

Connect Transit Board of Trustees
February 27, 2024, 4:30 p. m.
351 Wylie Drive, Normal, IL 61761 – Board Room
Regular Session Minutes – Approved at 3/26/24 Meeting

A. CALL TO ORDER:

Chairman Ryan Whitehouse called the meeting to order at 4:33 p. m.

B. ROLL CALL:

Board Clerk, Janice Crago, recorded attendance via roll call.

Trustees Present:

Trustee Judy Buchanan
Trustee Linda Foster (5:11 p.m.)
Vice Chair Julie Hile (Virtual)
Secretary Tim McCue
Trustee Mandava Rao
Chairman Ryan Whitehouse

Trustees Absent:

Trustee Barbara Singer

City Managers Present:

City Manager Pam Reece (4:45 p.m.)
City Manager Tim Gleason (4:41 p.m., Virtual)

City Managers Absent:

None

Staff Present:

David Braun, General Manager
Aubrey Staton, Marketing Manager
Brady Lange, Procurement Director (Virtual)
Charlie Busse, Maintenance Manager
Janice Crago, Board Clerk
Pat Kuebrich, Finance Director (Virtual)
Shelly Moss, Operations Director
Steve Stockton, IT Manager

Guest(s) Present:

Ted Carlock, Connect Transit

Chairman Whitehouse called for a motion to approve virtual attendance for Vice Chair Hile due to reason two – employment purposes.

Trustee Buchanan motioned; seconded by Secretary McCue.

Discussion:

There was no discussion.

Rollcall Vote:

AYE: Trustee Buchanan, Secretary McCue, Trustee Rao, Chairman Whitehouse

NAY: None

Motion to approve Vice Chair Hile to attend virtually was **approved**.

C. PLEDGE OF ALLEGIANCE AND MISSION STATEMENT:

Chairman Whitehouse led the Board in the Pledge of Allegiance and read the Connect Transit Mission Statement.

D. PUBLIC COMMENT:

None

E. CONSENT AGENDA:

- a. Approval of Strategic Plan Minutes for January 19, 2024
- b. Approval of Regular Session Minutes for January 23, 2024
- c. Approval of Financial Information for January 2024
- d. Monthly Statistical Reports for January 2024
- e. Cardinal Infrastructure Federal Report
- f. Cornerstone – Illinois Weekly Update

Chairman Whitehouse called for a Motion to Approve the Consent Agenda.

Secretary McCue motioned; seconded by Trustee Rao.

Discussion:

David Braun, General Manager, stated that the financial statements show one slight anomaly, with that being our professional services appearing to be well over budget. He explained this is because our professional services are paid for in lump sums and some of those have been paid.

Chairman Whitehouse asked what professional services had been paid? Mr. Braun stated it was our software service.

Mr. Braun stated the January performance reflects ridership was not as high as it has been, but that we attribute that to ISU being closed for a couple of days due to cold weather. He stated that systemwide ridership is up about 10.34%. Mobility ridership is up about 22% for the year and we continue to monitor this. He noted that another item to pay attention to is the Operator Pay Hours to Service Hours, which is 1.29 year-to-date; this is how many hours we actually pay for versus actual hours on the street, which we've been managing very well pointing out we budgeted 1.3 and we're at 1.29.

Mr. Braun pointed out that that the Cardinal report does not include information on the RAISE grant. This is a high dollar grant typically reserved for transportation projects that we submitted an \$8m application today for our proposed solar project. In the event we lose power, we will still be able to run our electric buses and without transportation, many people cannot get to work or school, or serve their own needs.

Mr. Braun stated the Cornerstone report shows the legislature is actively working and IPTA and Cornerstone are monitoring bills on behalf of Connect Transit. We are working closely with Cornerstone to either submit support for certain bills or lack of support for other bills.

Rollcall Vote:

AYE: Trustee Buchanan, Vice Chair Hile, Secretary McCue, Trustee Rao, Chairman Whitehouse

NAY: None

Consent Agenda was **approved**.

F. COMMITTEE REPORTS:

Finance Committee:

No report

Marketing and Communications Committee:

Secretary McCue stated the Marketing and Communications Committee has met a few times and concept three, Point A to Beyond, is the one they want to roll out first. They feel it has the most potential for long-term benefit and ties to the idea of being able to tell our story to the community, and the other concepts can roll into this concept over time.

Secretary McCue stated they also began discussing the importance of a measurement metric in order to gauge what the campaign accomplished and our return on investment. A goal of the committee is to work with Dovetail on establishing this metric.

Trustee Buchanan stated that the committee had approved a committee charge, which is essentially their purpose. The purpose is “to get the Bloomington Normal community to see the value Connect provides where they live, work and play by implementing a messaging campaign that showcases Connects benefits to all and builds upon itself over time.” She stated the committee feels that was consistent with where they’ve come from with the work with the Connect to the Future group, as well as the work we will continue to do by really increasing value and benefit awareness in our community.

Trustee Buchanan stated that Dovetail shared a variety of deliverables they could provide, but that many are already in process or being revised. Our priorities request to Dovetail will be vehicle wraps, social media templates, bus shelters, and roll units – which are videos that can be used to get the word out.

Trustee Buchanan shared the committee is excited to have this moving forward. She stated she recently pulled some language from the prior Connect to the Future Group and that while it is older, the language is consistent with what we are doing now, engaging, and educating riders and partners in the value of our public transit system.

The committee asked if the Trustees agree with the direction they are heading after seeing the Dovetail presentation and hearing the report this evening.

Chairman Whitehouse asked what the A to Beyond concept was? Aubrey Staton, Marketing Manager, stated it was the vehicle design that had key spots on it showcasing two people saying “to my Master’s degree, to my workplace, to my career.

Trustee Buchanan stated the backdrop could be any of the places we go in the community and had real value.

Chairman Whitehouse asked that the future presentations include the concepts as a visual for the Trustees.

Vice Chair Hile thanked Trustee Foster and Secretary McCue for their committee work and shared her pleasure at the continuity between this work and the Connect to the Future group.

The Trustees agreed by consensus.

Operations and Planning Committee:

No report

G. NEW BUSINESS:

a. Recommendation for Insurance Brokerage Services – Roll Call Vote

Chairman Whitehouse called for a motion to authorize the General Manager to execute a contract with Marsh McLennan Agency (MMA) for Employee Benefits and Property/Casualty Insurance Brokerage Services for a term of five years for a not-to-exceed total of \$78,300 annually.

Trustee Rao motioned; seconded by Trustee Buchanan.

Discussion:

Brady Lange, Procurement Director, explained Connect Transit has used the services of a brokerage firm to solicit and contract for all our insurance needs. Brokerage firms have the expertise needed to negotiate preferred insurance rates with various carriers, assist employees throughout open enrollment, offer many value-added services to help manage costs, and provide risk assessment services to prevent claims.

Connect Transit issued a Request for Proposals (RFP) seeking proposals for employee benefits and property/casualty brokerage services. The RFP allowed for a single contract for both services or for them to be split into separate contracts. Six proposals were received but one was deemed unresponsive. The accepted proposals were received from the following vendors: Aurthur J. Gallagher Risk Management Services, Clemens & Associates, Cottingham & Butler, Ledgestone, and MMA. All but one proposal received was for both services, so each service was evaluated individually to allow for independent ranking of services. The proposals were evaluated on the qualifications of each firm, their approach to addressing the needs identified in the scope of work, interviews conducted with the primary account representatives, contract cost, and value-added services offered. MMA was identified as the top proposal for both services because they:

- developed a public sector group to better serve municipal and government clients.
- provide HR compliance and employee training resources.
- provide unique insurance options for future potential cost savings.

MMA is currently the incumbent contract holder for the property/casualty brokerage services and has over 170 offices across the U.S. and Canada with their local office being in Schaumburg and has a team of over 10,000 people. Upon award, they will begin evaluating current insurance offerings and solicit proposals on our behalf for the various insurance products offered as part of our employee benefits packages. This contract award is contingent upon IDOT Pre-Award concurrence.

The total not-to-exceed value for these services over the term of the five-year contract utilizing operating funds is \$78,300.

Chairman Whitehouse thanked the public for reaching out to him and explained he would be asking Mr. Lange questions based on the emails he received.

Chairman Whitehouse asked Mr. Lange to explain the selection process, specifically what things you are and are not allowed to look at or take into consideration when you are in the evaluation process. Mr. Lange stated the things that we look at are the items listed in our RFP: qualifications of each firm, their approach to how they are going to address the needs of what we identified, their technical approach, interviews conducted with key account representatives, value added services, as well as cost. He explained one that is not a factor is geographic preference. The FTA prohibits this practice and if we were to consider an RFP based on location, the contract would not be allowable for federal or state funding.

Trustee Buchanan asked if the evaluation steps he described were prescribed by federal or state authorities? Mr. Lange stated best practices provide guidance on what should be considered, and that while there are no specific requirements for things to be included, there are some specific things that are precluded from being considered. He explained we typically follow best practices using FTA guidance when we do an RFP to evaluate responses.

Trustee Buchanan asked how the annual contract cost compares with previous contracts we may have had in terms of overall cost? Mr. Lange stated it is pretty close. He explained the reason we use a “not to exceed” value is because many times these contracts can be satisfied with a commission rate, but we asked for a flat fee and that will be the total, and it is in line with independent cost estimate.

Rollcall Vote:

AYE: Trustee Buchanan, Vice Chair Hile, Secretary McCue, Trustee Rao, Chairman Whitehouse

NAY: None

Motion to authorize the General Manager to execute a contract with Marsh McLennan Agency (MMA) for Employee Benefits and Property/Casualty Insurance Brokerage Services for a term of five years for a not-to-exceed total of \$78,300 annually was **approved**.

b. Recommendation for Enterprise Resource Planning Joint Consultancy – Roll Call Vote

Chairman Whitehouse called for a motion to authorize the General Manager to execute an Intergovernmental Agreement (IGA) with Champaign-Urbana Mass Transit District (MTD), Rockford Mass Transit District (RMTD), and MetroLINK (Quad Cities) to enter into a joint consultancy effort to assist in facilitating the procurement of an Enterprise Resource Planning (ERP) system to replace their existing Avail Technology (FleetNet) ERP System.

Trustee Rao motioned; seconded by Trustee Buchanan.

Discussion:

Mr. Braun stated that when he first started, he indicated that we were using a software system that he used over twenty years ago when he was a manager at another transit system, and the software system hasn't changed very much. It does many different things but doesn't do any of them particularly well. He stated Springfield, Peoria, Rock Island, Rockford, and Champaign use the same system and this recommendation is a joint consultancy with multiple other transit systems to determine the best system for us to use, and how we can benefit from that.

Brady Lange, Procurement Director, explained that the current Avail/FleetNet software has become increasingly unstable, even upon moving the software to the cloud hosted version, which was supposed to improve compatibility, stability, and provide frequent updates including modernization. Recent challenges experienced with Avail/FleetNet include various user interface problems that have gone unrepaired for many months, database design flaws allowing for duplicate entry of data, and inability to resolve issues with support in a timely manner. There is no timeline for these proposed improvements and many previous timelines have not been achieved.

Many other peer agencies throughout Illinois use Avail/FleetNet and have experienced similar challenges with the software that have created concerns about the long-term viability of the product. This led to a group of agencies beginning discussions regarding our plans and needs for an ERP software replacement. MTD took the lead in defining the needs of each agency and worked to contract with a consultant to help facilitate the replacement of the software. MTD executed a contract with the Government Finance Officers Association (GFOA) and intends to proceed through this process either alone or jointly with peer agencies.

Working with peer agencies has many advantages over proceeding alone in this process. First, by working jointly the cost of the project will be substantially less for all agencies. We anticipate learning valuable process improvements by participating in a thorough evaluation of financial, maintenance, and human resources processes and systems the peer agencies utilize. In addition, working with peer agencies to procure the same or similar software will provide future support cost savings and efficiencies through the ability to share problems and solutions with colleagues.

We anticipate this project will last over the next 18 to 24 months. This timeline includes all the tasks identified in GFOA's proposal which include:

- Project Planning
- Interviews of Agency Stakeholders and Information Gathering
- Requirements for Software and Business Processes
- Readiness Guide
- Feedback from Agency Stakeholders
- RFP Development
- Evaluation Criteria Development
- Facilitation of Agency Evaluation of RFP Responses
- Facilitation of Contract Negotiations Between Agencies and Chosen Vendors
- Implementation Oversight
- Business Process Workshop

The MTD Board of Trustees has approved a contract with the Government Finance Officers Association (GFOA) for a not-to-exceed total of \$350,000 for the entirety of the joint contract. The IGA allows agencies to participate in only the stages of the project that are needed for their agency so it is unlikely that all agencies will split the costs evenly. Each agency will split each phase amongst those that participate. In addition, the implementation phase of this project is still undefined due to not knowing the level of work required to implement unknown software. As such, we are seeking approval for this as not-to-exceed total of \$150,000 to apply to this joint consultancy effort. The project is an allowable operating expense through the Illinois Downstate Operating Assistance Program and will be accounted for in our upcoming operating budget(s).

Of note, this joint consultancy IGA does not include the software itself and we anticipate bringing contract recommendations for various software to the Board of Trustees within the next 12 – 18 months.

Trustee Buchanan stated she imagined our system is excited about finally making the move on this and asked what functions and facets do we need the software for that will be covered in this agreement? Mr. Lange explained this will replace almost all of the software used to operate the system outside of some scheduling software used by the Operations Team. It will include Human Resources, Maintenance, Finance, grants management software, and all of the core functionality of the business will be replaced by whatever system is chosen.

Mr. Lange stated one of the key benefits of working with the GFOA through this process is that there are very few pieces of software that are one suite package to encompass all of our needs so there will likely be multiple pieces of software needed, and they will make sure everything operates cohesively and all communicate with each other properly in the implementation phase.

Vice Chair Hile stated that the \$150,000 equals about 42% of the \$350,000 total and asked for an explanation given that there are other partners? Mr. Lange explained that some partners do not need certain pieces of software so they won't go through certain software replacement processes, and their cost will be less. We do need those pieces of software replaced so our cost is more.

Mr. Lange explained the reason we are asking for a “not to exceed” amount is because we do not know exactly what the cost share is going to be for some of those processes and we will need funding for the implementation, so we are asking for the funding all at once.

Vice Chair Hile stated she agrees with Trustee Buchanan in that she imagines we are jumping up and down at this prospect, and that she loves cross agency sharing and collaboration.

Chairman Whitehouse asked if the implementation costs will be a one year cost or a multi-year cost? He also wanted to know if these costs should be presented to the Finance Committee? Mr. Braun stated this recommendation does not include the software. He explained the software would be a future request that would be discussed with the Finance Committee, and likely the Operations and Planning Committee because it does impact our operations and maintenance program and we want everyone to understand those impacts.

Chairman Whitehouse asked to clarify that we do not know what or how we are going to implement it, or what those costs will be? Mr. Braun stated that is what the consultant study is for, and it would be in the next 12-18 months. He shared that we do have funding set aside in our Transportation Improvement Program fund for this.

Chairman Whitehouse asked what was meant by asking for more now, so you don't have to come back and ask for more later? Mr. Lange stated we do not know exactly what software will be recommended so the implementation phase of this project is unidentified but is included in this contract.

Chairman Whitehouse asked why are we asking for money now when we don't know what the implementation process is going to be? Mr. Lange stated the implementation is included in the contract with GFOA, they are going to be assisting with the implementation – we know what the process looks like just don't have the exact dollar amount because we don't know yet what the recommendation will be for interoperability and how the software will function together.

Mr. Braun explained rather than a separate contract, we want to combine it all together into this one contract because it is currently written that way.

Chairman Whitehouse stated the study might not cost \$150,000 but the implementation might be more and asked if that was correct? Mr. Braun stated the implementation is a portion of the whole contract, part of it is the study and part of it is implementation, but it is one contract.

Chairman Whitehouse asked what they are implementing? Mr. Braun stated they will implement whatever software is recommended and purchased, which is a different discussion to come later.

Chairman Whitehouse asked if this company can implement the software we buy from company A or B? Mr. Braun confirmed. Steve Stockton, IT Manager, stated the GFOA will make sure the software companies we contract with are living up to their obligations, they oversee the implementation to make sure everything is working the way it should.

Trustee Rao asked if we have any software already? Mr. Braun shared we do have an aging software.

Trustee Rao asked if we are doing any studies to identify the requirements or any studies of other software? Mr. Braun stated they will identify the requirements, what software is on the market that best meets our needs and the needs of the consortium of purchasers individually.

Trustee Rao asked how long they want to complete the study? Mr. Braun indicated it would be 12-18 months to complete the study, with 18-24 for implementation.

Trustee Rao stated he feels that the timeline is too long. Mr. Lange stated the process is very complex because it involves multiple agencies, all the software they are using, gathering all the information and requirements for each business process. Mr. Braun stated he would share the proposal with Trustee Rao so he can read the details involved.

Trustee Buchanan asked if the hardware we have will accommodate all the new software? Mr. Stockton stated it is all in the cloud, so it is basically connectivity and we are fine with that.

Trustee Buchanan asked if the age of the systems we are wanting to upgrade were costing more because of their age? Mr. Braun stated they had been updated over time, so he wasn't sure it was costing us any additional money.

Trustee Buchanan stated that we could possibly undergo these fairly significant software updates on our own in a shorter period of time but likely at a much greater cost. Mr. Lange agreed.

Chairman Whitehouse stated he agreed we need the updates, but we always need to keep the budget on our minds.

Rollcall Vote:

AYE: Trustee Buchanan, Trustee Foster, Vice Chair Hile, Trustee Rao, Chairman Whitehouse

NAY: Secretary McCue

Motion to authorize the General Manager to execute an Intergovernmental Agreement (IGA) with Champaign-Urbana Mass Transit District (MTD), Rockford Mass Transit District (RMTD), and MetroLINK (Quad Cities) to enter into a joint consultancy effort to assist in facilitating the procurement of an Enterprise Resource Planning (ERP) system to replace their existing Avail Technology (FleetNet) ERP System was **approved**.

c. System Performance Update – Informational

Mr. Braun shared a system performance update on screen, which is available as part of the February General Manager’s Presentation available online.

Chairman Whitehouse asked what is meant by working to get more per hour? Mr. Braun explained that slack time is the time between pickups and we are trying to keep people located in particular areas so time between pickups is a little less; that when you see a Mobility van in a parking lot it isn’t because they’re killing time, they just don’t have anyone at that particular time and we’ve asked them to stop so they are readily available in a nearby location for the next pick up. We’re trying to compress those times and get those people together more often.

Chairman Whitehouse stated that if someone wants picked up at 3:00, we have a window on each side and we can pick them up maybe 15 minutes later than requested as long as it is within that window and fits within that slack, asked if that was correct. Mr. Braun stated that is how we reduce slack time, and that within ADA guidelines we can negotiate within an hour before or after the trip.

Mr. Braun stated we will face challenges as ridership grows and wanted the Board to be aware of that. Right now, we are running over 95% on time performance, which is a real testament to the drivers. But as ridership grows, performance has been affected and we will do our best to supplement vehicles and increase as we can.

Chairman Whitehouse asked when best practice guides us to start talking about more drivers or buses? Mr. Braun stated that number is usually established by the Board but that other systems he has worked with set 95% as most acceptable and below 90% had liquidated damages assessed.

Chairman Whitehouse asked if there is a FLEX cancellation policy? Mr. Braun stated the cancellation policy is very similar to Mobility, in that three cancellations within a month is a suspension for three days.

Chairman Whitehouse stated this report shows FLEX utilization is higher than Mobility and FLEX is more affordable to operate. Mr. Braun stated FLEX is more affordable because it has a

lower driver rate of pay, and the cost per passenger is \$15 for FLEX where Mobility is about \$25.

Trustee McCue asked what our target utilization number for FLEX was when we launched the service? Mr. Braun stated that our target based on the experience of other systems was about 3.5 to 4.5, so we are right where we want to be.

Trustee Foster asked if FLEX is taking riders away from fixed route? Mr. Braun stated that anecdotally we can say that there are some people taking FLEX instead of the Lime, maybe even the Aqua, but that we are looking at that. He stated that within the zone it is more efficient to just take the rider where they want to go than to take them to the fixed route, explaining that we currently run back and forth from Walmart to Traditions apartment complex almost all day. Mr. Braun shared we have a team looking at the nuances of getting people where they want to go on a reliable schedule while making more vans available.

Chairman Whitehouse asked if Via sees other systems experiencing the same thing? Aubrey Staton, Marketing Manager, stated we had not asked that particular question yet but that every time we ask a similar question, we find out every system is different, and the answer is based on each system.

Chairman Whitehouse asked if the Lime or Aqua utilization rate had dropped dramatically since FLEX started? Mr. Braun stated that ridership continues to increase on both routes and that he would present a report next month.

d. Draft FY25 Budget – Informational

Chairman Whitehouse stated the budget presentation tonight is just informational and Trustees do not need to feel pressured to ask hard questions or to deep dive into it at this time. He explained that David would hold 1:1 meetings with each Trustee and then come back next month to have an in depth conversation with the Board.

Vice Chair Hile thanked Mr. Braun for meeting with the Budget Committee and explained they did a close read of the budget presentation and received details of the budget. She pointed out the FLEX information just presented features prominently in the look ahead and that we have some interesting challenges and opportunities ahead. She shared she is eager for the Board to learn more and make decisions.

Mr. Braun presented the detailed draft FY25 budget on screen, which is available as part of the February General Manager's Presentation available online.

The total draft FY25 budget proposed is \$20,168,107; a 6.9% increase over the FY24 budget of \$18,864,472.

Chairman Whitehouse asked where the Aqua, Blue, Orange, Purple, and Silver routes run? Mr. Braun stated the Yellow serves Heartland; Aqua serves S. Main Street; Blue goes up to College Hills to Downtown College; Orange serves State Farm; Purple runs along Hershey Road by Meijer to College Hills; Silver is the one that bisects the microtransit zone.

Trustee Foster asked what the time difference will be in the reduction of service? Mr. Braun stated it would go from 30-minutes to an hour for the Aqua, Blue, Orange, Purple, and Silver; Yellow would go to a 30-minute frequency. He reminded Trustees this is the frequency we are running right now.

Chairman Whitehouse asked for FY26 FLEX cost increase information so the Board can see what that looks like in future decisions? Mr. Braun said he would provide that next month.

Trustee Buchanan asked if the Customer Support Specialist is like the Travel Buddy other systems are using and how that has been going for those systems? Mr. Braun stated it is like that position and other systems are reporting tremendous success with the position in getting the word out about the service and how to use it.

City Manager Gleason wanted to ask a question but had audio trouble. Chairman Whitehouse asked him to type it in the chat box.

Vice Chair Hile cautioned that we should not presume there are no questions and stated we need to have a look at the whole budget one more time when we can talk about it.

Chairman Whitehouse stated that City Manager Gleason wanted to know when he could share something with his Council? Mr. Braun stated he submitted a preliminary budget to the City in November and that he would prefer to wait until the Board has made their recommendation, as in previous years, before presenting it to the Councils.

Chairman Whitehouse asked Mr. Braun if it was ok for Ms. Reese and Mr. Gleason to share it with their Councils in case they have concerns on something being discussed? Mr. Braun confirmed it was fine to share it and he is happy to take input from them, but that he feels since the Board is in charge of the budget it is appropriate for the Board to approve it before he presents it.

After this draft presentation he will hold 1:1 follow-up discussions with Trustees and modify the budget based on feedback received at those meetings. A final budget will be presented to the Board for approval at the March 26 meeting.

Chairman Whitehouse stated each Trustee must meet with Mr. Braun before next month's meeting to review the budget and ask the hard questions so each Trustee is informed of the budget and its contents.

Mr. Braun shared he is not happy putting forward a budget with a service reduction but that we have to find balance and be financially sustainable in the future.

H. CHAIRMAN'S REPORT:

Chairman Whitehouse shared that Congressman Sorensen visited Connect Transit last month, and that he is looking forward to breaking ground on the transit center. The Congressman also drove a bus around the yard and had a great time.

I. GENERAL MANAGER'S REPORT:

Mr. Braun shared his monthly General Manager 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

Employee Morale

- Soup or Chili Bowl Cook-Off

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.

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)

J. TRUSTEE COMMENTS:

None

K. EXECUTIVE SESSION:

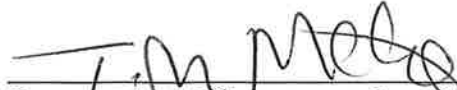
N/A

L. ADJOURNMENT:

Chairman Whitehouse called for a Motion to Adjourn.

Trustee Foster motioned; seconded by Secretary McCue.

Meeting adjourned by consensus at 6:15 p.m.


Trustee Tim McCue, Board Secretary


Janice Crago, Board Clerk

[SEAL]

