a \$3 trillion COVID-19 emergency spending measure, H.R. 6800, the Health and Economic Recovery Omnibus Emergency Solutions (HEROES) Act, which would provide \$15.75 billion for transit; \$11.75 billion to urban areas with populations over three million, and \$4 billion to transit agencies that require “significant additional assistance” and need to retain workers to keep up basic services.

The \$11.75 billion would be allocated to areas over 3 million people with 15% distributed under the Section 5307 (Urbanized Area) formula program and 85% allocated under the Section 5337 (State of Good Repair) program. The \$4 billion provided under Section 5324 (Emergency Relief Program) would be discretionary to the Federal Transit Administration (FTA) based on demonstrated need. Priority would be given to those areas with the largest amount of revenue loss as a percentage of operations. In addition, the bill states to the maximum extent feasible the funds shall be directed to payroll and public transit service unless the recipient has certified to the Secretary that the recipient has not furloughed employees.

The package also provides \$15 billion for Federal Highway Administration’s (FHWA’s) Highway Infrastructure Program, with funding apportioned by formula within 30 days of enactment. Funds apportioned to Illinois will be sub-allocated within the State to urbanized areas with a population of over 200,000 in the same ratio as was suballocated in FY 2020. Furthermore, the proposal includes a new State and Local Coronavirus Relief Fund through the U.S. Department of Treasury, providing \$500 billion to states and \$375 billion to local governments. According to the House Democrats’ press release, the funding is made available “to help first responders, frontline health workers, transit employees, teachers, and other workers providing vital services.”

In addition, the bill provides that, for the duration of the national emergency, transit agencies that serve an urbanized area with a population of at least 500,000 individuals and that provide a minimum of 20 million unlinked passenger trips must require passengers to wear a mask or protective face covering, provide personal protective equipment (PPE) and related sanitizers to workers, ensure stations and vehicles are properly cleaned and disinfected. The Act’s language provides some flexibility in the requirement, providing, "The implementation of the requirement...shall be carried out in a manner determined by the provider of public transportation."

The House Democrats’ HEROES Act serves as an opening bid for negotiations with the Senate and the Trump Administration. Some believe that those negotiations may take a few weeks and could continue up until the Memorial Day weekend. Larry Kudlow, the Director of the White House National Economic Council, stated "We've kind of paused as far as formal negotiations go. Let's have a look at what the latest round produces. You need a month or so to evaluate that." Senate Majority Leader Mitch McConnell (R-KY) and Senator John Cornyn (R-TX) are currently drafting legislation focused on legal liability protections for businesses, nonprofits, and government agencies. Following negotiations, the final legislative compromise between the two parties will likely emerge with significant reductions in terms of its scope and cost.

Interim COVID-19 Relief Package

On April 23rd, Congress passed a \$484 billion interim emergency COVID-19 relief package, the Paycheck Protection Program and Health Care Enhancement Act, which included:

- \$321 billion for the Small Business Association’s (SBA’s) Paycheck Protection Program (PPP);
- \$60 billion in SBA's economic disaster loan programs;
- \$75 billion to reimburse hospitals and health care providers for health care related expenses or lost revenues from COVID-19; and
- \$25 billion to increase COVID-19 testing capacity.

Of the \$60 billion in additional funding for economic disaster loan programs, \$50 billion is for SBA's Disaster Loans Program Account and \$10 billion for Emergency Economic Injury Disaster grants. Furthermore, of the \$321 billion for the PPP, \$60 billion is to be set aside for smaller lending institutions with the goal of reaching underbanked small businesses.

The legislation follows the Coronavirus Aid, Relief, and Economic Security (CARES) Act, enacted on March 27th; the Families First Coronavirus Response Act, enacted on March 18th; and the Coronavirus Preparedness and Response Supplemental Appropriations Act enacted on March 6th.

APTA COVID-19 Relief Proposal

APTA released a request for additional supplemental funding to help public transit agencies continue to provide essential services and support frontline workers addressing the COVID-19 pandemic. APTA requests \$23.8 billion in additional emergency funding, with \$19 billion provided through the existing Emergency Relief Program and \$4.75 billion provided through formula grants, through calendar year 2021.

For the Emergency Relief Program, the proposal would "[r]equire the Secretary to distribute allocations proportionally to all public transit agencies who demonstrate additional COVID-19 costs and revenue losses." These funds would be distributed in three tranches: by June 30, 2020, May 31, 2021, and December 31, 2021; "The Secretary shall allocate not less than 33.33 percent of available funds to each of the three tranches and allocate any unused funds to subsequent tranches."

Transit Workers Requests for Protective Equipment and Transit Funding

On April 22nd, the TransitCenter; Amalgamated Transit Union (ATU); Sheet Metal, Air, Rail, and Transportation Division, Transport Workers Union of America; Transportation Trades Department, AFL-CIO, among others, sent a letter to Vice President Mike Pence, Dr. Deborah Birx, and Dr. Anthony Fauci requesting "a more coordinated federal response to supply transit workers with necessary protective equipment, as well as stronger guidance from the CDC on how to safely equip transit workers and work environments." The recommendations include N95 masks for operators, use of gloves, disinfectant wipes, hand sanitizer, plastic protective barriers to separate operators from passengers, and safe ventilation on buses.

In addition, by letter dated May 9, 2020, several unions representing transportation workers, including the Teamsters and ATU, sent a letter to congressional leadership requesting \$32 billion in additional transit funding; indicating that the \$23.8 billion requested by APTA was insufficient to address the problems transit systems are facing nationwide.

Paycheck Protection Program

The SBA Office of Inspector General (OIG) released a report describing how SBA's implementation of the PPP did not align with some provisions of the CARES Act on prioritizing underserved and rural markets, loan proceeds eligible for forgiveness, guidance on loan deferments, and registration of loans. Senate Democrats urged SBA to adhere to OIG's recommendations. In its first official action, the House Select Subcommittee on the Coronavirus Crisis requested that large corporations return PPP loans and other federal assistance.

Opening Up America Again

The White House has posted Guidelines for Opening Up America Again. These general guidelines provide "Core State Preparedness Responsibilities," including "protect employees and users of mass transit, "as well as, "[s]trongly consider using face coverings while in public, and particularly when using mass transit."

According to the [Washington Post](#), the White House is reviewing an "Interim Guidance for Mass Transit Administrators" document. The guidelines address resuming full service in all phases of the reopening strategy,

with specific actions for each of the three phases. These guidelines include recommendations for rear-door boarding, touchless fare payments, ventilation systems, rolling stock cleaning, social distancing on vehicles, PPE protocols, as well as operator compartment partitions.

Municipal Liquidity Facility

The Federal Reserve announced an expansion of the scope and duration of the Municipal Liquidity Facility (MLF). Eligibility will now include counties with a population of at least 500,000 residents and cities with a population of at least 250,000 residents. Among other eligible uses, proceeds may be used for "deferrals or reductions of tax and other revenues or increases in expenses related to or resulting from the COVID-19 pandemic."

The MLF provides a liquidity backstop to issuers through a special purpose vehicle (SPV). Alongside an initial investment of \$35 billion in the SPV by the Treasury using CARES Act funding, the SPV will have the ability to purchase up to \$500 billion in Eligible Notes. Based on the recently updated FAQ, "States, Cities, and Counties may use the proceeds of Eligible Notes sold to the SPV under the MLF to purchase the notes of, or otherwise assist, any of their political subdivisions or other governmental entities..." Furthermore, "Other governmental entities that provide essential public services on behalf of a State, City, or County may participate in the MLF indirectly by borrowing through an eligible State, City, or County."

The Administration is considering expanding the MLF issuer eligibility to include a "limited number of governmental entities that issue bonds backed by their own revenue to participate directly." That decision will be "publicly announced at a future date."

FTA NDAA Guidance

The Federal Transit Administration (FTA) released Frequently Asked Questions regarding Section 7613 of the Fiscal Year (FY) 2020 National Defense Authorization Act (NDAA). The FY 2020 NDAA included a provision that prohibits the use of federal funding to procure bus and rail rolling stock from certain manufacturers. The FAQ provides guidance on which manufacturers are impacted by the restriction, timeline for the provision's implementation, and how certain contracts (leases, direct purchases, option exercises, parts and maintenance, etc.) are affected.



MEMO

DATE: May 26, 2020

TO: Board of Trustees

FROM: Isaac Thorne, General Manager

Subject: Recommendation for "One Rate for All" fare structure, Better Bus Stop Campaign, and Expansion of Connect Mobility Service Area

RECOMMENDATION: That the Connect Transit Board of Trustees approve the "One Rate for All" fare structure, Better Bus Stop Campaign, and Expansion of Connect Mobility Service Area.

BACKGROUND: These recommendations were approved by the Connect to the Future Working Group and supported by the Connect Transit Board of Trustees. The Work Group Members invested a great amount of time in understanding the issues and providing recommendations for our future, including strategies for the financial viability and sustainment.

DISCUSSION:

"One Rate for All" Fare Structure

- **Fixed route**
 - Fare would increase from \$1 to \$1.25
 - 1-Day pass \$3.00
 - 7-Day pass \$10.00
- **Connect Mobility**
 - Standard fare would decrease from \$2 to \$1.25
 - Premium fare 1 would decrease from \$3 to \$1.25
 - Premium fare 2 would decrease from \$4 to \$1.25
 - Expand the service area to city and town limits
- **Fare capping**
 - Both fixed route and Connect Mobility will have a fare cap of \$40
 - Once a rider spends \$40 on individual trips in 30 days, they will ride the remainder of the month for free



Better Bus Stop Campaign

Complete 90 stops in 2021 and increase pace by 20% each year for 100% completion of current stops by 2024. Prioritize bus stops to be upgraded based on frequency of wheelchair ramp deployment and ridership.

Expansion of Connect Mobility Service Area

ADA regulations under the FTA (Federal Transit Administration) state that public transits must provide paratransit service (Connect Mobility) up to $\frac{3}{4}$ of a mile from all fixed routes. Connect is expanding the coverage of Connect Mobility to the City and Town limits, it ensures that all community members that are eligible for the service will have access and that access is not dependent on geographical location of fixed routes.

FINANCIAL IMPACT: Staff has estimated an increase of \$58,100 in expenses to expand Connect Mobility service area. This is offset by the estimated fare revenue of \$29,154, the difference being a total cost increase of \$28,946 for the "One Rate for All" and expansion of Connect Mobility service area.

Connect was awarded \$500,000 federal grant to make bus stop improvements and can leverage this funding for \$900,000 of IDOT funding for a total of \$1.4 million. It is estimated to cost \$2.5 million to complete the Better Bus Stop Campaign. The estimated cost of \$2.5 million includes all current bus stops and has been in the FY2021-FY2023 capital budget.



MEMO

DATE: May 26, 2020
TO: Board of Trustees
FROM: Patrick Kuebrich, Finance Director
Subject: Recommendation of FY 2021 Operating and Capital Budget

RECOMMENDATION: That the Connect Transit Board of Trustees adopt the Fiscal Year 2021 Operating and Capital Budget.

BACKGROUND: Attached for your review and consideration is the Fiscal Year 2021 Proposed Operating and Capital Budget documents. The Operating Budget totals \$14,500,000 and Capital budget totals \$4,976,000.

The FY2021 budget includes 108,000 revenue hours for fixed route service and 34,000 revenue hours for Connect Mobility.



Bloomington-Normal Public Transit System

2020 – 2021 Budget



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MESSAGE FROM THE GENERAL MANAGER

The Bloomington-Normal Public Transit System (Connect Transit) has prepared the FY 2021 Annual Budget document as a means to communicate to the Public and the Connect Transit Board the issues considered in the use of financial resources to provide public transit to Bloomington and Normal, Illinois during the 2021 fiscal year.

Services to be delivered

- Connect Transit provides transit services to the City of Bloomington and the Town of Normal city limits
- In FY 2021, Connect Transit will provide approximately 2.5 million trips, covering 1.6 million miles within a 46-mile region, operating and maintaining 37 fixed route buses, and 18 demand response buses with 141 employees.

FY 2021 Budget Initiatives and Priorities

- Increase revenue with fares, contracts, Medicaid, and advertising
- Reduce fares for Connect Mobility riders to match the fares that Fixed Route riders pay
- Increase fund balance – in order for Connect Transit to take advantage of the State of Illinois DOAP Debt Service funding, Connect Transit will have to pledge cash reserves for the line of credit
- Provide efficient and effective transit service
- Continue to explore stable local funding options

COVID-19 Issues

- Connect Transit has not made any adjustments to our FY 2021 Annual Budget in regard to the COVID-19 pandemic. We are not certain what the COVID-19 impact will be on revenue and expenses in FY 2021. Connect Transit was apportioned \$9,179,551.00 from the FY 2020 Cares Act Section 5307 Urbanized Area Apportionments to help to prevent, prepare for and respond to the COVID-19 pandemic. This federal apportionment will be used to replace lost revenue and pay for additional expenses in FY 2021.

Continuing Budget Issues

- Medicaid billing - Connect Transit continues to be a Non-Emergency Medical Transportation (NEMT) provider. This allows us to recoup costs through Medicaid on approved passenger trips and provide a free fare to the rider. Connect Transit has seen steady growth in revenues and expects to see growth in FY 2021.
- Connect Transit is in the service industry, wages and benefits will always be a large portion of our expenses. Labor cost continues to increase due to annual wage increases and increases in Connect Mobility hours due to demand.
- Connect Transit will use much of the annual Federal funding appropriation on operating expenses.

New Budget Issues – Long Term Financial Plans

- Connect Transit will continue to leverage Downstate Operating Assistance Program (DOAP) to complete capital projects such as bus stop improvements, new buses, and mid-life overhaul of buses. This will require Connect to pledge local capital funding to receive a line of credit. This will

allow Connect Transit to leverage 65% percent of the capital cost through DOAP and reduce the amount of federal and local capital dollars.

- To use DOAP debt-service effectively and minimize risk, Connect Transit is going to conserve local capital dollars and increase reserves

Isaac Thorne
General Manager

Connect Transit

Final Draft Strategic Plan for 2021

Connect Transit Description

Connect Transit is the Bloomington-Normal Public Transit System, formed in 1972 to provide transportation services within the City of Bloomington and Town of Normal, Illinois. It is governed by a 7-member Board of Trustees appointed by the City and Town and staffed by approximately 140 dedicated employees.

Mission Statement

The expression of mission, or purpose, is Connect Transit's fundamental reason for being, and that for which all commitments and resources are in service.

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

Core Values

These core values guide our conduct and behavior and apply to everyone without exception.

At Connect Transit, we are

- Respectful of all persons and perspectives
- Customer and safety focused
- Dedicated to public service
- Accountable stewards of public resources
- Trusting and trustworthy
- Open-minded and eager to learn
- Positive in attitude
- Focused on the good of the whole

Vision for 2021

Our Vision for 2021 inspires us, and sets the trajectory for our bold, clear and compelling future.

Connect Transit is a robust system of undeniable social, economic and environmental value to its stakeholders and the community.

High-Level Goals

These five Goals establish the Strategic Plan framework. Each one pertains to a distinct component of Connect Transit's effectiveness and accountability. Achievement of these Goals facilitates attainment of our Vision for 2021. No prioritization is implied by the order in which they are listed.

1. Sustainable, High-Performing System	Define, design and fund a sustainable transit system tailored to optimally serve the Bloomington-Normal community.
2. Quality Customer Experience	Provide reliable, easy to use transportation services and quality, user-friendly amenities.
3. Operational Excellence	Exemplify sound governance, superior operations, a culture of safety and a model workplace.
4. Undeniable Value	Become the mobility provider of choice and be valued as an essential public service.
5. Innovative Leadership	Facilitate our community's mobility evolution with innovation, future focus and collaborative leadership.

Strategic Action Plan

The Action Plan describes strategies and actions to achieve each of the five High-Level Goals.

Goal 1: Sustainable, High-Performing System: Define, design and fund a sustainable transit system tailored to optimally serve the Bloomington-Normal community.

Strategy 1 – Defined Service: Establish the system’s balance of coverage, ridership, connectivity and frequency to attain the community’s transit objectives.

Action 1. Clearly establish community transit objectives and review them periodically.

Action 2. Discern and select Connect Transit’s sustainable service profile to achieve transit objectives.

Strategy 2 – System Design: Design and implement routes that efficiently attain transit objectives, balancing system performance with customer needs and preferences.

Action 1. Design or adjust proposed system routes to ensure alignment with and performance toward transit objectives.

Action 2. Utilize design principles that ensure system integrity and consistency.

Action 3. Implement route adjustments using widespread public information and customer training campaigns.

Action 4. Build and maintain transfer stations that facilitate connectivity and system performance.

Strategy 3 – Fleet: Ensure a reliable, quality fleet capable of meeting current service level needs, with an eye toward the community’s evolving mobility objectives.

Action 1. Upgrade the existing fleet and continue to procure needed, quality rolling stock.

Action 2. Keep the fleet in good repair, and responsibly manage transit assets.

Action 3. Embrace use of alternative fuels and emerging energy solutions.

Strategy 4 – Funding: Establish ample, accountable transit funding.

Action 1. Examine all existing revenue sources for stability and growth potential, and research new/alternative revenue streams for operations and capital.

Action 2. Evaluate and expand partners for universal access, such as government agencies, nonprofit agencies and businesses.

Action 3. Explore fare restructuring.

Action 4. Grow advertising revenue.

Action 5. Explore increased local funding support with local governments.

Action 6. Research and pursue grant opportunities.

Action 7. Consider establishing a transit taxing district.

Goal 2: Quality Customer Experience: Provide reliable, easy-to-use transportation services and quality, user-friendly amenities.

Strategy 1 – Infrastructure/Amenities: Implement amenities as a fundamental component of transit value and safety.

Action 1. Build a downtown transfer center.

Action 2. Adopt a Bus Stop/Shelter Design Plan to be used as the Connect Transit standard.

Action 3. Install transit amenities, such as shelters and lighting, and ensure maintenance and cleanliness at transfer stations, hubs and bus stops.

Action 4. Partner with the City and Town for sidewalks, shelters and lighting at bus stops.

Action 5. Secure private sector sponsors or partners to fund bus stops/shelters.

Strategy 2 – Customer Service: Uphold a standard of customer courtesy and appreciation.

Action 1. Infuse every interaction with a customer service orientation.

Action 2. Provide ongoing employee education and increased instruction in customer relations.

Action 3. Enlist customer service champions to model kind, helpful conduct and behavior.

Action 4. Provide employee education on route planning and use of various planning aids.

Action 5. Conduct periodic customer surveys, interviews or focus groups, to obtain suggestions and feedback, and gauge satisfaction.

Strategy 3 – Access/Social Relevancy: Provide a mobility option, independent of personal vehicle use, to link people, communities, commerce, services, employment and entertainment.

Action 1. Maintain a high level of on-time performance.

Action 2. Provide additional service and greater frequency as budgets permit.

Action 3. Remain sensitive to service affordability for all riders.

Action 4. Ensure all riders are aware of the freedom and flexibility afforded by the fixed route system.

Strategy 4 – Ease of Use: Produce intuitive information guides, signage and communications.

Action 1. Enhance high and standard technology rider information sources, such as more ETA displays, Wifi capability, smart phone app, social media and others for superior customer awareness.

Action 2. Provide customer education on the use of various route planning aids, including improved rider guides.

Goal 3: Operational Excellence: Exemplify sound governance, superior operations, a culture of safety and a model workplace.

Strategy 1 – Governance: Exhibit wise, effective governance through clarity of purpose and focused strategic alignment with Connect Transit’s Vision and Goals.

Action 1. Maintain momentum toward Vision achievement, report on Strategic Plan performance and schedule timely Plan updates.

Action 2. Make time for dialogue and discernment of complex policy choices.

Action 3. Utilize clear, fair decision-making processes and anticipate dissent as a natural function of diverse perspective.

Action 4. Champion the agency’s Vision and Goals with stakeholders, and act in the interest of the community.

Strategy 2 – Superior Operations: Demonstrate transparency and accountability and utilize best practices toward achievement of comprehensive operational excellence.

Action 1. Formalize routine data analysis, reporting and metrics to monitor and evaluate system performance.

Action 2. Research and apply best practices to all facets of operations.

Action 3. Periodically review operational policies and practices.

Strategy 3 – Safety: Ensure a culture of safety.

Action 1. Integrate safety as the core component of all operations and every aspect of the agency.

Action 2. Demonstrate bus riding as one of the safest transportation options.

Action 3. Enhance safety communications both internally and externally.

Strategy 4 – Model Workplace: Rank among the region’s best employers.

Action 1. Develop and maintain camaraderie across all functions and levels of the organization.

Action 2. Recruit personnel that exhibit Connect Transit values and invest in employee development to ensure growth and productivity of the workforce.

Action 3. Use effective communication vehicles and approaches that enhance multidirectional information sharing.

Action 4. Possess a positive, can-do attitude.

Goal 4: Undeniable Value: Become the mobility provider of choice and be valued as an essential public service.

Strategy 1 – Community Engagement: Establish trust and rapport with stakeholders to understand needs and values, obtain advice and feedback, share information and advance transit objectives.

Action 1. Cultivate the Connect Transit Advisory Committee (CTAC) to be a key communication conduit with Connect Transit customers and stakeholders.

Action 2. Have a presence at community events to dialogue with individuals and make presentations to community groups.

Action 3. Utilize innovative engagement tools to connect with and cultivate specific target markets.

Strategy 2 – Partnership and Collaboration: Generate new potentials through symbiotic relationships with key collaborators.

Action 1. Captivate and inspire executives and legislators at every level of government with Connect Transit's vision and plan, outlining its contribution to our shared vision for a thriving region.

Action 2. Identify and engage current and potential partners and collaborators, such as education, library, airport and other transportation modes, City and Town, McLean County, businesses and nonprofit institutions and organizations, and co-design collaboration agreements that serve both parties.

Action 3. Identify private sector benefactors and public sector partners for amenities, universal access and marketing collaboration.

Strategy 3 – Marketing and Communications: Feature Connect Transit as a community asset and an essential public service.

Action 1. Create a marketing and communications plan that amplifies the value of the transit system to the general public, and demonstrates its return on investment in social, economic and environmental terms.

Action 2. Tell the new story of a connected community, pulsing with vitality and ease of movement for people of all ages and backgrounds.

Action 3. Portray the riding experience as enjoyable, smart, and for everyone.

Goal 5: Innovative Leadership: Facilitate our community’s mobility evolution with innovation, future focus and collaborative leadership.

Strategy 1 – Future Focus: Become poised to integrate and give leadership to emerging transportation technologies.

- Action 1. Serve as a model public agency in the community and a sought-after expert in transportation solutions.
- Action 2. Explore innovative approaches to service delivery.
- Action 3. Position Connect Transit for the arrival and use of autonomous vehicles in our market and define our participation and leadership.

Strategy 2 – Economic Influence: Exercise Connect Transit’s influence as an economic driver for the region.

- Action 1. Feature the region’s multimodal strength and the key role played by transit as an asset to business, students and residents.
- Action 2. Vividly portray the way transit benefits sales and commerce, transports our workforces, facilitates individuals’ livelihoods and can diversify the region’s employer/employee base.
- Action 3. Integrate the “transit asset” into the economic development conversation and equation at the municipal and county levels.

Strategy 3 – Regional Planning Influence: Elevate awareness and advance land use policy principles that optimize land resources, facilitate mobility and steward the environment.

- Action 1. Take an active role in the local and regional land use policy conversation.
- Action 2. Emphasize the value of transit accessibility in land use development.
- Action 3. Articulate and advocate for the benefits of transit-oriented development (TOD) toward achievement of environmental and quality of life objectives.
- Action 4. Heighten awareness about placement of land uses requiring high levels of service, the necessity of mobility options, and the value of sidewalks, shelters and other amenities.

SIGNIFICANT OPERATING BUDGETARY ITEMS AND TRENDS

The adoption of the FY 2021 budget included several assumptions that are necessary due to the unpredictability of costs and organizational needs. All assumptions made in the operating budget are based on historical trends and future expectations.

In February 2020, the Connect Transit Board of Trustees voted to support the Connect to The Future Work Group recommendations including the one rate for all fare structure. It is our expectation that the one rate for all fare structure implementation date will be July 1, 2020. However, fare collection may be suspended beyond July 1, 2020 because of the COVID-19 pandemic. The fixed-route fare will go from \$1.00 per ride to \$1.25 per ride. The 30-day pass for fixed route will go from \$32 to \$40. The Connect Mobility fare will go from \$2.00 per ride to \$1.25 per ride. The Premium Service surcharge for Connect Mobility will be eliminated. Connect Mobility coverage area will be extended to the City of Bloomington and Town of Normal limits regardless of distance from fixed routes. The 30-day pass for Connect Mobility will decrease from \$65 to \$40. However, fare collection may be suspended beyond July 1, 2020 because of the COVID-19 pandemic.

In order to help pay for the decrease in Connect Mobility fares, and to help decrease the amount of the Federal Section 5307 Grant money Connect Transit spends on operating expenses, Connect Transit has asked the City of Bloomington and the Town of Normal to contribute an additional \$250,000.00 for operating expenses in the FY 2021. In FY 2022, this would increase to \$500,000.00 per year.

Connect Transit applied to be a Non-Emergency Medical Transportation (NEMT) provider in November 2017. This allows Connect Transit to recoup costs through Medicaid on approved passenger trips and provide a free fare to the rider. We have seen a steady increase in revenue from this and expect to see an increase in revenue in FY 2021.

Connect Transit is anticipating higher labor costs in FY 2021 due to annual wage increases, an increase in maintenance personnel (cleaning), and increases in Connect Mobility hours due to demand from lowering the fares for Connect Mobility.

Connect Transit has not made any adjustments to its FY 2021 Annual Budget in regard to the COVID-19 pandemic. We are not certain what the COVID-19 impact will be on revenue and expenses in FY 2021, but revenues and expenses will be impacted. Connect Transit was apportioned \$9,179,551.00 from the FY 2020 Cares Act Section 5307 Urbanized Area Apportionments to help to prevent, prepare for and respond to the COVID-19 pandemic. This federal apportionment will be used to replace lost revenue and pay for additional expenses in FY 2021.

BUDGET OVERVIEW

Bloomington Normal Public Transit System (Connect Transit) is an intergovernmental agency established by the City of Bloomington (City) and the Town of Normal (Town) and governed by a board appointed by both the City and the Town. Connect Transit operates as an enterprise fund that reports financial results in accordance with accounting principles generally accepted in the United States of America (GAAP) and Governmental Accounting Standards Board (GASB) guidance.

Connect Transit's Operating Fund is used to account for all general operations and activities. It is Connect Transit's intent that the costs of operations be financed through the farebox revenue, advertising revenue, sales tax from the City of Bloomington and Town of Normal, and state and federal grants. Most of the operational funding is used to pay employee salaries and benefits. Other operational funding goes to pay for things such as fuel, insurance, maintenance and utilities.

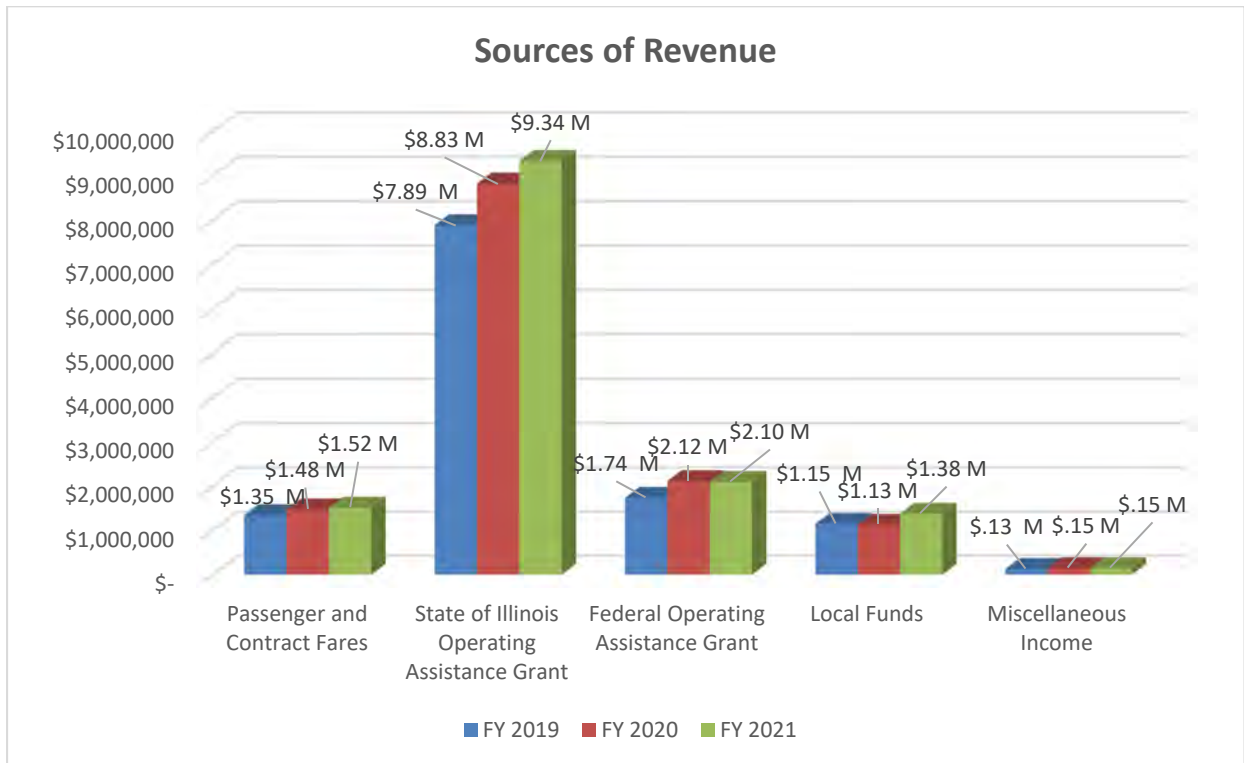
Connect Transit's Capital Fund is used to finance capital projects and fixed asset purchases such as revenue vehicle purchase, facility enhancements, technology upgrades, and more. Capital funds are collected from the City of Bloomington, the Town of Normal, the State of Illinois and a variety of Federal Transit Administration grants, including an annual Section 5307 appropriation.

Presented below is a summary of major operating revenues and expenditures. The capital budget summary can be found in the capital budget section on page 23.

	FY 2019 Actual	FY 2020 Budget	FY 2021 Budget
Revenue:			
Passenger and Contract Fares	\$1,351,668	\$1,484,000	\$1,522,500
Miscellaneous Income	127,806	153,000	152,500
Local	1,145,301	1,132,000	1,382,000
State of Illinois Operating Assistance Grant	7,886,760	8,830,000	9,339,000
Federal Operating Assistance Grant	1,738,011	2,118,000	2,104,000
Total Revenue	12,249,546	13,717,000	14,500,000
Expenses:			
Labor	7,546,803	7,911,000	8,607,000
Employee Benefits	2,001,726	2,573,000	2,702,000
Fuel and Lubricants	808,359	1,083,000	931,000
Bus Repair and Maintenance	403,217	496,000	530,000
Insurance	606,389	650,000	661,000
Professional Fees	247,010	310,000	312,000
Software Licenses and Supplies	223,957	209,000	256,000
Utilities	115,780	139,000	152,000
Miscellaneous	296,305	346,000	349,000
Total Expenses	\$ 12,249,546	\$ 13,717,000	\$ 14,500,000
Total Surplus/(Deficit)	\$0	\$0	\$0

In FY 2021, Connect Transit expects to receive \$1.52 million in farebox, pass sales, and universal access revenue, \$9.34 million in funds from the State of Illinois, \$2.10 million from federal funds, \$1.38 million from Local funds and \$.15 million from miscellaneous funds. Figure 1.1 compares actual sources of revenue for FY 2019, and budgeted sources of revenue for FY 2020 and FY 2021.

Figure 1.1



Passenger and contract fares is projected to increase from \$1.35 million to \$1.48 million to \$1.52 million in FY 2019, FY 2020, and FY 2021 respectively. The projected increase in FY 2021 is due to the one rate for all fare structure that will take effect on July 1, 2020.

Revenue from the State of Illinois is projected to increase from \$7.89 million to \$8.83 million to \$9.34 million in FY 2019, FY 2020 and FY 2021, respectively, and continues to be Connect Transit’s main source of revenue. This increase is due to the increase in expenses since Connect Transit is reimbursed for 65% of eligible expenses.

Federal revenue for FY 2019 was \$1.74 million and is expected to increase to \$2.12 million in FY 2020. This increase was due to the increase in expenses from FY 2019 to FY 2020. In FY 2021, Connect Transit expects federal revenue to decrease by \$.02 million due to the increase in local revenue from FY 2020 to FY 2021.

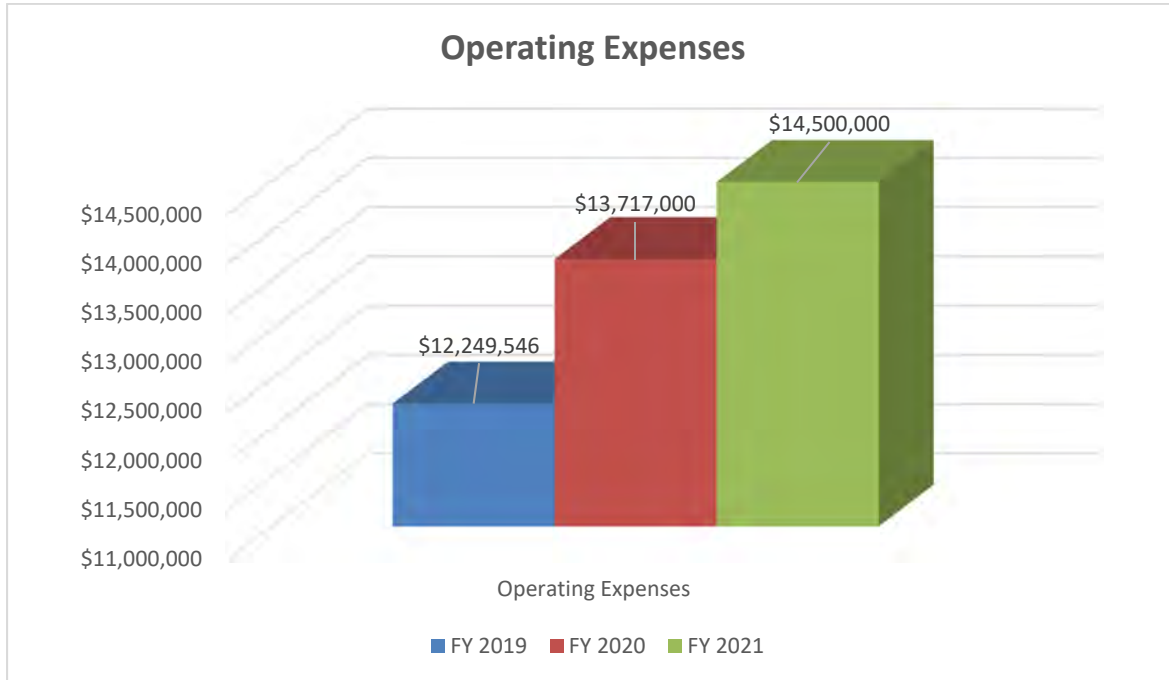
Local revenue is projected to decrease from \$1.15 million to \$1.13 million in FY 2019 to FY 2020. In FY 2021, Connect Transit expects local revenue to increase by \$.25 million due to the additional revenue the City of Bloomington and Town of Normal will provide.

Miscellaneous revenue for FY 2019 was \$.13 million and is expected to increase to \$.15 million in FY 2020 and remain at \$.15 million in FY 2021.

USES OF REVENUE

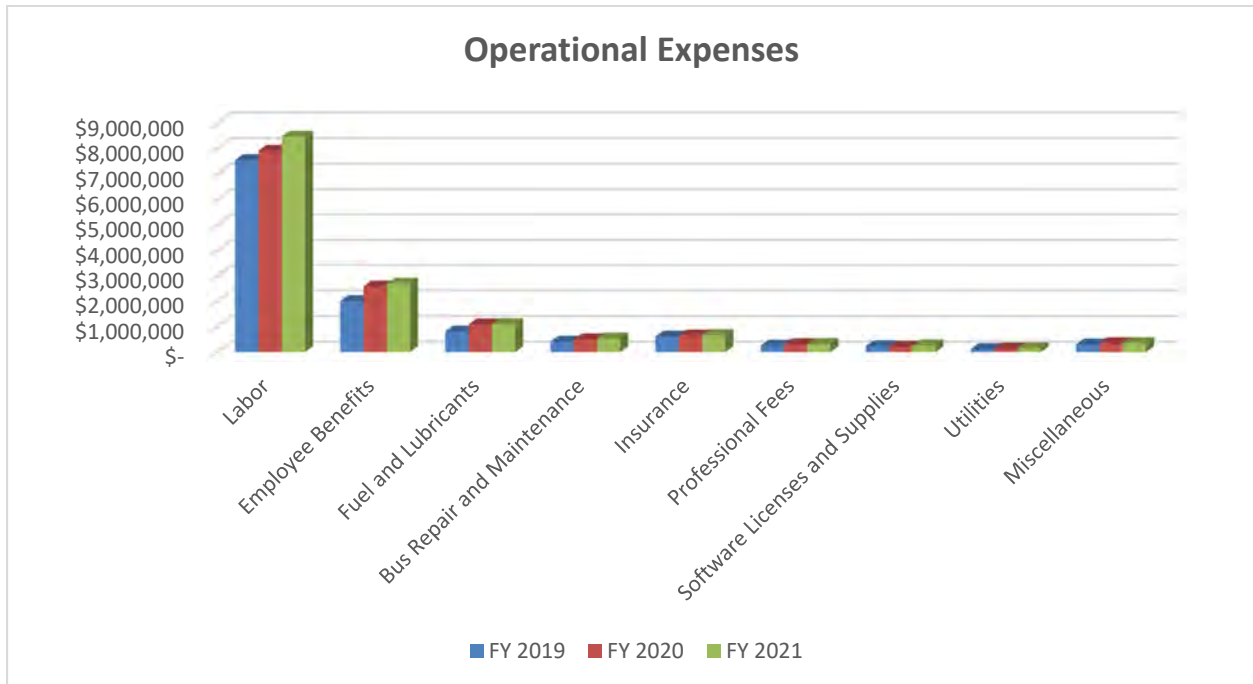
Connect Transit's budgeted operating expenses for FY 2021 are \$14.50 million. Figure 1.2 illustrates actual operating expenses in FY 2019, and budgeted operating expenses in FY 2020 and FY 2021.

Figure 1.2



Connect Transit budgeted an increase of 5.71% in operational expenses from FY 2020 to FY 2021. Figure 1.3 illustrates the increase in operational expenses from FY 2019 to FY 2021.

Figure 1.3



Labor is Connect Transit’s main use of revenues, with wages increasing approximately 8.80% from FY 2020 to FY 2021. There is an increase in Operation’s Labor, because we anticipate hiring additional maintenance employees to clean and disinfect buses and bus stop infrastructures, and a projected increase in Connect Mobility hours from FY 2020 to FY 2021. The increase in Connect Mobility hours is due to increased service area. Connect Mobility will be provided to the city and town limits. All represented employees will receive an increase in wages, per the Collective Bargaining Agreement. Non-represented employees will receive an increase in wages based on performance.

Another significant expense category is Employee Benefits. In FY 2021, we are anticipating a projected 5.01% increase in employee benefits over FY 2020. This is due to an increase in retirement plan (457 plan) expense and health insurance.

We are projecting a 6.85% increase in Bus Repair and Maintenance from FY 2020 to FY 2021. This increase is due to the fact we have 10 used fixed-route buses that are beyond their useful lives. Because we have older buses in our fleet, we anticipate higher repair costs in FY 2021.

We are projecting a 14.73% decrease in Fuel Expense from FY 2020 to FY 2021. This is due to lower fuel prices and an agreement that allows us to lock-in a low fuel rate through December 2020.

Figure 1.4 illustrates the breakdown of expenditures in FY 2020. Figure 1.5 illustrates the breakdown of expenditures in FY 2021.

Figure 1.4

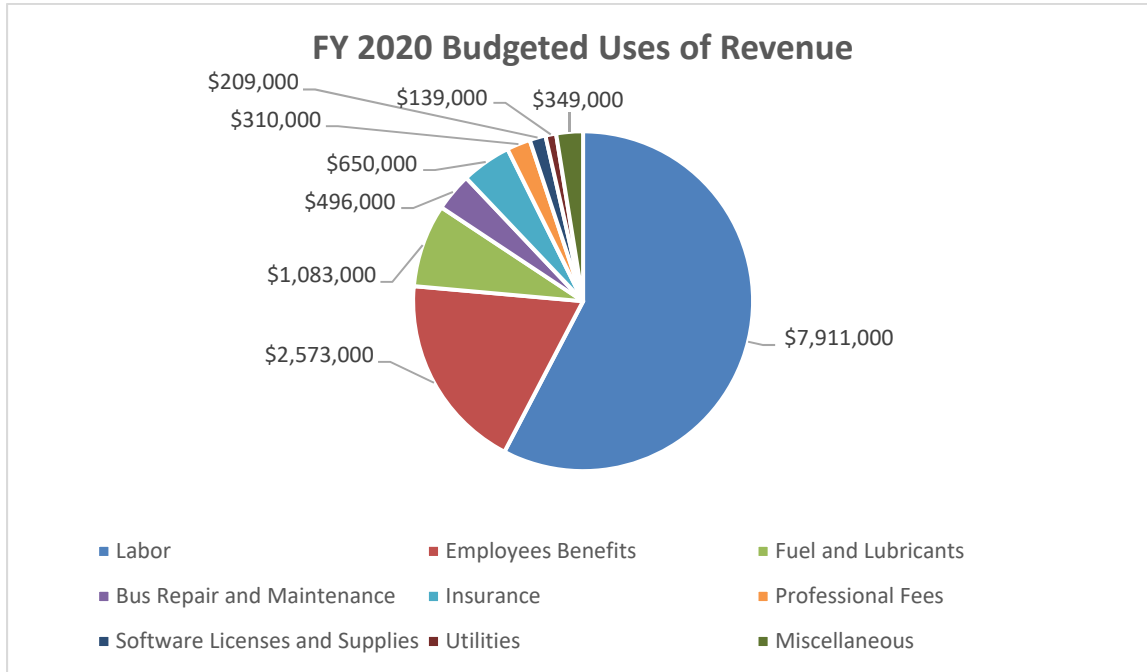
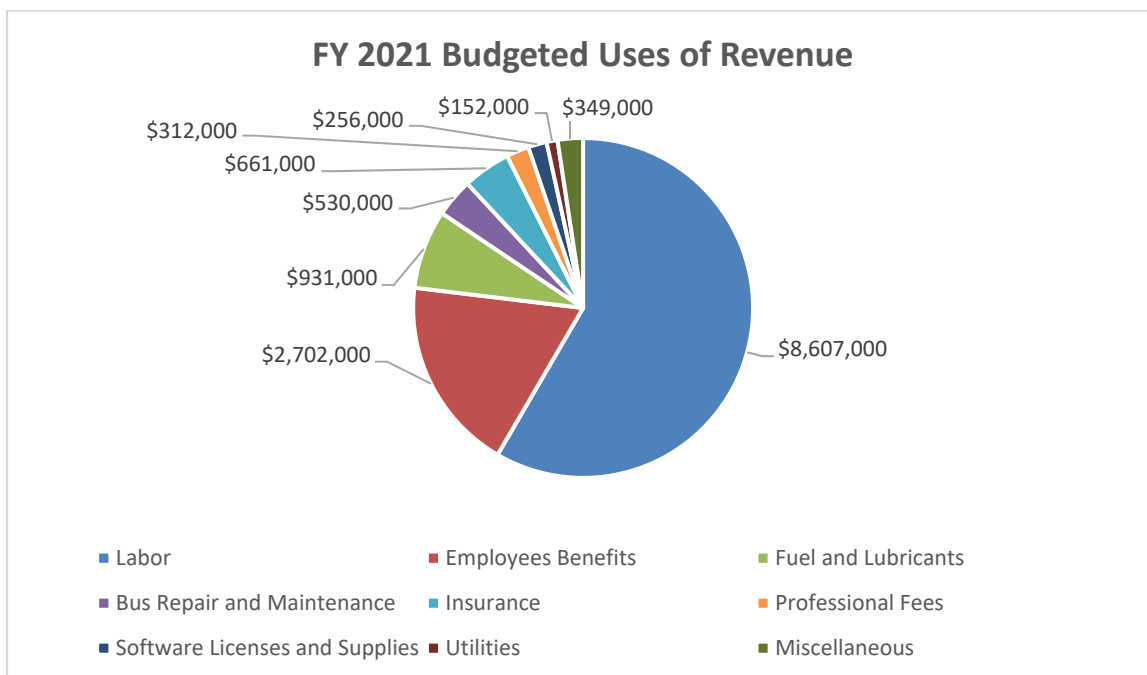
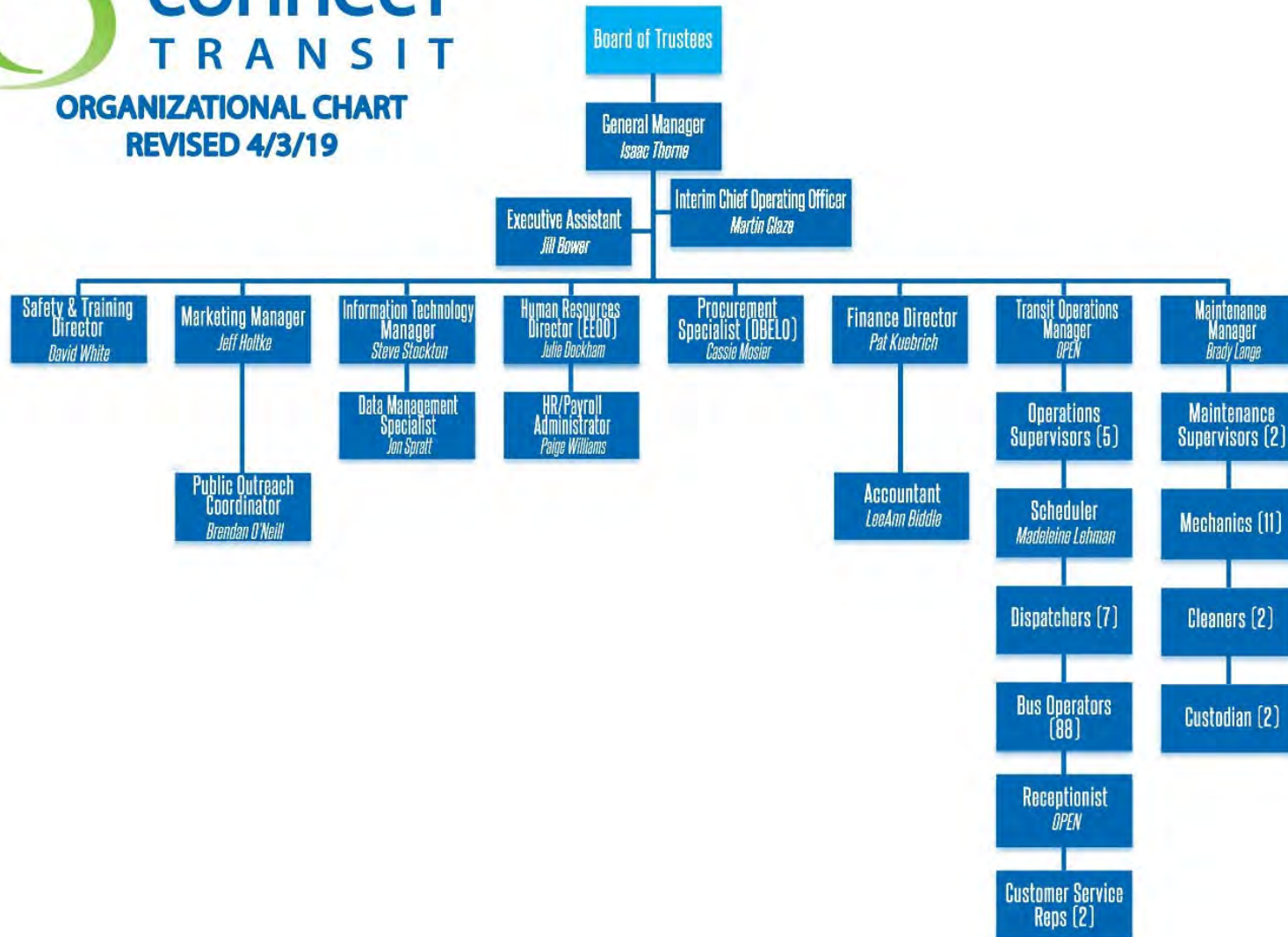


Figure 1.5





connect
TRANSIT
ORGANIZATIONAL CHART
REVISED 4/3/19



BASIS OF ACCOUNTING AND BUDGETING

The “basis of accounting” and “basis of budgeting” determine when revenues and expenditures are recognized for purposes of financial reporting and budget control. Connect Transit’s budget and financial statements are reported in accordance with generally accepted accounting principles on the accrual basis of accounting. The accrual basis of accounting recognizes revenue when it is earned and expenses when incurred. Connect Transit does not budget for depreciation expense.

FINANCIAL POLICIES

Financial policies establish goals and targets for Connect Transit’s financial operations so that the Board can monitor how well Connect Transit is performing. Formal financial policies provide for a consistent approach to fiscal strategies and set forth guidelines to measure financial performance and future budgetary programs.

The following pages contain policy frameworks in the following areas:

- (1) General Financial Goals
- (2) Operating Management
- (3) Operating Budget
- (4) Capital Budget and Planning
- (5) Accounting and Financial Reporting

General Financial Goals

- To ensure delivery of an adequate level of service by assuring reliance on ongoing resources and by maintaining an adequate financial base.
- To ensure that Connect Transit is in position to respond to changes in the economy or funding without an undue amount of financial stress.
- To adhere to the highest accounting and management policies as set by the Government Finance Officers’ Association, the Government Accounting Standards Board, and other professional standards for financial reporting and budgeting.

Operating Management Policies

- Long Range Planning – All departments share in the responsibility of meeting policy goals and ensuring long-term financial health. Future service plans and future capital purchases will be developed to reflect projected expenditures, projected resources, and future service requirements.
- Forecasts – Balanced revenue and expenditure forecasts will be prepared to examine Connect Transit’s ability to absorb operating costs due to changes in the economy, funding, and capital improvements.
- Cash and Investments – Cash and investment programs will be maintained in accordance with the current investment policy to ensure that proper controls and safeguards are maintained.

Connect Transit funds will be managed in a prudent and diligent manner with an emphasis on safety of principal, liquidity, and financial return on principal in that order.

Operating Budget

- Budget Development – Budget development will use strategic fiscal planning, conservative revenue forecasts, and expenditure forecast. The process will include a diligent review of revenues and expenditures by management and the Board of Trustees.
- Balanced Budget – Current expenditures will be funded by current fare, advertising revenue, City of Bloomington, Town of Normal, State of Illinois, and federal funds. Connect Transit’s budget is a balanced budget in that Connect Transit does not intend for a deficit or surplus. Connect Transit’s budgeted revenues and expenditures are equal.

Capital Budget and Planning

- Capital Improvement Plan Development – A five-year Capital Improvement Plan (CIP) will be developed and updated annually, including anticipated funding sources. Capital improvement projects are defined as equipment, infrastructure purchases, or construction that results in a capitalized asset costing more than \$10,000.00 and having a useful (depreciable) life of one year or more. Connect Transit will incorporate future operating, maintenance and replacement costs associated with new capital improvements into the budget document.

Accounting and Financial Reporting

- Accounting and Reporting Methods – Connect Transit’s accounting and financial reporting systems will be maintained in conformance with all state and federal laws, generally accepted accounting principles (GAAP), standards of the Governmental Accounting Standards Board (GASB) and the Government Finance Officers Association (GFOA).
- Fiscal Monitoring – The Finance Department provides the Board a monthly financial report that provides year-to-date budget to actual performance.
- Internal Controls – Financial systems will maintain internal controls to monitor revenues and expenditures on an ongoing basis.

OPERATING AND CAPITAL BUDGET PROCESS

This section describes the process for preparing, reviewing, and adopting the operating and capital budget for the upcoming fiscal year. It also includes procedures for amending the budget after adoption. Connect Transit uses the accrual basis of accounting for budgeting, which is the same basis of accounting used in the audited financial statements.

Connect Transit's budget development process started in December 2019 with the Finance Department meeting with the department heads to discuss any expected significant increases or decreases to line item expenses in the operating budget. After those meetings, the Finance Department drafted a budget to present to the General Manager. The General Manager, Finance Director and department heads then met to discuss the budget for the upcoming year. Once the draft budget was agreed upon, the Finance Department presented the draft budget to the Board of Trustees through email in March 2020. The Trustees reviewed the budget and provided feedback. The Board of Trustees then reviewed the budget during the budget work session meeting held on May 19, 2020. The annual Budget Document will be presented to the Board of Trustees on May 26, 2020. After discussion, Board members will vote on the Budget Document. The budget calendar shown below is used to supplement this narrative information.

Connect Transit's Board of Trustees must approve any adjustment that will increase the expenses to the operating budget.

BUDGET CALENDAR

<u>Date Completed</u>	<u>Task</u>
December 2019	Finance Department meets with all departments to discuss and develop a preliminary budget.
January 2020	Administrative staff meet with departments to review and discuss requests. Administrative review is completed.
March 2020	Draft budget is distributed to the Board by email for purposes of budget review.
May 2020	Draft budget is uploaded on our website for the public to review and make comments. Draft budget is discussed with the whole Board in a budget work session. Finance Department finalizes FY 2020 – 2021 budget based on suggestions from the Board's comments. Board approves the FY 2020 – 2021 annual budget.

Bloomington Normal Public Transit System FY 2020 - 2021 Operating Budget

	FY 2019 Actual	FY 2020 Budget	FY 2021 Budget	Change from FY 2020	Change from FY 2020
Operating Revenue					
Passenger Fares	688,935.25	784,000.00	782,000.00	(2,000.00)	-0.26%
Contract Fares	662,733.40	700,000.00	740,500.00	40,500.00	5.79%
Advertising Revenue	99,101.26	150,000.00	150,000.00	-	0.00%
Miscellaneous Revenue	28,705.15	3,000.00	2,500.00	(500.00)	-16.67%
Total Operating Revenue	1,479,475.06	1,637,000.00	1,675,000.00	38,000.00	2.32%
Operating Expenses					
Operations Wages	5,622,371.62	5,772,000.00	6,267,000.00	495,000.00	8.58%
Maintenance Wages	1,021,436.46	1,120,000.00	1,293,000.00	173,000.00	15.45%
Administration Wages	902,995.70	1,019,000.00	1,047,000.00	28,000.00	2.75%
Employer Payroll Tax Expense	588,017.50	648,000.00	702,000.00	54,000.00	8.33%
Retirement Plan	297,246.06	382,000.00	417,000.00	35,000.00	9.16%
Group Insurance	1,392,509.13	1,756,000.00	1,793,000.00	37,000.00	2.11%
Uniform Expense	28,982.33	37,000.00	38,000.00	1,000.00	2.70%
Professional Services	250,742.93	310,000.00	312,000.00	2,000.00	0.65%
Outside Repair - Labor	63,298.26	69,000.00	69,000.00	-	0.00%
Contract Maintenance Services	118,643.71	110,000.00	110,000.00	-	0.00%
Custodial Services	12,008.41	16,000.00	16,000.00	-	0.00%
Employment Expenses	10,145.40	16,000.00	16,000.00	-	0.00%
Fuel	772,271.92	1,039,000.00	886,000.00	(153,000.00)	-14.73%
Lubricants	32,807.83	44,000.00	45,000.00	1,000.00	2.27%
Tires	(30,047.59)	90,000.00	90,000.00	-	0.00%
Bus Repair Parts	217,846.29	171,000.00	195,000.00	24,000.00	14.04%
Other Materials and Supplies	42,592.38	40,000.00	50,000.00	10,000.00	25.00%
Shelters/Signs/Shop Tools	9,973.85	10,000.00	17,000.00	7,000.00	70.00%
Computer and Office Supplies	205,374.47	199,000.00	239,000.00	40,000.00	20.10%
Utilities	116,963.95	139,000.00	152,000.00	13,000.00	9.35%
Corporate Insurance	335,623.83	400,000.00	413,000.00	13,000.00	3.25%
Dues/Subscriptions/Fees	46,011.18	52,000.00	52,000.00	-	0.00%
Printing/Marketing/Training	191,730.68	278,000.00	281,000.00	3,000.00	1.08%
Total Operating Expenses	12,249,546.30	13,717,000.00	14,500,000.00	783,000.00	5.71%
Operating Revenue	1,479,475.06	1,637,000.00	1,675,000.00	38,000.00	2.32%
Local Revenue	1,145,300.24	1,132,000.00	1,382,000.00	250,000.00	22.08%
State Support	7,886,760.00	8,830,000.00	9,339,000.00	509,000.00	5.76%
Federal Support	1,738,011.00	2,118,000.00	2,104,000.00	(14,000.00)	-0.66%
Total Revenue and Support	12,249,546.30	13,717,000.00	14,500,000.00	783,000.00	5.71%

**Bloomington Normal Public Transit System
Seven Year Operating Budget**

	FY 2019 Actual	FY 2020 Budget	FY 2021 Budget	FY 2022 Budget	FY 2023 Budget	FY 2024 Budget	FY 2025 Budget
Operating Revenue							
Passenger Fares	688,935.25	784,000.00	782,000.00	821,000.00	862,000.00	905,000.00	950,500.00
Contract Fares	662,733.40	700,000.00	740,500.00	778,000.00	817,000.00	858,000.00	901,000.00
Advertising Revenue	99,101.26	150,000.00	150,000.00	157,500.00	165,500.00	173,500.00	182,000.00
Miscellaneous Revenue	28,705.15	3,000.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00
Total Operating Revenue	1,479,475.06	1,637,000.00	1,675,000.00	1,759,000.00	1,847,000.00	1,939,000.00	2,036,000.00
Operating Expenses							
Operations Wages	5,622,371.62	5,772,000.00	6,267,000.00	6,580,000.00	6,909,000.00	7,254,000.00	7,617,000.00
Maintenance Wages	1,021,436.46	1,120,000.00	1,293,000.00	1,358,000.00	1,426,000.00	1,497,000.00	1,572,000.00
Administration Wages	902,995.70	1,019,000.00	1,047,000.00	1,099,000.00	1,154,000.00	1,212,000.00	1,273,000.00
Employer Payroll Tax Expense	588,017.50	648,000.00	702,000.00	737,000.00	774,000.00	813,000.00	854,000.00
Retirement Plan	297,246.06	382,000.00	417,000.00	438,000.00	460,000.00	483,000.00	507,000.00
Group Insurance	1,392,509.13	1,756,000.00	1,793,000.00	1,883,000.00	1,977,000.00	2,076,000.00	2,180,000.00
Uniform Expense	28,982.33	37,000.00	38,000.00	40,000.00	42,000.00	44,000.00	46,000.00
Professional Services	250,742.93	310,000.00	312,000.00	328,000.00	344,000.00	361,000.00	379,000.00
Outside Repair - Labor	63,298.26	69,000.00	69,000.00	72,000.00	75,000.00	79,000.00	83,000.00
Contract Maintenance Services	118,643.71	110,000.00	110,000.00	115,000.00	121,000.00	127,000.00	133,000.00
Custodial Services	12,008.41	16,000.00	16,000.00	17,000.00	18,000.00	19,000.00	20,000.00
Employment Expenses	10,145.40	16,000.00	16,000.00	17,000.00	18,000.00	19,000.00	20,000.00
Fuel	772,271.92	1,039,000.00	886,000.00	930,000.00	977,000.00	1,026,000.00	1,077,000.00
Lubricants	32,807.83	44,000.00	45,000.00	47,000.00	49,000.00	51,000.00	53,000.00
Tires	(30,047.59)	90,000.00	90,000.00	94,000.00	99,000.00	104,000.00	109,000.00
Bus Repair Parts	217,846.29	171,000.00	195,000.00	205,000.00	215,000.00	226,000.00	237,000.00
Other Materials and Supplies	42,592.38	40,000.00	50,000.00	52,000.00	55,000.00	58,000.00	61,000.00
Shelters/Signs/Shop Tools	9,973.85	10,000.00	17,000.00	18,000.00	19,000.00	20,000.00	21,000.00
Computer and Office Supplies	205,374.47	199,000.00	239,000.00	251,000.00	263,000.00	276,000.00	290,000.00
Utilities	116,963.95	139,000.00	152,000.00	160,000.00	168,000.00	176,000.00	185,000.00
Corporate Insurance	335,623.83	400,000.00	413,000.00	434,000.00	456,000.00	479,000.00	503,000.00
Dues/Subscriptions/Fees	46,011.18	52,000.00	52,000.00	55,000.00	58,000.00	61,000.00	64,000.00
Printing/Marketing/Training	191,730.68	278,000.00	281,000.00	295,000.00	310,000.00	326,000.00	342,000.00
Total Operating Expenses	12,249,546.30	13,717,000.00	14,500,000.00	15,225,000.00	15,987,000.00	16,787,000.00	17,626,000.00
Operating Revenue							
Operating Revenue	1,479,475.06	1,637,000.00	1,675,000.00	1,759,000.00	1,847,000.00	1,939,000.00	2,036,000.00
Local Revenue	1,145,300.24	1,132,000.00	1,382,000.00	1,632,000.00	1,632,000.00	1,632,000.00	1,632,000.00
State Support	7,886,760.00	8,830,000.00	9,339,000.00	9,896,000.00	10,391,650.00	10,911,650.00	11,456,650.00
Federal Support	1,738,011.00	2,118,000.00	2,104,000.00	1,938,000.00	2,116,350.00	2,304,350.00	2,501,350.00
Total Revenue and Support	12,249,546.30	13,717,000.00	14,500,000.00	15,225,000.00	15,987,000.00	16,787,000.00	17,626,000.00

CAPITAL BUDGET SUMMARY

The FY 2021 Capital Budget is funded through multiple sources, including Federal Transit Administration (FTA) 5307 Formula Funds, FTA 5339 Bus and Bus Facilities Funds, State of Illinois Debt Service Funds, State of Illinois capital grants, and funding from the City of Bloomington and the Town of Normal.

Unlike most large transit agencies, Connect Transit allocates a significant portion of FTA 5307 capital funds toward operations, which is allowed by the FTA. Connect Transit does not have any current debt obligations but does intend to enter debt obligations in the future in order to use debt service funds through the State of Illinois Downstate Operating Assistance Program (DOAP). The debt obligations that Connect intends to enter into will be short-term debt from three to six months in duration. A capital expenditure is the use of funds in order to purchase fixed assets with a useful life of at least one year.

Presented below is a summary of major capital funds and expenditures for FY 2020 and FY 2021.

Capital Funding	<u>FY 2020 Budget</u>	<u>FY 2021 Budget</u>
Beginning Capital Funds	\$6,961,516	\$ 7,635,191
FTA Section 5307	262,300	161,000
FTA Section 5339	250,000	1,580,600
State of Illinois - Debt Service	1,153,100	3,234,000
City of Bloomington	534,655	583,144
Town of Normal	<u>452,620</u>	<u>475,125</u>
Total Capital Funding	9,614,191	13,669,060
 Capital Expenditures		
Major Capital Projects	1,200,000	4,460,000
Facilities, Maintenance and Support Equipment	300,000	-
Passenger Amenities	355,000	516,000
Other Capital Expenditures	<u>124,000</u>	<u>-</u>
Total Capital Expenditures	<u>1,979,000</u>	<u>4,976,000</u>
 Ending Capital Funds	<u>\$7,635,191</u>	<u>\$ 8,693,060</u>

CAPITAL BUDGET PROCESS

As part of Connect Transit's budgeting process, the Finance Department meets annually with managers responsible for certain activity line items in the grants (IT Manager in charge of IT-related items, Maintenance Manager in charge of shop capital and maintenance items, etc.). During this meeting, managers are asked about any expected increases/decreases they foresee related to their activity line items. Capital projects are considered throughout the year and are approved by the Board of Directors. After the meeting, the Finance Department develops a capital budget based on the input of department managers and presents the capital budget to the Board of Directors. The Board of Directors approves the capital budget during the Budget board meeting in April or May. The budget calendar shown on page 20 is used to supplement this narrative information.

SIGNIFICANT CAPITAL BUDGETARY ITEMS AND TRENDS

Revenues

During the budget development stage, significant assumptions - influenced by current legislative acts, historical trends, and long-term agency goals and objectives - are considered to ensure accuracy of the capital budget document. Although Connect Transit tries to make the document as accurate as possible, estimated numbers may differ significantly from actual expenditures due to timing of capital project expenditures or unforeseen circumstances.

A key assumption is that Section 5307 grant funds will stay flat year-over-year starting in FY 2022. The Fixing America's Surface Transportation (FAST) Act went into effect on December 4, 2015 and is set to end in FY 2020. With legislation authorized to replace the FAST Act, Connect Transit is budgeting the Section 5307 grant funds to remain flat.

The State of Illinois will create a Capital Grant Program for transit agencies in 2021. The last Capital Grant Program in which Connect Transit received grants funds was in 2014. Since this is a new Capital Grant Program, Connect Transit does not know how much capital grant funds will be received.

Under the State of Illinois Downstate Operating Assistance Program (DOAP), Connect Transit can purchase capital items through DOAP funding. In order to do this, Connect Transit needs to set-up debt service funding through a bank. Connect Transit is assuming the DOAP will continue to allow the purchase of capital items through debt service.

Expenditures

Revenue vehicles are the most valuable capital assets Connect Transit owns and are greatly considered during the development stage of creating the capital budget. Connect Transit sent out a Request for Proposal in FY 2020 for heavy duty electric buses. Connect Transit plans to receive four of these buses each year from FY 2021 through FY 2023, and five buses in FY 2024.

Connect Transit plans to install solar arrays to the roof of the maintenance facility to supply a portion of Connect Transit's electric load consumption. Connect Transit's intent is to engage the services of qualified contractors to purchase the solar panels and install an electrical system to support it. Furthermore, Connect Transit will be purchasing electric buses and the solar panels will help offset the cost of charging the buses.

Adding infrastructure will be another major focus for Connect Transit in the next few years. The preliminary planning for a downtown Bloomington transfer center was performed in FY 2020. Connect Transit plans to complete the building of a new downtown Bloomington transfer center in FY 2023.

On the next page is Connect Transit's FY 2021 Capital Budget with an extended five-year estimate.

2020 - 2021 Capital Budget

	FY 2019 Actual	FY 2020 Budget	FY 2021 Budget	FY 2022 Estimated	FY 2023 Estimated	FY 2024 Estimated	FY 2025 Estimated
Capital Funding							
Beginning Capital Funds Balance	\$ 6,366,167	\$ 6,961,516	\$ 7,635,191	\$ 8,693,060	\$ 9,762,242	\$ 10,765,524	\$ 11,790,603
FTA Section 5307 Apportionment	-	262,300	161,000	196,000	91,000	2,212,472	100,000
FTA Section 5339 Bus & Bus Facilities	-	250,000	1,580,600	1,628,200	7,491,200	1,400,000	-
State of Illinois - Capital Program	28,257	-	-	-	8,000,000	-	-
State of Illinois - CVP Program	570,683	-	-	-	-	-	-
State of Illinois - DOAP - Debt Service	-	1,153,100	3,234,000	3,465,800	3,241,940	3,023,163	150,000
City of Bloomington	522,709	534,655	583,144	612,301	642,916	675,062	708,815
Town of Normal	429,301	452,620	475,125	498,881	523,825	550,017	577,517
Total Budgeted Sources of Funds for Capital Items	7,917,117	9,614,191	13,669,060	15,094,242	29,753,124	18,626,238	13,326,935
Capital Expenditures							
Major Capital Projects							
Revenue Vehicle Purchase - Light Duty Buses	532,422	-	-	-	-	-	-
Solar Array and Electric Bus Charging Stations	24,877	1,200,000	-	-	-	-	-
Revenue Vehicle Purchase - 40' Electric Buses	-	-	4,000,000	4,120,000	4,243,600	5,463,635	-
Revenue Vehicle Engine/Transmission Rebuild	-	-	460,000	560,000	-	800,000	-
Downtown Transfer Center	-	-	-	-	14,000,000	-	-
Facilities, Maintenance and Support Equipment							
Maintenance Build-out for Showers	3,500	100,000	-	-	-	-	-
Maintenance Equipment	10,196	-	-	-	-	-	-
Replace Administration HVAC System	-	200,000	-	-	-	-	-
Administration Roof Replacement	-	-	-	-	-	-	250,000
Access Control Locks	22,000	-	-	-	-	-	-
Security Cameras and Equipment	7,500	-	-	-	-	-	-
Passenger Amenities							
Bus Shelters, Pads, Seating, and Lighting	315,511	105,000	516,000	652,000	744,000	572,000	-
Customer Service Center in Uptown Station	1,334	250,000	-	-	-	-	-
Other Capital Expenditures							
Service Vehicles	38,261	124,000	-	-	-	-	-
Total Budgeted Capital Expenditures	955,601	1,979,000	4,976,000	5,332,000	18,987,600	6,835,635	250,000
Ending Funds Balance	\$ 6,961,516	\$ 7,635,191	\$ 8,693,060	\$ 9,762,242	\$ 10,765,524	\$ 11,790,603	\$ 13,076,935

MAJOR CAPITAL PROJECTS

Generally, capital projects are funded through the annual 5307 formula allocation which requires a twenty percent local match but can be financed through a variety of other capital sources (revenue vehicles purchases are also financed through Section 5339 discretionary grant funds). The local tax revenue by the City of Bloomington and Town of Normal is then used as the local match. The State of Illinois has Capital Grant Programs in certain years. Also, the State of Illinois Downstate Operating Program allows capital purchases that have been purchased through debt service. Described below, Connect Transit's capital projects are considered significant nonrecurring capital expenditures and must be financed with capital grant funds and must be greater than \$10,000 in total cost. These projects are expected to be paid for and completed in FY 2021.

Description of Capital Projects:

Fixed Route Electric Buses

Connect Transit is planning to receive four electric fixed route buses per year for FY 2021 through FY 2023, and five electric fixed route buses in FY 2024.

Effect on Operating Budget

It is expected fuel expenses will decrease with the addition of electric buses.

Fixed Route Diesel Bus Mid-Life Overhaul

Connect Transit is planning to perform a mid-life overhaul on five 40' diesel buses.

Effect on the Operating Budget

This project will have little to no effect of the operating budget.

Bus Shelters, Concrete Pads, Seating, and Lighting

Connect Transit is planning on improving 90 bus stops in FY 2021. The infrastructure of Connect Transit's service area is a desperate need of bus shelters, concrete pads, seating, and lighting for our customers and their safety.

Effect on the Operating Budget

This project will have little to no effect of the operating budget.

POSITION SUMMARY SCHEDULE

Figure 1.6 shows a comparison of the actual number of personnel in FY 2019 and projected number of personnel for FY 2020 and FY 2021.

Figure 1.6

Personnel	FY 2019	FY 2020	FY 2021
Operations Supervision	6	6	6
Dispatchers/Customer Service Reps	10	10	11
Operators	90	90	90
Maintenance Supervision	3	3	3
Maintenance	14	15	19
Administrative	15	16	16
Total	<u>138</u>	<u>140</u>	<u>145</u>

In FY 2020, Connect Transit anticipates hiring an additional Marketing Intern to assist Administration.

In FY 2021, Connect Transit anticipates hiring an additional Customer Service Representative to work at the new customer service center in Normal, and four additional Cleaners to help clean and disinfect buses, and bus stop infrastructure.

Department Descriptions

EXECUTIVE DEPARTMENT

The executive department is made up of the General Manager and Executive Assistant. The General Manager is charged with executing Board policy decisions and providing direction to Connect Transit staff as they work to fulfill the mission and goals of the organization.

SAFETY AND TRAINING DEPARTMENT

The safety and training department is made up of the Safety and Training Director. The training side of this department is responsible for new employee general intake training, new bus operator training, maintenance training, commercial licensing of employees, and continuing education of employees. The safety side of this department is responsible for accident prevention, safety initiatives, vehicle safety, license and background checks, facilities safety, employee safety, OSHA compliance, substance abuse program, and the safety committee.

MARKETING AND BUSINESS DEVELOPMENT DEPARTMENT

The marketing and business development department is made up of the Marketing and Business Development Manager and the Public Outreach Coordinator. This department is responsible for directing and managing the outreach, advertising, marketing, promotional activities, and community relations of Connect Transit.

Information Technology Department

The information technology department is made up of the Information Technology Manager and the Information Technology Specialist. This department is responsible for managing the information technology and computer systems, ensuring technology is accessible and equipped with current hardware and software, and monitoring and maintaining technology to ensure maximum access.

HUMAN RESOURCES DEPARTMENT

The human resources department is made up of the Human Resources Director. This department is responsible for hiring of personnel, labor relations and discipline management, maintaining employee benefits, management of insurance, and processing payroll.

PROCUREMENT DEPARTMENT

The procurement department is made up of the Procurement Manager. This department is responsible for purchasing materials and services, continuously evaluating the price of materials and services purchased, ensures timely delivery of materials, and ensures that Connect is complying with all procurement policies.

FINANCE DEPARTMENT

The finance department is made up of the Finance Director and the Accountant. This department is responsible for preparing the annual budget, coordinating the year-end audit, analyzing, reconciling and maintaining financial records, and treasury management.

OPERATIONS AND MAINTENANCE DEPARTMENT

This department consists of the Chief Operating Officer, Transit Operations Manager, Operations Supervisors, Dispatchers, Customer Service Representatives, Bus Operators, Maintenance Manager, Maintenance Supervisors, Mechanics, Cleaners, and Custodians. This department is responsible for providing safe, dependable, and on-time service to our customers. This department is also responsible for all maintenance of Connect Transit vehicles, facility grounds and facility maintenance that consists of administration and maintenance buildings, and cleanup of Connect Transit shelters around the service area.

SUPPLEMENTAL INFORMATION

CONNECT TRANSIT AT A GLANCE

In 1972, the City of Bloomington and Town of Normal, by intergovernmental agreement, established an intergovernmental agency known as the Bloomington Normal Public Transit System after the privately-owned National City bus company left the Bloomington-Normal market. The transit system operates as an independent agency governed by a board appointed by both the City of Bloomington and Town of Normal. In 2012, the transit system rebranded as Connect Transit.

SERVICE AREA

The operating area of Connect Transit is the combined corporate limits of the City of Bloomington and the Town of Normal.

DESCRIPTION OF SERVICES AND FLEET

Connect Transit operates up to 26 buses on 15 fixed routes, including campus and late-night service. Connect Transit, under the name of Connect Mobility, provides demand-response service to all paratransit eligible riders within the American with Disabilities Act guidelines.

Connect Transit maintains a fleet of 37 buses for its 15 fixed routes. Included in this fleet are (10) 2018 New Flyer 40' buses, (7) 2016 New Flyer 40' buses, (5) 2015 New Flyer 40' buses, (4) 2011 Gillig 35' buses, (1) 2010 Gillig 35' bus, and (10) 2003 New Flyer 40' buses.

Connect Mobility's paratransit fleet has 18 buses and includes (9) 2018 Ford E-450 vans, (4) 2017 Ford E-450 vans, (3) 2011 Eldorado Aerotech vans, and (2) 2009 Startrans Supreme vans.

BOARD OF DIRECTORS

Connect Transit is comprised of 7 members appointed by the City of Bloomington and the Town of Normal. The City Managers for the City and Town are Ex officio members.

Appointed

Four Year Term

<u>Name</u>	<u>Position</u>	<u>Appointed By</u>	<u>Expiration Date</u>
Mike McCurdy	Chairman	Normal	June 30, 2021
Ryan Whitehouse	Vice Chairman	Bloomington	June 30, 2020
Monica Bullington	Secretary	Bloomington	June 30, 2022
Judy Buchanan	Trustee	Bloomington	June 30, 2021
Julie Hile	Trustee	Normal	June 30, 2022
Linda Foster	Trustee	Bloomington	June 30, 2023
Vacant	Trustee	Normal	
Tim Gleason	Ex officio	Bloomington	No expiration
Pam Reece	Ex officio	Normal	No expiration

Budget Glossary

ACTUAL – The actual figures in the budget document are year-end actual totals for the fiscal year preceding the budget year.

BUDGET – A financial plan for a specified period of time (fiscal year) that matches all planned revenues and expenditures.

CAPITAL INVESTMENT - A nonrecurring project, including but not limited to: construction of or major alterations; remodeling or repair of physical facilities, buildings, structures, fixed equipment and landscaping.

CAPITAL INVESTMENT PROGRAM - A plan for capital expenditures to provide long-lasting physical improvements to be incurred over a fixed period of several future years.

CONNECT TRANSIT – Bloomington Normal Public Transit System

DEPRECIATION - A method of allocating the cost of a tangible asset over its useful life.

DOAP – State of Illinois’ Downstate Operating Assistance Program

ESTIMATE - Revenue and expenditure estimates for the current fiscal year, which are developed as part of the budget preparation process.

EXPENDITURE - This term refers to the outflow of funds paid or to be paid for an asset obtained or goods and services obtained, regardless of when the expense is actually paid.

EXPENSES - Charges incurred, whether paid immediately or unpaid, for operation, maintenance, and other charges.

FISCAL YEAR - The time period designated by Connect Transit signifying the beginning and ending period for recording financial transactions. Connect Transit has a fiscal year of July 1st through June 30th.

FIXED ASSETS - Assets of long-term character, which are intended to continue to be held or used, such as land, buildings, machinery, furniture and other equipment.

FTA - Federal Transit Administration

FUND BALANCE - The excess of assets over liabilities and is, therefore, also known as surplus funds.

GAAP – Generally Accepted Accounting Principles

GASB – Government Accounting Standards Board

GFOA - Government Finance Officers Association

IDOT - Illinois Department of Transportation.

REVENUE - Funds that the government receives as income.



MEMO

DATE: May 26, 2020
TO: Board of Trustees
FROM: Julie Dockham, HR Director
RE: FY 2021 Health Insurance Renewal

RECOMMENDATION: That the contract with Connect Transit's current provider, Blue Cross Blue Shield of Illinois (BCBS), be approved.

BACKGROUND: The current health insurance policy with BCBS is set to renew July 1, 2020. Employees will maintain the choice of three (3) plans: MPP83436, MPEQ1Z0720 or MPP9383C.

1. The MPP83436: This plan has a \$1,000 individual deductible and a \$3,000 family deductible. This plan offers 80% coinsurance.
 - a. **CHANGES:** No changes made to this plan.
2. The MPP9383C: This plan has a \$1,500 individual deductible and a \$4,500 family deductible. This plan offers 80% coinsurance.
 - a. **CHANGES:** No changes made to this plan.
3. The MPEQ1Z0720: This plan is a high deductible HSA. This plan offers a \$2,700 individual and a \$5,400 family deductible. 100% coinsurance is offered with this plan once the deductible is met.
 - a. **CHANGES:** No changes made to this plan.

FINANCIAL IMPACT: The total cost increase will be 5.98% increase from the 2019-2020 renewal.

There will be no increase to our Life/AD&D or FMLA benefits from the 2019-2020 renewal. There will be a 7% increase in our Dental premiums and a 1% increase in both our Vision and Short-Term Disability premium.



MEMO

DATE: May 26, 2020

TO: Board of Trustees

FROM: Pat Kuebrich, Finance Director

Subject: Recommendation for FY 2021 Property and Casualty Insurance Renewal

RECOMMENDATION: Authorize the General Manager to renew property and casualty insurance effective July 1, 2020 through June 30, 2021.

BACKGROUND: Connect is renewing the property and casualty insurance from July 1, 2020 through June 30, 2021. This renewal covers the following insurance coverage: workers' compensation, property, crime, general liability, automotive liability, automotive comprehensive, umbrella, directors and officers errors and omissions coverage, employment practices liability coverage, employee benefits liability coverage, and cyber liability insurance.

DISCUSSION: Connect will receive a \$18,756.00 increase (from \$186,472 FY 2020 to \$205,228 FY 2021) in premium for workers' compensation insurance renewal. The increase is due to worsened loss experience, increase in Experience Mod and an increase in rates by United Heartland.

Connect will also receive an increase in the Property and Casualty Insurance renewal. The total increase is \$1,867 (from \$317,826 FY 2020 to \$319,693 FY 2021).

FINANCIAL IMPACT: The total cost for this renewal \$524,921, a \$20,623 (4.1%) increase over FY 2020, will come from the FY 2021 Operating Budget.



Premium Summary

<i>Carrier/AM Best Rating Coverage</i>	<i>2019-20 Expiring Premium</i>	<i>2020-2021 Expiring Rates with Renewal Exposures</i>	<i>2020-2021 Renewal Premium</i>
United Heartland – A- X Workers' Compensation* <i>Agency Bill – 20% down, 8 Equal installments</i>	\$186,472	\$201,260	\$205,228
Travelers – A++ XV Property, Equipment Breakdown, Inland Marine	\$16,253	\$16,253	\$16,846
Travelers – A++ XV General Liability	\$5,490	\$5,490	\$5,686
Travelers – A++ XV Automobile Liability	\$195,673	\$187,405	\$187,959
Travelers – A++ XV Automobile Comprehensive	Included Above	Included above	\$15,148
Travelers – A++ XV Umbrella	\$66,087	\$66,087	\$68,299
Travelers – A++ XV D&O, EPL	\$19,247	\$19,246	\$19,964
Federal Insurance Company "Chubb"/Travelers Renewal – A++ XV Fiduciary	\$3,680	\$3,680	\$2,901
Hanover Insurance Company – A XV Crime - Three year prepaid	Pre-paid	Pre-paid	Pre-paid
Underwriters at Lloyd's of London – A XV Cyber Liability	\$2,890	\$2,890	\$2,890
Total Carrier Premium	\$504,298	\$502,311	\$524,921

* Subject to annual audit



MEMO

DATE: May 26, 2020

TO: Board of Trustees

FROM: Isaac Thorne, General Manager

SUBJECT: Recommendation for Continued Suspension of Fare Collection and Reduced Service

RECOMMENDATION: That the Board of Trustees approve continued suspension of fare collection and reduced service until July 5, 2020.

BACKGROUND: Over the last few months Connect has taken precautions to protect employees and passengers. The suspension of fare collection was implemented to reduce crowding at the front doors and farebox. This allows for rear-door boarding and protects both the operators and passengers from coming into close contact with one another. Connect reduced service by eliminating peak service frequency and is operating a minimum service level seven (7) days a week. Reduced service is a direct result of residents sheltering in place and only making essential travel.

FINANCIAL IMPACT: Staff is estimating a loss of approximately \$80,500 in farebox revenue in the month of June. This fare revenue will be replaced with federal funding provided by the CARES Act.



MEMO

DATE: May 26, 2020

TO: Board of Trustees

FROM: Mike McCurdy, Chairman

SUBJECT: 2019 Annual Performance Review and Compensation
for General Manager

RECOMMENDATION: The Connect Transit Board of Trustees has performed an annual performance review of the General Manager. The recommendation is for a 2% wage increase to be retroactive to August 1, of 2019.



MEMO

DATE: May 26, 2020
TO: Board of Trustees
FROM: Isaac Thorne, General Manager
Subject: General Managers Report

Better Bus Stop Campaign

FY2020 Bus Stops:

In the fall, 11 stops were constructed in Normal. Several more designs have been sent to the Town for approval to construct this spring. The City has been provided a list of designs and is currently reviewing them for approval. Due to the pandemic, City and Town employees are working from home. This has impacted their ease and access thus extending the normal permitting process. Once Connect has the approved permits, we will issue a request for bid on the construction.

IDOT recently approved 3 designs and Connect is working on Easement Agreements for those stops. There are approximately 9 more Easement Agreements Connect is working on for the FY20 list.

Stops Completed in May 2020

- Main & Orlando – Pad
- Vernon & Flora - Pad

Stops Status in FY20

- Completed – 17
- Ready – 22
 - 6 stops are pending per easement agreements

FY2021 Bus Stops:

Lewis, Yockey and Brown is currently working on engineering designs for 90 stops. We took a different approach this year and decided to get pre-approval when possible for easements. This allows us to stay on track with our quantity goals as well as eliminating the need to redesign stops that are rejected. So far, this approach has worked well and we have received several pre-approvals. The designs for stops in Normal are being worked on now. Once completed they will be sent to the Town for



review and constructed in the late Summer or Fall. The stops in the City will be constructed next spring.

Pre-approval for DOAP funding on the construction of FY21 stops has been sent to IDOT. This will allow Connect to utilize 65% of the costs through operating funds (debt services) and 35% from the Federal Grant Connect was awarded for Bus and Bus Facilities.

FY2022 Bus Stops:

The list of FY22 stops (110) is currently being compiled. This list will be sent to IDOT for pre-approval to utilize 65% DOAP funding for costs related to engineering designs and 35% from Federal Grant.

Noteworthy:

An Easement was agreed upon by Walgreens for a stop on Oakland to install a Simmie Seat.

Future Agenda Items:

Recommendation for Acquisition of Bus Shelters

Recommendation for Acquisition of Simmie Seats

Recommendation of Illinois State University Bus Service Contract

Recommendation of Heartland Community College Bus Service Contract