



Due to the COVID-19 Pandemic Connect Transit Trustees may remotely participate in this meeting. Connect Transit will read public comments received in writing which were received two (2) hours prior to the meeting. Written comments may be submitted via mail, email, or in-person. Comments sent via email should be sent to: [trustees@connect-transit.com](mailto: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 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

**Virtual Meeting of the Connect Transit Board of Trustees  
September 22, 2020 – 4:30 P.M.  
351 Wylie Drive – Training Room  
Normal, Illinois 61761**

- A. Call to Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Public Comments
- E. Consent Agenda (Rollcall Vote)
  - 1. Approval of Minutes of August 25, 2020 Board Meeting
  - 2. Disbursements for the months of August 2020
  - 3. Monthly Statistical Report for August 2020
  - 4. Cardinal Infrastructure Federal Report (Addendum)
- F. New Business
  - 1. Recommendation to Extend Suspension of Fares (Rollcall Vote)
  - 2. Recommendation to Approve Universal Access Agreement with ISU (Rollcall Vote)
  - 3. Recommendation to Approve Universal Access Agreement with Heartland (Rollcall Vote)
  - 4. Recommendation to Approve Board Email Policy (Rollcall Vote)
  - 5. Recommendation to Approve Title VI Program (Rollcall Vote)
  - 6. Recommendation to Approve Bid for Bus Stop Construction (Addendum) (Rollcall Vote)
  - 7. Recommendation for Approval of Fiscal Year 2021 Marketing Plan
- G. General Manager's Report
  - 1. Website Redesign
- H. Executive Session – 5 ILCS 120/2(c)(1) – Personnel Matters
- I. Trustee's Comments
- J. Adjournment



August 2020

# Financial and Statistical Reports



## Connect Transit Cash Disbursement Report August 2020

Name	Check Number	Date	Amount	Description
1st Ayd Corporation	00052452	28-Aug-20	\$785.25	Cleanin Supplies
4Imprint	00052453	28-Aug-20	\$814.00	Promotions
A.T.U. - C.O.P.E.	00052399	14-Aug-20	\$120.81	Payroll Deduction
ABC Bus Companies	00052400	14-Aug-20	\$4,280.47	Bus Parts
ABC Bus Companies	00052454	28-Aug-20	\$530.67	Bus Parts
Advance Auto Parts	00052375	07-Aug-20	\$253.26	Maintenance Supplies
Advance Auto Parts	00052401	14-Aug-20	\$45.35	Maintenance Supplies
Advance Auto Parts	00052455	28-Aug-20	\$284.10	Maintenance Supplies
Airgas USA, LLC	00052456	28-Aug-20	\$170.46	Welding Supplies
Alex Moonan	00052457	28-Aug-20	\$95.57	Uniform Reimbursement
Amalgamated Transit Union Local 752	00052402	14-Aug-20	\$6,314.30	Payroll Deduction
Amazon Capital Service	00052376	07-Aug-20	\$600.62	Office Supplies
Amazon Capital Service	00052403	14-Aug-20	\$613.89	Office Supplies
Amazon Capital Service	00052458	28-Aug-20	\$1,093.42	Garage Equipment
Ancel, Glink, Diamond, Bush, DiCianni &	00052459	28-Aug-20	\$600.00	Legal Service
Aramark Uniform Services	00052404	14-Aug-20	\$1,729.02	Cleaning Uniforms & Rugs
Aramark Uniform Services	00052460	28-Aug-20	\$550.96	Cleaning Uniforms & Rugs
Assurance Agency, Ltd.	00052461	28-Aug-20	\$20,622.00	Insurance W/C
Blue Cross and Blue Shield of Illinois	00052462	28-Aug-20	\$119,009.53	Insurance Health
Blue Springs, Inc	00052405	14-Aug-20	\$425.00	Portable Restroo,
Brink's Incorporated	00052406	14-Aug-20	\$164.43	Consulting
Carly Harvey	00052463	28-Aug-20	\$32.61	Expense Reimbursement
Central Illinois Trucks Inc.	00052377	07-Aug-20	\$1,920.46	Bus Parts
Central Illinois Trucks Inc.	00052407	14-Aug-20	\$3.32	Bus Parts
Central Illinois Trucks Inc.	00052465	28-Aug-20	\$2,574.60	Bus Parts
Champaign-Urbana Mass Transit District	00052466	28-Aug-20	\$10,000.00	Bus Parts
CHEMSEARCH H2O SOLUTIONS	00052467	28-Aug-20	\$675.00	Water Treatment
ChemStation of Indiana	00052408	14-Aug-20	\$874.20	Garage Supplies
Christy Gordon	00052468	28-Aug-20	\$81.56	Uniform Reimbursement
Cintas	00052469	28-Aug-20	\$447.60	Building Maintenance
CIRBN, LLC	00052470	28-Aug-20	\$347.84	Internet
City of Bloomington	00052409	14-Aug-20	\$126.63	Utilities
City of Bloomington	00052471	28-Aug-20	\$975.56	Utilities
Clark Baird Smith, LLP	00052472	28-Aug-20	\$1,615.00	Legal Service
Clean Exhaust Specialist	00052378	07-Aug-20	\$603.74	Outside Services
Clean Exhaust Specialist	00052473	28-Aug-20	\$603.74	Outside Services
CliftonLarsonAllen LLP	00052410	14-Aug-20	\$2,000.00	Audit Services
Corn Belt Energy Corp.	00052411	14-Aug-20	\$4,032.42	Utilities
Cornerstone Government Affairs	00052474	28-Aug-20	\$3,333.33	Consulting
Creative Bus Sales, Inc	00052412	14-Aug-20	\$11,480.00	Driver Shields
Crown Lift Trucks-735	00052475	28-Aug-20	\$104.00	Maintenance
Cummins Crosspoint	00052413	14-Aug-20	\$361.81	Bus Parts
Cummins Crosspoint	00052476	28-Aug-20	\$783.86	Bus Parts
Cumulus Media	00052414	14-Aug-20	\$650.00	Radio Advertising
Dish Network	00052477	28-Aug-20	\$107.04	Television Service
Don Owen Tire Service, Inc.	00052415	14-Aug-20	\$122.67	Bus Parts
Don Owen Tire Service, Inc.	00052478	28-Aug-20	\$186.24	Bus Parts
Dustin Nalley	00052479	28-Aug-20	\$475.00	Tool Reimbursement
Evergreen FS	00052416	14-Aug-20	\$2,445.28	Fuel
Evergreen FS	00052480	28-Aug-20	\$608.34	Fuel
Fasteners Etc.	00052379	07-Aug-20	\$835.67	Maintenance Supplies



## Connect Transit Cash Disbursement Report August 2020

Name	Check Number	Date	Amount	Description
Fasteners Etc.	00052417	14-Aug-20	\$891.09	Maintenance Supplies
Fasteners Etc.	00052481	28-Aug-20	\$1,593.81	Maintenance Supplies
Gary Bachman	00052482	28-Aug-20	\$108.74	Uniform Reimbursement
Gatekeeper Systems, INC.	00052418	14-Aug-20	\$96.23	Bus Parts
Genfare	00052419	14-Aug-20	\$212.71	Software and Hardware
Gillig LLC	00052420	14-Aug-20	\$2,796.45	Bus Parts
Gillig LLC	00052483	28-Aug-20	\$993.77	Bus Parts
Great Plains Media	00052421	14-Aug-20	\$1,500.00	Radio Advertising
Grosso's Garage	00052484	28-Aug-20	\$48.00	Bus Parts
ICMA 457 Retirement Trust	ACH	13-Aug-20	\$29,275.49	Payroll Deduction
ICMA 457 Retirement Trust	ACH	27-Aug-20	\$29,531.49	Payroll Deduction
Illinois Department of Revenue	00052422	14-Aug-20	\$12,667.22	Payroll Deduction
Illinois Department of Revenue	00052485	28-Aug-20	\$12,732.95	Payroll Deduction
Illinois Portable Toilets, Inc	00052380	07-Aug-20	\$630.00	Portable Toilets
Illinois State Disbursement Unit	00052423	14-Aug-20	\$429.74	Payroll Deduction
Illinois State Disbursement Unit	00052486	28-Aug-20	\$429.74	Payroll Deduction
Indiana State Collection Unit (INSCCU)	00052424	14-Aug-20	\$70.00	Payroll Deduction
Indiana State Collection Unit (INSCCU)	00052487	28-Aug-20	\$70.00	Payroll Deduction
INSCCU-ASFE	00052425	14-Aug-20	\$55.00	Payroll Deduction
Interstate Batteries of Mid-Illinois	00052426	14-Aug-20	\$2,183.40	Bus Parts
Interstate Batteries of Mid-Illinois	00052488	28-Aug-20	\$339.85	Bus Parts
iReportSource	00052489	28-Aug-20	\$6,628.50	Software Licensing
IWIN	00052490	28-Aug-20	\$460.00	Employee Physicals
Jason Garmon	00052491	28-Aug-20	\$475.00	Tool Reimbursement
Judd Fink	00052427	14-Aug-20	\$475.00	Tool Reimbursement
Judd Fink	00052492	28-Aug-20	\$14.07	Cleaning Supplies
Kay Lanter	00052493	28-Aug-20	\$29.74	Uniform Reimbursement
KEITH Engineering Design	00052494	28-Aug-20	\$13,558.70	Solar Project Engineering
Ken's Oil Service, Inc	00052381	07-Aug-20	\$16,419.83	Fuel, oil, lubricants
Ken's Oil Service, Inc	00052428	14-Aug-20	\$47,998.17	Fuel, oil, lubricants
Ken's Oil Service, Inc	00052495	28-Aug-20	\$29,972.38	Fuel, oil, lubricants
Kim Sylvester	00052429	14-Aug-20	\$113.03	Property Damage
Knapp Concrete Contractors, Inc	00052382	07-Aug-20	\$5,093.00	Bus Stop Construction
Latney Brooks	00052496	28-Aug-20	\$65.00	Uniform Reimbursement
Lewis, Yockey & Brown, Inc	00052497	28-Aug-20	\$17,451.50	Bus Stop Engineering
Marsha L Combs-Skinner	00052430	14-Aug-20	\$673.85	Payroll Deduction
Marsha L Combs-Skinner	00052498	28-Aug-20	\$673.85	Payroll Deduction
Matco Tools	00052431	14-Aug-20	\$87.68	Shop Tools
McLean County Regional Planning	00052499	28-Aug-20	\$22,500.00	Consulting
McMaster-Carr Supply Company	00052383	07-Aug-20	\$26.00	Garage Supplies
McMaster-Carr Supply Company	00052432	14-Aug-20	\$55.03	Garage Supplies
McMaster-Carr Supply Company	00052500	28-Aug-20	\$182.99	Garage Supplies
MH Equipment Co.	00052501	28-Aug-20	\$98.37	Bus Parts
Miller and Steeno, PC	00052433	14-Aug-20	\$363.75	Payroll Deduction
Miller and Steeno, PC	00052502	28-Aug-20	\$363.75	Payroll Deduction
Miller Janitor Supply	00052434	14-Aug-20	\$871.52	Maintenance Supplies
Miller Janitor Supply	00052503	28-Aug-20	\$585.07	Maintenance Supplies
Minerva Promotions	00052435	14-Aug-20	\$573.00	Uniforms
Minerva Promotions	00052504	28-Aug-20	\$74.00	Uniforms
Morris Avenue Garage	00052384	07-Aug-20	\$35.00	Vehicle Inspection
Morris Avenue Garage	00052436	14-Aug-20	\$70.00	Vehicle Inspection
Morris Avenue Garage	00052505	28-Aug-20	\$315.00	Vehicle Inspection



## Connect Transit Cash Disbursement Report August 2020

Name	Check Number	Date	Amount	Description
Motion Industries, Inc.	00052385	07-Aug-20	\$540.58	Bus Parts
Mutual of Omaha	00052506	28-Aug-20	\$15,480.61	Life, AD&D, STD & LTD
Napa Auto Parts	00052507	28-Aug-20	\$149.97	Bus Parts
Neuhoff Media	00052437	14-Aug-20	\$1,650.00	Advertising
Nicor Gas	00052508	28-Aug-20	\$276.74	Utilities
Oberlander Alarm Systems, Inc.	00052509	28-Aug-20	\$208.00	Security Alarm Service Fee
Orkin Pest Control	00052386	07-Aug-20	\$566.41	Pest Control
OSF Occupational Health	00052438	14-Aug-20	\$166.50	Drug Testing
Pat Boylan	00052510	28-Aug-20	\$163.11	Uniform Reimbursement
Payroll	ACH	13-Aug-20	\$195,459.21	
Payroll	ACH	27-Aug-20	\$202,199.43	
Personal Finance Company LLC	00052439	14-Aug-20	\$80.00	Payroll Deduction
Personal Finance Company LLC	00052511	28-Aug-20	\$80.00	Payroll Deduction
Piercy Auto Body	00052387	07-Aug-20	\$1,198.00	Outside Repair
Piercy Auto Body	00052440	14-Aug-20	\$4,814.64	Outside Repair
Pinnacle Door	00052441	14-Aug-20	\$2,335.00	Door Repair
Prairie Signs	00052442	14-Aug-20	\$128.11	Printed Materials
Prairie Signs	00052512	28-Aug-20	\$89.11	Printed Materials
QF Financial Services, Inc	00052513	28-Aug-20	\$260.01	Payroll Deduction
RegionalHelpWanted.com, Inc	00052388	07-Aug-20	\$657.00	Advertising - Employment
RegionalHelpWanted.com, Inc	00052514	28-Aug-20	\$657.00	Advertising - Employment
Republic Services # 368	00052389	07-Aug-20	\$193.69	Garbage Disposal
Roberts Trophies	00052515	28-Aug-20	\$26.52	Employee Recognition
Safety-Kleen Systems, Inc	00052390	07-Aug-20	\$307.05	Materials & Supplies
Sam Leman	00052443	14-Aug-20	\$21.90	Outside Repair
Sam Leman	00052516	28-Aug-20	\$11.62	Outside Repair
Simme, LLC	00052444	14-Aug-20	\$15,534.00	Bus Stops - Seats
Southtown Wrecker Service, Inc.,	00052517	28-Aug-20	\$610.00	Towing
Stratus Networks	00052391	07-Aug-20	\$3,004.07	Internet
Sunbelt Rentals	00052392	07-Aug-20	\$583.63	Equipment Renatal
The Aftermarket Parts Company LLC	00052393	07-Aug-20	\$3,152.32	Bus Parts
The Aftermarket Parts Company LLC	00052445	14-Aug-20	\$6,364.56	Bus Parts
The Aftermarket Parts Company LLC	00052518	28-Aug-20	\$3,587.12	Bus Parts
The Event Experience Company	00052519	28-Aug-20	\$115.50	Rental
Thermo King Quad Cities, Inc.	00052446	14-Aug-20	\$821.54	Bus Parts
Timothy Swaim	00052520	28-Aug-20	\$125.00	Outside Services
Town of Normal	00052394	07-Aug-20	\$381.80	Utilites
Town of Normal	00052521	28-Aug-20	\$381.80	Utilites
TRAVELERS	00052395	07-Aug-20	\$37.03	Deductible
Truck Centers, Inc.	00052396	07-Aug-20	\$741.00	Bus Parts
Uline	00052522	28-Aug-20	\$239.43	Office Supplies
United Parcel Service	00052523	28-Aug-20	\$8.68	Shipping
United States Treasury	ACH	04-Aug-20	\$69,984.24	Federal Tax Payment
United States Treasury	ACH	18-Aug-20	\$70,003.07	Federal Tax Payment
Urban Solar, Inc	00052447	14-Aug-20	\$33,150.00	Bus Stops - Lighting
Verizon Wireless	00052397	07-Aug-20	\$337.37	Mobile Data Terminals for SS
Verizon Wireless	00052448	14-Aug-20	\$524.99	Mobile Data Terminals for SS
Visa - Commerce Bank	00052398	10-Aug-20	\$114.50	Misc Revenue
Visa - Commerce Bank	00052398	10-Aug-20	\$149.50	Legal Service
Visa - Commerce Bank	00052398	10-Aug-20	\$66.69	Building Maintenance
Visa - Commerce Bank	00052398	10-Aug-20	\$349.88	Advertising - Employment
Visa - Commerce Bank	00052398	10-Aug-20	\$69.99	Employee Recognition
Visa - Commerce Bank	00052398	10-Aug-20	\$1,400.36	Office Equipment



**Connect Transit  
Cash Disbursement Report  
August 2020**

<b>Name</b>	<b>Check Number</b>	<b>Date</b>	<b>Amount</b>	<b>Description</b>
Visa - Commerce Bank	00052398	10-Aug-20	\$61.54	Office Supplies
Visa - Commerce Bank	00052398	10-Aug-20	\$469.93	Safety & Training
Visa - Commerce Bank	00052398	10-Aug-20	\$339.96	Software Licensing
Visa - Commerce Bank	00052398	10-Aug-20	\$493.50	Management
Visa - Commerce Bank	00052398	10-Aug-20	\$44.76	Travel & Meetings
Vision Service Plan (IL)	00052524	28-Aug-20	\$1,017.35	Vision Insurance
Watts Copy Systems, Inc	00052525	28-Aug-20	\$773.95	Lease
WEEK Television Inc	00052449	14-Aug-20	\$200.00	Advertising
WGLT	00052450	14-Aug-20	\$600.00	Radio Advertising
William Masters, Inc	00052451	14-Aug-20	\$253.00	HVAC
ZF SERVICES, LLC	00052526	28-Aug-20	\$573.95	Bus Parts

Grand Total    \$1,114,855.31

# Bloomington Normal Public Transit Balance Sheet

Division: 99 Board Reports

As of: 8/31/2020

Fiscal Year: 2021    Period: 2    Aug-2020

## Assets

### Current Assets

Checking and Savings	\$5,049,584.70
Accounts Receivable	\$3,362,195.79
Inventory Asset - Fuel	\$70,422.27
Inventory Asset - Parts	\$184,335.66
Inventory Asset - Tires	\$0.00
Other Current Assets	\$377,684.13

**Total Current Assets** \$9,044,222.55

Fixed Assets \$18,988,194.89

**Total Assets** \$28,032,417.44

## Liabilities & Equity

### Liabilities

Accounts Payable	\$178,106.14
Payroll Liabilities	\$1,618,824.76
Contracts	\$0.00
Due to Illinois Funds Account	\$0.00
Deferred Revenue	\$166,728.83
Deficit Funding Advance	\$0.00

**Total Liabilities** \$1,963,659.73

### 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 \$6,814,812.32

**Total Liabilities & Equity** \$28,032,417.44

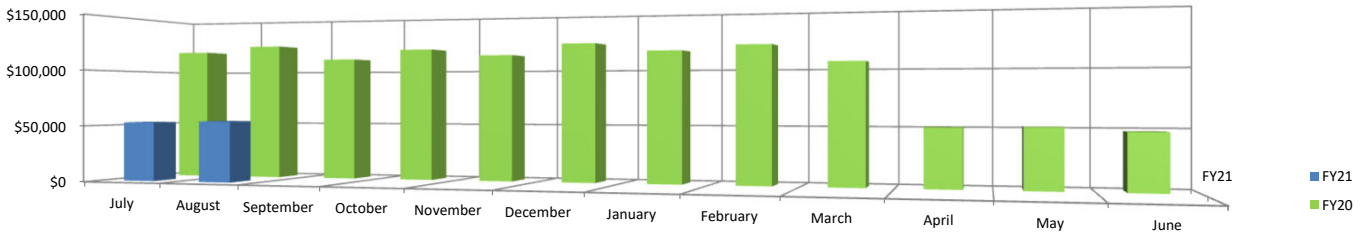
# Bloomington Normal Public Transit Income Statement With Approved Budget

	From Fiscal Year: 2021		From Period 2		Division: 98 Operating Profit/Loss		As of: 8/31/2020	
	Thru Fiscal Year: 2021	Thru Period 2	Aug-2020	Jul-2020	Aug-2020	Jul-2020	Aug-2020	Approved Budget
<b>Operating Revenue</b>								
Passenger Fares			\$0.00	\$0.00	0.00%	\$0.00	0.00%	\$782,000.00
ISU Contract Fare			\$48,178.00	\$96,356.00	8.10%	\$96,356.00	16.19%	\$595,000.00
Other Contract Fares			\$5,771.58	\$10,356.00	3.98%	\$10,356.00	7.14%	\$145,000.00
Advertising Revenue			\$6,673.33	\$12,463.33	4.45%	\$12,463.33	8.31%	\$150,000.00
Miscellaneous Revenue			\$72.59	\$182.21	2.42%	\$182.21	6.07%	\$3,000.00
<b>Total Operating Revenue</b>			<b>\$60,695.50</b>	<b>\$119,357.54</b>	<b>3.62%</b>	<b>\$119,357.54</b>	<b>7.13%</b>	<b>\$1,675,000.00</b>
<b>Operating Expenses</b>								
Operators Wages			\$492,527.45	\$1,060,831.02	7.86%	\$1,060,831.02	16.93%	\$6,267,000.00
Maintenance Wages			\$71,216.75	\$143,531.41	5.51%	\$143,531.41	11.10%	\$1,293,000.00
Administration Wages			\$70,469.73	\$152,907.26	6.73%	\$152,907.26	14.60%	\$1,047,000.00
Employer Payroll Tax Expense			\$47,748.17	\$102,689.59	6.80%	\$102,689.59	14.63%	\$702,000.00
Retirement Plan			\$25,874.54	\$56,702.77	6.20%	\$56,702.77	13.60%	\$417,000.00
Group Insurance			\$135,733.91	\$255,872.32	7.57%	\$255,872.32	14.27%	\$1,793,000.00
Uniform Expense			\$1,817.06	\$3,496.56	4.78%	\$3,496.56	9.20%	\$38,000.00
Professional Services			\$41,138.93	\$70,702.21	13.19%	\$70,702.21	22.66%	\$312,000.00
Outside Repair-Labor			\$4,768.89	\$11,577.80	6.91%	\$11,577.80	16.78%	\$69,000.00
Contract Maintenance Services			\$9,405.59	\$14,235.25	8.55%	\$14,235.25	12.94%	\$110,000.00
Custodial Services			\$1,021.42	\$2,584.43	6.38%	\$2,584.43	16.15%	\$16,000.00
Employee Recruiting/Testing/Temp Help			\$1,536.00	\$2,409.50	9.60%	\$2,409.50	15.06%	\$16,000.00
Fuel			\$61,784.33	\$119,957.10	6.97%	\$119,957.10	13.54%	\$886,000.00
Lubricants			\$3,536.76	\$6,713.62	7.86%	\$6,713.62	14.92%	\$45,000.00
Tires			\$4,085.26	\$8,485.26	4.54%	\$8,485.26	9.43%	\$90,000.00
Bus Repair Parts			\$37,090.09	\$61,198.66	19.02%	\$61,198.66	31.38%	\$195,000.00
Other Materials & Supplies			\$7,178.75	\$14,672.06	14.36%	\$14,672.06	29.34%	\$50,000.00
Shelters/Signs/Shop Tools			\$187.68	\$1,344.24	1.10%	\$1,344.24	7.91%	\$17,000.00
Computer and Office Supplies			\$8,414.61	\$15,335.68	3.52%	\$15,335.68	6.42%	\$239,000.00
Utilities			\$5,318.98	\$18,400.64	3.50%	\$18,400.64	12.11%	\$152,000.00
Corporate Insurance			\$27,968.90	\$55,716.99	6.77%	\$55,716.99	13.49%	\$413,000.00
Dues/Subscriptions/Fees			\$385.00	\$1,158.50	0.74%	\$1,158.50	2.23%	\$52,000.00
Printing/Marketing/Training			\$10,348.04	\$18,127.72	3.68%	\$18,127.72	6.45%	\$281,000.00
<b>Total Operating Expenses</b>			<b>\$1,069,556.84</b>	<b>\$2,198,650.59</b>	<b>7.38%</b>	<b>\$2,198,650.59</b>	<b>15.16%</b>	<b>\$14,500,000.00</b>
<b>Operating Assistance</b>								
Operating Deficit Before Subsidies and Grants			(\$1,008,861.34)	(\$2,079,293.05)	7.87%	(\$2,079,293.05)	16.21%	(\$12,825,000.00)
City of Bloomington Operating Assistance			\$63,333.33	\$126,666.66	8.33%	\$126,666.66	16.67%	\$760,000.00
Town of Normal Operating Assistance			\$32,500.00	\$65,000.00	6.63%	\$65,000.00	13.27%	\$490,000.00
Illinois Downstate Operating Assistance			\$689,145.00	\$1,416,989.00	7.38%	\$1,416,989.00	15.17%	\$9,339,000.00
FTA 5307 Operating Assistance			\$212,900.00	\$461,165.00	10.12%	\$461,165.00	21.92%	\$2,104,000.00
<b>Total Operating Assistance</b>			<b>\$997,878.33</b>	<b>\$2,069,820.66</b>	<b>7.86%</b>	<b>\$2,069,820.66</b>	<b>16.31%</b>	<b>\$12,693,000.00</b>



# Financial Reports

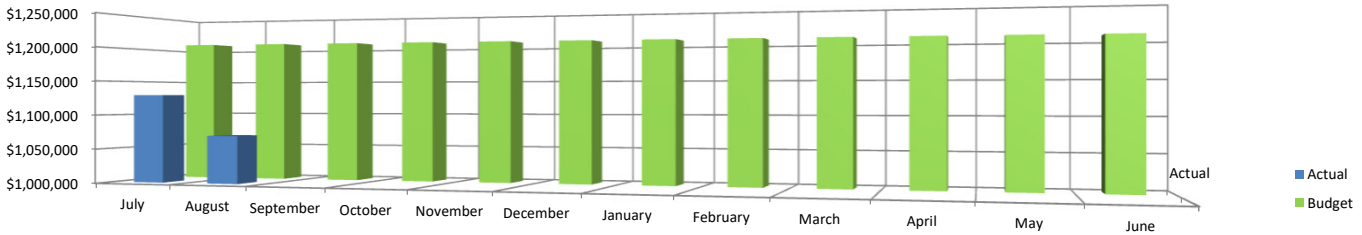
## Transit Fare



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$52,762	\$53,950										
FY20	\$118,530	\$123,667	\$110,792	\$119,271	\$113,433	\$123,220	\$116,193	\$120,728	\$105,840	\$50,726	\$51,334	\$48,055

Notes: Other Contract Fares revenue decreased \$4,853 in August 2020 from August 2019 due to Heartland Community College and Medicaid billing. Total Cash Fares decreased \$46,293 in August 2020 from August 2019. Total Pass Fares decreased \$20,552 in August 2020 from August 2019.

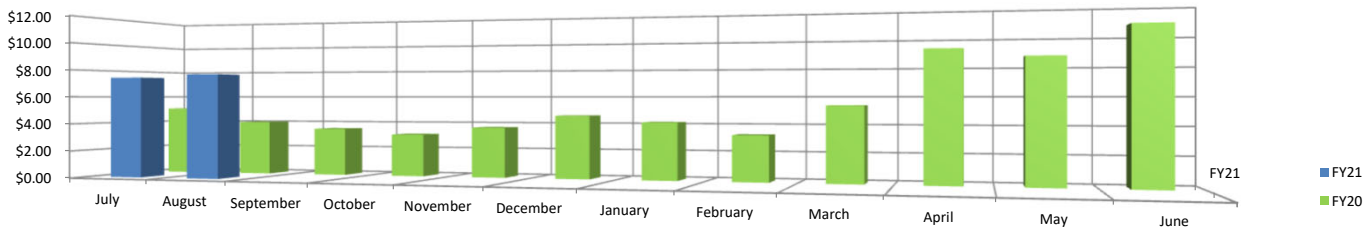
## Operating Expenses



	July	August	September	October	November	December	January	February	March	April	May	June
Actual	\$1,129,094	\$1,069,557										
Budget	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333	\$1,208,333

Notes:

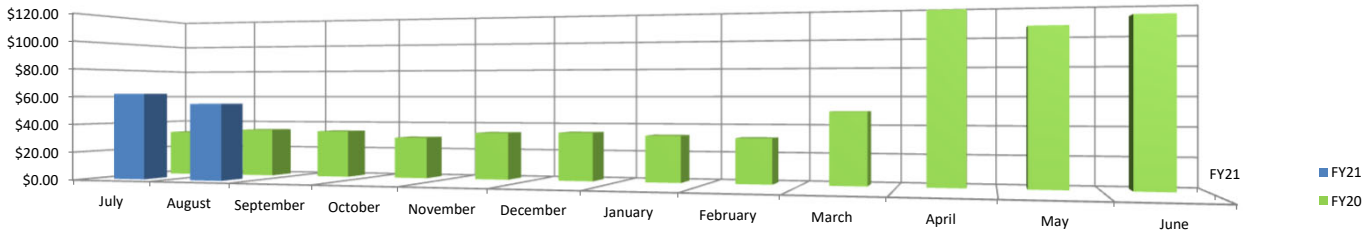
## Fixed Route Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$7.43	\$7.65										
FY20	\$5.06	\$4.01	\$3.52	\$3.13	\$3.70	\$4.61	\$4.16	\$3.30	\$5.40	\$9.26	\$8.72	\$10.77

Notes: Expenses increased \$3,754 in August 2020 from August 2019. Trips decreased 97,855 in August 2020 from August 2019.

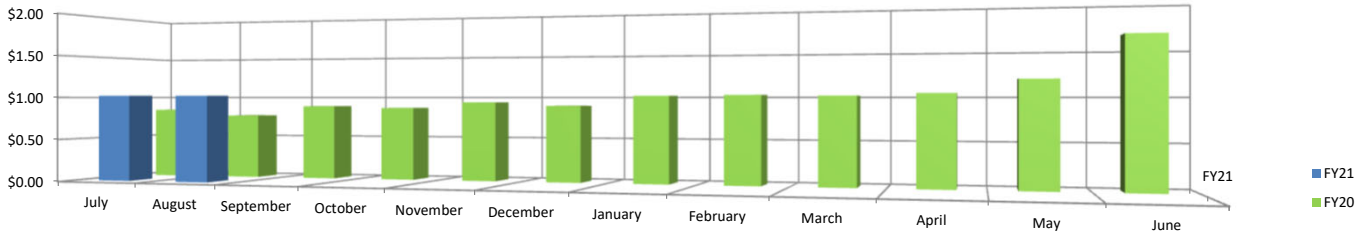
### Connect Mobility Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$62.07	\$54.77										
FY20	\$32.40	\$34.54	\$33.89	\$29.62	\$33.62	\$34.28	\$32.65	\$31.43	\$49.93	\$117.13	\$105.79	\$112.19

Notes: Expenses decreased \$10,348 in August 2020 from August 2019. Trips decreased by 2,831 in August 2020 from August 2019.

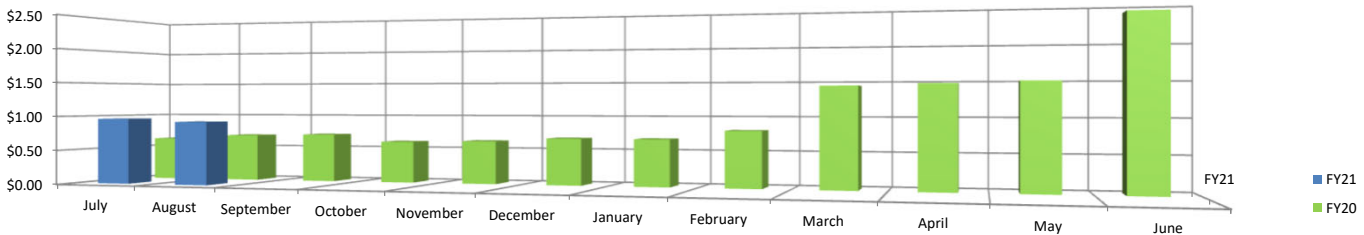
### Fixed Route Cost Per Maintenance Mile (Excluding Fuel) Unaudited



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$1.02	\$1.02										
FY20	\$0.84	\$0.77	\$0.89	\$0.87	\$0.94	\$0.90	\$1.02	\$1.03	\$1.02	\$1.05	\$1.20	\$1.67

Notes: Fixed Route maintenance expense increased \$24,378 in August 2020 from August 2019. Fixed Route miles decreased 4,934 in August 2020 from August 2019.

### Connect Mobility Cost Per Maintenance Mile (Excluding Fuel) Unaudited

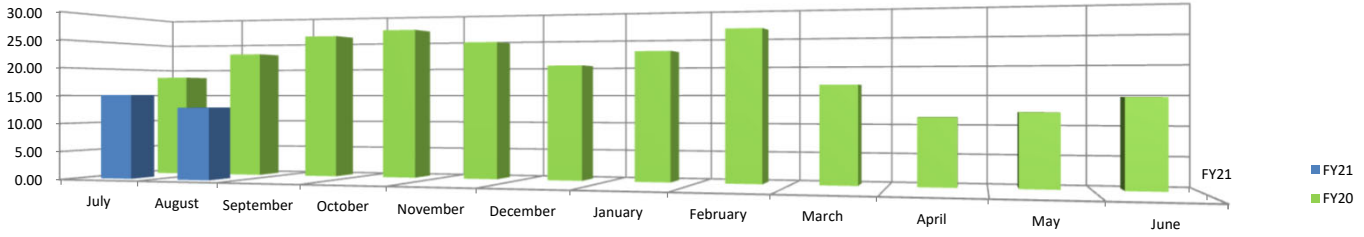


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$0.96	\$0.92										
FY20	\$0.63	\$0.69	\$0.71	\$0.61	\$0.63	\$0.68	\$0.68	\$0.81	\$1.44	\$1.47	\$1.50	\$2.40

Notes: Connect Mobility maintenance expense decreased \$4,188 in August 2020 from August 2019. Mobility miles decreased 14,374 in August 2020 from August 2019.

# Operations Reports

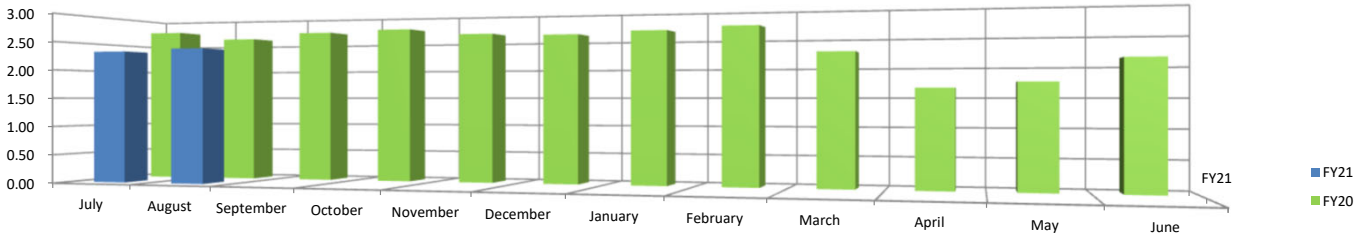
## Fixed Route Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	15.09	12.82										
FY20	18.44	22.81	26.04	27.00	24.60	20.31	22.71	26.43	16.81	11.42	12.27	14.76

Notes:

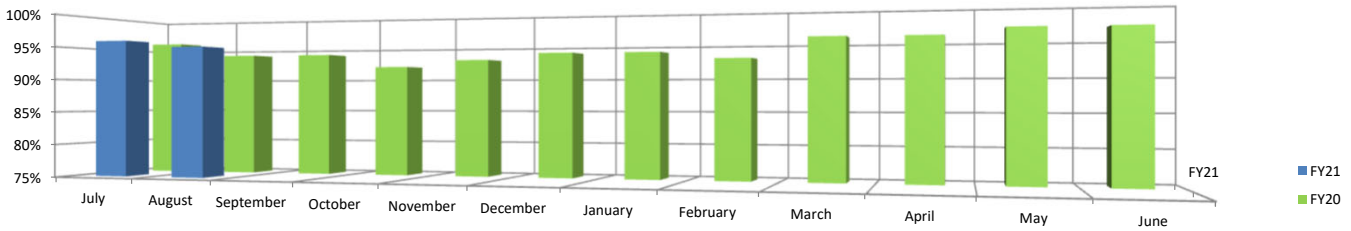
## Connect Mobility Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2.33	2.37										
FY20	2.74	2.60	2.70	2.74	2.64	2.61	2.66	2.72	2.27	1.67	1.76	2.14

Notes:

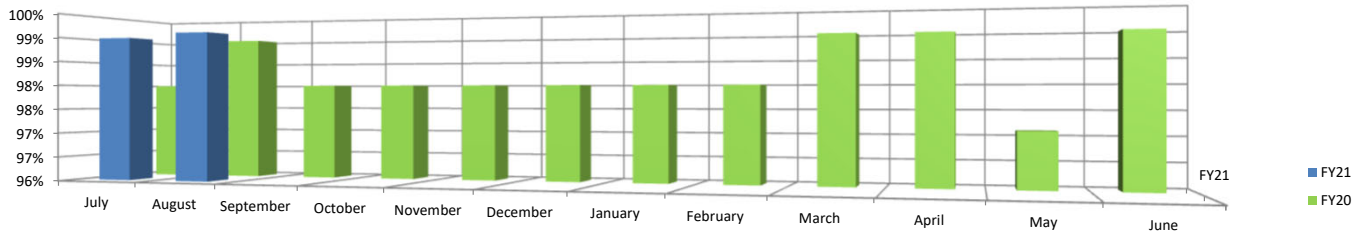
## Fixed Route On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	96%	95%										
FY20	96%	94%	94%	92%	93%	94%	94%	93%	96%	96%	97%	97%

Notes:

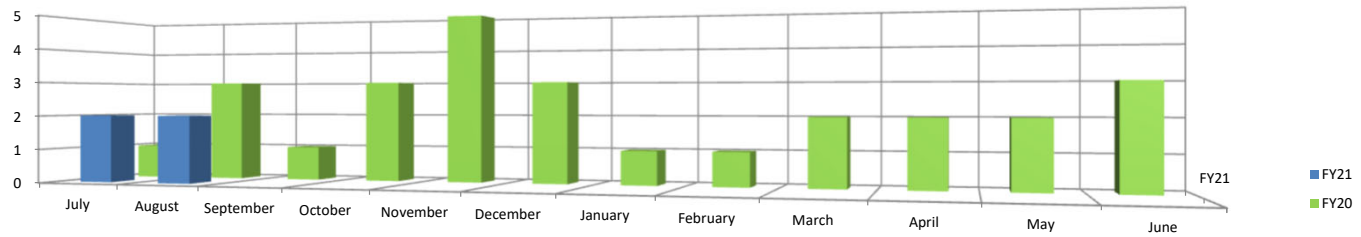
### Connect Mobility On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	99%	99%										
FY20	98%	99%	98%	98%	98%	98%	98%	98%	99%	99%	97%	99%

Notes:

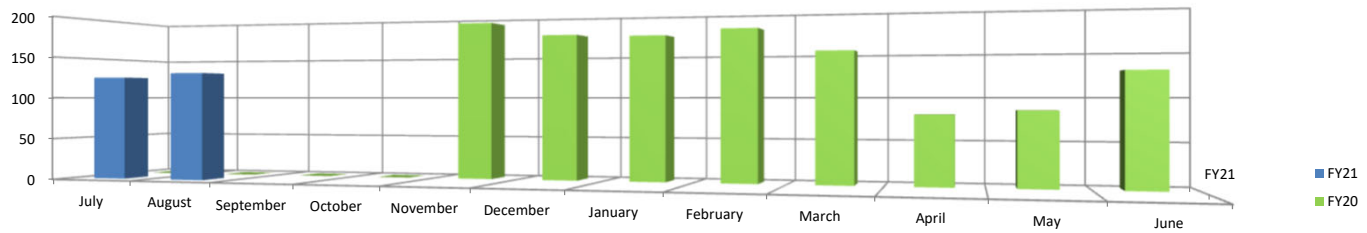
### Validated Complaints Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2	2										
FY20	1	3	1	3	5	3	1	1	2	2	2	3

Notes:

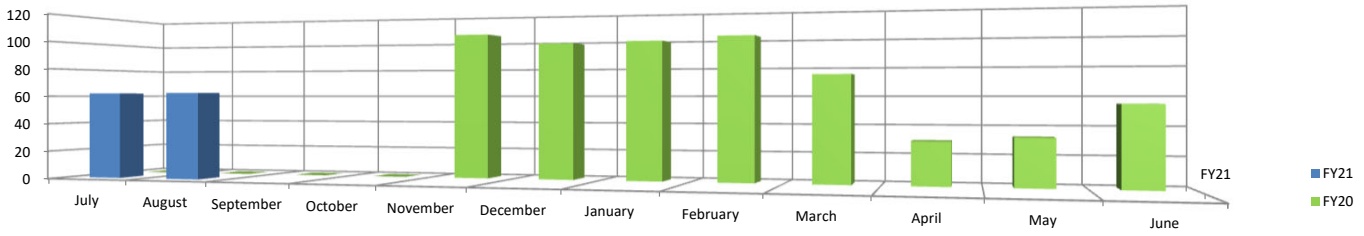
### Fixed Route Average Daily Phone Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	125	130										
FY20	0	0	0	0	192	176	174	181	154	81	86	130

Notes:

### Connect Mobility Average Daily Phone Calls

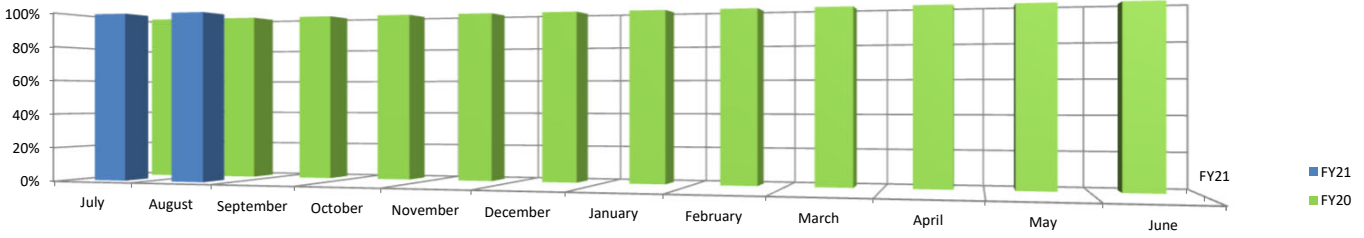


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	62	62										
FY20	0	0	0	0	105	98	99	102	75	30	33	55

Notes:

### Maintenance Reports

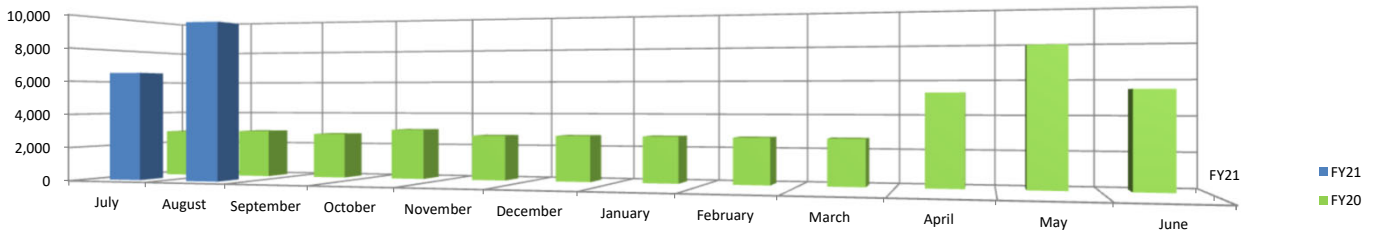
#### Percent Preventative Maintenance Performed On Time



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	100%	100%										
FY20	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes:

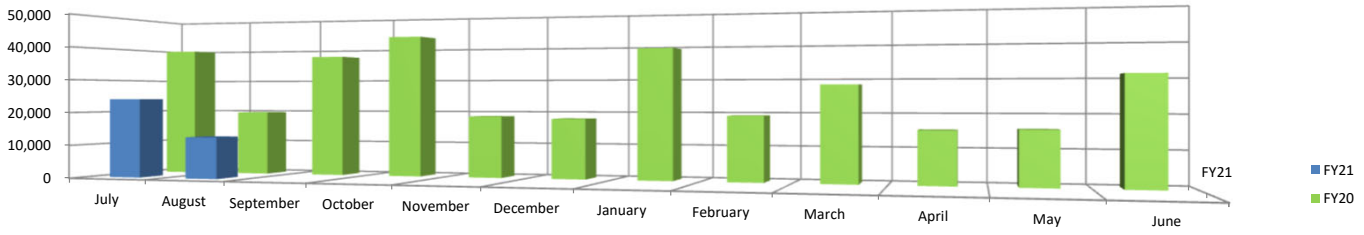
#### Fixed Route Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	6,511	9,531										
FY20	2,802	2,862	2,715	3,016	2,693	2,724	2,729	2,711	2,698	5,290	7,867	5,470

Notes:

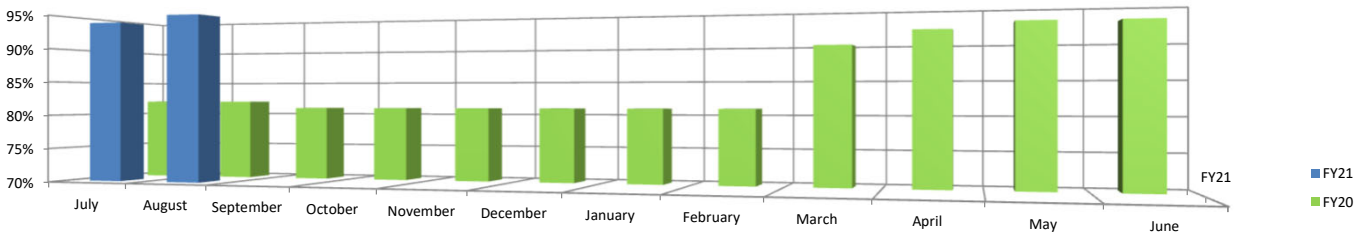
### Connect Mobility Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	24,009	12,486										
FY20	39,585	19,673	37,424	43,445	18,693	18,113	39,143	19,257	28,302	15,454	15,822	31,135

Notes:

### Average Interior Cleanliness Inspection Score

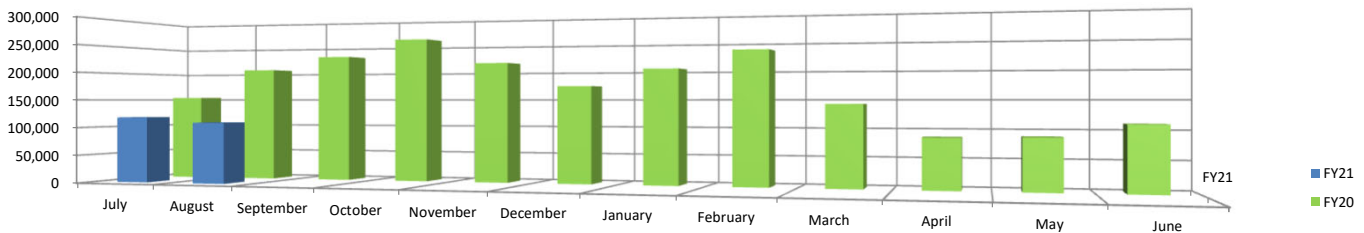


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	94%	95%										
FY20	82%	82%	81%	81%	81%	81%	81%	81%	90%	92%	93%	93%

Notes:

## Ridership Reports

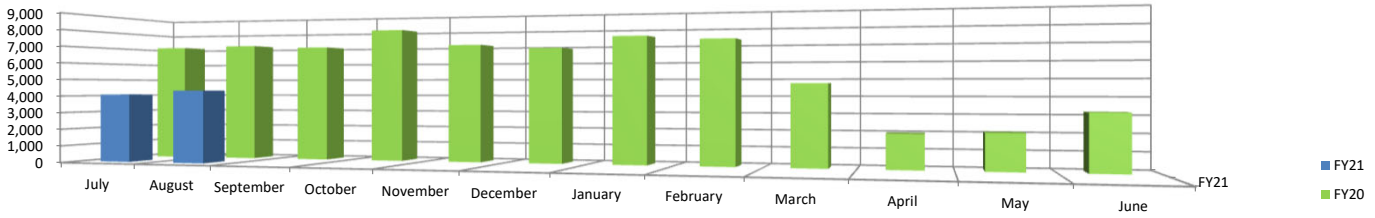
### Fixed Route Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	117,844	108,808										
FY20	153,754	206,663	230,572	261,519	216,824	174,428	204,683	236,504	143,069	87,568	89,360	111,182

Notes:

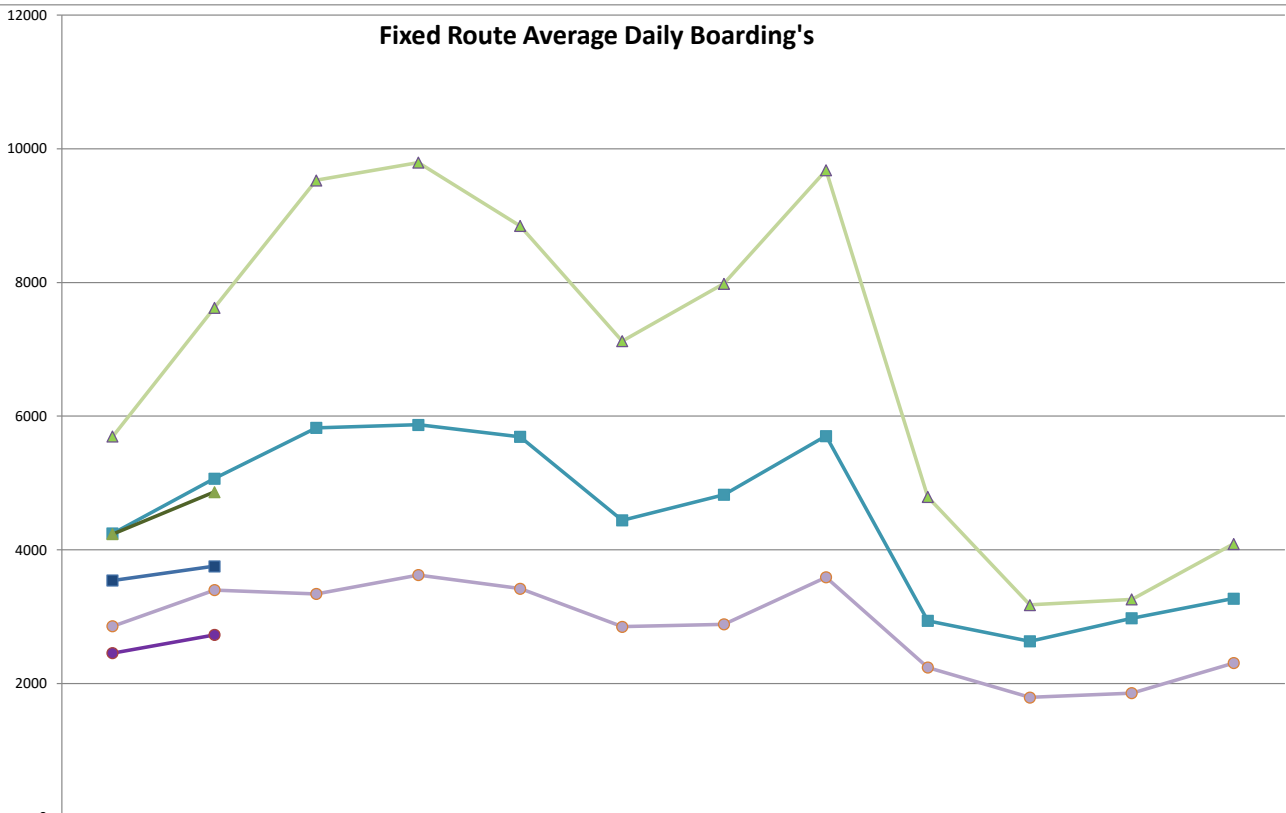
### Connect Mobility Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	4,076	4,323										
FY20	7,078	7,154	7,022	8,041	7,084	6,857	7,511	7,298	4,754	1,982	2,083	3,202

Notes:

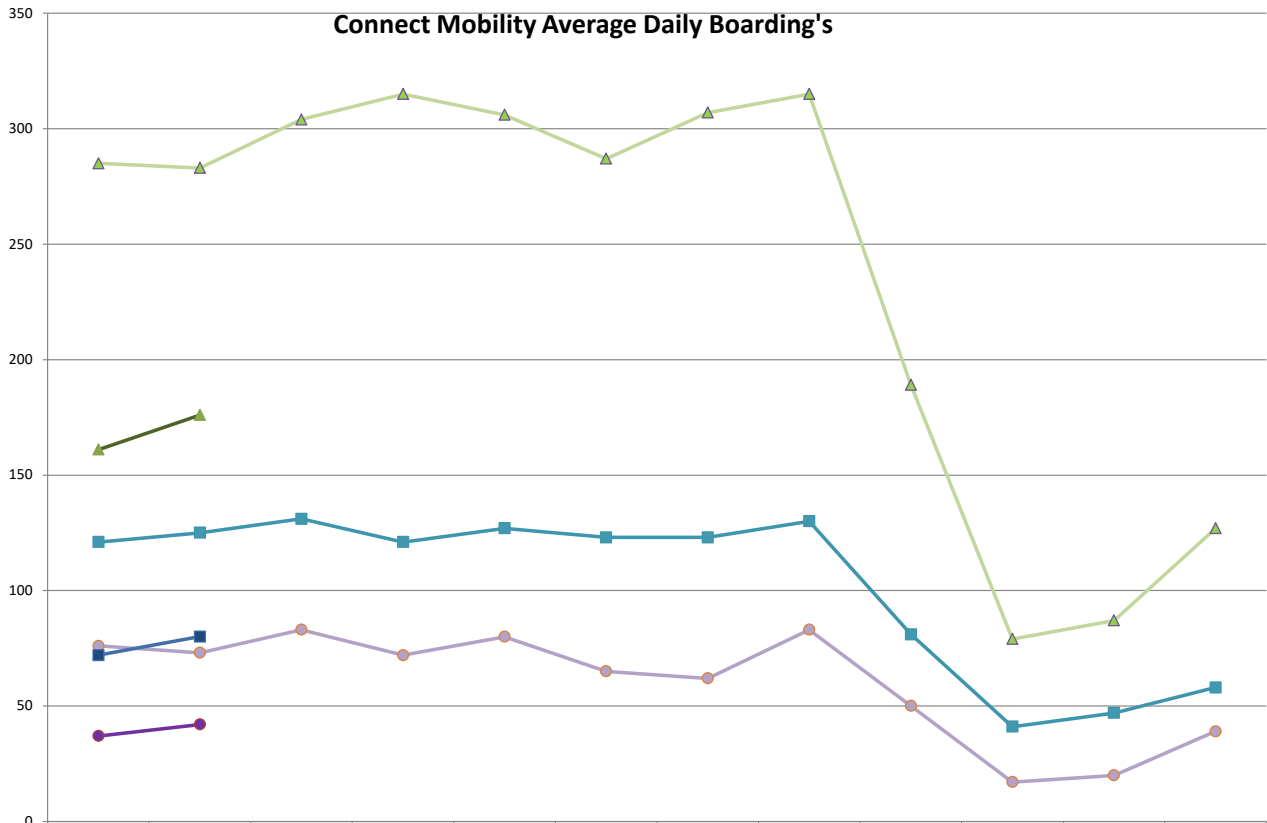
### Fixed Route Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY21	2454	2728										
Sunday FY20	2858	3399	3340	3622	3421	2851	2886	3590	2241	1792	1857	2306
Saturday FY21	3541	3754										
Saturday FY20	4247	5067	5825	5870	5691	4442	4825	5704	2938	2632	2977	3272
Weekday FY21	4235	4865										
Weekday FY20	5697	7624	9529	9793	8847	7124	7982	9681	4792	3176	3260	4090

Notes:

### Connect Mobility Average Daily Boarding's

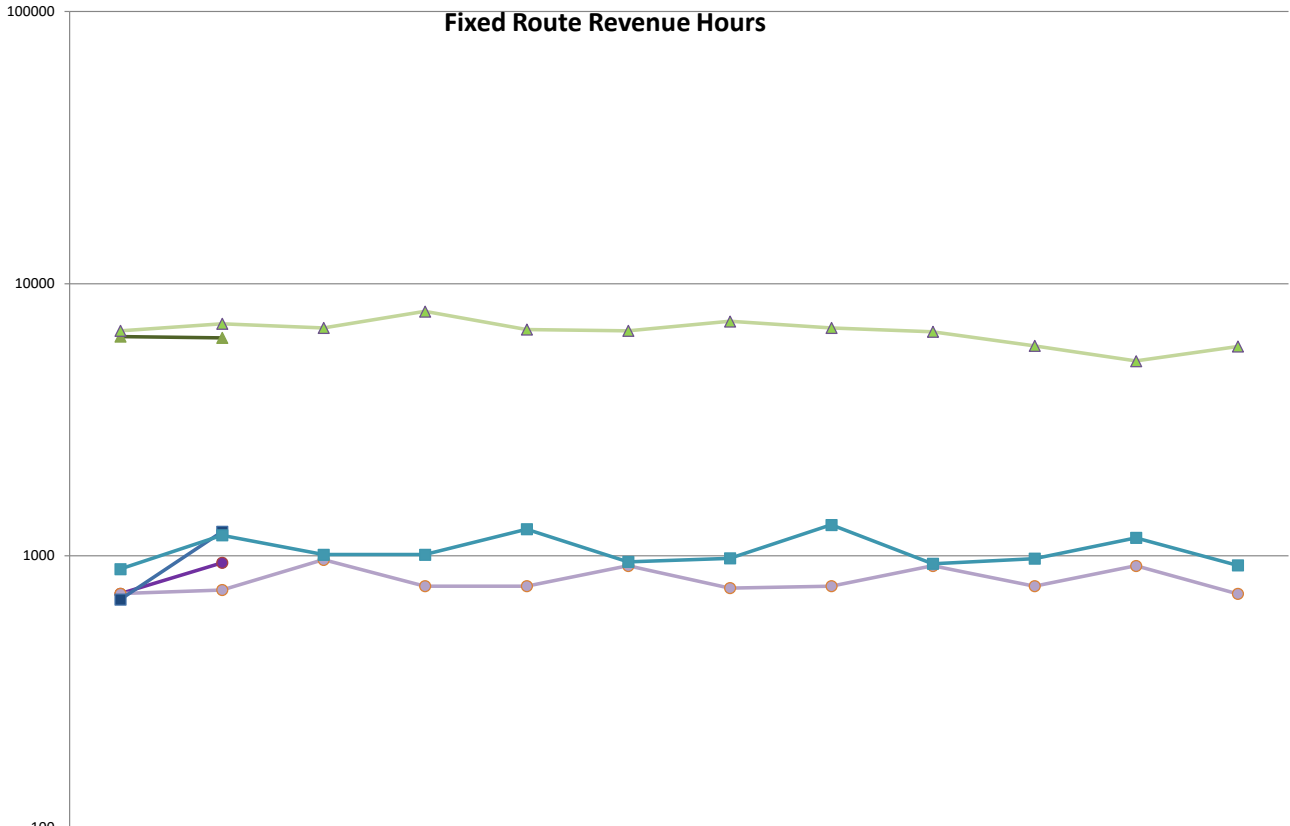


	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY21	37	42										
● Sunday FY20	76	73	83	72	80	65	62	83	50	17	20	39
■ Saturday FY21	72	80										
■ Saturday FY20	121	125	131	121	127	123	123	130	81	41	47	58
▲ Weekday FY21	161	176										
▲ Weekday FY20	285	283	304	315	306	287	307	315	189	79	87	127

Notes:



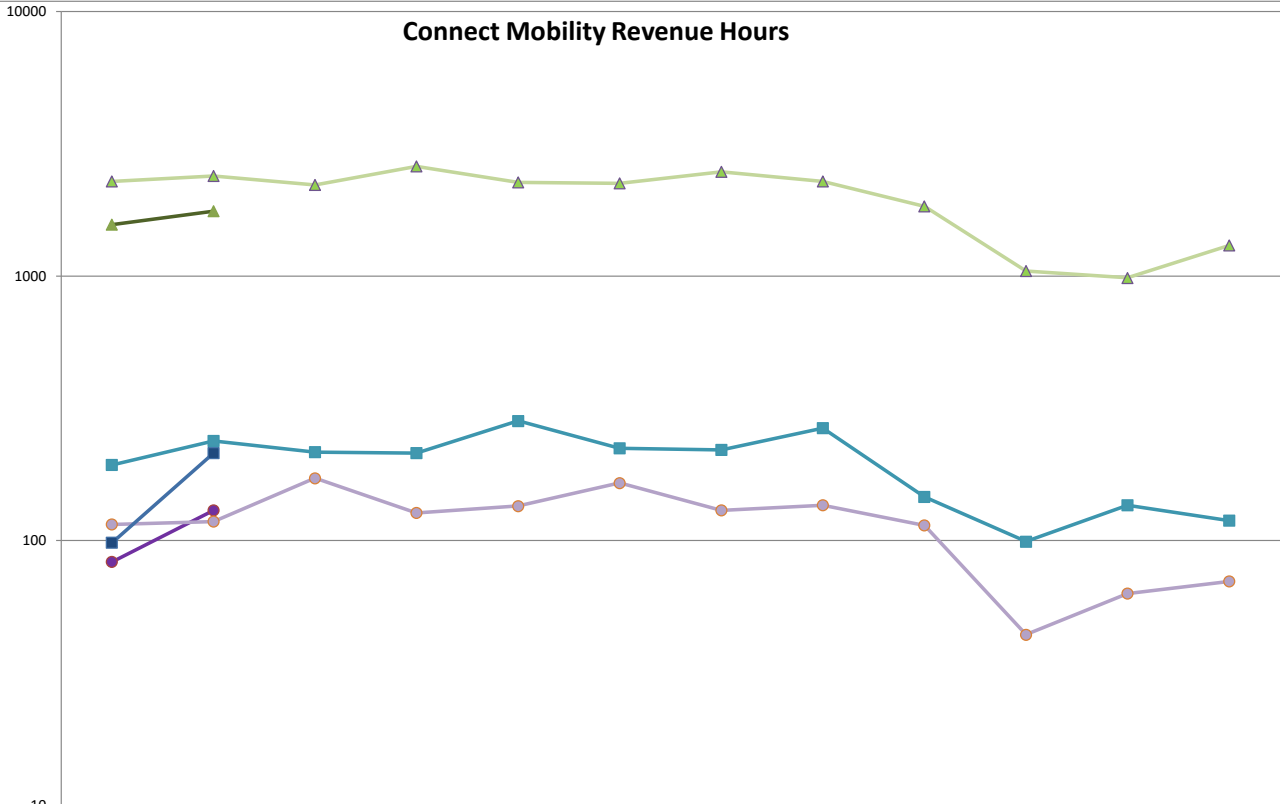
### Fixed Route Revenue Hours



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY21	726	943										
○ Sunday FY20	726	750	967	774	774	919	762	774	919	774	919	726
■ Saturday FY21	691	1225										
■ Saturday FY20	894	1190	1011	1011	1253	951	980	1298	936	978	1166	922
▲ Weekday FY21	6394	6321										
▲ Weekday FY20	6717	7121	6876	7902	6786	6720	7273	6876	6655	5918	5198	5886

Notes:

### Connect Mobility Revenue Hours

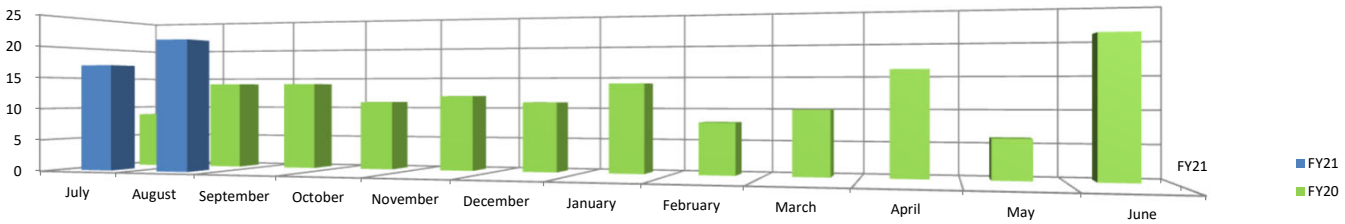


	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY21	83	130										
● Sunday FY20	115	118	172	127	135	165	130	136	114	44	63	70
■ Saturday FY21	98	214										
■ Saturday FY20	193	238	216	214	283	223	220	266	146	99	136	119
▲ Weekday FY21	1564	1759										
▲ Weekday FY20	2278	2391	2213	2599	2263	2243	2478	2280	1835	1045	983	1307

Notes:

### Safety Reports

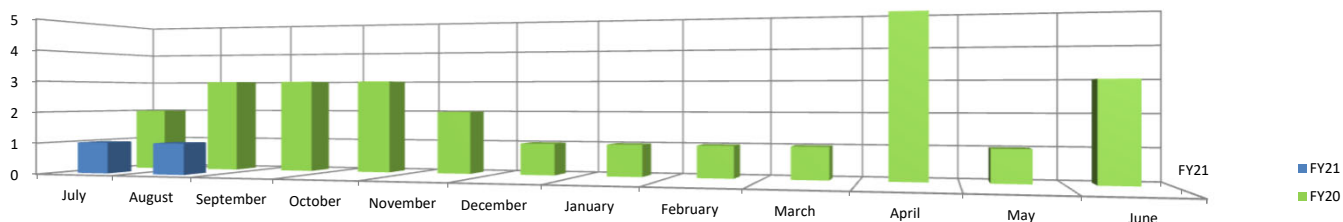
#### Safety Related Incidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	17	21										
FY20	9	14	14	11	12	11	14	8	10	16	6	21

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

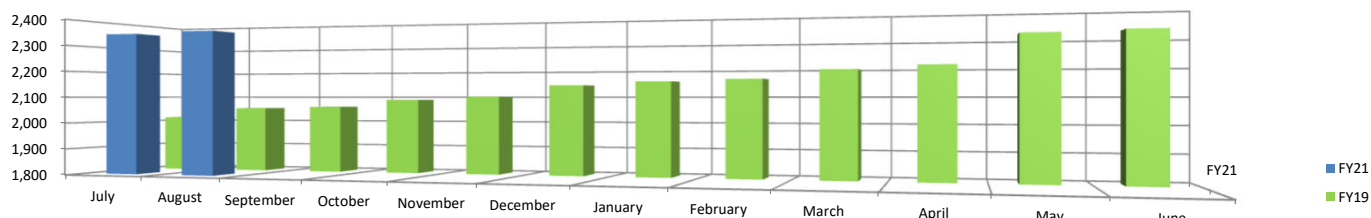


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	1	1										
FY20	2	3	3	3	2	1	1	1	1	5	1	3

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

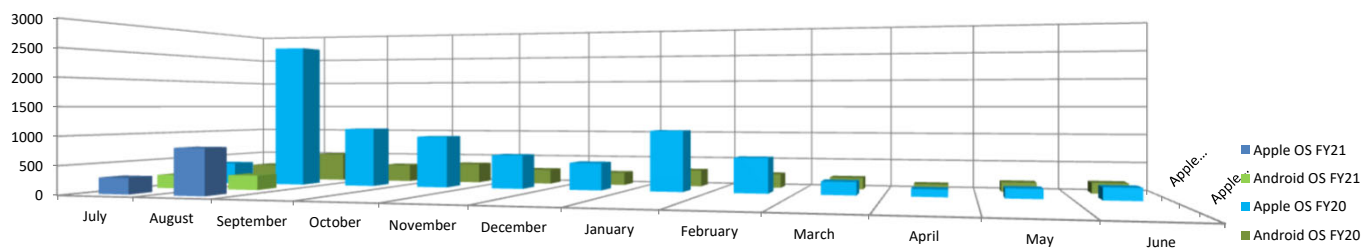
#### Facebook



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2,346	2,353										
FY19	2,015	2,054	2,060	2,089	2,101	2,145	2,159	2,167	2,200	2,215	2,322	2,330

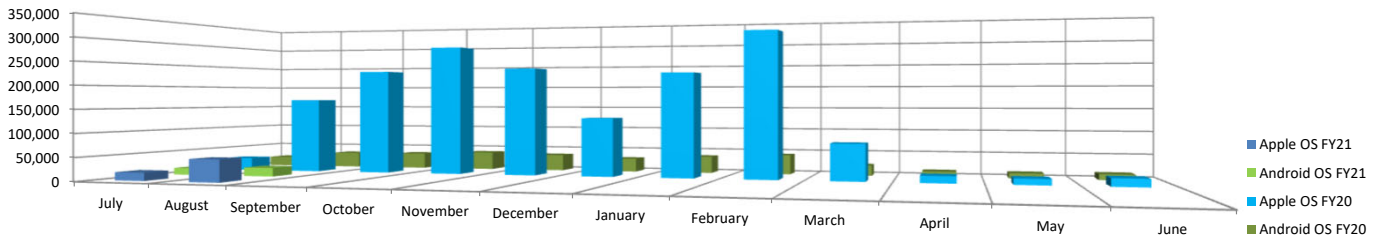
Notes:

#### App Downloads



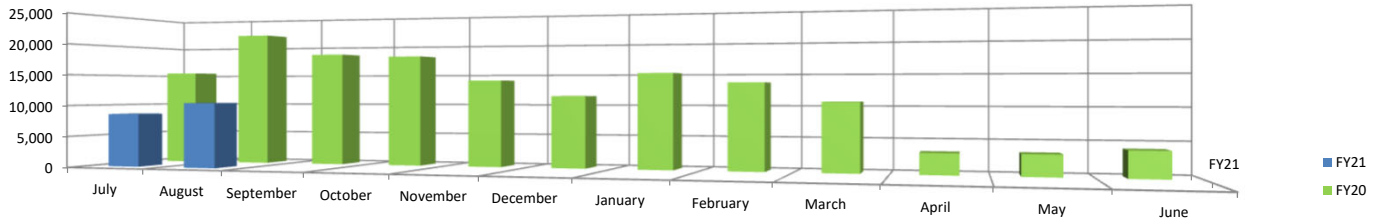
	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY21	283	806										
Android OS FY21	242	259										
Apple OS FY20	387	2,624	1,074	938	609	487	1,073	614	227	128	167	211
Android OS FY20	282	522	316	358	267	232	297	250	204	112	169	186

### App Sessions



	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY21	17,357	47,642										
Android OS FY21	15,000	18,740										
Apple OS FY20	27,919	167,758	234,074	288,658	239,500	128,398	228,644	317,706	78,658	14,825	12,841	16,921
Android OS FY20	21,407	33,940	34,860	39,743	35,874	29,764	37,059	43,130	22,541	11,868	11,060	12,451

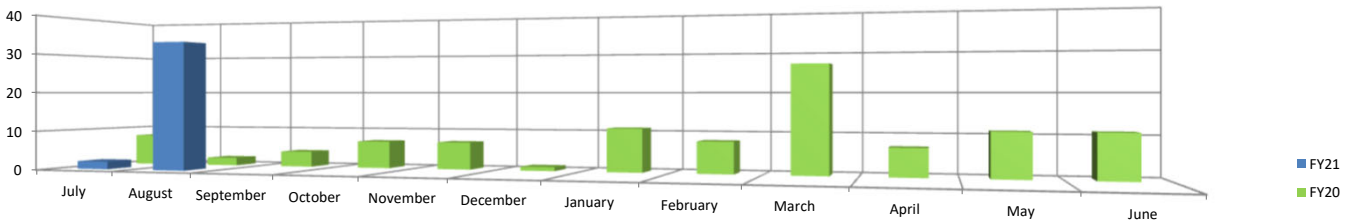
### Website Traffic



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	8,559	10,385										
FY20	15,429	21,879	18,495	18,081	14,065	11,533	15,183	13,688	10,725	3,248	3,285	4,004

Notes:

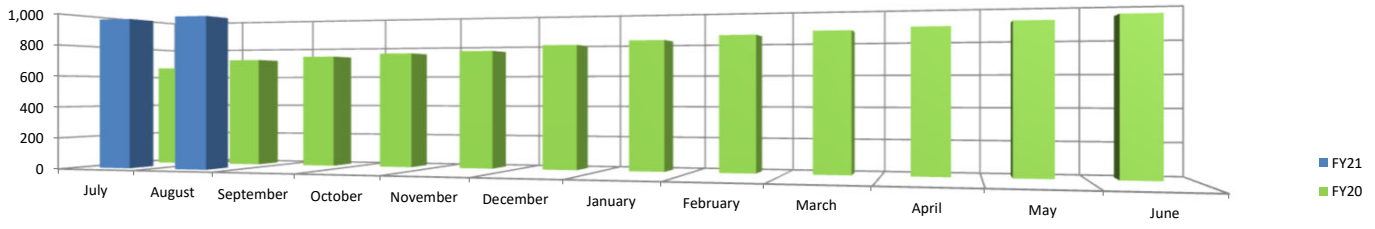
### Twitter



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2	33										
FY20	8	2	4	7	7	1	11	8	27	7	11	11

Notes:

## Instagram



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	971	981										
FY20	661	715	734	751	762	795	819	845	864	880	907	936

Notes:



Statistics	Aug 20				Aug 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
<b>Connect Transit</b>												
Green	16,277	8,151	830	19.61	27,505	8,347	850	32.36	-40.8%	-2.4%	-2.4%	-39.4%
Red	18,498	15,166	1,413	13.09	32,321	15,295	1,425	22.68	-42.8%	-0.8%	-0.8%	-42.3%
Lime	20,278	18,095	1,454	13.95	30,595	18,943	1,467	20.86	-33.7%	-4.5%	-0.9%	-33.1%
Aqua	3,786	2,170	155	24.40	7,481	2,978	208	36.05	-49.4%	-27.1%	-25.2%	-32.3%
Orange	2,296	3,924	300	7.65	4,564	5,174	390	11.70	-49.7%	-24.2%	-23.1%	-34.6%
Gold	3,279	5,542	445	7.37	5,859	5,227	448	13.08	-44.0%	6.0%	-0.7%	-43.7%
Purple	6,859	8,720	579	11.84	12,734	11,631	788	16.16	-46.1%	-25.0%	-26.5%	-26.7%
Blue	3,037	3,428	300	10.12	7,014	4,620	404	17.35	-56.7%	-25.8%	-25.8%	-41.6%
Brown	2,662	4,254	371	7.18	5,405	4,283	373	14.48	-50.7%	-0.7%	-0.7%	-50.4%
Tan	3,238	6,137	502	6.45	5,634	6,225	505	11.17	-42.5%	-1.4%	-0.6%	-42.2%
Pink	6,310	5,370	394	16.02	11,319	5,094	402	28.16	-44.3%	5.4%	-2.0%	-43.1%
Yellow	5,908	7,285	508	11.63	15,284	7,554	527	29.00	-61.3%	-3.6%	-3.6%	-59.9%
Olive	-	-	-	-	-	-	-	-				
Redbird	8,513	5,063	475	17.91	27,553	4,320	407	67.70	-69.1%	17.2%	16.8%	-73.5%
Silver	4,357	5,659	448	9.74	8,049	7,664	605	13.32	-45.9%	-26.2%	-26.0%	-26.9%
Eastview	-	-	-	-	-	-	-	-				
Red Express	1,700	2,154	168	10.12	2,640	2,256	176	15.00	-35.6%	-4.5%	-4.5%	-32.5%
Lime Express	1,810	2,064	147	12.31	2,706	2,162	154	17.57	-33.1%	-4.5%	-4.5%	-29.9%
<b>Total Fixed Route</b>	<b>108,808</b>	<b>103,180</b>	<b>8,488</b>	<b>12.82</b>	<b>206,663</b>	<b>111,775</b>	<b>9,128</b>	<b>22.64</b>	<b>-47.4%</b>	<b>-7.7%</b>	<b>-7.0%</b>	<b>-43.4%</b>
<b>Demand Response</b>												
Connect Mobility	3,781	20,780	1,827	2.37	6,768	32,209	2,747	2.46	-44.1%	-35.5%	-33.5%	-4.0%
Medicaid	542	-	-	-	386	-	-	-				
<b>Total Demand Response</b>	<b>4,323</b>	<b>20,780</b>	<b>1,827</b>	<b>2.37</b>	<b>7,154</b>	<b>32,209</b>	<b>2,747</b>	<b>2.60</b>	<b>-39.6%</b>	<b>-35.5%</b>	<b>-33.5%</b>	<b>-9.1%</b>
<b>SYSTEM TOTALS</b>	<b>113,131</b>	<b>123,960</b>	<b>10,315</b>	<b>10.97</b>	<b>213,817</b>	<b>143,984</b>	<b>11,875</b>	<b>18.01</b>	<b>-47.1%</b>	<b>-13.9%</b>	<b>-13.1%</b>	<b>-39.1%</b>



Statistics	YTD 21				YTD 20				% 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
<b>Connect Transit</b>												
Green	33,746	16,291	1,659	20.34	50,473	16,321	1,662	30.37	-33.1%	-0.2%	-0.2%	-33.0%
Red	39,253	30,010	2,796	14.04	60,235	30,107	2,805	21.47	-34.8%	-0.3%	-0.3%	-34.6%
Lime	46,193	35,532	2,877	16.06	57,807	36,454	2,887	20.02	-20.1%	-2.5%	-0.4%	-19.8%
Aqua	9,064	4,284	306	29.60	15,047	5,807	410	36.71	-39.8%	-26.2%	-25.3%	-19.4%
Orange	5,103	7,743	592	8.62	9,488	10,145	770	12.32	-46.2%	-23.7%	-23.1%	-30.0%
Gold	7,253	10,931	880	8.24	11,467	10,508	882	13.00	-36.7%	4.0%	-0.2%	-36.6%
Purple	15,038	16,914	1,144	13.15	25,178	22,850	1,557	16.17	-40.3%	-26.0%	-26.5%	-18.7%
Blue	6,544	6,768	592	11.05	11,662	9,131	799	14.60	-43.9%	-25.9%	-25.9%	-24.3%
Brown	5,907	8,413	733	8.06	9,937	8,432	735	13.52	-40.6%	-0.2%	-0.2%	-40.4%
Tan	6,496	11,976	999	6.50	10,122	12,299	997	10.15	-35.8%	-2.6%	0.2%	-36.0%
Pink	13,955	10,748	782	17.85	20,785	10,019	790	26.31	-32.9%	7.3%	-1.0%	-32.2%
Yellow	11,985	13,178	919	13.04	25,738	13,433	937	27.47	-53.4%	-1.9%	-1.9%	-52.5%
Olive	-	-	-		-	-	-					
Redbird	8,513	5,063	475	17.91	27,553	4,320	407	67.70	-69.1%	17.2%	16.8%	-73.5%
Silver	9,262	11,173	884	10.48	15,157	15,140	1,195	12.69	-38.9%	-26.2%	-26.0%	-17.4%
Eastview	-	-	-		-	-	-					
Red Express	3,816	4,513	352	10.84	4,576	4,513	352	13.00	-16.6%	0.0%	0.0%	-16.6%
Lime Express	4,524	4,324	308	14.69	5,192	4,324	308	16.86	-12.9%	0.0%	0.0%	-12.9%
<b>Total Fixed Route</b>	<b>226,652</b>	<b>197,862</b>	<b>16,299</b>	<b>13.91</b>	<b>360,417</b>	<b>213,803</b>	<b>17,493</b>	<b>20.60</b>	<b>-37.1%</b>	<b>-7.5%</b>	<b>-6.8%</b>	<b>-32.5%</b>
<b>Demand Response</b>												
Connect Mobility	7,429	40,956	3,573	2.35	13,420	63,014	5,333	2.52	-44.6%	-35.0%	-33.0%	-6.6%
Medicaid	970											
<b>Total Demand Response</b>	<b>8,399</b>	<b>40,956</b>	<b>3,573</b>	<b>2.35</b>	<b>13,420</b>	<b>63,014</b>	<b>5,333</b>	<b>2.52</b>	<b>-37.4%</b>	<b>-35.0%</b>	<b>-33.0%</b>	<b>-6.6%</b>
<b>SYSTEM TOTALS</b>	<b>235,051</b>	<b>238,818</b>	<b>19,872</b>	<b>11.83</b>	<b>373,837</b>	<b>276,817</b>	<b>22,826</b>	<b>16.38</b>	<b>-37.1%</b>	<b>-13.7%</b>	<b>-12.9%</b>	<b>-27.8%</b>



**MEMO**

**DATE:** September 22, 2020

**TO:** Board of Trustees

**FROM:** Martin Glaze, Interim General Manager

**SUBJECT:** Recommendation for Continued Suspension of Fare Collection

**RECOMMENDATION:** That the Board of Trustees approve continued suspension of fare collection until November 9, 2020.

**BACKGROUND:** Connect has implemented procedures and policies to protect employees and passengers. The suspension of fare collection was implemented to reduce crowding at the front doors and farebox. This allowed for rear-door boarding to protect both the operators and passengers from coming into close contact with one another. Connect mandated that masks be worn by all persons on the bus as physical distancing cannot always be maintained. Connect reduced service by eliminating peak service frequency and is operating a minimum service level seven (7) days a week.

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





## MEMO

**DATE:** September 22, 2020

**TO:** Board of Trustees

**FROM:** Patrick Kuebrich, Finance Director

**SUBJECT:** Recommendation of Illinois State University Universal Access Contract – FYI 2021 (6 months)

**RECOMMENDATION:** That the Universal Access Agreement with Illinois State University be extended for a period of six (6) months from January 1, 2021 to June 30, 2021

**BACKGROUND:** The Universal Access Agreement allows students and employees of Illinois State University to ride Connect Transit fixed route buses free of charge upon swiping their valid school ID. Connect Transit will provide established and regularly publicized public transportation service to the Bloomington-Normal community.

**DISCUSSION:** The goal continues to be establishing a funding model that clearly defines the distributed cost among dedicated service, capital costs and universal access. This would allow us to more easily adjust service levels and access without the need for additional negotiations. Due to ridership and financial impacts as a result of COVID, a flat extension of the current contract is suggested. Connect and ISU will continue to meet and discuss the structure of future contracts.

**FINANCIAL IMPACT:** From January 1, 2021 to June 30, 2021 the contract amount will be \$289,068.



**MEMO**

**DATE:** September 22, 2020

**TO:** Board of Trustees

**FROM:** Patrick Kuebrich, Finance Director

**Subject:** Recommendation for Heartland Community College Universal Access Contract – FY2021 (6 months)

**RECOMMENDATION:** That the Universal Access Agreement with Heartland Community College (HCC) be renewed for the first six (6) months of fiscal year 2021 in the amount of \$48,000.00.

**BACKGROUND:** The Universal Access Agreement allows students and employees of Heartland Community College to ride Connect Transit fixed route buses free of charge upon displaying their valid school ID. Connect Transit will provide established and regularly publicized public transportation service to the Bloomington-Normal community.

**DISCUSSION:** Last month the Board approved a one (1) year contract with HCC for \$96,000.00. HCC requested a reduced contract length due to the uncertainty of COVID.

**FINANCIAL IMPACT:** From July 1, 2020 to December 31, 2020 the contract amount will be \$48,000.



## MEMO

**DATE:** September 22, 2020

**TO:** Board of Trustees

**FROM:** Martin Glaze, Interim General Manager

**SUBJECT:** Board of Trustee Handbook – Email Communications Policy

**RECOMMENDATION:** That the Email Communications Policy in the Board Handbook be adopted.

**BACKGROUND:** Trustees adopted the Board Handbook in August 2018. It has been updated to include the new board members and an Email Communications Policy.

**DISCUSSION:** The appointed Trustees will be provided a connect-transit.com email account and adhere to the following:

### The Email Communication Policy

- Trustees need to be aware that any email communication is subject to review by others and subject to disclosure to the public unless a lawful exemption applies. Trustees speak for themselves and should so state when communicating to the public. When communicating via email Trustees should never reply all.
- A standard disclosure on all email will state that it may be subject to public disclosure pursuant to the Illinois FOIA and that statements of individual trustees do not necessarily represent the Board of Trustees.



## MEMO

**DATE:** September 22, 2020  
**TO:** Board of Trustees  
**FROM:** Shelly Perry, Operations Manager  
**SUBJECT:** Title VI Program 2020

**RECOMMENDATION:** The Board of Trustees approve the Title VI Program for submittal to the FTA in November.

**BACKGROUND:** Connect Transit is required by the FTA to update its Title VI Program every 3 years. The last submittal was made in November 2017.

**DISCUSSION:** The following areas of the Title VI have been revised from the previous Title VI Program.

- **Community Transportation Advisory Committee (CTAC)**
  - ✓ Description of Committee revised to reflect current members
- **Public Participation Plan & Opportunities for Participation**
  - ✓ Revised to reflect partnership with Mclean County
- **Vehicle Headways**
  - ✓ Revised to reflect current route structure time points
- **Transit Amenities**
  - ✓ Revised to reflect the current progress of the Better Bus Stops Campaign.
- **Limited English Proficiency (LEP) – Language Assistance Plan Four Factor Analysis**
  - ✓ Language Spoken in Homes for Bloomington & Normal II, surveys/graphs updated with most recent data.
- **Implementation Plan on Language Assistance**
  - ✓ Addition of use of electronic translation device.
    - Connect Transit purchased a translation device that can be utilized for person-to-person interactions. Device provides translation into over 50 languages and for snapshots of text.

**Title VI Program**



Bloomington-Normal Public Transit System

d.b.a

Connect Transit

November 2020

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## **Introduction**

This submission will assure that Bloomington-Normal Public Transit System d.b.a and henceforth known as Connect Transit has continued compliance with Title VI of the Civil Rights Act of 1964 and with U.S. Department of Transportation Title VI regulations (FTA Circular C 4702.1B) concerning Federal Transit Administration grants. A Triennial Review was conducted of BNPTS's Title VI program in 2018 and there were no findings.

## Title VI Compliance Document

### **Title VI Notice to the Public**

Connect Transit uses the following message to indicate the organization's ongoing compliance with Title VI:

"Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 200d.) Connect Transit is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with Connect Transit, 351 Wylie Drive, Normal, IL 61761."

This notice is placed in the Connect Transit Rider's Guide (Appendix 1) and in all Connect Transit Fixed Route Buses (Appendix 2), and prominently on the newly redesigned Connect Transit Website (Appendix 3). The Riders Guide is available on all Fixed Route buses and designated locations throughout Bloomington Normal including Connect Transit Headquarters (351 Wylie Dr.), Uptown Station (Normal), Bloomington City Hall, Normal Village Hall, and participating Connect Transit retail partners where passes and ride tokens may be purchased.

### **Title VI Complaint Procedure**

Connect Transit maintains the following Title VI complaint procedure on display on their website:

"TITLE VI COMPLAINT PROCEDURES"

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of color, or national origin in programs receiving federal financial assistance.

#### General

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin as noted below may file a written complaint with Connect Transit System's Equal Employment Opportunity personnel, 351 Wylie Drive, Normal, IL 61761. If the Complainant is dissatisfied with the resolution or the case is not being resolved in a timely manner, the complaint may be submitted to the Federal Transit Administration (FTA). Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI personnel may be utilized for resolutions. The EEO personnel will notify Connect Transit's General Manager of all Title VI related complaints as well as all resolutions.

#### Procedures

1. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be



made. The Complainant will be interviewed by the EEO personnel or official authorized to receive complaints. All complaints must, however, be signed by the Complainant or his/her representative.

- b. Include the date of the alleged act of discrimination when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filled within 180 calendar days of the alleged incident.
2. The Complainant will be provided with a written acknowledgement that Connect Transit has either accepted or rejected the complaint
3. A complaint shall be regarded as meriting investigation unless:
  - a. It clearly appears on its face to be frivolous or trivial.
  - b. Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action.
  - c. Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
  - d. Other good cause for not investigating the complaint exists e.g. respondent is presently under investigation by another Federal agency.
4. In the event that the complainant or respondent has not submitted sufficient information to make determination Connect Transit may request additional information from either party. This request shall be made with 15 working days of the receipt of the complaint and will require that the party submit the information with 60 working days from the date of the designated time frame may be considered good cause for a determination of no investigative merit. Failure of respondent to submit additional information within the designated time frame may be considered good cause for a determination of noncompliance.
5. A written report will be prepared by the responsible investigator at the conclusion of the investigation. The investigative report will include the following:
  - a. Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations.

- b. Citations of relevant Federal, State, and Local Laws, rules, regulations, and guidelines, etc.
- c. Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
- d. A statement of the investigator's findings and recommendations.

Send to:  
Connect Transit  
Attn: Julie Dockham  
351 Wylie Drive  
Normal, IL 61761

### **Title VI Complaint Form**

Appendix 4 contains the complaint form that Connect Transit utilizes for any Title VI inquiries.

### **Title VI Investigations, Complaints, and Lawsuits**

Connect Transit currently has no active investigations by the Federal Transportation Administration (FTA) or entities other than the FTA, lawsuits, and/or complaints naming Connect Transit that allege discrimination on the basis of race, color, and/or national origin.

### **Minority Representation on Committees and Councils Selected by Connect Transit**

Connect Transit currently has one nonelected committee/council that has recently been developed since the last Title VI submission, a Community Transportation Advisory Committee (CTAC). Participants were selected from multiple geographic areas with differing ties and roles in the community. We wanted participants who were active riders on both our fixed route as well as our paratransit. We posted on our website as well as relied on community partners for applicant suggestions. Our represented makeup includes large organizations, social services, higher education and independent individuals. The racial makeup of the committee is as follows:

- 1 black male
- 1 multi-racial female
- 1 white female
- 2 white males

### **Public Participation Plan**

Connect Transit is committed to being excellent stewards of transit and community partners within the Bloomington-Normal Community. In accordance with this commitment, Connect Transit has partnered with McLean County Regional Planning Commission (MCRPC) to further our pro-active public participation policy that solicits the input from the Bloomington-Normal area on a regular basis.

### ***Opportunities for Participation***

Prior to any change in policy or service, including but not limited to fare increases and a decrease in service hours, Connect Transit will host at least two (2) "engagement sessions" to present the idea to

the public. The listening sessions provide the public an opportunity to offer questions, comments, or voice concerns about the proposed changes. In addition to listening sessions the following outreach/engagement processes may be utilized.

<b>Type of Outreach</b>	<b>Methodology</b>	<b>Desired Outcome</b>
<b>Public Meetings</b>	In-person; virtual	Educate and inform citizens and stakeholders; obtain general feedback
<b>Open Houses</b>	In-person; virtual	Educate and inform citizens and stakeholders; obtain general feedback
<b>Focus Groups</b>	In-Person; virtual	Develop concepts and collaborative solutions
<b>Surveys</b>	Online; paper; drop box; multiple languages	Obtain quantitative feedback for analysis
<b>Rider Forums</b>	In-person; virtual	Obtain targeted feedback, test ideas, develop concepts and collaborative solutions
<b>Social Media</b>	Facebook; Twitter; Instagram; comments; polls	Educate and inform citizens and stakeholders.

Opportunities for engagement will be publicized on Connect Transit buses, social media, website, and distributed via press release to media outlets and community partners that include those listed below.

The locations of the listening sessions are targeted to offer at least one opportunity in Bloomington or one opportunity in Normal. In some cases, if the proposed change affects an area, the listening session may be held in a nearby facility, such as an elementary school or other public building. The goal of the engagement sessions is to solicit as much input as possible from concerned parties, while also allowing for an open dialogue of why the recommendations are being made. The location of each engagement session, being set either in Bloomington or Normal or in a specific area, provides the opportunity for transit access to the forums, but also allows the affected populations, including LEP and minority populations, to participate more easily than at other locations. Connect Transit has also been offering Online Engagement Sessions, as well.

Once feedback has been gathered, Connect Transit may use the input to shape or change the recommended item. Feedback gathered in the engagement sessions will also be distributed to Connect Transit’s Board of Trustees prior to any hearing regarding a fare increase or decrease in service hours, as required by Connect Transit’s Procedure’s for Public Comment on Fare Increase and Major Service Changes.

If any policy or service change may affect the community, Connect Transit will also reach out to the business community, nonprofit and community organizations, area universities and colleges, and other governmental agencies in order to communicate the changes and answer any concerns. Relationships and exchanges with organizations that are new or ongoing include, but are not limited:

- City of Bloomington
- Town of Normal

- McLean County
- McLean County Regional Planning
- McLean County School District Unit 5
- Bloomington School District 87
- Illinois State University
- Illinois Wesleyan University
- Heartland College
- Lincoln College –Normal
- State Farm
- Country
- YMCA/YWCA McLean County
- Mid Central Community Action
- Salvation Army
- United Way
- Life Center for Independent Living

Our Community Transportation Advisory Committee (CTAC) also meets for bi-monthly meetings. These meetings have a varying topic but are open forum for any and all discussion.

**Monitoring of Subrecipients**

Connect Transit does not have any subrecipients.

**Service Standards**

**Vehicle Load Standards**

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
30' Standard Bus	29	10	39	1.3
35' Low Floor Bus	31	10	41	1.3
40' Standard Bus	41	10	51	1.2

Larger buses are used on higher ridership routes based on overall boarding's per hour.

**Vehicle Headway Standards**

Route	Hours of Operation - Monday - Friday	Hours of Operation - Saturday	Hours of Operation - Sunday	Headway
Green	6:00 am - 10:00 pm	7:00 am - 10:00 pm	7:00 am - 7:00 pm	15 Minutes
Red	5:45 am - 10:15 pm	6:45 am - 10:15 pm	6:45 am - 7:15 pm	30 Minutes
Purple	5:30 am - 8:30 pm	6:50 am - 8:30 pm	6:50 am - 6:30 pm	60 Minutes (30 Peak)
Pink	6:15 am - 8:45 pm	6:45 am - 8:45 pm	6:45 am - 6:15 pm	30 Minutes (60 on Sunday)
Blue	6:00 am - 8:45 pm	6:30 am - 8:45 pm	6:30 am - 6:45 pm	60 Minutes (30 Peak)

Brown	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	60 Minutes
Yellow	5:45 am - 9:15 pm	7:15 am - 9:15 pm	7:15 am - 6:45 pm	30 Minutes (15 Peak)
Orange	5:50 am - 8:30 pm	6:50 am - 8:30 pm	6:50 am - 6:30 pm	60 Minutes (30 Peak)
Lime	5:35 am - 9:30 pm	6:35 am - 9:30 pm	6:35 am - 7:30 pm	30 Minutes
Aqua	5:40 am - 8:50 pm	6:40 am - 8:50 pm	6:40 am - 6:50 pm	60 Minutes (30 Peak)
Gold	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	60 Minutes
*Redbird	7:00 am - 12:00 am	7:00 am - 12:00 pm	7:00 am - 7:00 pm	20 Minutes (5-7 Peak)
Silver	5:45 am - 8:45 pm	6:45 am - 8:45 pm	6:45 am - 6:45 pm	60 Minutes (30 Peak)
Tan	5:55 am - 9:30 pm	7:00 am - 9:30 pm	7:00 am - 7:30 pm	60 Minutes
Red Ex	7am-11am & 3pm-6pm	No service	No service	30 minutes (only in Peak hours)
Lime Ex	7am-11am & 3pm-6pm	No service	No service	30 minutes (only in Peak hours)

\* Redbird Express  
Only runs when ISU is in session

Headway is based on boarding’s per hour, density, coverage and connectivity. Maximum headway is 60 minutes while 30 minutes is the mean.

**On Time Performance**

Connect Transit strives to run ninety (90) percent of its transit vehicles on time, which means within 5 minutes of the scheduled/published timetables. Connect Transit continuously monitors on-time performance and system results are published and posted as part of monthly performance reports to the Board of Trustees. Time points are established along the route as the earliest depart time to ensure buses do not run ahead of schedule.

**Service Availability Standards**

Connect Transit adopted a new fixed stop structure 5 years ago. The minimum stop spacing along each route is ¼ Mile. This distance is the industry standard and ensures that most passengers will be within a 2-5-minute walk of a stop without degrading service quality. Geographic coverage requires at least 3 households per acre or 5 jobs per acre, contiguous with existing service area, to justify hourly fixed-route service.

**Service Policies**

**Transit Amenities**

Connect Transit’s installation of amenities is currently limited to two (2) designated transfer centers, a transfer hub at both Walmart’s and several stops related to commercial activity and/or multi-family

housing. Connect Transit currently has fifty-two (52) shelters. The Better Bus Stops Initiative was started to improve accessibility features of Connect Transits infrastructure.

The Better Bus Stop Initiative was launched to improve ADA accessibility at each stop, with priorities on improving mobility with connections to existing sidewalks, off street paths, and other pedestrian facilities. In addition to stops with shelters, Connect Transit will work to outfit stops with the ADA approved bus stop pad of 96 inches by 60 inches, in addition to connecting pedestrian facilities. Bus stop locations are prioritized based on the number of times a wheelchair lift or ramp has been used to reflect the highest to lowest priority.

### **Vehicle Assignment**

The process for morning pull out and bus route assignments rotates on a daily basis. This rotation is designed to aid in maintaining a good state of repair on all company owned vehicles. Buses are assigned specific parking rows based on bus size and fleet continuity. Buses that are scheduled for maintenance and repairs are held in the maintenance garage or in a designated “out of service” row. Those not being held in for maintenance are parked in their designated rows and available for revenue service. Each morning, Dispatch is given a list of where each bus is parked, and which bus should be used for each run. Heavy ridership routes will receive 40’ buses. Once all routes are filled and pull out has occurred the remaining buses in the parking garage are pulled forward and ready to be used as spares or the next morning pull out and assignment.

All buses are equipped with air conditioning, automated passenger announcements, and other similar amenities.

**Limited English Proficiency (LEP) – Language Assistance Plan Four Factor Analysis**

**Factor 1**

Factor 1, Step 1

Connect Transit’s experiences with Limited English Proficiency (LEP) Individuals have been infrequent and limited. While Connect Transit serves riders with LEP in the Bloomington-Normal area is becoming increasingly diverse, interactions where translation services are required have been limited to a couple instances a year.

Operations Supervisors, who supervise Bus Operators, Dispatchers and Customer Service Representatives, indicate that all Connect Transit’s interfaces with LEP individuals have been with Spanish speaking riders. Interactions, although very rare, typically occur when the bus is in service between the operator and the rider. Connect Transit has minimal instances of LEP individuals contacting dispatchers over the phone for items such as customer service, Connect Mobility paratransit services, or otherwise. Connect Transit employs several Spanish speaking staff that can handle translation when required. When instances requiring translation do occur while buses are on route, they are handled via radio to a Connect Transit employee who then translates.

Connect Transit has not received any written correspondence or electronic inquiries where LEP services would be required.

Factor 1, Step 2A

Currently, Connect Transit’s service area is defined by the city limits of Bloomington and Normal.

Factor 1, Step 2B

Data from the 2018 American Community Survey estimates the population of Bloomington and Normal over the age of 5 and the language that is spoken at home as follows:

<b>2018 American Community Survey, Language Spoken at Home for Population 5 years and over</b>						
	<b><u>Bloomington, IL</u></b>		<b><u>Normal, IL</u></b>		<b><u>Combined Bloomington and Normal, IL</u></b>	
	<u>Total</u>	<u>%</u>	<u>Total</u>	<u>%</u>	<u>Total</u>	<u>%</u>
<b>Population 5 years and over</b>	73,003		52,159		125,162	
<b>English only</b>	64,112	87.8%	48,291	92.6%	112,403	90%
<b>Language other than English</b>	8,891	12.2%	3,868	7.4%	12,759	10%
<b>Speak English less than "very well"</b>	3,494	4.8%	1,116	2.1%	4,610	4%
<b>Spanish</b>	2,939	4%	1,265	2.4%	4,204	3%
<b>Speak English less than "very well"</b>	1,405	1.9%	160	.3%	1,565	1%
<b>Other Indo-European languages</b>	2,769	3.8%	1,300	2.5%	4,069	3%

Speak English less than "very well"	893	1.2%	731	1.4%	1,624	1%
Asian and Pacific Islander languages	3036	4.2%	1212	2.3%	4,248	3%
Speak English less than "very well"	1157	1.6%	225	.4%	1,382	1%
Other languages	147	.2%	91	.2%	238	0%
Speak English less than "very well"	39	.1%	0	0%	39	0%

Factor 1, Step 2C

According to the ACS data above, 4,007 individuals speak English less than “very well” which equals about 3.0% of the population. The languages where individuals speak English less than “very well” are more or less equally proportioned among Spanish (1,085), Other Indo-European Languages (1,490), and Asian and Pacific Islander Languages (1,405).

This is a noticeable uptick from 2008-2012 Census Data for Indo-European and Asian Pacific Islander, and a decrease in Spanish speaking individuals with Limited English Proficiency.

Factor 1, Step 2D

Connect Transit’s service area currently provides service in and/or adjacent to the following Census Tracts in Bloomington-Normal:

McLean County, Illinois Census Tracts: 1.02, 1.04, 1.05, 2, 3.01, 3.02, 4, 5.01, 5.02, 5.04, 5.05, 11.03, 11.04, 11.05, 11.06, 12, 13.01, 13.02, 13.03, 14.02, 14.03, 14.04, 15, 16, 17, 18, 21.01, 51.01, 54, 58, 59.

Using the ACS 2008-2012 5 Year Data, the area average for percentage of the population 5 years and over that speaks English less than “very well” is 2.9%. Using this baseline, the highlighted census tracts exceed the 2.9% average.

ACS 2011-2015 5 YearData Estimates	
Census Tract	% of Population 5 Years and over that Speak English Less than "Very Well"
1.02	0.4%
1.04	3.8%
1.05	1.2%
2	2.9%
3.01	1.3%
3.02	1.0%
4	0.4%
5.01	0.0%
5.02	0.6%
5.04	2.7%



5.05	3.5%
11.03	5.7%
11.04	5.6%
11.05	4.0%
11.06	7.2%
12	0.0%
13.01	2.5%
13.02	1.4%
13.03	0.8%
14.02	1.0%
14.03	0.4%
14.04	6.8%
15	3.4%
16	1.0%
17	5.8%
18	1.1%
21.01	7.9%
51.01	7.5%
54	0.2%
58	7.3%
59	1.4%

Using the same data source, the language with the largest number of speakers over the age of 5 that speak English less than “very well” for each of the highlighted census tracts are as follows:

- 1.04 – Portuguese
- 5.05 – Other Asian Languages
- 11.03 – Hindi
- 11.04 – Gujarati
- 11.05 – Other Asian Languages
- 11.06 – Other Asian Languages
- 14.04 – Spanish
- 15 – Spanish
- 17 – Spanish
- 21.01 – Spanish
- 51.01 – Indic
- 58 – Other Asian Languages

From the data, Other Asian Languages appears to be the most widely dispersed LEP language followed by Spanish.

**Factor 1, Step 3**

Using the National Center for Education Statistics, the estimated population for LEP individuals enrolled in both school districts within Connect Transit’s service area (Unit 5 and District 87) is as follows:

**[CDP02.9] LANGUAGE SPOKEN AT HOME**

Dataset: ACS 2011-2015 Profile  
 Geography: Bloomington School District 87, IL  
 Population Group: Relevant Children – Enrolled (Public and Private)

	Estimate	Margin of Error	Percent	Margin of Error
<b>LANGUAGE SPOKEN AT HOME</b>				
Population 5 years and over	6,380	+/-474	n/a	n/a
English only	5,985	+/-459	93.8%	+/-2.2
Language other than English	395	+/-149	6.2%	+/-2.2
Speak English less than "very well"	35	+/-29	0.5%	+/-0.5
Spanish	245	+/-133	3.8%	+/-2.0
Speak English less than "very well"	15	+/-16	0.2%	+/-0.3
Other Indo-European languages	75	+/-51	1.2%	+/-0.8
Speak English less than "very well"	0	+/-23	0.0%	+/-0.4
Asian and Pacific Islander languages	75	+/-50	1.2%	+/-0.8
Speak English less than "very well"	25	+/-27	0.4%	+/-0.4
Other languages	0	+/-23	0.0%	+/-0.4
Speak English less than "very well"	0	+/-23	0.0%	+/-0.4

**[CDP02.9] LANGUAGE SPOKEN AT HOME**

Dataset: ACS 2011-2015 Profile  
 Geography: McLean County Unit School District 5, IL  
 Population Group: Relevant Children – Enrolled (Public and Private)

	Estimate	Margin of Error	Percent	Margin of Error
<b>LANGUAGE SPOKEN AT HOME</b>				
Population 5 years and over	15,525	+/-561	n/a	n/a
English only	14,020	+/-579	90.3%	+/-1.9
Language other than English	1,510	+/-310	9.7%	+/-2.0
Speak English less than "very well"	270	+/-120	1.7%	+/-0.8
Spanish	840	+/-273	5.4%	+/-1.7
Speak English less than "very well"	135	+/-89	0.9%	+/-0.6
Other Indo-European languages	210	+/-153	1.4%	+/-1.0
Speak English less than "very well"	75	+/-92	0.5%	+/-0.6
Asian and Pacific Islander languages	455	+/-137	2.9%	+/-0.9
Speak English less than "very well"	60	+/-52	0.4%	+/-0.3
Other languages	0	+/-26	0.0%	+/-0.2
Speak English less than "very well"	0	+/-26	0.0%	+/-0.2

From the data, only 2.2% of individuals included in the ACS 2011-2015 profile speak English less than “very well” with Spanish being the majority at 1.1%. Connect has translated documents in Spanish, and Hindi.

#### Factor 1, Step 4A

LEP persons are served by many organizations in the community, college, and university campuses in Bloomington-Normal. Connect Transit has relationships with organizations that are new or ongoing include, but are not limited to:

- McLean County
- City of Bloomington
- Town of Normal
- Illinois State University
- Illinois Wesleyan University
- Heartland Community College
- Lincoln College
- State Farm
- Country Insurance
- YMCA/YWCA McLean County
- Mid Central Community Action
- Salvation Army

#### Factor 1, Step 4B

The following organizations that are involved with serving LEP populations have been contacted by Connect Transit:

- Heartland Community College
- Illinois State University
- Illinois Wesleyan University
- Lincoln College
- YMCA McLean County
- YWCA McLean County
- Salvation Army
- Bloomington Public Library
- Mid Central Community Action
- State Farm
- Conexiones Latinas de McLean County
- McLean County Indian Association
- Normal Public Library
- McLean County Human Services
- Western Avenue Community Center
- United Way

#### Factor 1, Step 4C

Connect Transit has submitted a phone and email survey to the list in Factor 1, Step 4b to which multiple responses were received. The results indicated that social services had little interaction with LEP individuals, once or twice a month to 3-5 a year, while the library and local colleges have daily interactions. The local colleges indicated they provide training on how to ride during orientation. No agencies reported know barriers for LEP individuals and all provided services they use such as staff and paid translators.

In the day to day operations and dealings of Connect Transit and its existing relationships, the LEP populations who speak Spanish and Indo-European languages are the most likely to utilize transit and require LEP services.

## **Factor 2**

### Factor 2, Step 1

Connect Transit operates fixed-route and paratransit service in the community, with most of its customers utilizing the fixed route service. The two most important areas in the use of fixed route service, which involve language skills, are in trip planning and trip information. To utilize the bus service, an individual needs to determine the bus route, time, and location to catch the bus. During the trip, an LEP person may not require speaking or understanding English, however, it may be required to deal with unusual situations.

Paratransit service has a different set of requirements. English language skills are necessary for this process, but many agencies provide assistance in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a telephone reservation for each trip. Language skills are required for this process, but another person, such as a family member or agency, can make this reservation on behalf of the user. No language skills are necessary during the trip. The service is designed to provide transit for people with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. Pick-up and drop-off locations are provided to the driver during the reservation process.

### Factor 2, Step 2

Based on the process indicated in Task 1, Step 4C, Connect Transit received information; the results indicated that while the organization does serve LEP populations, the frequency of the encounter varies, along with uncertainty of any known barriers to service. All respondents indicated ways of providing translation help whether it's by staff or paid translators.

## **Factor 3**

### Factor 3, Step 1

Connect Transit's most critical services are its fixed routes services. If limited English proficiency is a barrier to using this service, an LEP person's mobility without access to a vehicle, may be limited.

Critical information may include route and schedule information, fare and payment information, how to ride, public service announcements, and communications affecting route detours.

#### Factor 3, Step 2

Concentrations of Spanish-speaking and other Indo-European Language riders use Connect Transit fixed route service. Based on the information collected, Spanish speaking riders are more spread throughout the service area, with Indo-European language riders concentrated in the southeast section of Connect Transit's service area, focused around the State Farm campuses. These populations are most frequent on the Purple and Orange routes.

#### **Factor 4**

##### Factor 4, Step 1

Connect Transit's website includes translation capabilities for more than 50 languages. This effectively translates all information on the website, which includes rider's guides, schedules, detour information, news, and much more.

The cost to maintain this measure is marginal as the website provides this service as a standard component.

##### Factor 4, Step 2

Given the relatively small population of LEP individuals, Connect Transit will continue to monitor how it offers critical information for languages other than English. With the hiring of additional bi-lingual staff, Connect Transit will be able to translate additional materials into Spanish as necessary or requested by Community Organizations or groups.

Connect Transit will also work closer with the South Asian population and identify organizations that serve them such as State Farm and the McLean County Indian Association in Bloomington Normal to determine what information should be translated, if necessary, and what language it should be translated into, given the diverse linguistic background for people of that origin.

Issues related to LEP persons should be included in the training of Bus Operators, Dispatch and Customer Service staff, as well as administration.

##### Factor 4, Step 3

Given the current situation of LEP populations in Bloomington Normal, most of the cost associated with translation services or items can be internalized into existing operations and staff members. Given the large institutional presence and spirit of partnership within Bloomington Normal, partnerships with

Universities and large employers can help defray one-time translation costs for printed materials, such as rider's guides.

As additional needs are brought to the attention of Connect Transit, resources will be allocated as deemed necessary to serve LEP populations and provide access.

#### Factor 4, Step 4

As mentioned in Step 3, Connect Transit is fortunate to be in an area with large universities and employers that can help provide assistance with written and possible oral translation assistance. Continued communication and outreach among community partners will be key in order to identify additional opportunities to serve LEP populations.

## Implementation Plan on Language Assistance

Connect Transit has conducted this analysis to meet the requirements under the Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground of race, color, or national origin, be excluded for participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

### Step 1

According to the ACS data above, 4,007 individuals speak English less than “very well” which equals about 3.0% of the population. The languages where individuals speak English less than “very well” are more or less equally proportioned among Spanish (1,085), Other Indo-European Languages (1,490), and Asian and Pacific Islander Languages (1,405).

Similarly, from the “Four Factor Analysis” Connect Transit’s experiences with Limited English Proficiency (LEP) Individuals have been infrequent and limited. While it is clear that Connect Transit serves many riders with LEP and the Bloomington-Normal area is becoming increasingly diverse, interactions where translation services are required have been limited to a couple instances a year.

Operations Supervisors, who supervise Bus Operators, Dispatchers and Customer Service Representatives, indicate that all of Connect Transit’s interfaces with LEP individuals have been with Spanish speaking riders. Interactions, although very rare, typically occur when the bus is in service between the operator and the rider. Connect Transit has had no instances of LEP individuals contacting dispatcher or customer service representatives over the phone for items such as customer service, Connect Mobility paratransit services, or otherwise. Connect Transit employs a number of Spanish speaking staff that can handle translation when required. When instances requiring translation do occur while buses are on route, they are handled via radio to a Connect Transit employee who then translates.

Connect Transit has not received any written correspondence or electronic inquiries where LEP services would be required.

### Step 2

There are numerous language assistance measures currently available to LEP persons, including both oral and written language services. There are also various ways in which Connect Transit staff responds to LEP persons, whether in writing or by telephone.

Available language assistance measure includes:

- Website that may be translated into over 50 languages;
- Electronic Translation Device – Connect Transit purchased a translation device that can be utilized in person-to-person interactions. This device provides translations into over 50 languages. The translation device is located with the Supervisors and can be utilized in the office or taken out to any passenger who needs assistance.

- Language assistance for Spanish Speaking LEP persons via Connect Transit bus operator and staff help;
- Network among local organizations and institutions that provide services to LEP individuals and seek opportunities to provide information on Connect Transit printed materials.

Staff members who encounter LEP individuals via telephone typically rely on family of LEP individuals to translate for the concerned party. Spanish speaking LEP individuals can also be forwarded to staff with Spanish language skills.

Written correspondence that requires translation can be worked out among Connect Transit's network of community partners, especially those in the academic community.

Vehicle operators who encounter LEP customers also may utilize dispatch and customer service to communicate the issue and try to troubleshoot, especially if the user is Spanish speaking. If this is not possible, or the individual does not speak Spanish, the Operator may resort to utilizing another passenger with language skills or indicate on printed material relevant route or schedule information.

Although Connect Transit has not documented a situation where an LEP customer required language assistance aside from Spanish, Connect Transit will continue to evaluate services such as a Language Line, if other LEP populations continue to face difficulty accessing transit.

Connect Transit also has a portable translation device that can be utilized in the office or taken out to any passenger who needs assistance.

### Step 3A

Connect Transit will incorporate a variety of methods to communicate with transit users and the public about language assistance. Connect Transit will continue to develop and network with community partners that provide services to LEP person. Connect transit will place statements of notice that interpreter services are available for meetings, with seven days' notice. Notice can also be made through signs and handouts available in vehicles, press releases, and information tables at local events.'

### Step 3B

Connect Transit will also include language assistance information on its website, and on new communications where LEP populations may be affected.

### Step 3C

Connect Transit will also make the language assistance information available to local community organizations that provide services to LEP populations.

### Step 4A

The Connect Transit staffs most likely to encounter LEP populations are the bus operators, dispatchers and customer service representatives. Although administration and management are not likely to come



in to contact with LEP populations, they will also be made aware of the LEP plan. Dispatch and customer service representatives are given a copy of “I Speak” cards as well as contact information for translation help through Illinois State University or paid translators.

#### Step 4B

Training opportunities for staff, especially bus operators, can be tied to training of new drivers, which typically happens about once a year. By having this type of training yearly, it allows for drivers, dispatcher, customer service representatives and management to cycle in and stays abreast of any changes to the LEP possibilities.

#### Step 4C

Staff will monitor LEP guidelines that emphasize Connect Transit’s responsibilities under the DOT LEP guidance, the current plan for interacting with LEP populations, and provide a grounds for interaction between those who may interact with LEP populations most frequently and management, who can design and adjust the LEP populations training.

#### Step 5

All new hires will receive training on Title VI Policy and LEP responsibilities. Title VI is then covered during required yearly training sessions. All dispatchers and customer service representatives have “I Speak” cards to help identify and address an LEP situation.

## Appendices

### Appendix 1 – Title VI Civil Rights Notice from Rider’s Guide (Page 9)

#### Fares

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**\$1.25** **Adult Fare**  
(with free transfers from route to route)

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**Free** **Children age 5 and under**  
(when accompanied by a fare-paying adult)

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**Free** **Seniors**  
(age 65 and over with Connect Transit Pass)

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**\$.50** **Accessibility Pass**  
(Medicare or Connect Transit ID required)

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**\$3** **1 Day Pass**  
(valid until 11:59PM on day of use)

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**\$10** **7 Day Pass**  
(valid for 7 days from first use)

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**\$40** **30 Day Pass**  
(valid for 30 days from first use)

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**Fares and pass prices are subject to change. Please visit [www.connect-transit.com](http://www.connect-transit.com) for current fares and pass information.**

*Please have your fare or pass ready when you board the bus. Fare boxes will issue change cards for denominations over \$1.00.*

#### Riding Tips

Get to your bus stop a few minutes early. As the bus approaches, look for the route or destination on the front of the bus to see if it is the one you need. Not sure? Ask the driver.

#### Paying the Fare

A fare box is located next to the driver. The fare box takes cash, coins, and Connect Transit bus passes.

#### Take a Seat

We ask that you keep the seats at the front of the bus open for seniors and disabled individuals. Also, we recommend that for your safety, you take a seat instead of standing.

#### While Riding

There is no smoking, eating or drinking. Listening to audio/video devices without headphones is not permitted.

#### Getting off the Bus

About a block from your stop, pull the cord on the wall above your seat to signal the driver. Wait until the bus comes to a complete stop and depart from the rear door.

#### Transferring Buses

If you will be transferring to another bus, ask your driver for a transfer when you pay your fare. Transfers are not valid on the same route from which the transfer was issued, or for use on a return trip. If you use a bus pass, you will not need a transfer.

#### Overlapping Stops:

Stops that are shared by multiple routes are noted on maps as “Overlaps with”. This indication informs riders that it is possible to switch from one route to another at this location. The wait time between buses will vary based on the frequency and timing of each route.

#### Transfer Center:

Uptown Station and Downtown Bloomington are the only dedicated transfer locations where buses are coordinated to shorten the wait time. To accomplish this coordination extra time must be added to each route at these locations. We call this dwell time. Proper staging and infrastructure must also be available so that buses can be out of traffic and allow for safe pedestrian travel.

#### Bike Racks

All Connect Transit fixed route buses are equipped with bike racks. The racks allow a bike rider to mount their bike on the front of the bus when riding. There is no extra charge for your bike. Bikes are not allowed on the inside of the bus.

#### Learn More

For more riding tips, safety information and a complete How-To-Ride guide, visit [www.connect-transit.com](http://www.connect-transit.com).

#### Title VI Civil Rights Notice

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance (42 U.S.C. Section 2000d). Connect Transit is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with Connect Transit, 351 Wylie Drive, Normal, IL 61761.

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[www.connect-transit.com](http://www.connect-transit.com) 309.828.9833 #GetConnected v9-10/2020

### Appendix 2 – Title VI Civil Right Notice posted in Fixed Route Buses




### Appendix 3 – Title VI Civil Rights Notice on Connect Transit Website


Home » About » Diversity » Title VI & Title VII Email Print

#### Navigation

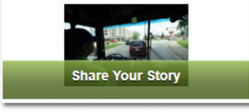
- Diversity Home
- Diversity Council
- Title VI & Title VII



Community Happenings



News and Media Info



Share Your Story

## Title VI & VII




Connect Transit is committed to providing equal opportunity and service equity to its customers as protected by Title VI and Title VII of the Civil Rights Act of 1964 ("Title VI" and "Title VII") meaning the Connect Transit does not discriminate on the basis of actual or perceived race, color, or national origin as required by federal law. Connect Transit has also adopted a non-discrimination policy that include in addition to race, color, and national origin, Connect Transit does not discriminate on the basis of creed, religion, sex, gender identity, marital status, national origin, sexual orientation, ancestry, age, military status, and physical or mental disability and any other basis protected by state or local law.

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a complaint with Connect Transit. A complaint must be filed within 180 days after the date of the alleged discrimination.

Please click [HERE](#) to view the complaint procedure and [HERE](#) to access the Title VI complaint form, to file a complaint with Connect Transit, or contact Julie Dockham at 309-829-1122.

In addition to your right to file a complaint with Connect Transit, you have the right to file a Title VI or Title VII complaint with the, Federal Transit Administration Headquarters, 1200 New Jersey Ave SE, Washington, D.C. 20590.

**Please click below** to view our additional title VI and VII resources.

-  [EEO Policy Statement](#) (26.7 KB)
-  [Non Discrimination Statement](#) (47.6 KB)
-  [Title VI Program](#) (650.5 KB)

### Appendix 4 – Title VI Complain Form



**TITLE VI Complaint Form  
Connect Transit  
Office of Civil Rights**

Connect Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filled within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If required any assistance in completing this form, please contact the Title VI Coordinator by calling (309) 829-1122. The completed form must be returned to Connect Transit's General Manager, at 351 Wylie Dr, Normal, IL 61761.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Street Address: \_\_\_\_\_ Alt Phone: \_\_\_\_\_  
City, State & Zip Code: \_\_\_\_\_

Person(s) discriminated against (if someone other than complainant):

Name(s): \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State & Zip Code: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Which of the following best describes the reason for the alleged discrimination to place? (Circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and title of all Connect Transit employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space required.

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Have you filled a complaint with any other federal, state, or local agencies? (Circle one)

Yes / No

If so, list agency / agencies and contact information below:

Agency: Contact Name:

Street Address, City, State & Zip Code: Phone:

Agency:  
Street Address,  
Phone:

Contact Name:  
City, State & Zip Code:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature:

Date:

Print or Type Name of Complainant

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_



## MEMO

**DATE:** September 22, 2020  
**TO:** Board of Trustees  
**FROM:** Jeff Holtke, Marketing and Business Development Manager  
**SUBJECT:** Recommendation for Marketing and Communications Plan FY2021

### RECOMMENDATION:

Board approval of the Marketing and Communications Plan for FY2021.

### BACKGROUND:

A major objective in Connect Transit's Strategic Plan has been to continue building a marketing and communication plan. As in years past, there have been several different ways of promoting the Connect Transit message; however, it was not consistent until FY 2018. In FY 2018 we began the #GetConnected with Connect Transit campaign and used that across all platforms. In FY21 we will continue to promote the #GetConnected tagline and pushing the Better Bus Stops for Bloomington-Normal throughout our campaigns. With COVID-19, we have pulled back certain areas and left a surplus of funds for FY21 to allow flexibility as things hopefully improve that will allow us some room to add additional assets for FY21.

Over the last few years, we have advertised with various outlets from movie theatres to radio and television. This year we would like to focus on following a similar path on radio and mixing in digital advertising as we have done in the past as I feel like we hear a lot of positive feedback from it.

We will continue to promote a consistent message through all marketing efforts in FY21. We want the #GetConnected tagline to continue to be our primary tagline for FY21. We will use various media outlets to help convey that message. We will work with our advertising partners to help drive up ridership and try to get more people using our new apps. Overall, this plan follows a very similar path to what we have done in the last several years while mixing in a few new elements to help raise brand awareness.

We will have a very strong concentrated effort on our mobile ticketing app when we begin collecting fares again and all media buys will be focused on that when the time comes.



**DISCUSSION:**

Connect Transit received proposals from each of the major radio groups, television stations and many smaller entities but feel like this plan will keep us where we were last year and allow us freedom with a small surplus of funds unlike in previous years. Multiple advertising partners have begun focusing on digital advertising and having a presence on several of our partners websites will help drive traffic to our website and help riders and potential riders find more information on riding with Connect Transit.

Company	Type of Media (Print/Radio/Etc)	Number of Total Spots	Total Investment
Neuhoff Media Hot 100 / Bob FM / Rock 96.7	Radio	3,600 Spots across all 3 stations 3,600 Streaming Spots 1 Banner Ad on all 3 stations \$1000 Certificate for Charity (\$250x4) Monthly On-Air Interview – NEW IN 2021	\$19,800
WGLT	Radio/Website	25 Spots Per Month 60,000 Web Impressions	\$7,500
Great Plains Media	Radio (107.7 The Bull)	50 radio spots (First 2 Weeks Each Month) 60 online spots (Month) 3 <sup>rd</sup> Week TRADE for Bus Advertising Monthly On-Air Interview – NEW IN 2021	\$18,000
WEEK TV 25	Digital Ads	50,000 Impressions/Month WEEK.COM	\$4,500
Facebook Ads	Digital		\$200
		<b>Total</b>	<b>\$50,000</b>

**KEY FEATURES**

- We continue to push forward growing our audience online. We will continue to budget some towards our social media channels as we have found them to be very effective when done properly.
- We are leaving a larger reserve for the ever-changing pandemic era. We want to have the ability to purchase additional spots once we roll out of mobile ticketing and any other unplanned projects that might come up.
- We will continue to brand our marketing with #GetConnected and continue to push the message of ease of access when using Connect Transit in your everyday life by highlighting amenities and improvements.