



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. 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
October 27, 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 September 22, 2020 Board Meeting
 - 2. Disbursements for the month of September 2020
 - 3. Monthly Statistical Report for September 2020
 - 4. Cardinal Infrastructure Federal Report (*Addendum*)
- F. New Business
 - 1. Financial Audit Presentation from CliftonLarsonAllen LLP
 - 2. Recommendation for Continued Suspension of Fares (Rollcall Vote)
 - 3. Recommendation for Authorized Signatories (Rollcall Vote)
 - 4. Recommendation for Adoption of Agency Safety Plan (Rollcall Vote)
 - 5. Board Recommendation for Interim General Manager Contract (Rollcall Vote)
- G. General Manager's Report
 - 1. Update on Connect Transit Website Redesign
 - 2. Update on Better Bus Stops Campaign
- H. Executive Session – 5 ILCS 120/2(c)(1) – Personnel Matters
- I. Trustee's Comments
- J. Adjournment



September 2020

Financial and Statistical Reports



Connect Transit Cash Disbursement Report September 2020

Name	Check Number	Date	Amount	Description
A.T.U. - C.O.P.E	00052528	11-Sep-20	\$125.81	Payroll Deduction
A-1 Haney Plumbing	00052588	25-Sep-20	\$450.00	Plumbing
ABC Bus Companies	00052529	11-Sep-20	\$1,273.33	Bus Parts
ABC Bus Companies	00052589	25-Sep-20	\$2,932.31	Bus Parts
Ace-Hi Glass Co.	00052530	11-Sep-20	\$3,414.60	Glass
Ace-Hi Glass Co.	00052590	25-Sep-20	\$992.22	Glass
Advance Auto Parts	00052531	11-Sep-20	\$494.57	Maintenance Supplies
Advance Auto Parts	00052591	25-Sep-20	\$349.90	Maintenance Supplies
Airgas USA, LLC	00052592	25-Sep-20	\$170.46	Welding Supplies
Amalgamated Transit Union Local 752	00052532	11-Sep-20	\$6,285.70	Payroll Deduction
Amazon Capital Service	00052533	11-Sep-20	\$164.99	Office Supplies
Amazon Capital Service	00052593	25-Sep-20	\$1,195.26	Office Supplies/Garage Equip
Ansel, Glink, Diamond, Bush, DiGanni &	00052594	25-Sep-20	\$454.14	Legal Service
Aramark Uniform Services	00052534	11-Sep-20	\$546.44	Cleaning Uniforms & Rugs
Aramark Uniform Services	00052595	25-Sep-20	\$546.44	Cleaning Uniforms & Rugs
Assurance Agency, Ltd.	00052596	25-Sep-20	\$98,996.00	Insurance
Birkey's Farm Store, Inc	00052597	25-Sep-20	\$492.00	Bus Parts
Blue Cross and Blue Shield of Illinois	00052598	25-Sep-20	\$115,945.95	Insurance
Blue Springs, Inc	00052599	25-Sep-20	\$340.00	Portabile Restroom
Cardinal Infrastructure	00052535	11-Sep-20	\$6,000.00	Consulting
Cardinal Infrastructure	00052600	25-Sep-20	\$6,000.00	Consulting
Carlson Siding & Construction	00052601	25-Sep-20	\$250.00	Building Maintenance
Central Illinois Trucks Inc.	00052536	11-Sep-20	\$1,000.04	Bus Parts
Central Illinois Trucks Inc.	00052602	25-Sep-20	\$1,353.79	Bus Parts
Cintas	00052603	25-Sep-20	\$447.60	Building Maintenance
City of Bloomington	00052537	11-Sep-20	\$126.63	Utilities
Clark Baird Smith, LLP	00052538	11-Sep-20	\$1,445.00	Legal Service
Clean Exhaust Specialist	00052539	11-Sep-20	\$3,481.16	Outside Services
Clean Exhaust Specialist	00052604	25-Sep-20	\$1,407.48	Outside Services
Clement Communications	00052605	25-Sep-20	\$474.74	Printed Materials
CliftonLarsonAllen LLP	00052540	11-Sep-20	\$5,700.00	Audit Services
Commerce Bank	ACH	10-Sep-20	\$102.45	Service Charge
Corn Belt Energy Corp.	00052606	25-Sep-20	\$3,932.67	Utilities
Cornerstone Government Affairs	00052607	25-Sep-20	\$3,333.33	Consulting
Crown Lift Trucks-735	00052541	11-Sep-20	\$975.38	Garage Equipment Repair
Cummins Crosspoint	00052542	11-Sep-20	\$905.18	Bus Parts
Cummins Crosspoint	00052608	25-Sep-20	\$164.10	Bus Parts
Cumulus Media	00052609	25-Sep-20	\$650.00	Radio Advertising
Custom Wash One, Inc	00052543	11-Sep-20	\$1,331.81	Garage Equipment Repair
Dell Marketing, L.P.	00052610	25-Sep-20	\$11,390.85	Computer Equipment
Dish Network	00052611	25-Sep-20	\$107.04	Television Service
Don Owen Tire Service, Inc.	00052544	11-Sep-20	\$240.00	Bus Parts
Don Owen Tire Service, Inc.	00052612	25-Sep-20	\$332.79	Bus Parts
Evergreen FS	00052545	11-Sep-20	\$1,385.20	Fuel
Evergreen FS	00052613	25-Sep-20	\$1,399.22	Fuel
Farnsworth Group, Inc	00052546	11-Sep-20	\$24,188.90	Consulting

Fastenal Company	00052547	11-Sep-20	\$2.72	Bus Parts
Fastenal Company	00052614	25-Sep-20	\$7.99	Bus Parts
Fasteners Etc.	00052615	25-Sep-20	\$1,772.05	Maintenance Supplies
Frontier	00052548	11-Sep-20	\$47.39	Telephone
Frontier	00052616	25-Sep-20	\$57.11	Telephone
G & G Machine Shop Inc	00052617	25-Sep-20	\$3,810.04	Outside Services
Genfare	00052618	25-Sep-20	\$670.65	Software and Hardware
Gillig LLC	00052549	11-Sep-20	\$844.44	Bus Parts
Gillig LLC	00052619	25-Sep-20	\$1,044.02	Bus Parts
Granicus, Inc	00052620	25-Sep-20	\$4,910.00	Website
Great Plains Media	00052550	11-Sep-20	\$1,500.00	Radio Advertising
ICMA 457 Retirement Trust	ACH	10-Sep-20	\$29,303.69	Payroll Deduction
ICMA 457 Retirement Trust	ACH	25-Sep-20	\$27,498.67	Payroll Deduction
Illinois Department of Revenue	00052551	11-Sep-20	\$12,834.38	Payroll Deduction
Illinois Department of Revenue	00052621	25-Sep-20	\$12,385.43	Payroll Deduction
Illinois Oil Marketing Equipment, Inc.	00052552	11-Sep-20	\$1,448.98	Fuel Station
Illinois Portable Toilets, Inc	00052553	11-Sep-20	\$2,112.50	Portable Toilets
Illinois Portable Toilets, Inc	00052622	25-Sep-20	\$585.00	Portable Toilets
Illinois State Disbursement Unit	00052554	11-Sep-20	\$429.74	Payroll Deduction
Illinois State Disbursement Unit	00052623	25-Sep-20	\$491.66	Payroll Deduction
Indiana State Collection Unit (INSCCU)	00052555	11-Sep-20	\$70.00	Payroll Deduction
Indiana State Collection Unit (INSCCU)	00052624	25-Sep-20	\$70.00	Payroll Deduction
Interstate Batteries of Mid-Illinois	00052556	11-Sep-20	\$855.80	Bus Parts
Jill Kallestad	00052527	03-Sep-20	\$244.04	Property Damage
John Born	00052625	25-Sep-20	\$48.93	Uniform Reimbursement
Ken Koester	00052557	11-Sep-20	\$119.59	Uniform Reimbursement
Ken's Oil Service, Inc	00052558	11-Sep-20	\$18,418.90	Fuel, Oil, Lubricants
Ken's Oil Service, Inc	00052626	25-Sep-20	\$34,039.34	Fuel, Oil, Lubricants
Kirby Risk Corporation	00052559	11-Sep-20	\$283.80	Bus Parts
Kirby Risk Corporation	00052627	25-Sep-20	\$183.00	Bus Parts
Kirk's Automotive, Inc	00052560	11-Sep-20	\$925.00	Bus Parts
Marsha L Combs-Skinner	00052561	11-Sep-20	\$673.85	Payroll Deduction
Marsha L Combs-Skinner	00052628	25-Sep-20	\$673.85	Payroll Deduction
McLean County Collector	00052587	11-Sep-20	\$259.57	Property Tax
Michelin North America, Inc	00052562	11-Sep-20	\$4,085.26	Tires
Midwest Transit Equipment, Inc.	00052563	11-Sep-20	\$77.22	Bus Parts
Miller and Steeno, PC	00052564	11-Sep-20	\$363.75	Payroll Deduction
Miller Janitor Supply	00052565	11-Sep-20	\$193.06	Maintenance Supplies
Miller Janitor Supply	00052629	25-Sep-20	\$509.55	Maintenance Supplies
Minerva Promotions	00052566	11-Sep-20	\$443.25	Uniforms
Mohawk Mfg. & Supply Co.	00052567	11-Sep-20	\$116.00	Bus Parts
Morris Avenue Garage	00052630	25-Sep-20	\$315.00	Vehicle Inspection
Motion Industries, Inc.	00052568	11-Sep-20	\$142.65	Bus Parts
Motion Industries, Inc.	00052631	25-Sep-20	\$140.49	Bus Parts
NAACP Bloomington/Normal Branch	00052569	11-Sep-20	\$75.00	Promotions
Napa Auto Parts	00052632	25-Sep-20	\$88.06	Bus Parts
Neuhoff Media	00052570	11-Sep-20	\$1,650.00	Advertising
Norman Ellison	00052633	25-Sep-20	\$122.97	Uniform Reimbursement
Orkin Pest Control	00052571	11-Sep-20	\$566.41	Pest Control
OSF Occupational Health	00052572	11-Sep-20	\$369.00	Drug Testing
Payroll	ACH	10-Sep-20	\$197,386.08	
Payroll	ACH	24-Sep-20	\$198,090.22	
Personal Finance Company LLC	00052573	11-Sep-20	\$80.00	Payroll Deduction

Personal Finance Company LLC	00052634	25-Sep-20	\$80.00	Payroll Deduction
Petty Cash	00052635	25-Sep-20	\$10.00	Reimbursement
QF Financial Services, Inc	00052574	11-Sep-20	\$245.85	Payroll Deduction
QF Financial Services, Inc	00052636	25-Sep-20	\$224.13	Payroll Deduction
Republic Services # 368	00052575	11-Sep-20	\$247.01	Garbage Disposal
Roy Lyons	00052576	11-Sep-20	\$42.80	Uniforms
Safety-Kleen Systems, Inc	00052637	25-Sep-20	\$3,610.66	Materials and Supplies
Safetylane Equipment Corp.	00052577	11-Sep-20	\$861.90	Garage Equipment Repair
Shawn Brown	00052578	11-Sep-20	\$38.03	Uniform Reimbursement
Smart Growth America	00052638	25-Sep-20	\$48,265.00	Consulting
Southtown Wrecker Service, Inc.,	00052639	25-Sep-20	\$187.50	Towing
Stratus Networks	00052579	11-Sep-20	\$2,471.27	Internet
Supreme Radio Communications, Inc	00052580	11-Sep-20	\$362.56	Radio Maintenance
The Aftermarket Parts Company LLC	00052581	11-Sep-20	\$2,029.01	Bus Parts
The Aftermarket Parts Company LLC	00052640	25-Sep-20	\$6,716.73	Bus Parts
Thermo King Quad Cities, Inc.	00052641	25-Sep-20	\$1,677.68	Bus Parts
TRAVELERS	00052582	11-Sep-20	\$257.84	Deductible
Uline	00052583	11-Sep-20	\$848.42	Office Supplies
United State Treasury	ACH	01-Sep-20	\$70,291.40	Federal Tax Payment
United State Treasury	ACH	15-Sep-20	\$70,627.15	Federal Tax Payment
United State Treasury	ACH	30-Sep-20	\$67,524.09	Federal Tax Payment
Verizon Wireless	00052584	11-Sep-20	\$1,416.16	Mobile Data Terminals for SS
Vision Service Plan (IL)	00052642	25-Sep-20	\$1,023.36	Vision Insurance
Watts Copy Systems, Inc	00052643	25-Sep-20	\$760.39	Lease
WEEK Television Inc	00052585	11-Sep-20	\$200.00	Advertising
WGLT	00052586	11-Sep-20	\$600.00	Radio Advertising

Grand Total \$1,157,350.52

Bloomington Normal Public Transit Balance Sheet

Division: 99 Board Reports

As of: 9/30/2020

Fiscal Year: 2021 Period: 3 Sep-2020

Assets

Current Assets

Checking and Savings	\$5,151,037.33
Accounts Receivable	\$3,244,993.84
Inventory Asset - Fuel	\$76,496.84
Inventory Asset - Parts	\$190,189.95
Inventory Asset - Tires	\$0.00
Other Current Assets	\$416,921.24

Total Current Assets **\$9,079,639.20**

Fixed Assets \$19,028,677.29

Total Assets **\$28,108,316.49**

Liabilites & Equity

Liabilities

Accounts Payable	\$204,122.55
Payroll Liabilities	\$1,592,314.81
Contracts	\$0.00
Due to Illinois Funds Account	\$0.00
Deferred Revenue	\$166,178.83
Deficit Funding Advance	\$0.00

Total Liabilities **\$1,962,616.19**

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 \$6,891,754.91

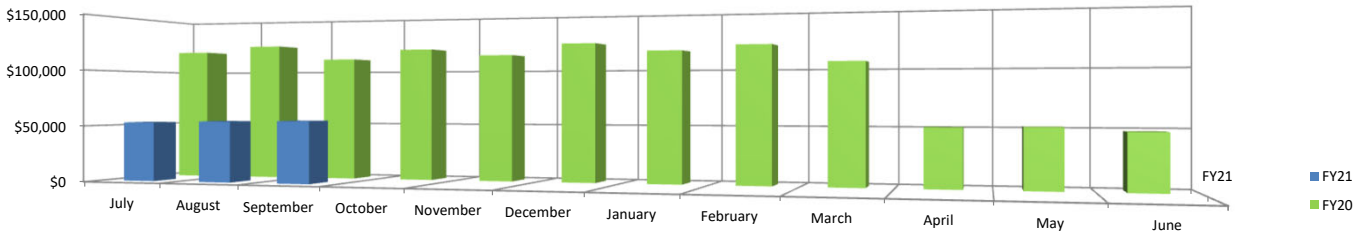
Total Liabilities & Equity **\$28,108,316.49**

Bloomington Normal Public Transit Income Statement With Approved Budget

From Fiscal Year: 2021 Thru Fiscal Year: 2021	From Period 3 Thru Period 3	Division: 98 Operating Profit/Loss	As of: 9/30/2020	
		Sep-2020	Jul-2020 Sep-2020	Approved Budget
Operating Revenue				
Passenger Fares	\$0.00	0.00%	\$0.00	0.00%
ISU Contract Fare	\$48,178.00	8.10%	\$144,534.00	24.29%
Other Contract Fares	\$6,479.44	4.47%	\$16,835.44	11.61%
Advertising Revenue	\$7,590.00	5.06%	\$20,053.33	13.37%
Miscellaneous Revenue	\$236.91	7.90%	\$419.12	13.97%
Total Operating Revenue	\$62,484.35	3.73%	\$181,841.89	10.86%
Operating Expenses				
Operators Wages	\$484,972.94	7.74%	\$1,545,803.96	24.67%
Maintenance Wages	\$78,225.39	6.05%	\$221,756.80	17.15%
Administration Wages	\$64,625.75	6.17%	\$217,533.01	20.78%
Employer Payroll Tax Expense	\$47,413.05	6.75%	\$150,102.64	21.38%
Retirement Plan	\$25,468.92	6.11%	\$82,171.69	19.71%
Group Insurance	\$151,717.20	8.46%	\$407,589.52	22.73%
Uniform Expense	\$799.07	2.10%	\$4,295.63	11.30%
Professional Services	\$13,014.97	4.17%	\$83,717.18	26.83%
Outside Repair-Labor	\$8,250.48	11.96%	\$19,828.28	28.74%
Contract Maintenance Services	\$10,345.24	9.40%	\$24,580.49	22.35%
Custodial Services	\$2,981.17	18.63%	\$5,565.60	34.79%
Employee Recruiting/Testing/Temp Help	\$603.00	3.77%	\$3,012.50	18.83%
Fuel	\$58,021.05	6.55%	\$177,978.15	20.09%
Lubricants	\$2,248.38	5.00%	\$8,962.00	19.92%
Tires	\$4,400.00	4.89%	\$12,885.26	14.32%
Bus Repair Parts	\$25,656.47	13.16%	\$86,855.13	44.54%
Other Materials & Supplies	\$6,644.95	13.29%	\$21,317.01	42.63%
Shelters/Signs/Shop Tools	\$4,694.32	27.61%	\$6,038.56	35.52%
Computer and Office Supplies	\$17,702.05	7.41%	\$33,037.73	13.82%
Utilities	\$17,948.36	11.81%	\$36,349.00	23.91%
Corporate Insurance	\$28,631.46	6.93%	\$84,348.45	20.42%
Dues/Subscriptions/Fees	\$315.00	0.61%	\$1,473.50	2.83%
Printing/Marketing/Training	\$11,415.53	4.06%	\$29,543.25	10.51%
Total Operating Expenses	\$1,066,094.75	7.35%	\$3,264,745.34	22.52%
Operating Assistance				
Operating Deficit Before Subsidies and Grants	(\$1,003,610.40)	7.83%	(\$3,082,903.45)	24.04%
City of Bloomington Operating Assistance	\$63,333.33	8.33%	\$189,999.99	25.00%
Town of Normal Operating Assistance	\$32,500.00	6.63%	\$97,500.00	19.90%
Illinois Downstate Operating Assistance	\$686,894.00	7.36%	\$2,103,883.00	22.53%
FTA 5307 Operating Assistance	\$198,097.00	9.42%	\$659,262.00	31.33%
Total Operating Assistance	\$980,824.33	7.73%	\$3,050,644.99	24.03%
				\$14,500,000.00
				(\$12,825,000.00)
				\$760,000.00
				\$490,000.00
				\$9,339,000.00
				\$2,104,000.00
				\$12,693,000.00

Financial Reports

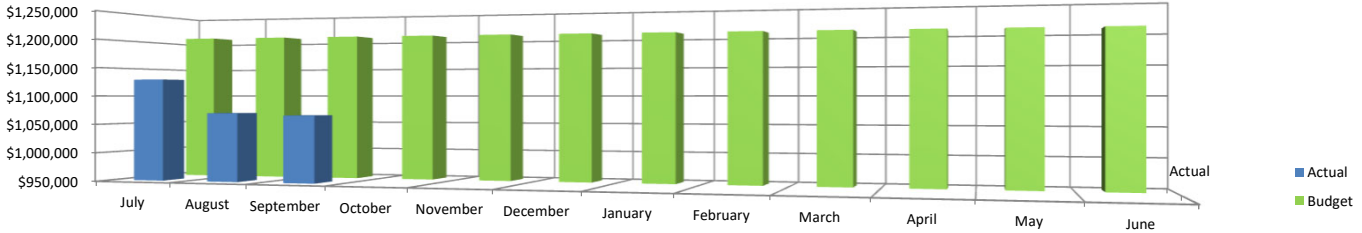
Transit Fare



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$52,762	\$53,950	\$54,657									
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 \$3,847 in September 2020 from September 2019 due to Heartland Community College and Medicaid billing. Total Cash Fares decreased \$34,305 in September 2020 from September 2019. Total Pass Fares decreased \$18,940 in September 2020 from September 2019.

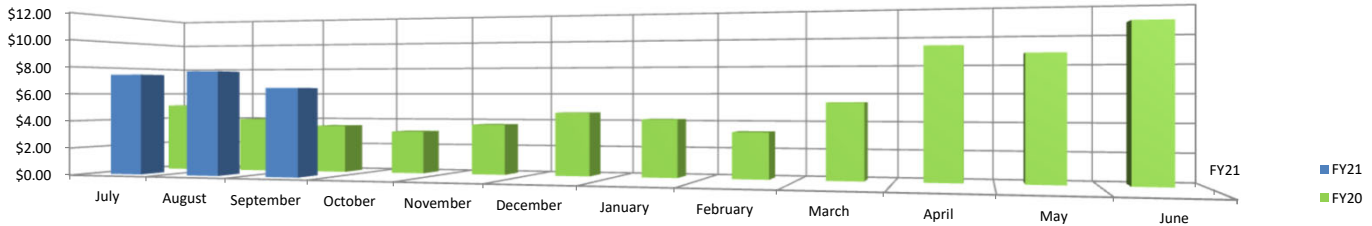
Operating Expenses



	July	August	September	October	November	December	January	February	March	April	May	June
Actual	\$1,129,094	\$1,069,557	\$1,066,095									
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:

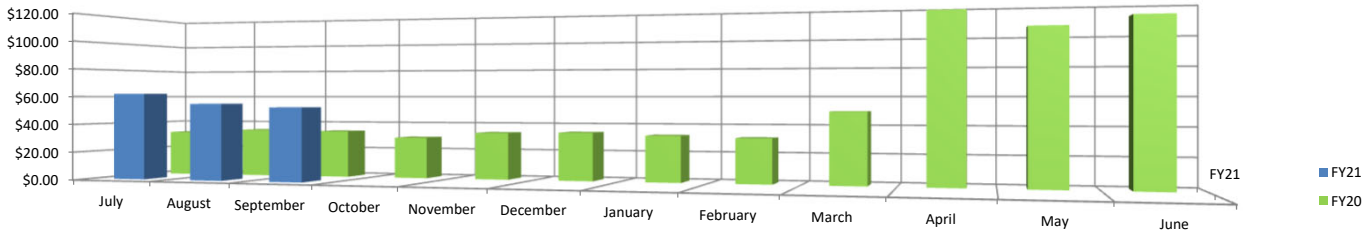
Fixed Route Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$7.43	\$7.65	\$6.42									
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 \$6,432 in September 2020 from September 2019. Trips decreased 101,619 in September 2020 from September 2019.

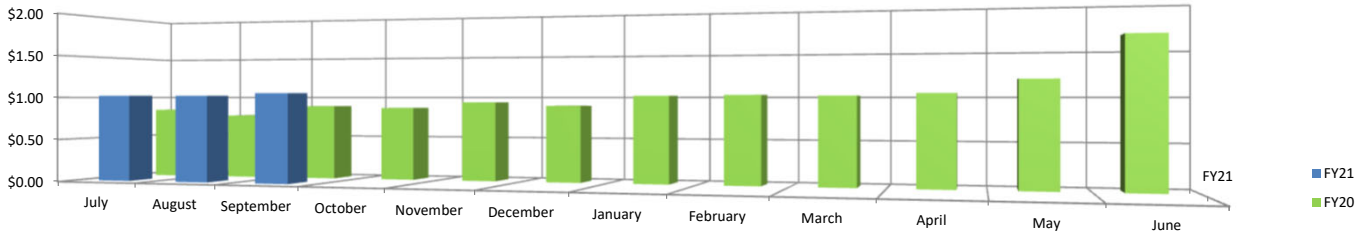
Connect Mobility Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$62.07	\$54.77	\$52.37									
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 \$124 in September 2020 from September 2019. Trips decreased by 2,480 in September 2020 from September 2019.

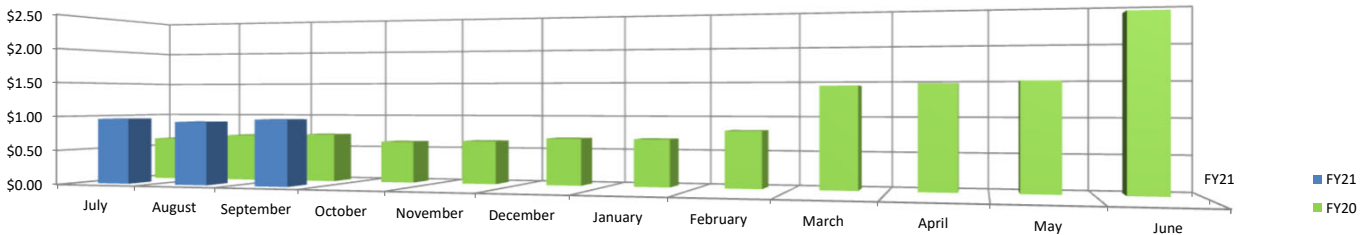
Fixed Route Cost Per Maintenance Mile (Excluding Fuel) Unaudited



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$1.02	\$1.02	\$1.05									
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 \$12,442 in September 2020 from September 2019. Fixed Route miles decreased 5,651 in September 2020 from September 2019.

Connect Mobility Cost Per Maintenance Mile (Excluding Fuel) Unaudited

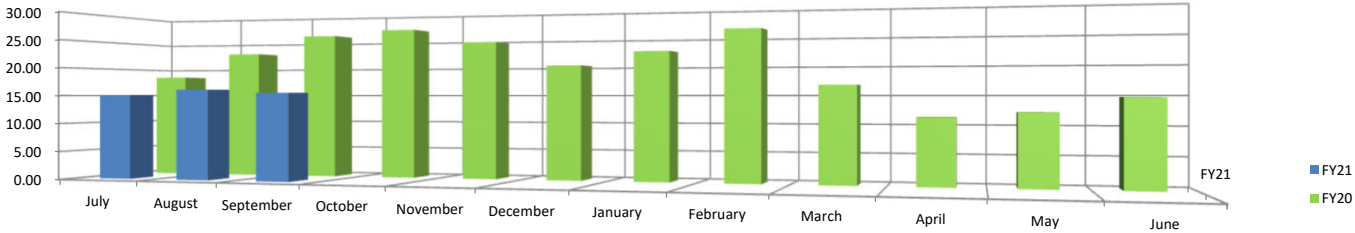


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	\$0.96	\$0.92	\$0.96									
FY20	\$0.63	\$0.69	\$0.71	\$0.61	\$0.63	\$0.68	\$0.68	\$0.81	\$1.44	\$1.47	\$1.50	\$2.40

Notes: Connect Mobility maintenance expense decreased \$1,385 in September 2020 from September 2019. Mobility miles decreased 11,230 in September 2020 from September 2019.

Operations Reports

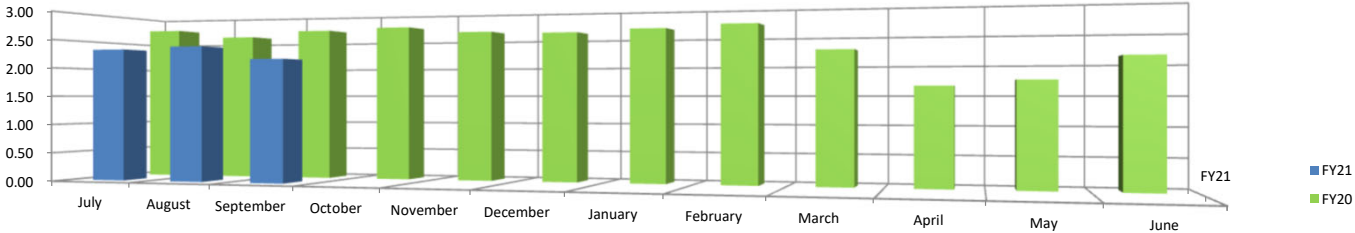
Fixed Route Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	15.09	16.05	15.48									
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:

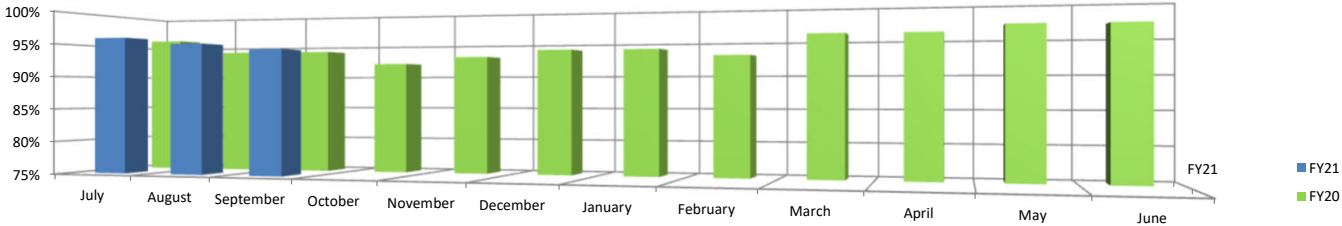
Connect Mobility Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2.33	2.37	2.14									
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:

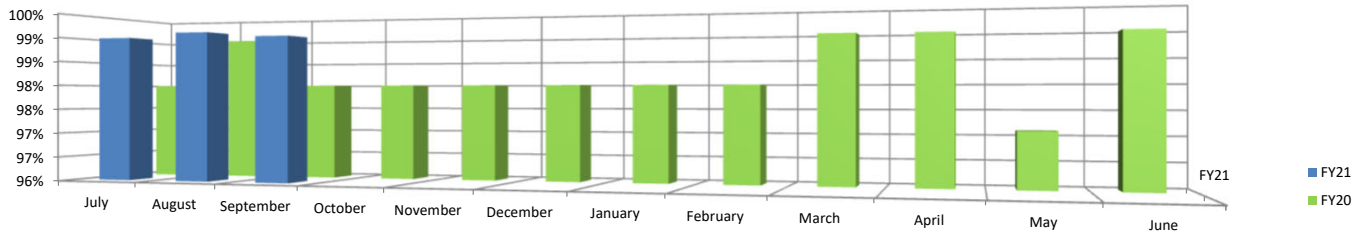
Fixed Route On Time Performance



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

Notes:

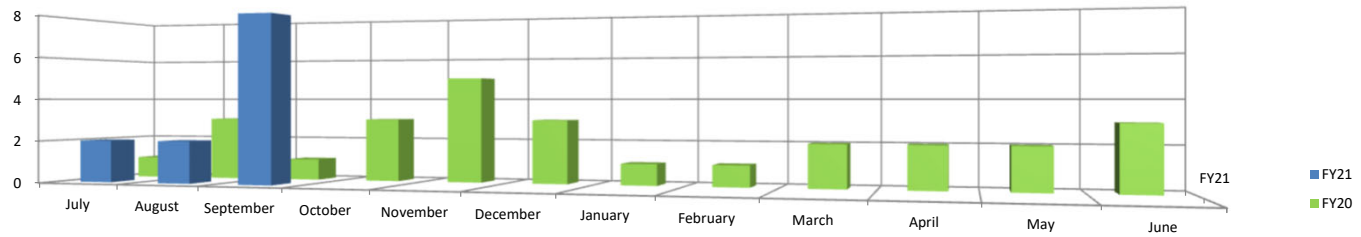
Connect Mobility On Time Performance



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

Notes:

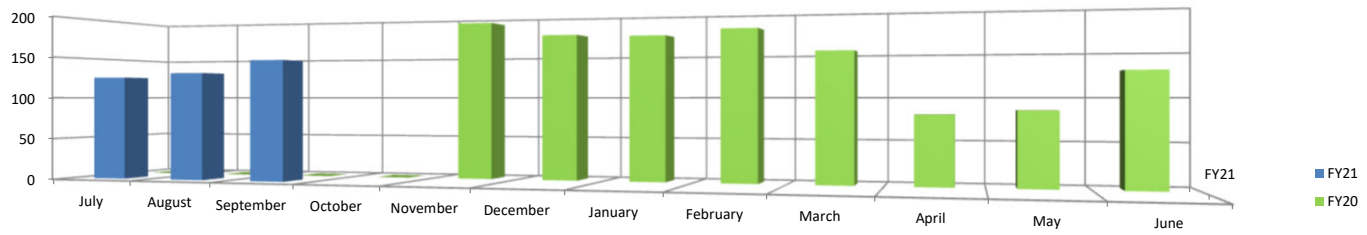
Validated Complaints Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2	2	8									
FY20	1	3	1	3	5	3	1	1	2	2	2	3

Notes:

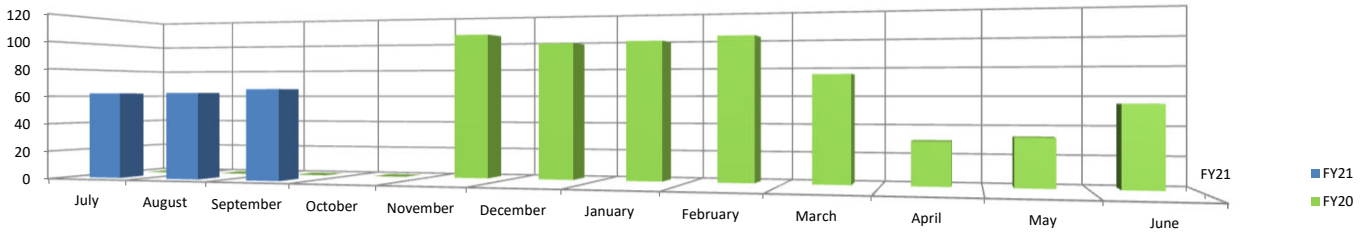
Fixed Route Average Daily Phone Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	125	130	145									
FY20	0	0	0	0	192	176	174	181	154	81	86	130

Notes:

Connect Mobility Average Daily Phone Calls

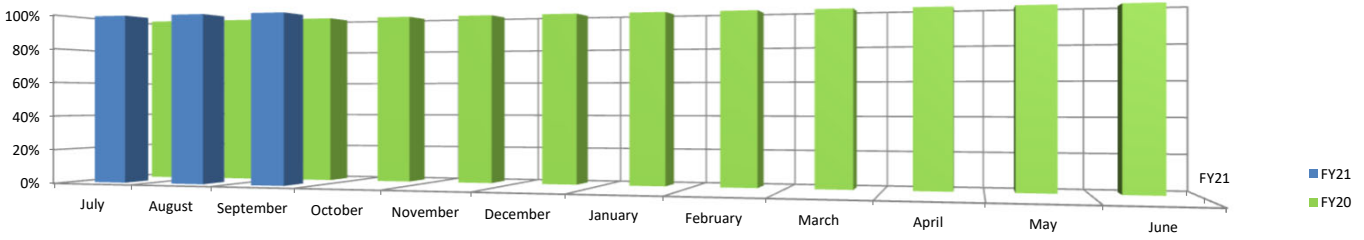


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	62	62	65									
FY20	0	0	0	0	105	98	99	102	75	30	33	55

Notes:

Maintenance Reports

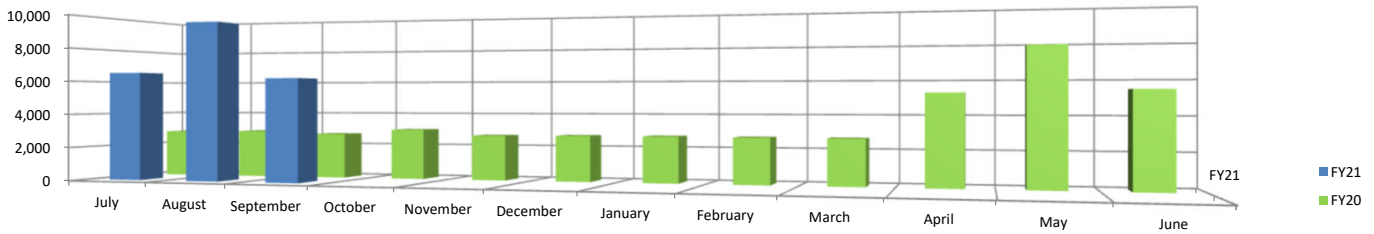
Percent Preventative Maintenance Performed On Time



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

Notes:

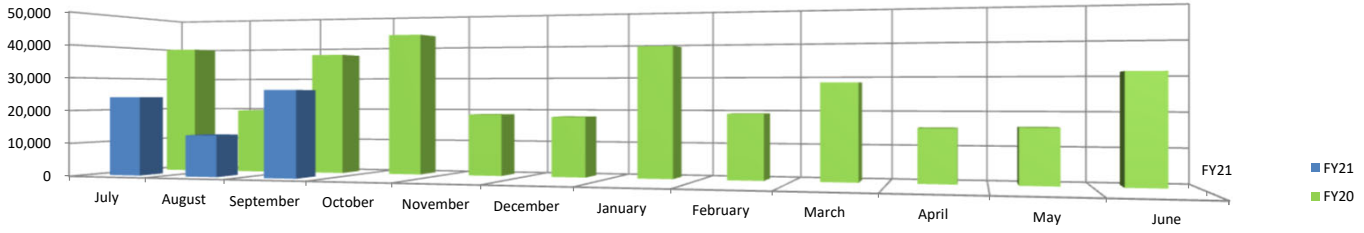
Fixed Route Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	6,511	9,531	6,149									
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:

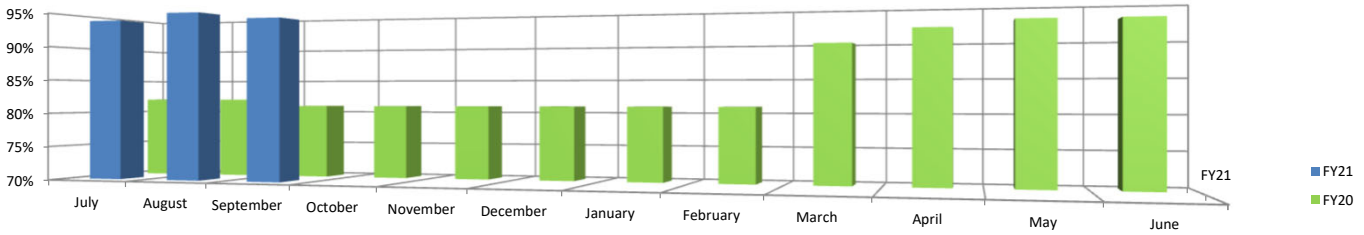
Connect Mobility Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	24,009	12,486	26,194									
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

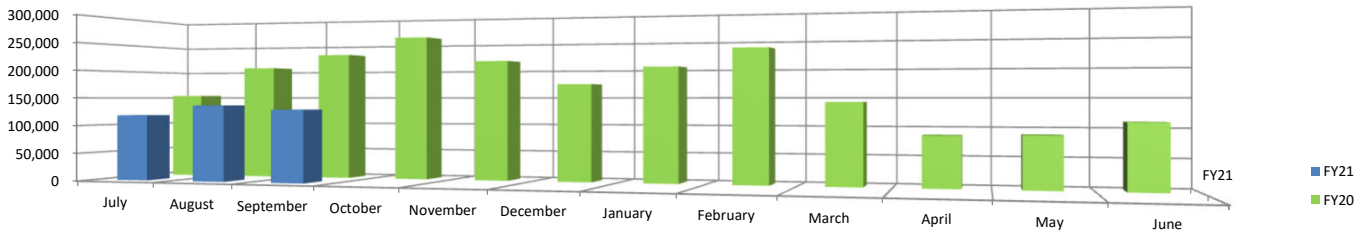


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	94%	95%	94%									
FY20	82%	82%	81%	81%	81%	81%	81%	81%	90%	92%	93%	93%

Notes:

Ridership Reports

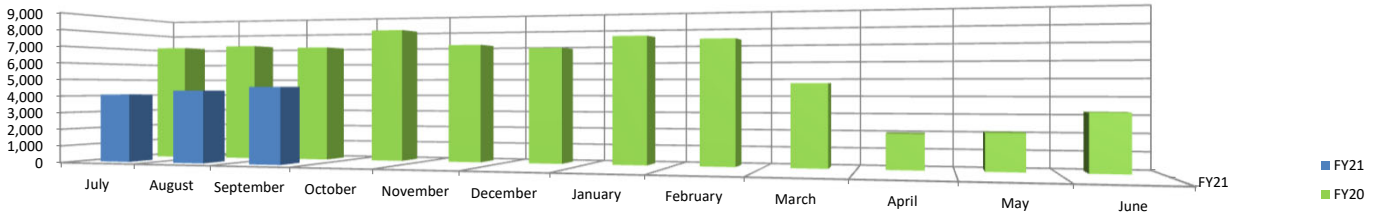
Fixed Route Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	117,844	136,234	128,953									
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:

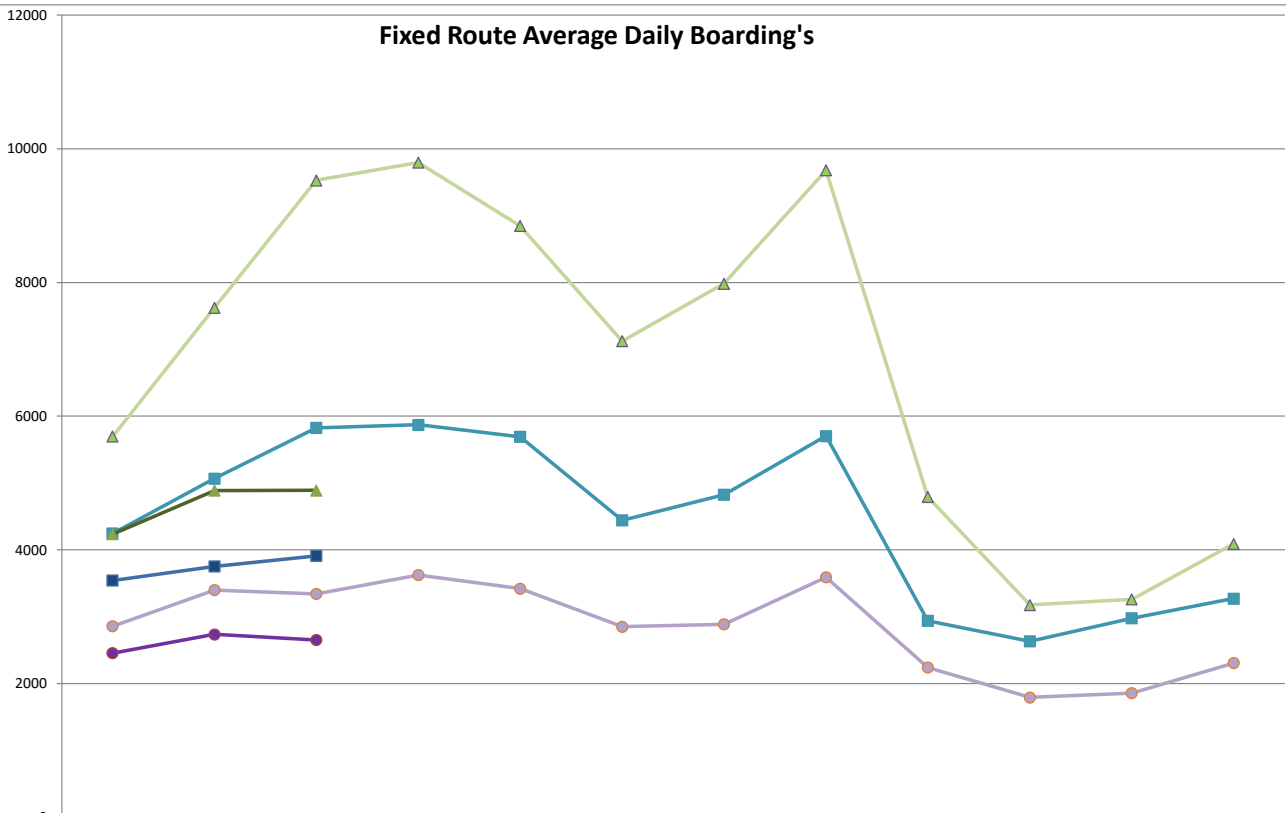
Connect Mobility Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	4,076	4,323	4,542									
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:

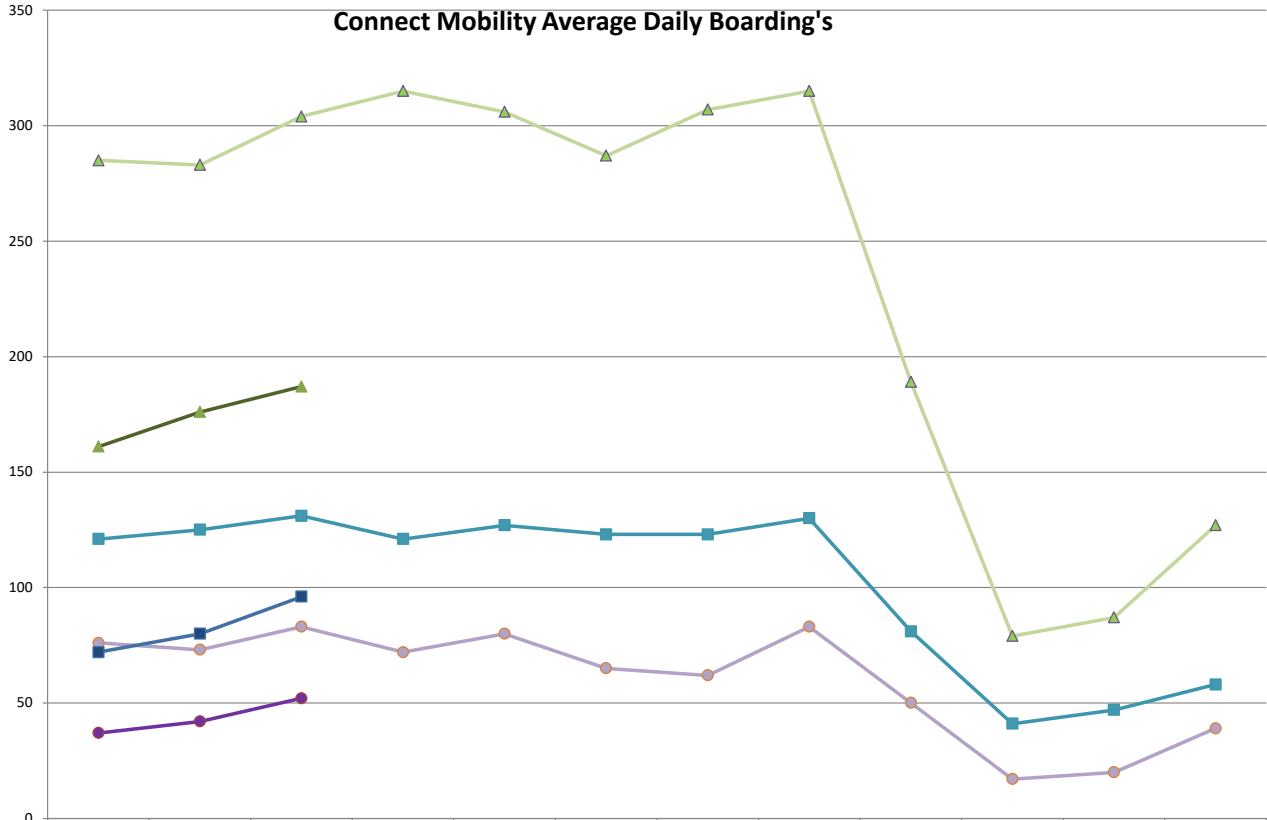
Fixed Route Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY21	2454	2734	2653									
Sunday FY20	2858	3399	3340	3622	3421	2851	2886	3590	2241	1792	1857	2306
Saturday FY21	3541	3754	3911									
Saturday FY20	4247	5067	5825	5870	5691	4442	4825	5704	2938	2632	2977	3272
Weekday FY21	4235	4886	4890									
Weekday FY20	5697	7624	9529	9793	8847	7124	7982	9681	4792	3176	3260	4090

Notes:

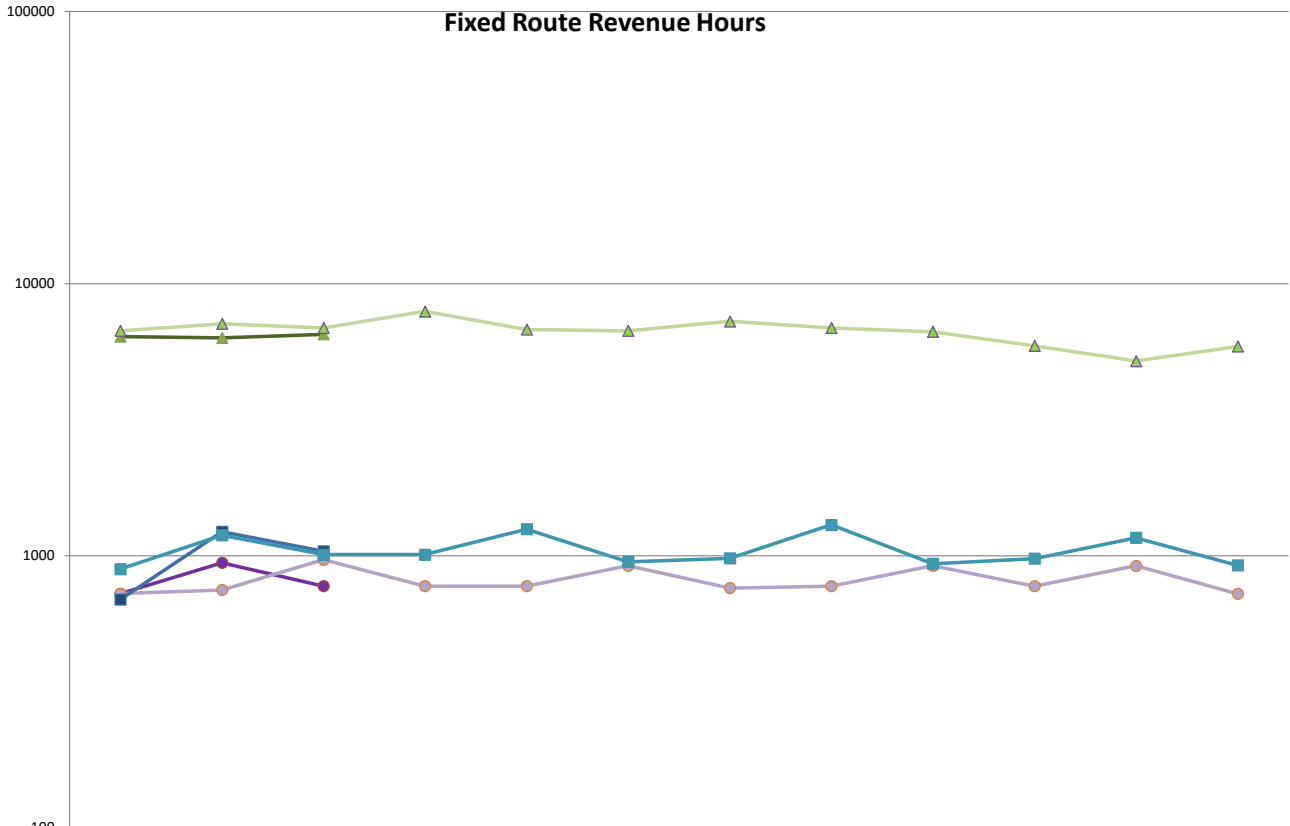
Connect Mobility Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY21	37	42	52									
Sunday FY20	76	73	83	72	80	65	62	83	50	17	20	39
Saturday FY21	72	80	96									
Saturday FY20	121	125	131	121	127	123	123	130	81	41	47	58
Weekday FY21	161	176	187									
Weekday FY20	285	283	304	315	306	287	307	315	189	79	87	127

Notes:

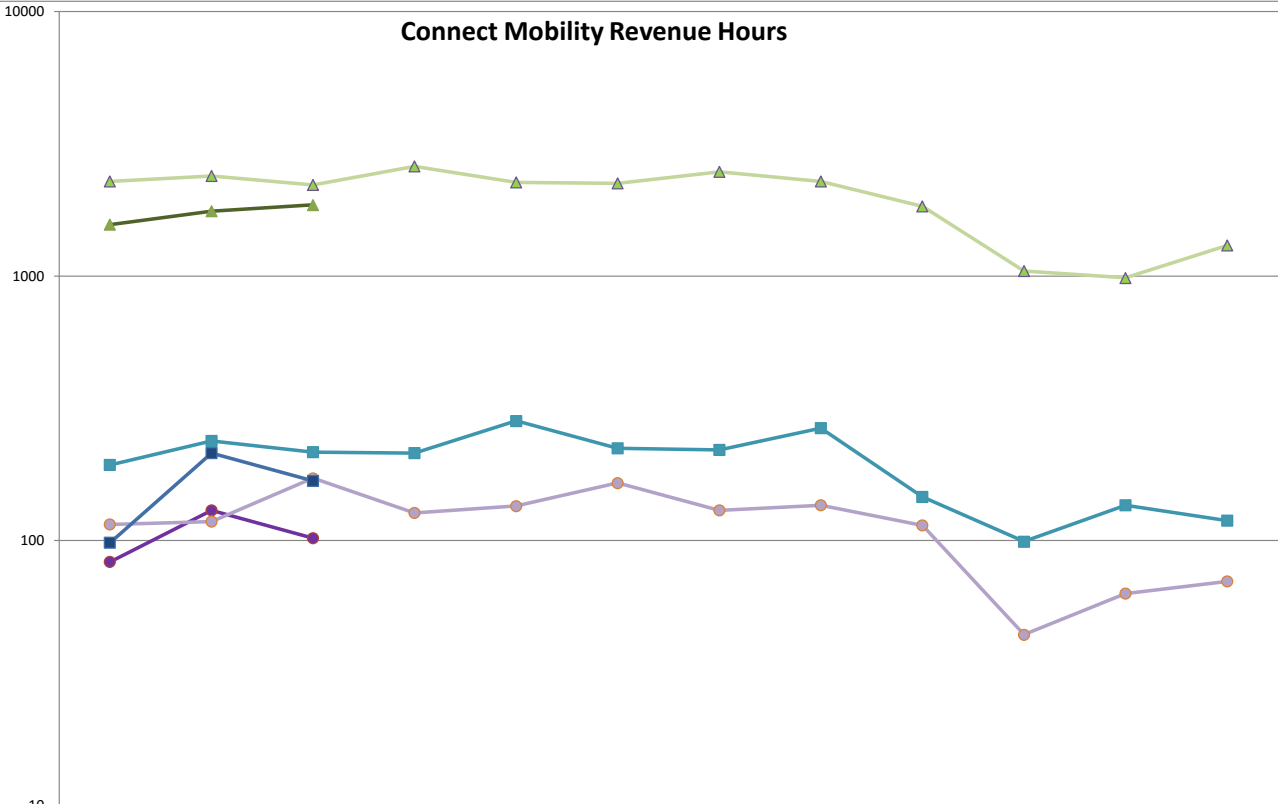
Fixed Route Revenue Hours



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY21	726	943	774									
○ Sunday FY20	726	750	967	774	774	919	762	774	919	774	919	726
■ Saturday FY21	691	1225	1039									
■ Saturday FY20	894	1190	1011	1011	1253	951	980	1298	936	978	1166	922
▲ Weekday FY21	6394	6321	6516									
▲ Weekday FY20	6717	7121	6876	7902	6786	6720	7273	6876	6655	5918	5198	5886

Notes:

Connect Mobility Revenue Hours

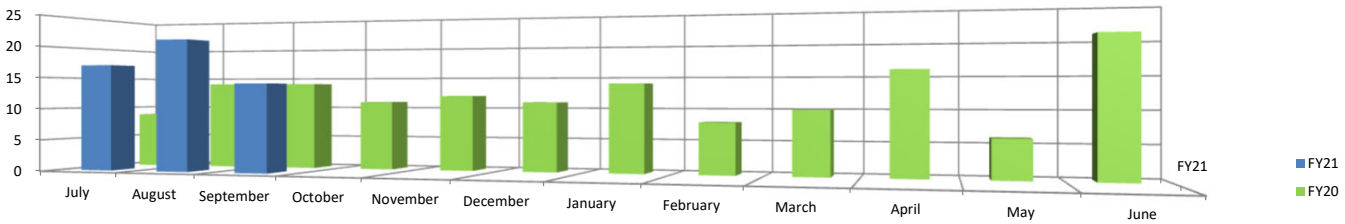


	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY21	83	130	102									
● Sunday FY20	115	118	172	127	135	165	130	136	114	44	63	70
■ Saturday FY21	98	214	168									
■ Saturday FY20	193	238	216	214	283	223	220	266	146	99	136	119
▲ Weekday FY21	1564	1759	1856									
▲ Weekday FY20	2278	2391	2213	2599	2263	2243	2478	2280	1835	1045	983	1307

Notes:

Safety Reports

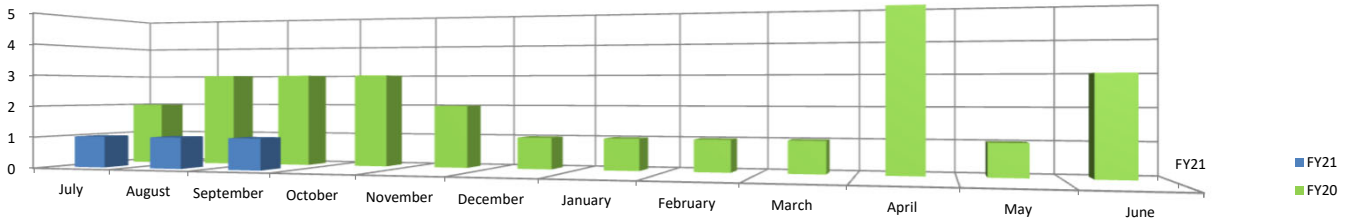
Safety Related Incidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	17	21	14									
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

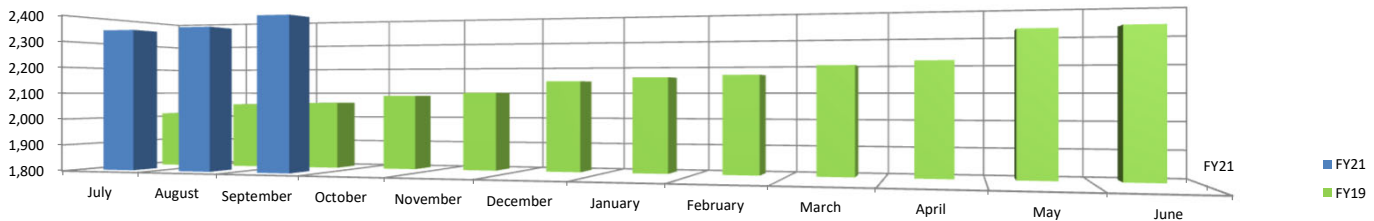


	July	August	September	October	November	December	January	February	March	April	May	June
FY21	1	1	1									
FY20	2	3	3	3	2	1	1	1	1	5	1	3

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

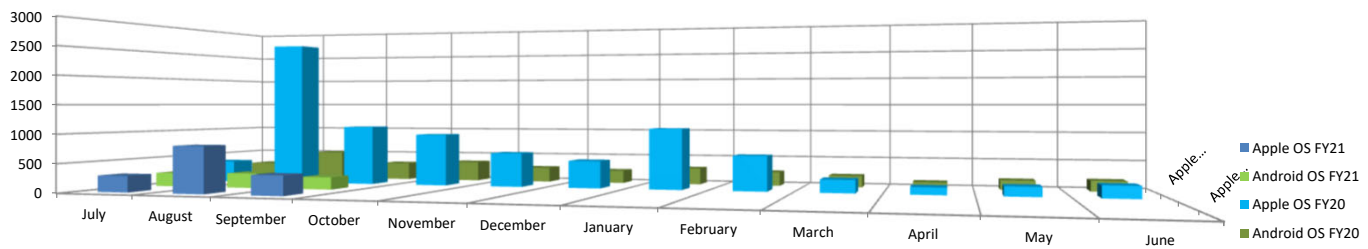
Facebook



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2,346	2,353	2,393									
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

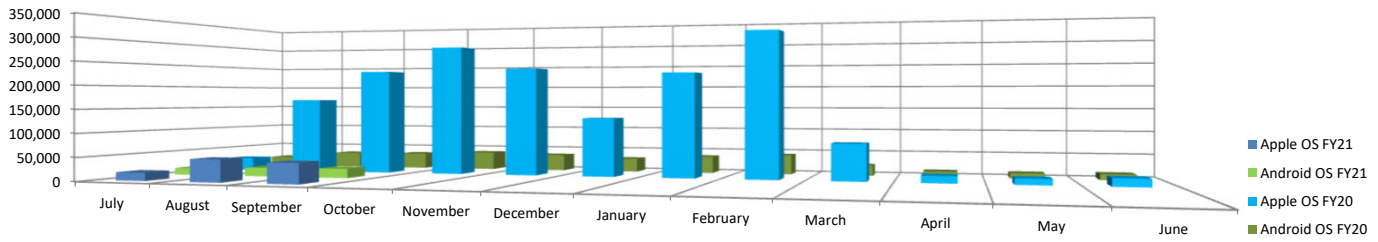
Notes:

App Downloads



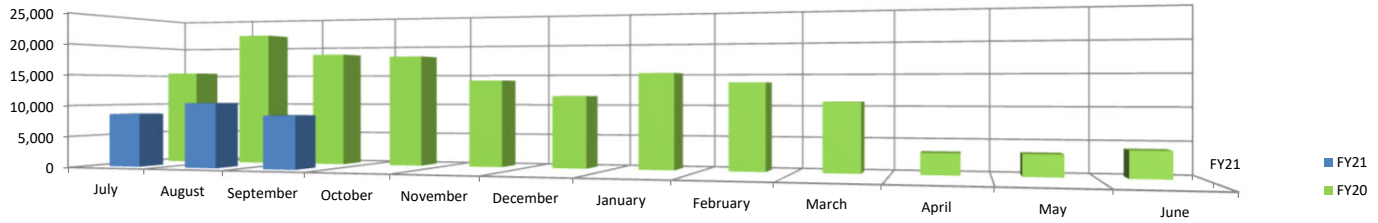
	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY21	283	806	340									
Android OS FY21	242	259	216									
Apple OS FY20	387	2,624	1,074	938	609	487	1,073	614	227	128	167	211
Android OS FY20	282	522	316	358	267	232	297	250	204	112	169	186

App Sessions



	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY21	17,357	47,642	43,384									
Android OS FY21	15,000	18,740	19,880									
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

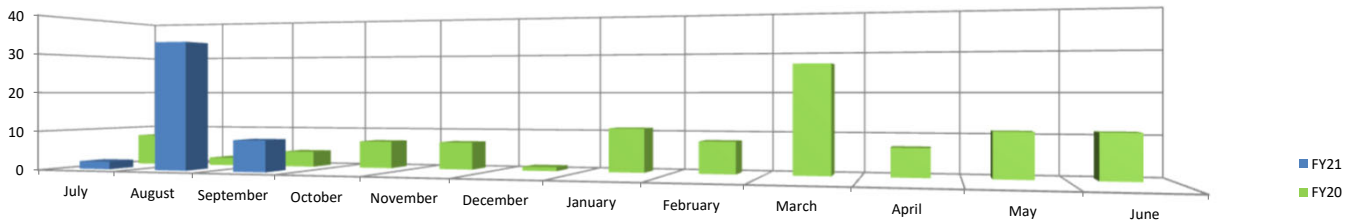
Website Traffic



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	8,559	10,385	8,461									
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:

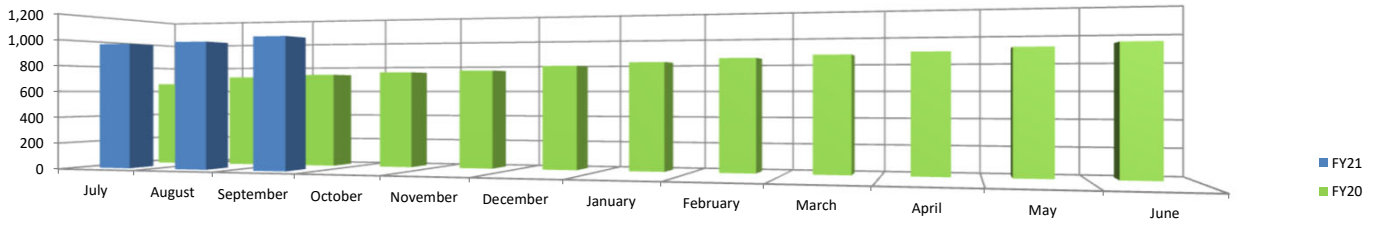
Twitter



	July	August	September	October	November	December	January	February	March	April	May	June
FY21	2	33	8									
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	1,015									
FY20	661	715	734	751	762	795	819	845	864	880	907	936

Notes:



Statistics	Sep 20				Sep 19				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit												
Green	18,543	8,111	826	22.45	27,680	7,915	806	34.34	-33.0%	2.5%	2.5%	-34.6%
Red	20,855	14,320	1,332	15.66	31,187	14,168	1,320	23.63	-33.1%	1.1%	0.9%	-33.7%
Lime	23,916	17,892	1,371	17.45	26,723	17,279	1,358	19.68	-10.5%	3.5%	1.0%	-11.4%
Aqua	4,769	2,039	146	32.70	6,932	2,697	192	36.20	-31.2%	-24.4%	-23.8%	-9.7%
Orange	2,907	3,689	282	10.31	4,294	4,733	360	11.93	-32.3%	-22.1%	-21.7%	-13.6%
Gold	4,003	5,187	419	9.55	5,472	4,926	416	13.15	-26.8%	5.3%	0.7%	-27.4%
Purple	7,875	7,941	545	14.46	11,896	10,909	728	16.34	-33.8%	-27.2%	-25.2%	-11.5%
Blue	3,523	3,230	282	12.49	5,477	4,270	374	14.66	-35.7%	-24.4%	-24.5%	-14.8%
Brown	3,265	4,006	349	9.35	5,305	3,977	347	15.30	-38.5%	0.7%	0.7%	-38.9%
Tan	4,085	5,858	475	8.60	5,828	5,823	472	12.35	-29.9%	0.6%	0.6%	-30.3%
Pink	7,831	4,746	374	20.94	10,630	4,643	366	29.04	-26.3%	2.2%	2.2%	-27.9%
Yellow	6,888	6,618	462	14.91	18,341	8,483	592	30.98	-62.4%	-22.0%	-22.0%	-51.9%
Olive	-	-	-	-	-	-	-	-				
Redbird	9,965	7,972	730	13.65	57,903	7,771	714	81.10	-82.8%	2.6%	2.3%	-83.2%
Silver	5,845	5,334	421	13.88	7,504	6,616	558	13.45	-22.1%	-19.4%	-24.6%	3.2%
Eastview	-	-	-	-	-	-	-	-				
Red Express	2,373	2,154	168	14.13	3,060	2,051	160	19.13	-22.5%	5.0%	5.0%	-26.1%
Lime Express	2,310	2,064	147	15.71	2,340	1,966	140	16.71	-1.3%	5.0%	5.0%	-6.0%
Total Fixed Route	128,953	101,162	8,329	15.48	230,572	108,227	8,901	25.90	-44.1%	-6.5%	-6.4%	-40.2%
Demand Response												
Connect Mobility	4,001	21,626	2,122	2.14	6,553	30,085	2,601	2.52	-38.9%	-28.1%	-18.4%	-15.0%
Medicaid	541	-	-	-	469	-	-	-				
Total Demand Response	4,542	21,626	2,122	2.14	7,022	30,085	2,601	2.70	-35.3%	-28.1%	-18.4%	-20.7%
SYSTEM TOTALS	133,495	122,788	10,451	12.77	237,594	138,312	11,502	20.66	-43.8%	-11.2%	-9.1%	-38.2%



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
Connect Transit												
Green	56,486	24,403	2,485	22.73	78,153	24,236	2,468	31.67	-27.7%	0.7%	0.7%	-28.2%
Red	65,014	44,331	4,128	15.75	91,422	44,275	4,125	22.16	-28.9%	0.1%	0.1%	-28.9%
Lime	76,352	53,424	4,248	17.97	84,530	53,733	4,245	19.91	-9.7%	-0.6%	0.1%	-9.7%
Aqua	14,879	6,324	452	32.92	21,979	8,504	601	36.55	-32.3%	-25.6%	-24.8%	-9.9%
Orange	8,586	11,432	874	9.82	13,782	14,878	1,130	12.20	-37.7%	-23.2%	-22.7%	-19.5%
Gold	12,296	16,118	1,299	9.47	16,939	15,434	1,298	13.05	-27.4%	4.4%	0.1%	-27.5%
Purple	24,660	24,856	1,689	14.60	37,074	33,759	2,285	16.22	-33.5%	-26.4%	-26.1%	-10.0%
Blue	10,903	9,998	874	12.47	17,139	13,400	1,173	14.62	-36.4%	-25.4%	-25.4%	-14.7%
Brown	10,041	12,418	1,083	9.28	15,242	12,409	1,082	14.09	-34.1%	0.1%	0.1%	-34.2%
Tan	11,349	17,835	1,474	7.70	15,950	18,122	1,469	10.86	-28.8%	-1.6%	0.4%	-29.1%
Pink	23,736	15,493	1,156	20.53	31,415	14,662	1,156	27.18	-24.4%	5.7%	0.0%	-24.4%
Yellow	20,223	19,797	1,381	14.64	44,079	21,916	1,529	28.83	-54.1%	-9.7%	-9.7%	-49.2%
Olive	-	-	-		-	-	-					
Redbird	17,910	13,034	1,206	14.86	85,456	12,091	1,121	76.23	-79.0%	7.8%	7.5%	-80.5%
Silver	16,548	16,507	1,305	12.68	22,661	21,756	1,753	12.93	-27.0%	-24.1%	-25.5%	-1.9%
Eastview	-	-	-		-	-	-					
Red Express	6,664	6,666	520	12.82	7,636	6,564	512	14.91	-12.7%	1.6%	1.6%	-14.1%
Lime Express	7,384	6,388	455	16.23	7,532	6,290	448	16.81	-2.0%	1.6%	1.6%	-3.5%
Total Fixed Route	383,031	299,025	24,628	15.55	590,989	322,030	26,394	22.39	-35.2%	-7.1%	-6.7%	-30.5%
Demand Response												
Connect Mobility	11,430	62,582	5,695	2.27	19,973	93,099	7,934	2.52	-42.8%	-32.8%	-28.2%	-9.7%
Medicaid	1,511											
Total Demand Response	12,941	62,582	5,695	2.27	19,973	93,099	7,934	2.52	-35.2%	-32.8%	-28.2%	-9.7%
SYSTEM TOTALS	395,972	361,607	30,323	13.06	610,962	415,129	34,328	17.80	-35.2%	-12.9%	-11.7%	-26.6%



MEMO

DATE: October 27, 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 March 8, 2021.

BACKGROUND: Connect has implemented procedures and policies to protect employees and passengers including mandatory masks, rear-door boarding, reduced service levels, driver barriers and additional bus cleaning. The suspension of fare collection was implemented to reduce crowding at the front doors and farebox and to reduce interaction time with the drivers.

DISCUSSION: Connect continues to monitor best practices, advice from appropriate medical and health professionals and watch local and national trends. With winter and the flu season approaching and numbers on the rise, it would be best to extend the free fares throughout winter and reevaluate as spring approaches.

FINANCIAL IMPACT: Staff is estimating a loss of approximately \$300,000 in farebox revenue from November to March. This fare revenue will be replaced with federal funding provided by the CARES Act.



MEMO

DATE: October 27, 2020
TO: Board of Trustees
FROM: Patrick Kuebrich, Finance Director
SUBJECT: Recommendation for Authorized Signatories

RECOMMENDATION: David White, Safety and Training Director, Steven Stockton, IT Manager, and Shelly Perry, Operations Manager be authorized signatories for all of Connect Transit's bank accounts.

BACKGROUND: Connect Transit must have two (2) signatures on each check that is written. As a result of staffing changes, it has become necessary to authorize an alternative signer. Staff recommends three (3) signatories, David White, Safety and Training Director, Steven Stockton, IT Manager, and Shelly Perry, Operations Manager to cover when one or the other are out of the office.

FINANCIAL IMPACT: None.



MEMO

DATE: October 27, 2020
TO: Board of Trustees
FROM: Dave White, Safety and Training Director
SUBJECT: Recommendation to Adopt Agency Safety Plan

RECOMMENDATION: That the Agency Safety Plan be adopted.

BACKGROUND: On July 19, 2018 the Federal Transit Administration published the Public Transit Agency Safety Plan Final Rule, which required certain operators of public transportation systems that receive Federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems.

The original implementation date was July of 2020, but the deadline was extended to December 31, 2020 due to the current pandemic.

The Agency Safety Plan must be adopted by the Accountable Executive and the Board of Trustees.

DISCUSSION:

The Agency Safety Plan will:

- Requires Transit agencies to have a safety plan in place by December 31, 2020 and to self-certify *annually*
- Identify an Accountable Executive who has ultimate responsibility for carrying out the Agency Safety Plan, who has control or direction over the human and capital resources needed to develop and maintain the plan, and is accountable for ensuring that the agency's SMS is effectively implemented and that action is taken, as necessary, to address substandard performance in the SMS.
- Identify a Chief Safety Officer or SMS Executive who is adequately trained and has the authority and responsibility for day-to-day implementation and operation of the SMS.



- **Establish Performance Targets based on the safety performance measures in the National Public Transportation Safety Plan.**
- **Enable a proactive approach to managing safety and helps allocate resources to areas of highest safety risk.**
- **Require a comprehensive safety training program and development of an employee reporting program.**