

Board of Trustees

Regular Session

February 27, 2024



Agenda

- Call to Order
- Roll Call
 - Attendance by Other Means/Virtual – Roll Call Vote
- Pledge of Allegiance and Mission Statement
 - Connect Transit provides safe, reliable transportation and access to opportunity to strengthen and enrich individual lives, our community, the economy, and the environment.
- Public Comments

Consent Agenda

- Approval of Strategic Plan Workshop Minutes for January 19, 2024
- Approval of Regular Session Minutes for January 23, 2024
- Approval of Financial Information for January 2024
- Approval of Statistical Reports for January 2024
- Cardinal Infrastructure Federal Report
- Cornerstone – Illinois Weekly Update

- Roll Call Vote

Committee Reports

Finance Committee:

Trustee Singer
Vice Chair Hile

Operations & Planning Committee:

Trustee Foster
Trustee Rao

Messaging Committee:

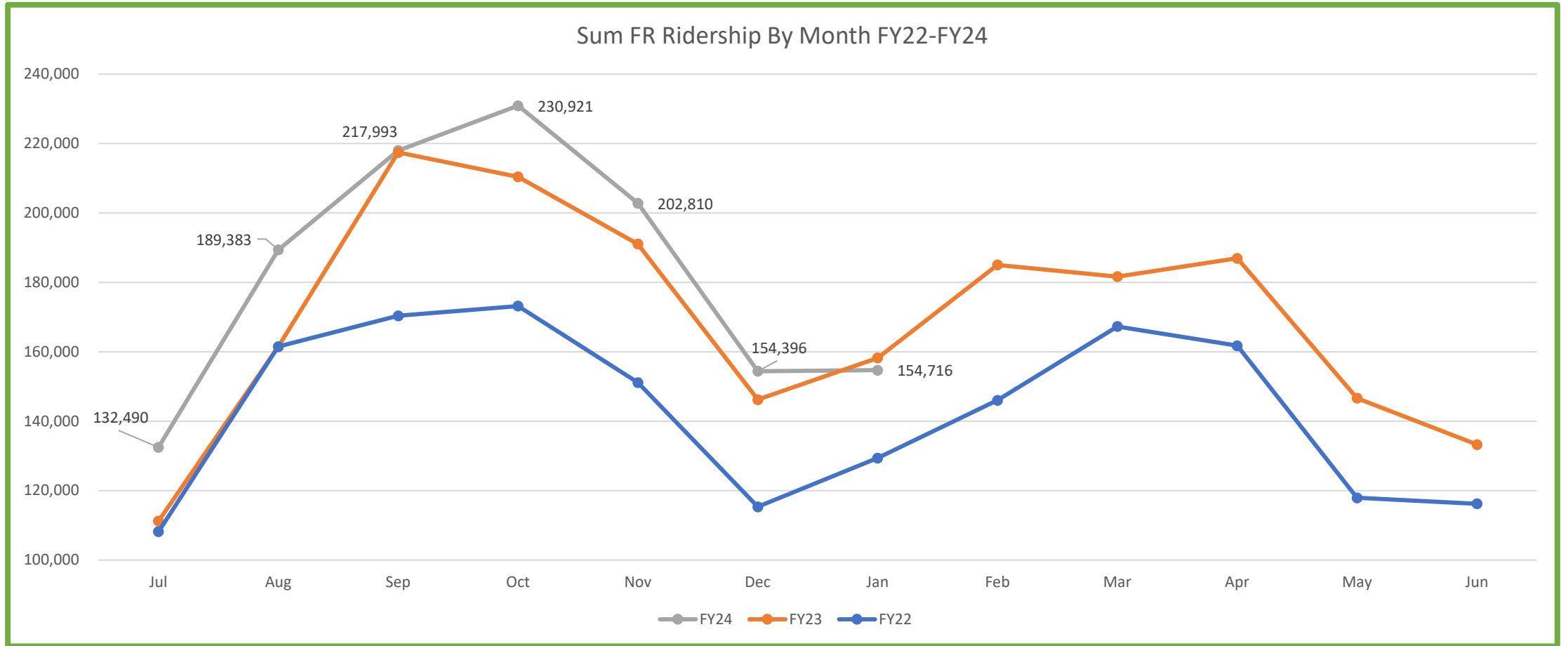
Trustee Buchanan
Secretary McCue

New Business

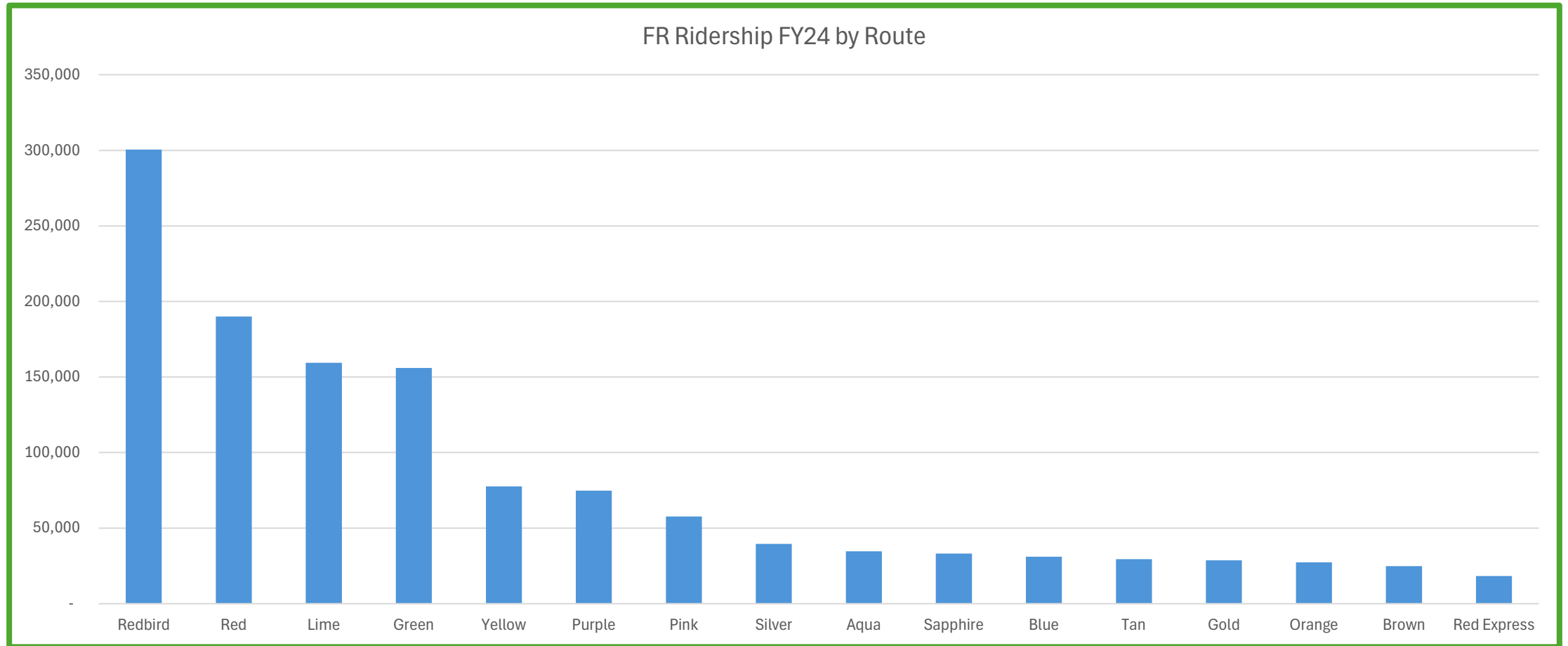
- Recommendation for Insurance Brokerage Services – Roll Call Vote
- Recommendation for Enterprise Resource Planning Joint Consultancy – Roll Call Vote
- System Performance Report – Informational

System Performance

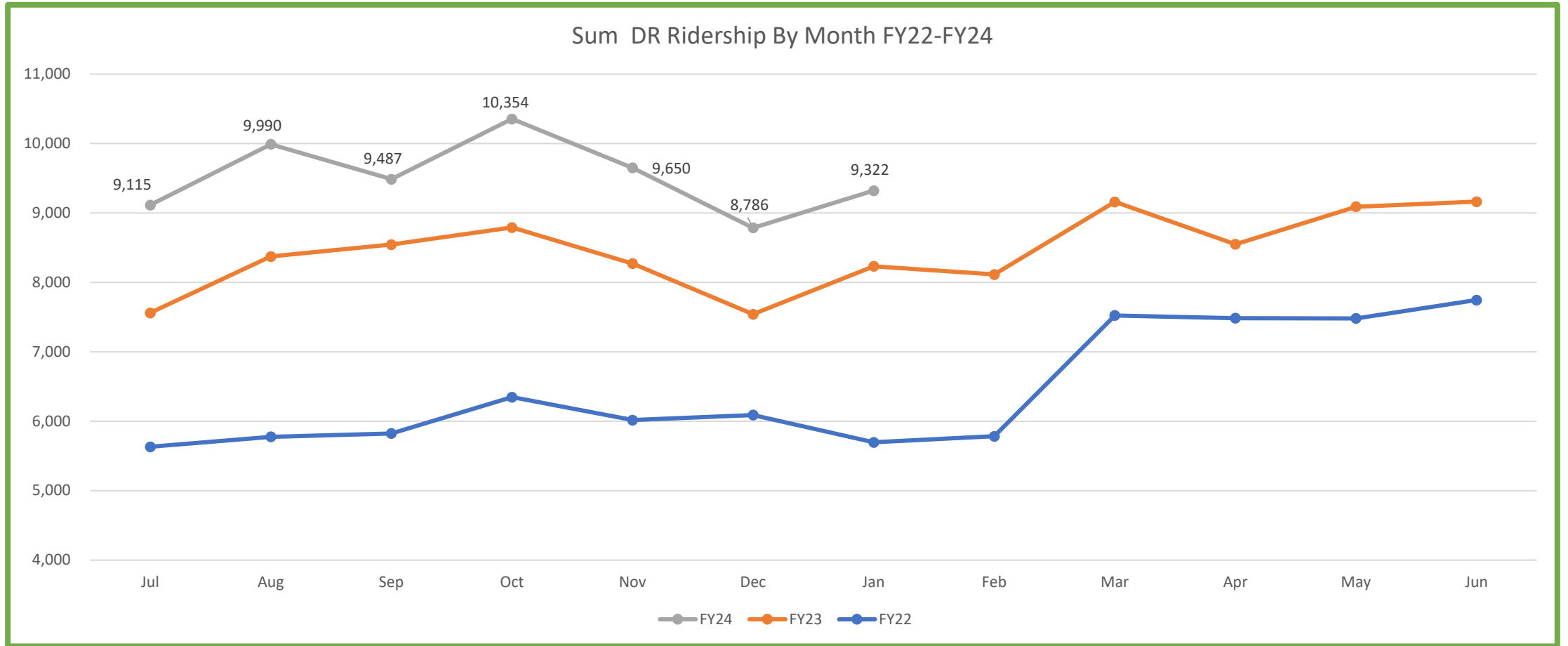
Fixed Route Total



Fixed Route – By Route



Connect Mobility Total



Connect Mobility – Trips per Hour

Month	FY'22	FY'23	FY'24
July	2.05	2.43	2.65
August	2.09	2.45	2.75
September	2.14	2.63	2.80
October	2.06	2.68	2.79
November	2.00	2.58	2.77
December	1.90	2.09	2.56
January	1.84	2.19	2.70
February	2.10	2.60	
March	2.01	2.54	
April	2.03	2.59	
May	1.99	2.60	
June	2.08	2.63	
Total			

System Comparison

	Connect Transit	SMTD	RMTD	MetroLink	Peoria CityLink	CUMTD
Fixed Route Passenger Trips	1,718,364	954,930	799,705	1,652,740	1,539,326	7,237,864
Fixed Route Vehicles	39	62	40	60	51	114
FR Trips per Hour	17.2	7.5	8.2	11.0	12.7	27.3

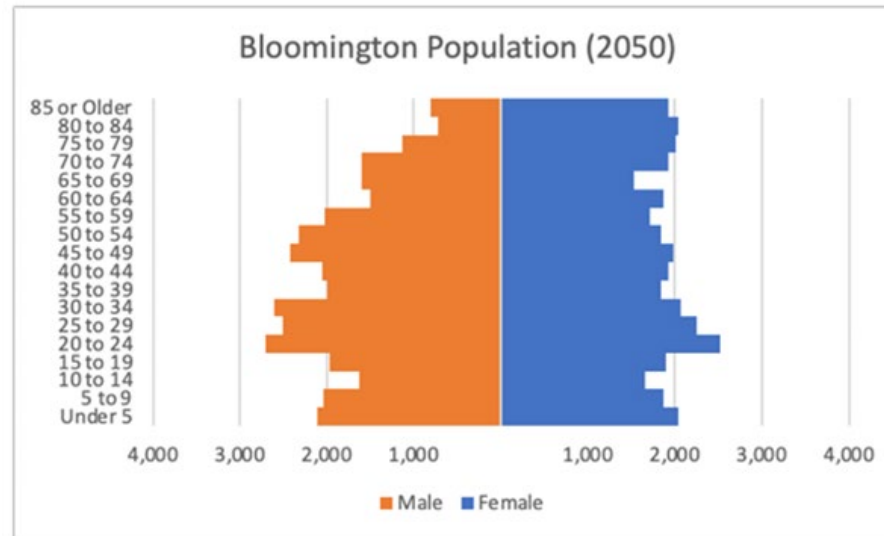
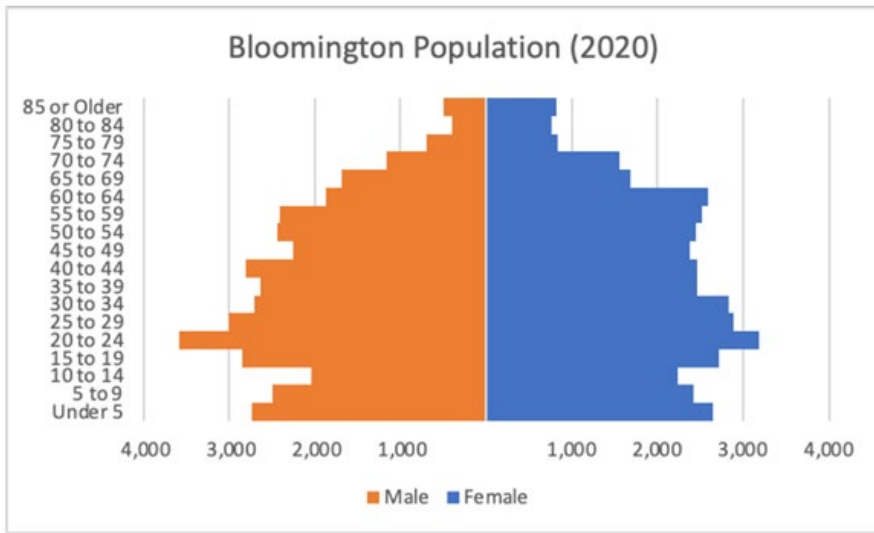
Paratransit Passenger Trips	77,395	75,139	111,732	63,002	117,494	98,805
Paratransit Vehicles	19	25	35	17	46	42
Para Trips per Hour	2.3	2.3	2.0	3.0	2.2	2.8

Based on 2022 National Transit Database System Profile Report

Connect Mobility Expectations

- Connect Mobility

Age Range	2000	2010	2015	2020	% Δ 2010-2015	% Δ 2015-2020
Under 20	43,505	46,888	47,130	45,775	0.52%	-2.88%
20 - 44	63,683	65,318	66,292	64,294	1.49%	-3.01%
45 - 64	28,624	40,026	40,574	39,354	1.37%	-3.01%
Over 65	14,621	17,340	19,118	22,741	10.25%	18.95%
Total	150,433	169,572	173,114	172,164	2.09%	-0.55%



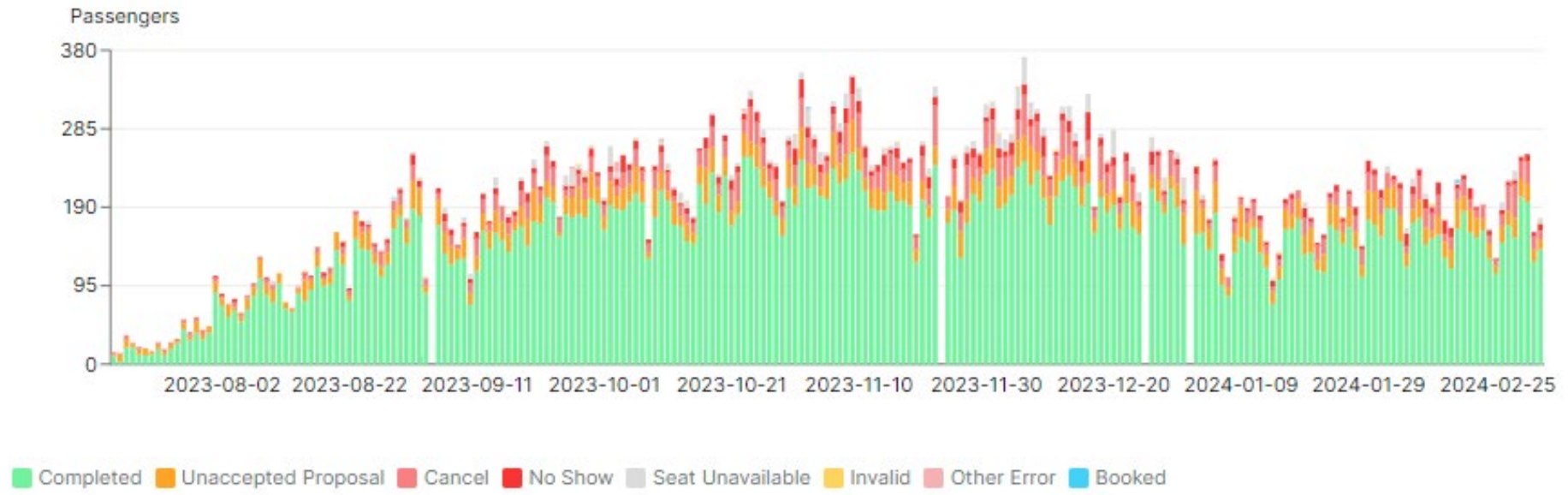
* From MCRPC adopted B-N MLRTP 2050, October 28, 2022

Connect FLEX

Date Range: 07/16/2023 - 02/25/2024 Group by: Months

Total ride requests 44,732	Met Demand 43,785	Met Demand Rate 97.9%	Completed rides 33,931	Completed Rides Rate 75.9%
Active Riders 745	Driver Hours 7,594.4	Utilization 4.5		

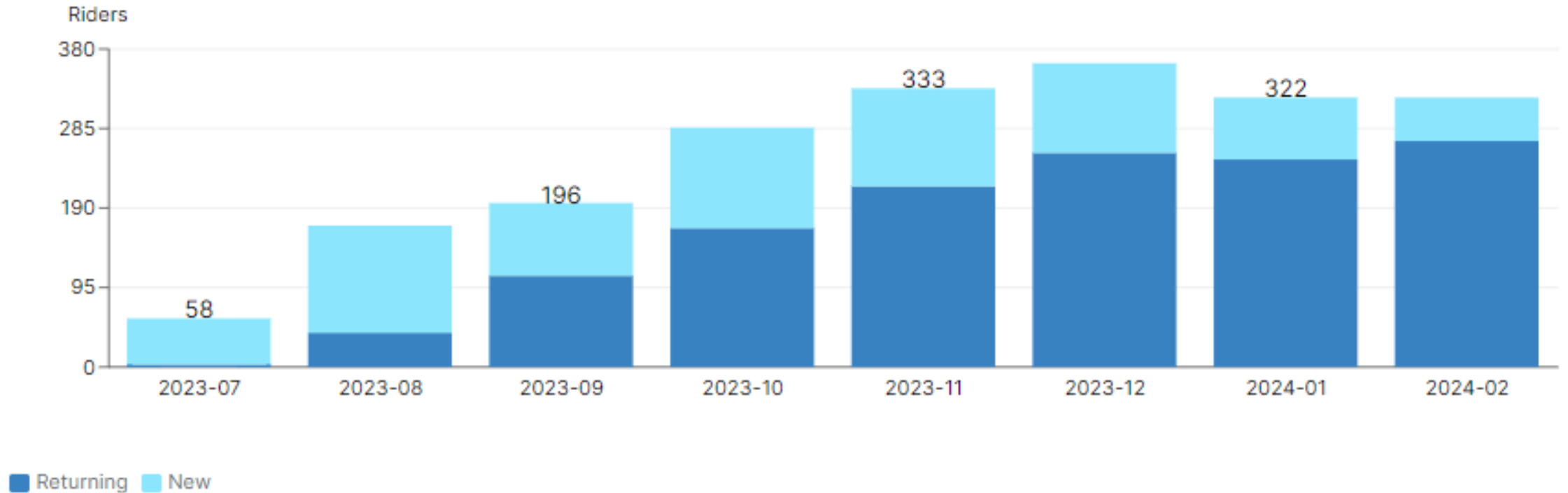
Detailed Ride Requests Status
Breakdown of all ride requests (passengers) by status.



Connect FLEX – New vs Returning

Active Riders

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



Connect FLEX - Accounts

Date Range: 07/16/2023 - 02/25/2024

Periods by: Months

Accounts created since launch

4,135

of Riders made at least one ride request since launch

1,141 27.6%

of Riders completed 1+ booking since launch

757 18.3%

of Riders completed 2+ bookings since launch

635 15.4%

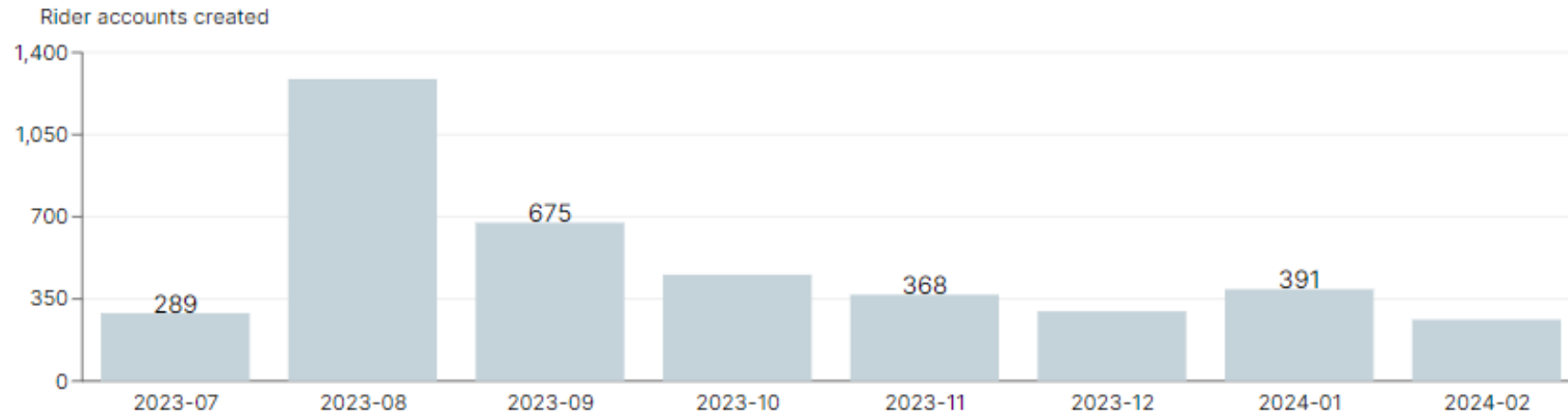
of Riders completed 5+ bookings since launch

487 11.8%

■ Riders since launch ■ Riders Portion (percentage)

Accounts Created Trend

Number of accounts created segmented by acquisition source.



Connect FLEX - Experience

Date Range: 07/16/2023 - 02/25/2024

Group by: Hours

Rider Acceptance Rate

89.4% 0%

Average Ride Duration (Min)

8.4 0

Average Ride Distance (Km/Miles)

2.6 0

Average Ride Rating

4.9 0

Average Pickup Walking Distance

93.7 0

On-Demand: Average Pickup ETA (Min)

10 0

On-Demand: Deviation ETA vs. Actual (Min)

0.9 0

Aggregation

47.4% 0%

New Business

- Draft FY25 Budget – Informational

FY25 DRAFT Budget Presentation to the Board of Trustees

February 27, 2024



Agenda

1. Budget Process
2. Primary Cost Drivers
3. Hours and Miles Differences
4. Budget Drivers
5. Budget Scenarios – Status Quo and Proposed
6. Proposed Budget Justification
7. Proposed Staff Additions
8. Budget Expectations
9. Capital Budget

Budget Process

- Managers and Directors develop budget: October – January
- Draft to Finance Committee
- Draft to Board: February 27
- Comment Period: February 27 through March 25
 - 1:1 Follow-up with Board Members
 - Modify with information received or concerns shared
- Final to Board: March 26
- Budget to IDOT by April 1, 2024

Primary Cost Drivers

- Hours = Labor
 - Labor = wages, benefits, training, etc.
- Miles = Maintenance
 - Maintenance = parts, labor, fuel, etc.

Hours and Miles Differences

Status Quo	2023	2024	2025
Fixed Route Hours	118,974	115,948	117,510
Mobility Hours	36,334	40,683	53,969
Microtransit Hours	-	13,608	14,904
Total Hours	155,308	170,239	186,383
Percent Diff		9.6%	9.5%

Proposed	2023	2024	2025
Fixed Route Hours	118,974	115,948	105,864
Mobility Hours	36,334	40,683	53,969
Microtransit Hours	-	13,608	14,904
Total Hours	155,308	170,239	174,737
Percent Diff		9.6%	2.6%

Budget Drivers

- Labor
 - Wages – Starting at 70% of top rate to remain competitive
 - Increased staffing to meet challenges and demands
- Maintenance
 - Wages – Starting at 80% of top rate to remain competitive
 - Increased parts expenses
 - Increased fuel use
- General
 - Increase in insurances (health and liability)

Budget Drivers

- Connect Mobility hours expected to increase 27% from FY24 Budget
- Challenges to maintaining good service
 - Concentrations at times of day
 - Limited vehicles

	2024 Budget	2024 YTD Extrapolated	Difference from Budget	2025 Budget	Difference from FY24 Budget
Trips	111,877	121,772	9,895	142,023	30,146
Trips per Hour	2.75	2.45		2.63	
Hours	40,683	49,624	8,941	53,969	13,286
Labor \$/Service Hour	\$ 46.11	\$ 46.11		\$ 47.75	
Labor Cost	\$1,876,071	\$2,288,399	\$412,328	\$2,577,240	\$701,169
Miles	503,448	608,044	104,596	660,406	156,958
Maint. \$/Service Mile	\$ 0.22	\$ 0.22		\$ 0.23	
Maint. Cost	\$110,405	\$133,343	\$22,938	\$151,893	\$41,488
TOTAL COST	\$1,986,476	\$2,421,741	\$435,265	\$2,729,133	\$742,657

Budget Scenario

- Status Quo

	2024 Budget	2025 Budget	Percent Change	\$ Change
Operations Wages	\$ 7,967,561	\$ 8,979,849	12.7%	\$ 1,012,288
Maintenance Wages	1,573,647	1,549,006	-1.6%	(24,641)
Administration Wages	1,177,805	1,362,807	15.7%	185,002
Employer Payroll Tax Expense	1,176,989	1,325,712	12.6%	148,723
Retirement Plan	535,951	611,583	14.1%	75,632
Group Insurance	1,926,744	2,029,536	5.3%	102,792
Uniform Expense	75,225	65,625	-12.8%	(9,600)
Professional Services	241,500	428,500	77.4%	187,000
Outside Repair - Labor	212,500	237,550	11.8%	25,050
Contract Maintenance Services	-	20,000	0.0%	20,000
Employment Expenses	80,960	70,210	-13.3%	(10,750)
Fuel	1,607,977	1,791,651	11.4%	183,674
Lubricants	86,285	92,319	7.0%	6,035
Tires	61,680	63,784	3.4%	2,104
Bus Repair Parts	447,361	506,008	13.1%	58,647
Other Materials and Supplies	133,400	120,100	-10.0%	(13,300)
Shelters/Signs/Shop Tools	109,500	119,000	8.7%	9,500
Computer and Office Supplies	460,613	453,820	-1.5%	(6,793)
Utilities	129,000	129,400	0.3%	400
Corporate Insurance	527,725	630,100	19.4%	102,375
Dues/Subscriptions/Fees	64,750	81,700	26.2%	16,950
Printing/Marketing/Training	267,300	264,550	-1.0%	(2,750)
Total Operating Expenses	\$ 18,864,472	\$ 20,932,810	11.0%	\$ 2,068,338

Budget Scenario

- Proposed: No Peak Service

	2024 Budget	2025 Budget	Percent Change	\$ Change
Operations Wages	\$ 7,967,561	\$ 8,496,620	6.6%	\$ 529,060
Maintenance Wages	1,573,647	1,549,006	-1.6%	(24,641)
Administration Wages	1,177,805	1,362,807	15.7%	185,002
Employer Payroll Tax Expense	1,176,989	1,270,286	7.9%	93,297
Retirement Plan	535,951	587,422	9.6%	51,471
Group Insurance	1,926,744	2,029,536	5.3%	102,792
Uniform Expense	75,225	65,625	-12.8%	(9,600)
Professional Services	241,500	428,500	77.4%	187,000
Outside Repair - Labor	212,500	237,550	11.8%	25,050
Contract Maintenance Services	-	20,000	0.0%	20,000
Employment Expenses	80,960	70,210	-13.3%	(10,750)
Fuel	1,607,977	1,635,392	1.7%	27,415
Lubricants	86,285	86,069	-0.2%	(216)
Tires	61,680	58,784	-4.7%	(2,896)
Bus Repair Parts	447,361	471,631	5.4%	24,270
Other Materials and Supplies	133,400	120,100	-10.0%	(13,300)
Shelters/Signs/Shop Tools	109,500	119,000	8.7%	9,500
Computer and Office Supplies	460,613	453,820	-1.5%	(6,793)
Utilities	129,000	129,400	0.3%	400
Corporate Insurance	527,725	630,100	19.4%	102,375
Dues/Subscriptions/Fees	64,750	81,700	26.2%	16,950
Printing/Marketing/Training	267,300	264,550	-1.0%	(2,750)
Total Operating Expenses	\$ 18,864,472	\$ 20,168,107	6.9%	\$ 1,303,635

Proposed Budget Justification

- Did not operate peak service in most of FY23 and had 18% increase in ridership
- Cannot restrict Connect Mobility ridership
- Connect FLEX is in demand for other parts of Bloomington and Normal
- Microtransit Increase – June 1, 2025
 - Anticipated Zones 2 & 3
 - Proposal to Board mid FY25
 - Vehicle delivery = 9-12 months; Vehicle proposal at the March 26 Board meeting

		Miles/Zone/Dy @ 12 mph	Hours/Zone/Day	Annual Miles @ 12 mph	Annual Hours
Connect FLEX	Zone 1	432	36	155,088	12,924
	Zone 2	432	36	12,960	1,080
	Zone 3	360	30	10,800	900
	Zone 4				
TOTAL				178,848	14,904

Proposed Staff Additions

- **Assistant General Manager** – Day-to-day management of service and administration. Frees GM to concentrate on strategy, outreach, communications.
- **Technology Support Specialist** – Help to manage aging technology on-board vehicles. Implement new technologies (radio, video, Wi-Fi, safety). Support ease of use of passenger facing systems.
- **Customer Support Specialist** – Outreach to individuals and groups to teach use of fixed route services. Supports Medicaid Specialist in evaluations. Supports Marketing and Communications efforts.

Revenue Projections

	Full Service	Partial Year	No Peak
State	\$ 13,606,326	\$ 13,356,854	\$ 13,109,270
Federal	\$ 4,406,483	\$ 4,272,152	\$ 4,138,837
Local	\$ 1,500,000	\$ 1,500,000	\$ 1,500,000
Fares	\$ 1,300,000	\$ 1,300,000	\$ 1,300,000
Misc	\$ 120,000	\$ 120,000	\$ 120,000
Total	\$ 20,932,810	\$ 20,549,007	\$ 20,168,107

State Appropriation	\$ 15,279,600	\$ 15,279,600	\$ 15,279,600
Diff	\$ 1,673,274	\$ 1,922,746	\$ 2,170,330
Future Budget Increase Before Cap	\$ 2,574,267	\$ 2,958,070	\$ 3,338,970

Federal Appropriation	\$ 4,856,983	\$ 4,856,983	\$ 4,856,983
Diff	\$ 450,500	\$ 584,831	\$ 718,146

Capital Budget

Project	Description	Funding Source		Total Cost
Replacement Zero-Emission Buses	Five (5) 40' zero-emission buses	FTA 5339	\$5,240,000	\$6,367,540
		Local	\$1,127,540	
Micro Transit Rolling Stock	Five (5) electric vans	FTA 5307	\$525,000	\$1,500,000
		IDOT Debt Service	\$500,000	
		Local	\$475,000	
Admin Building Roof Replacement		FTA 5307	\$175,000	\$500,000
		IDOT Debt Service	\$325,000	
Zero Emission Connect Mobility Rolling Stock	Four (4) vehicles	FTA 5307	\$210,000	\$600,000
		IDOT Debt Service	\$390,000	
Floor Scrubber - Maintenance		FTA 5307	\$26,250	\$75,000
		IDOT Debt Service	\$48,750	
Better Bus Stops - Construction	Addition Bus Stop Improvements	FTA 5339	\$68,950	\$742,500
		IDOT Cap (Rebuild R1)	\$447,050	
		IDOT Debt Service	\$226,500	
Electric Bus Charger - Maintenance Facility	Install a single electric bus charger in the maintenance garage	FTA 5307	\$87,500	\$250,000
		IDOT Debt Service	\$162,500	
Micro Transit / Paratransit Storage Facility & Admin Training Facility		FTA 5339	\$6,360,000	\$14,360,000
		IDOT Cap (Rebuild R3)	\$8,000,000	
Service Vehicle Replacement	Replace two (2) Service Vehicles	FTA 5307	\$21,000	\$60,000
		IDOT Debt Service	\$39,000	
Mid-Life Overhaul - 2018 New Flyer Buses	Overhaul ten (10) Diesel Buses	FTA 5307	\$437,500	\$1,250,000
		IDOT Debt Service	\$812,500	
ITS Software	Various software systems replacements	FTA 5307	\$525,000	\$1,500,000
		IDOT Debt Service	\$500,000	
		Local	\$475,000	
Green Energy Consultant	On-route charging needs analysis	FTA 5307	\$80,000	\$100,000
		Local	\$20,000	
Long Range Transportation Plan		FTA 5307	\$160,000	\$200,000
		Local	\$40,000	

FTA 5339	\$11,668,950
FTA 5307	\$2,247,250
IDOT Cap (Rebuild R1)	\$447,050
IDOT Cap (Rebuild R3)	\$8,000,000
IDOT Debt Service	\$3,004,250
Local	\$2,137,540
Total	\$27,505,040

FY25 Local Capital Request \$ 1,319,883
Local share of total capital requested 4.8%

Actions

- David will hold 1:1 to discuss budget and answer questions that weren't asked tonight
- Staff to review final budget and fine-tune
- Budget Committee to review final draft
- Staff to outline changes for Board
- Board to vote on final budget at its *March 26, 2024*, meeting
- Submit to State of Illinois on or about April 1, 2024.

Chairman's Report

General Manager's Report

Community

- **Outreach:**

- Brickyard Apartments: Warming bus support & transportation during the 2/14/24 fire
- Best Buddies Ambassador Training
- Congressman Sorensen Visit
- ISU WBB Game Sponsor
- Westminster Village Resource Fair
- STAR Adult Literacy Presentation & Ride Along
- Chamber of Commerce “The Amazing Gala”
- Heartland Community College Advanced Manufacturing Center & State Farm Electric Vehicle Lab Ribbon Cutting Ceremony



General Manager's Report

Community

- Employee Morale:
 - Soup or Chili Bowl Cook-Off



General Manager's Report

Professional Development

- New Bus Operators
 - One new Bus Operator has completed training; performed extremely well during Route Familiarization Training.
- Justin Allen, Safety & Training Coordinator, completed the Transportation Safety Institute course for Transit System Security at Houston Metro.
 - By completing this course, Justin successfully completed the FTA Transit Safety and Security Program (TSSP) process and has received a TSSP Certification.

General Manager's Report

Recruiting

- Positions Filled

- Dispatcher (2)
 - Bo Roberts
 - Cashala Coleman
- Service Technician (1)
 - Robert Wilson



- Positions Open

- Bus Operators (7)
- Customer Service Representative (1)
- Mechanic (1)
- Microtransit Operators FT (1)
- Microtransit Operators PT (1)
- Operations Supervisor (1)
- Planning & Grants Coordinator (1)
- Service Technician (2)

Agenda

- Trustee Comments
- Executive Session – N/A
- Adjournment
 - Roll Call Vote
- Next Meeting: *March 26, 2024*