

Board of Trustees

Regular Session

May 28, 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 Annual Meeting Minutes for April 23, 2024
- Approval of Regular Session Minutes for April 23, 2024
- Approval of Executive Session Minutes for April 23, 2024
- Approval of Financial Information for April 2024
- Approval of Statistical Reports for April 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

Marketing & Communications

Committee:
Trustee Buchanan

New Business

- Recommendation to Approve Federal Lobbying Services Contract Extension – Roll Call Vote
- Recommendation to Approve FY25 Health Insurance Renewal – Roll Call Vote
- Recommendation to Approve 2024 Title VI Update – Roll Call Vote
- Recommendation to Approve Title Change – Roll Call Vote

Chairman's Report

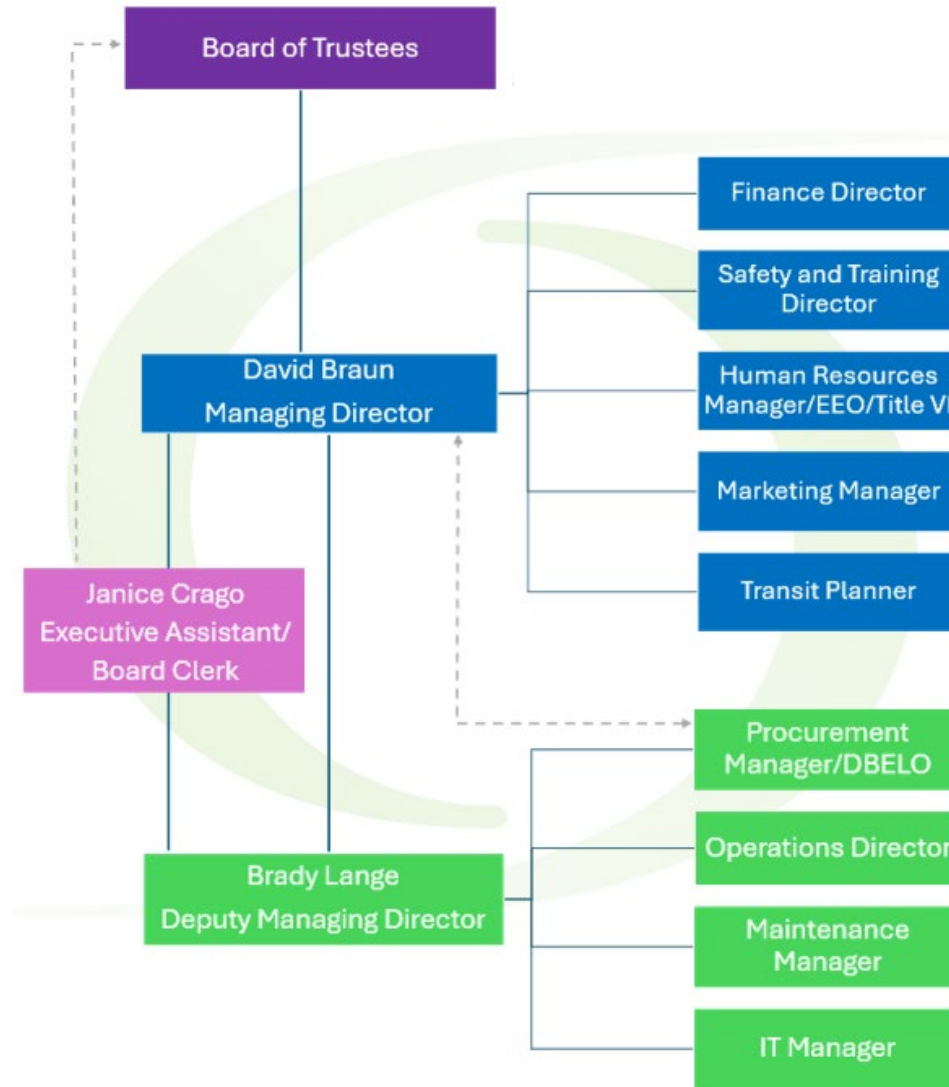
General Manager's Report

Congratulations!

- Congratulations to Brady Lange for his promotion to Assistant General Manager!



General Manager's Report



General Manager's Report

Strategic Plan Scorecard

<i>Activities</i>	<i>Timeline</i>	<i>Status</i>	<i>Notes</i>
Goal 1: Gain Public and Political Support.			
Objective 1: Create and Define a Community Wide Communications Plan.			
Develop a messaging plan with themes that can be used to encourage support of transit among multiple groups of constituents.	January 2024 – March 2024	Complete	Presented to and approved by Board, February 2024
Develop a marketing plan with campaign target, campaign purpose, communications strategies (media, events, etc.) to be used, and campaign timeline.	March 2024 – June 2024	In process	Plan to kick off in June 2024
Implement marketing plan.	July 2024 – June 2026	Pending	
Objective 2: Expand the Board’s Role to Advocate on Behalf of Connect Transit.			
Establish committee structure.	January 2024 – March 2024	Complete	Presented to and approved by Board, February 2024
Codify strategic goals.	Mar-24	Complete	Presented to and approved by Board, March 2024
Develop Board Handbook to provide a central location for Board information.	Jul-24	In process	Draft to Board in June,
Communicate “talking points” to the Board concerning Connect Transit services and issues facing Connect.	Monthly and as needed.	In process	
Develop “speakers bureau” to speak to groups (philanthropic, neighborhood, business, non-profit) in our service area and to communicate a consistent message.	July 2024 – June 2027	Pending	
Objective 3: Develop and Expand Community Partnerships.			
Identify opportunities or partnerships that benefit Connect Transit, partners, and our community.	May 2024 – June 2025	In process	
Conduct “summit” meetings to gather partners with similar interests together (business, education, non-profits, medical community, ADA community, transportation providers, arts community, etc.) to identify opportunities and methods to meet need, if any. Develop on-going relationship with community partners.	May 2024 – June 2025 and on-going as needed.	In process	Convened meeting with Normal Township, Agency on Aging, VA and others to discuss need for adult day programing with potential of using downtown lease space.
Objective 4: Expand Opportunities for the Community to Engage.			
Continue attempts to develop “Ambassadors” and ad-hoc focus groups to provide insight into issues faced by the transit system (route changes, fares, campaigns, transit centers).	July 2024 – December 2024	Pending	
Conduct transit center outreach.	July 2024 – December 2026	Pending	

<i>Activities</i>	<i>Timeline</i>	<i>Status</i>	<i>Notes</i>
Goal 2: Ensure Long-Term Financial Sustainability.			
Objective 1: Continue to Secure Federal, State, and Local Dollars.			
Participate in structured legislative groups and trips to Washington, DC, and Springfield.	When legislatures are in session 2024 – 2027	In process	Attended IPTA "Transit Day" at the State Legislature, APTA Legislative Conference and EDC One Voice trip in 2024
Provide elected officials with opportunities for tours, speaking engagements, ribbon cuttings, ground breakings, etc.	2024 – 2027	In process	Congressman Sorenson visit in January 2024; Senator Durbin quote in press release 5/2024
Aggressively pursue funding opportunities from federal, state, and local funding agencies, as well as non-traditional sources.	2024 – 2027	In process	Pending RAISE Grant, Bus and Bus Facilities Grant and Earmark requests for 2024
Use federal and state funds to provide a broader benefit to more constituents.	As grants are prepared and awarded: 2024 – 2027.	In process	Actively pursuing project with Heartland CC and IDOT to extend storage and training center grants.
Objective 2: Diversify Revenue Streams.			
Identify non-traditional methods to increase local operating revenues without adding burden to the City and Town.	FY25 – FY27	In process	Developing solar microgrid plans, and other non-governmental sources of funding
Objective 3: Continuously Evaluate Cost Management Strategies.			
Identify methods to reduce operating costs without having an impact on our ability to serve the needs of passengers and the community.	FY25 – FY27	In process	Developing solar microgrid plans
Objective 4: Regularly Evaluate Fare Structure for Long-Term Sustainability.			
Evaluate subsidy per passenger against other revenue streams.	Annually at the beginning of each fiscal year	Pending	
Consider the effect of fare and fare collection changes on ridership and revenue.	Annually at the beginning of each fiscal year	Pending	

<i>Activities</i>	<i>Timeline</i>	<i>Status</i>	<i>Notes</i>
Goal 3: Leverage Projects and Initiatives for a Positive Customer Experience.			
Objective 1: Complete a State-of-the-Art Downtown Bloomington Transit Center With Modern Facilities			
Select A&E with transit experience that understands the needs of transit operations and has experience with transit facilities in an urban environment.	May-24	Past	A&E contract negotiations pending City of Bloomington plans. Expected recommendation in June 2024
Establish a Downtown Transit Center Steering Committee with whom to share thoughts and ideas for feedback relating to business, social service, customer amenities, and vehicle movements.	July 2024 – June 2026	Pending	To kick off in conjunction with A&E project kick-off
Objective 2: Optimize the User Experience.			
Investigate and pursue ways to make riding easier, more convenient, and more understandable.	FY25 – FY27	In process	RFP for fare collection system prepared and distributed.
<i>Activities</i>	<i>Timeline</i>	<i>Status</i>	<i>Notes</i>
Goal 4: Operate Efficiently Without Sacrificing Service Quality.			
Objective 1: Maintain a Positive Culture of Safety.			
Develop and implement initiatives that maintain safety at the “top of mind”.	FY24 – FY27	In process	
Objective 2: Regularly Evaluate and Utilize Technology and Data Driven Solutions for Long-Term Optimization.			
Create a technology policy and plan that documents the age of hardware and software, defines a process of documenting and resolving technology issues, and evaluating the effectiveness of the technology based on frequency of failure/downtime, vendor support, and impact on passengers and employees.	FY25 – FY27	Pending	
Objective 3: Position Connect Transit to Provide Solutions for Changing Service Demands.			
Continually analyze service performance, City and Town growth plans, large employer locations and work shifts, and changing demographics to identify appropriate methods to meet various needs, as necessary and practical.	FY24 – FY27	In Process	Communications with Rivian employees concerning service and shift times.

General Manager's Report

Board Handbook Introduction



Connect Transit Board of Trustees 2024 Handbook

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General Manager's Report

Community

- **Outreach:**

- Town of Normal Vision 2050/Sustainability Plan
- Education Day at the Corn Crib
- Best Buddies Friendship Walk
- Luther Oaks Presentation re: Connect FLEX
- Rivian Tabling
- Participation in the Salvation Army/Good Cities Plan
- Twin Cities Showcase tabling
- BACC Partner Breakfast
- Low Vision Fair at Westminster Village

- **Employee Morale:**

- May employee birthdays & work anniversary celebrations



General Manager's Report

Professional Development

- Economic Development Council
One Voice Trip
 - Ryan Whitehouse, Board Chair
 - David Braun, General Manager
 - Brady Lange, Procurement Director
- Washington, DC
April 30 – May 2, 2024



One Voice 2024

General Manager's Report

Professional Development



- Meetings with Congressional Delegation to discuss projects:
 - Heartland Community College/Connect Transit Partnership for Heavy-Duty Electric Vehicle Maintenance Facility
 - City of Bloomington's East Street Basin Sewer Project
 - Central Illinois Regional Airport's Airport Road Extension
 - Town of Normal's Complete Street Improvement: Grandview to Towanda

General Manager's Report

Professional Development



- Department of Labor – Workforce development discussion
- Department of Transportation – Transit and Road Projects
- Frederick County EDC – Economic Development activities in another area
- Accelerator for America – Issue advocacy and including transit in community development
- American Enterprise Institute – Changing trends in workforce and what makes cities attractive.
- US Chamber – Trends in commerce and regulatory environment.

General Manager's Report

Professional Development

- APTA Mobility Conference
 - Charlie Busse, Maintenance Manager
 - Jared Simons, Operations Supervisor
 - Jeff Mancil, Operations Supervisor

Portland, OR

April 28 – May 1, 2024



General Manager's Report

Professional Development



- Sessions Attended
 - Bus Roadeo Competition – 1st Roadeo in at seven years
 - Maintenance Manager's Workshop
 - The New Mobility: A Discussion of Current Mobility and Community Trends
 - How TriMet Tackled Safety & Security in the Face of So Many Issues
 - The Future of Cities Relies on Strength of Public Transportation
 - Comingling Paratransit with On-Demand Service: An Overview of Experience to Date
 - Working with Organized Labor: Building Trust, Developing Relationships, Reaching Agreement
 - New Opportunities Through Medicaid and Human Services Transportation

General Manager's Report

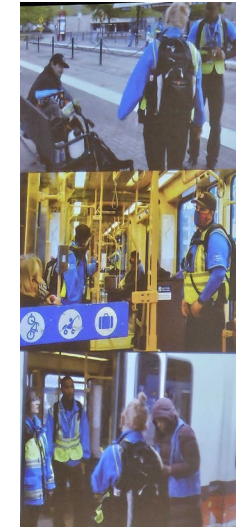


Operations Take-Aways

Professional Development

Safety

- Ensuring Safety in Public Transit
- Challenges:
 - Officer shortages
 - Legal issues with drug possession
 - Safety concerns for staff and community
- Strategies:
 - Increased Staff at Transfer Centers: Enhanced safety and security with more personnel
 - Unarmed Personnel Approach: Focus on de-escalation through conversation, building trust and reducing conflict
 - Deterrence: Presence of staff deters problematic passengers, promoting a safer environment for all
- Impact:
 - Community Safety: Increased feeling of safety among staff and community
 - Effective Management: Improved handling of incidents through conversation and presence
 - Positive Perception: Enhanced security and community trust



Safety Response Team

Provide a presence on the system while assisting riders, TriMet employees and the public

- Discourage inappropriate behavior
- Assist riders, employees and others in need on or near our transit system
- Conduct social service outreach and provide referrals to health care, housing, mental health and addiction services
- Perform first aid

General Manager's Report

Professional Development



Operations Take-Aways

Statewide Solutions

New Opportunities Through Medicaid and Human Service Transportation

- Challenges:
 - Issues with mobility services affecting customers statewide
- Solution:
 - Pennsylvania DOT used Ecolane as a statewide service
 - Digital application for service with rapid approval (often same day)
- Benefits:
 - Universal access for all bus agencies to Ecolane
 - Smooth and extended travel for passengers
 - Improved access for remote areas
- Outcome:
 - State and broker agency funding facilitated success
 - Significant win for all parties involved



General Manager's Report

Professional Development



Maintenance Take-Aways

- State of bus manufacturing in the US.
- Met with charging vendors to consider for future charging projects.
- Learned about fire prevention and mitigation best practices. Very valuable information to be aware of for future facilities planning.
- Attended battery electric bus training programs; BEB HVAC diagnosis and repair, BEB drivetrain maintenance.
- Continued networking and building a contact list to learn from other agencies and improve our maintenance program, while also sharing the innovative processes that we have implemented.
- Joined a zero-emission bus technical maintenance committee. The goal is to look at all manufacturers preventative maintenance schedules and try to write a more standardized schedule that more closely aligns with current FTA requirements and current transit bus maintenance programs. Once an acceptable solution is developed, the committee will engage bus manufacturers for their feedback to help standardize the industry.

General Manager's Report

Professional Development

- Transportation Safety Institute courses: Project Management for Transportation Professionals and Intro to Transit Service Planning
 - Carrie Bailey, Operations Analyst
 - Skills learned include:
 - Risk management
 - Budgeting and scheduling
 - Route design and performance analysis fundamentals
- This knowledge will enable her to manage complex projects, such as service redesign and implementation, more effectively, and improve service efficiency and service quality.

General Manager's Report

Recruiting

- Positions Open
 - Maintenance Supervisor (1)
 - Marketing & Social Media Coordinator (1)
 - Marketing Intern (1)
 - Mechanic (1)
 - Operations Supervisor (1)
 - Procurement Manager (1)
 - Scheduler (2)
 - Service Technician (1)
 - Travel Support Specialist (1)



General Manager's Report

Recruiting

- Positions Filled
 - Bus Operator (6)
 - Dispatcher (1)
 - Microtransit Operator (1)



General Manager's Report

Reminders

- Updated/New Board Photos
 - Please set up an appointment with Board Clerk
- Connect Transit apparel allocation

Agenda

- Trustee Comments
- Executive Session – a. ILCS 120/2(c)(5) – Property Acquisition

The Board of Trustees Have Moved Into Executive Session

Agenda

- Adjournment
 - Roll Call Vote
- Next Meeting: June 25, 2024