



ADDENDUM

Meeting of the Connect Transit Board of Trustees

December 5, 2019

4:30 P.M.

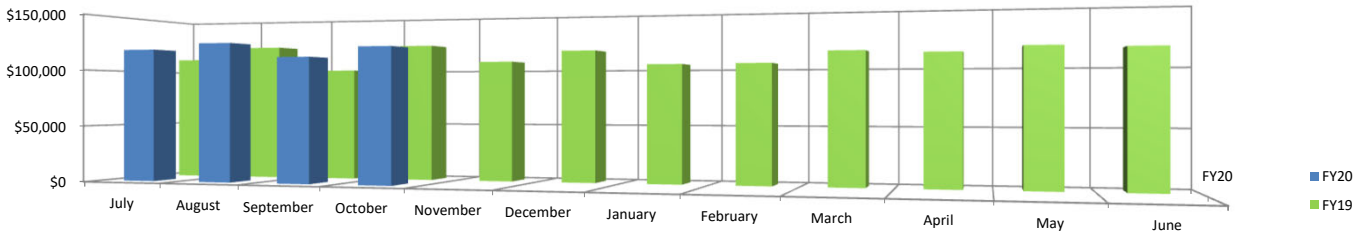
Connect Transit Board Room
351 Wylie Drive, Normal, Illinois 61761

D. Consent Agenda

3. Monthly Statistical Report for October 2019

Financial Reports

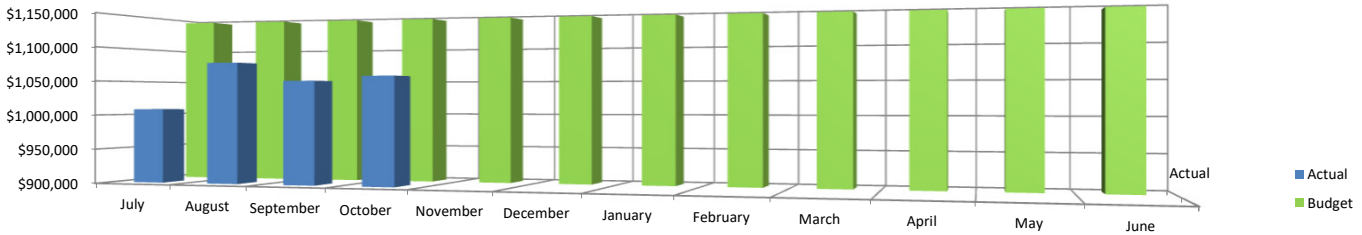
Transit Fare



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$118,530	\$123,667	\$110,792	\$119,271								
FY19	\$111,416	\$122,580	\$100,493	\$122,655	\$107,501	\$116,816	\$104,334	\$104,767	\$114,752	\$112,897	\$117,447	\$116,011

Notes: Other Contract Fares revenue increased \$6,953 in October 2019 from October 2018 due to Heartland Community College and Medicaid billing. Total Cash Fares decreased \$9,259 in October 2019 from October 2018. Total Pass Fares decreased \$1,908 in October 2019 from October 2018.

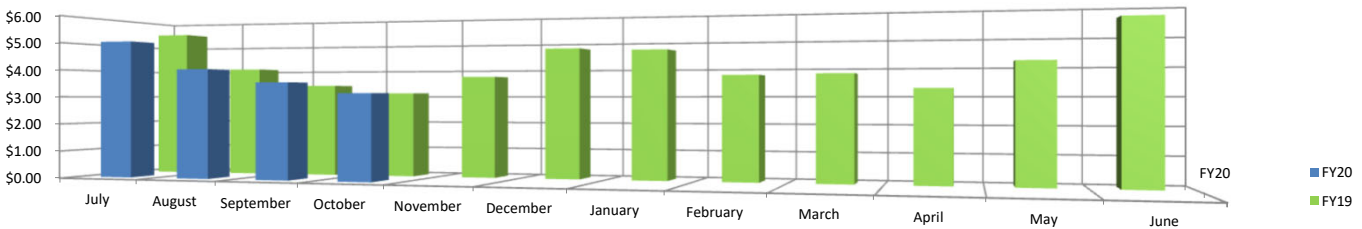
Operating Expenses



	July	August	September	October	November	December	January	February	March	April	May	June
Actual	\$1,008,020	\$1,076,151	\$1,049,555	\$1,056,263								
Budget	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084

Notes:

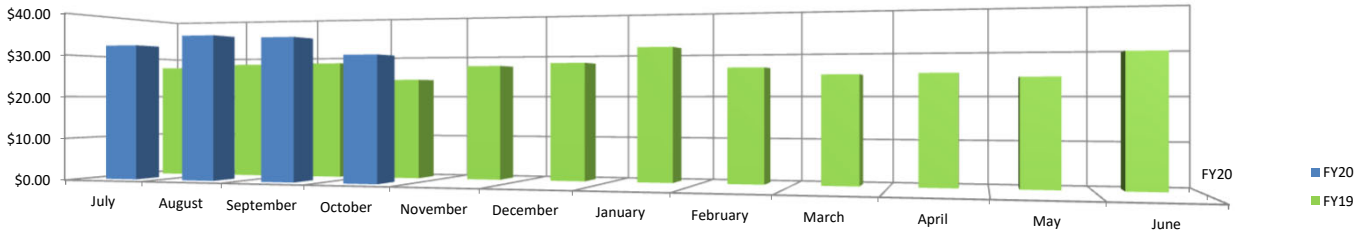
Fixed Route Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$5.06	\$4.01	\$3.52	\$3.13								
FY19	\$5.46	\$4.07	\$3.42	\$3.13	\$3.74	\$4.76	\$4.69	\$3.77	\$3.81	\$3.30	\$4.21	\$5.62

Notes: Expenses increased \$2,516 in October 2019 from October 2018. Trips increased 664 in October 2019 from October 2018.

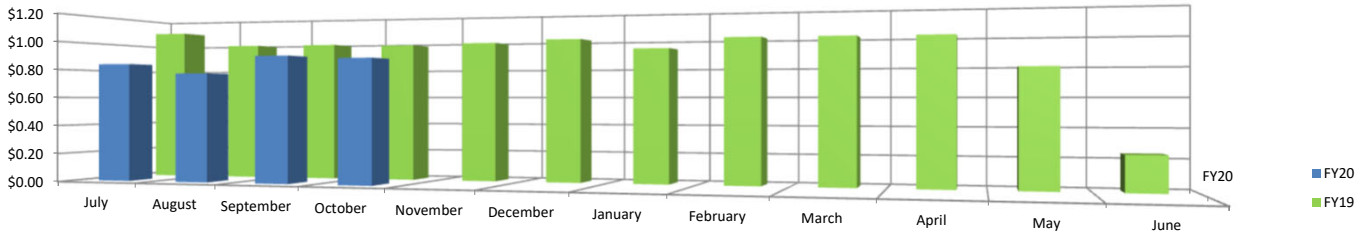
Connect Mobility Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$32.40	\$34.54	\$33.89	\$29.62								
FY19	\$27.37	\$28.11	\$28.31	\$24.12	\$27.38	\$27.98	\$31.52	\$26.64	\$24.98	\$25.21	\$24.29	\$29.64

Notes: Expenses increased \$32,149 in October 2019 from October 2018. Trips decreased by 499 in October 2019 from October 2018.

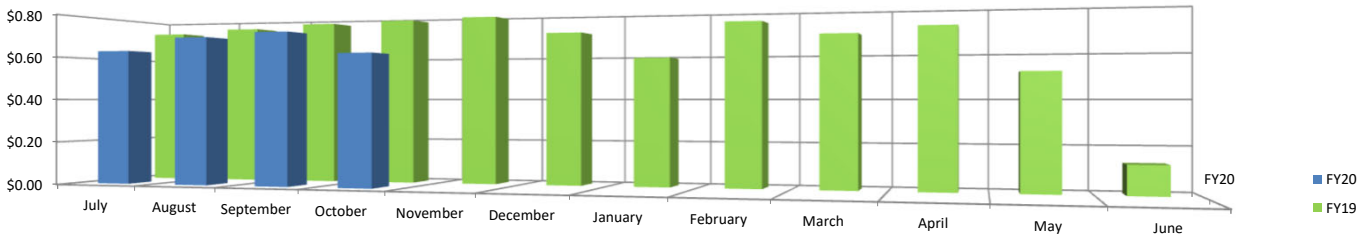
Fixed Route Cost Per Maintenance Mile (Excluding Fuel) Unaudited



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$0.84	\$0.77	\$0.89	\$0.87								
FY19	\$1.09	\$0.99	\$0.99	\$0.98	\$0.99	\$1.01	\$0.94	\$1.01	\$1.01	\$1.01	\$0.80	\$0.24

Notes: Fixed Route maintenance expense decreased \$8,279 in October 2019 from October 2018. Fixed Route miles increased 6,562 in October 2019 from October 2018.

Connect Mobility Cost Per Maintenance Mile (Excluding Fuel) Unaudited

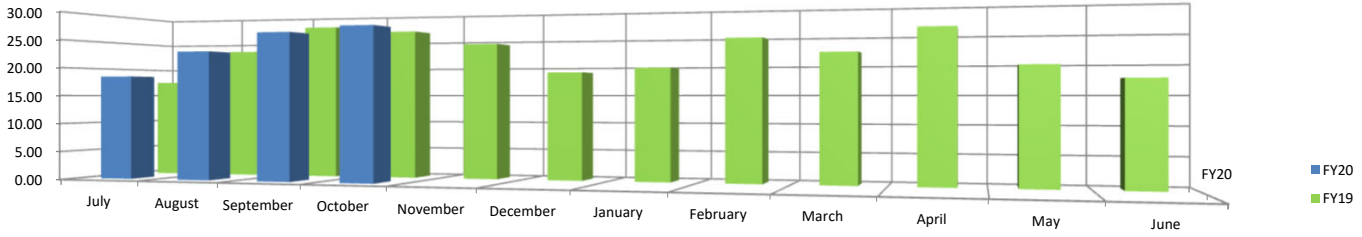


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$0.63	\$0.69	\$0.71	\$0.61								
FY19	\$0.73	\$0.75	\$0.77	\$0.78	\$0.79	\$0.71	\$0.59	\$0.75	\$0.69	\$0.72	\$0.52	\$0.13

Notes: Connect Mobility maintenance expense decreased \$5,052 in October 2019 from October 2018. Mobility miles increased 3,029 in October 2019 from October 2018.

Operations Reports

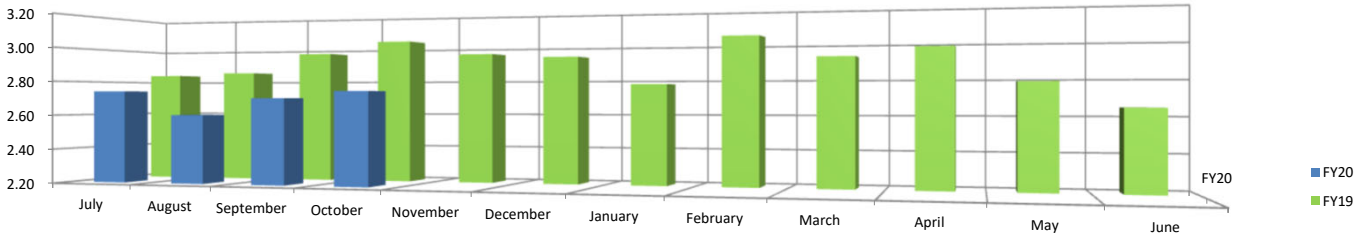
Fixed Route Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	18.44	22.81	26.04	27.00								
FY19	17.44	23.27	27.68	26.69	24.25	19.08	19.83	24.83	22.30	26.31	20.01	17.80

Notes: Fixed route boardings per revenue hour decreased .5% or .14 boardings PRH in October 2019 over October 2018. This is the average boardings per revenue hour for all fixed route service in October.

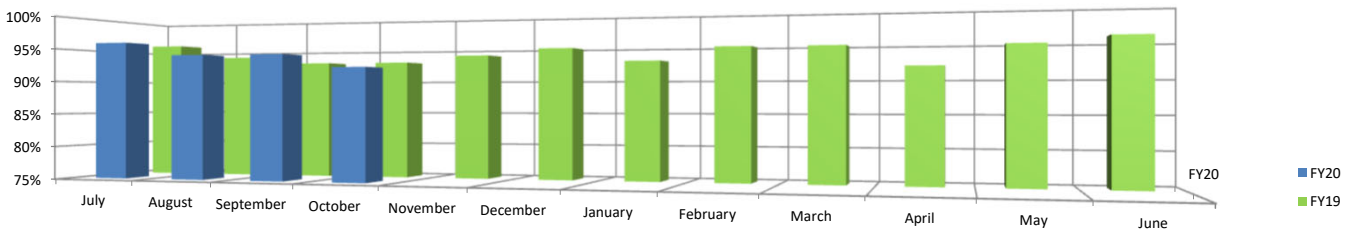
Connect Mobility Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2.74	2.60	2.70	2.74								
FY19	2.84	2.85	2.97	3.04	2.96	2.94	2.78	3.05	2.93	2.98	2.79	2.65

Notes: Mobility boardings per revenue hour in October 2019 decreased 9.9%, mileage increased 1.1%, and passenger trips decreased by 499 trips or 5.8%.

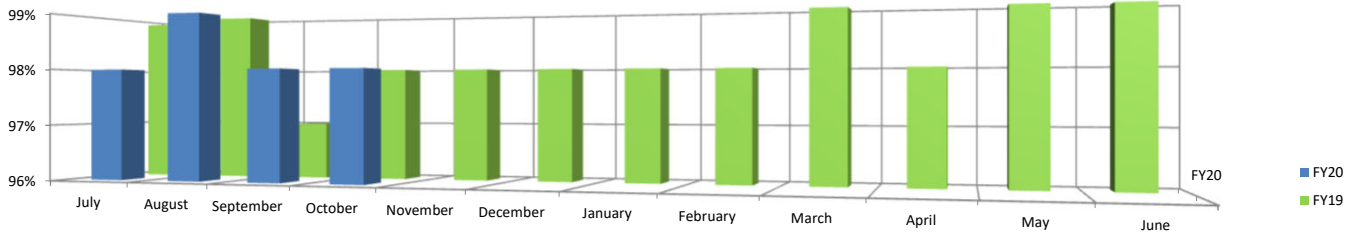
Fixed Route On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	96%	94%	94%	92%								
FY19	96%	94%	93%	93%	94%	95%	93%	95%	95%	92%	95%	96%

Notes:

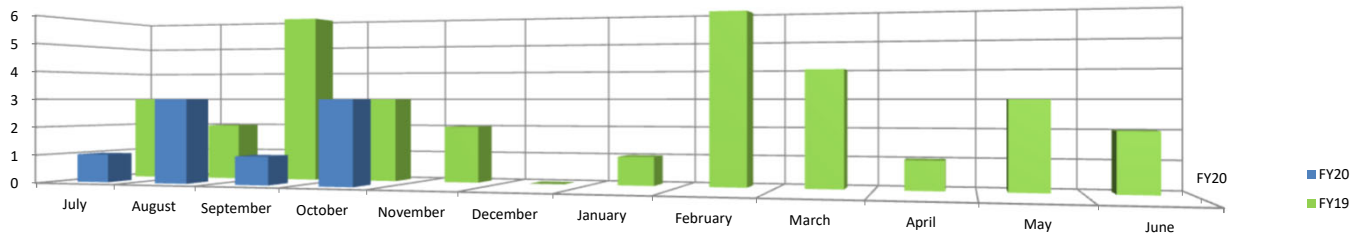
Connect Mobility On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	98%	99%	98%	98%			98%	98%	99%	98%	99%	99%
FY19	99%	99%	97%	98%	98%	98%	98%	98%	99%	98%	99%	99%

Notes:

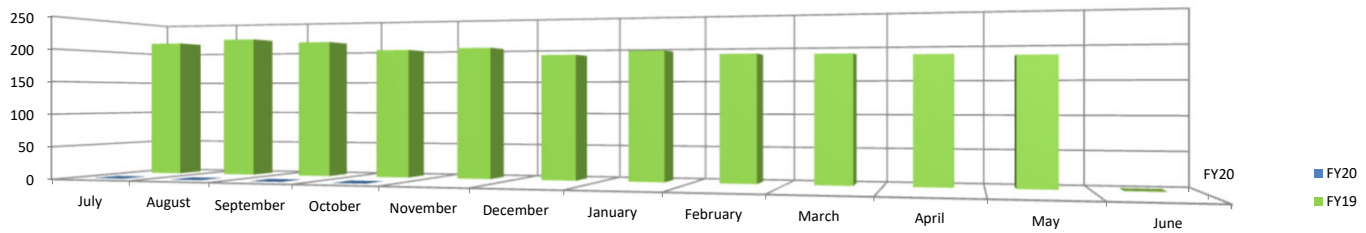
Validated Complaints Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	1	3	1	3			1	6	4	1	3	2
FY19	3	2	6	3	2	0	1	6	4	1	3	2

Notes:

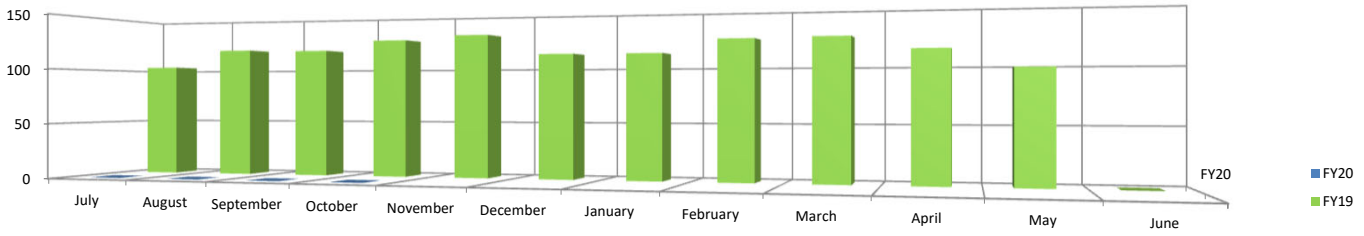
Fixed Route Average Daily Phone Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	0	0	0	0								
FY19	215	220	214	200	202	190	195	189	188	186	184	0

Notes:

Connect Mobility Average Daily Phone Calls

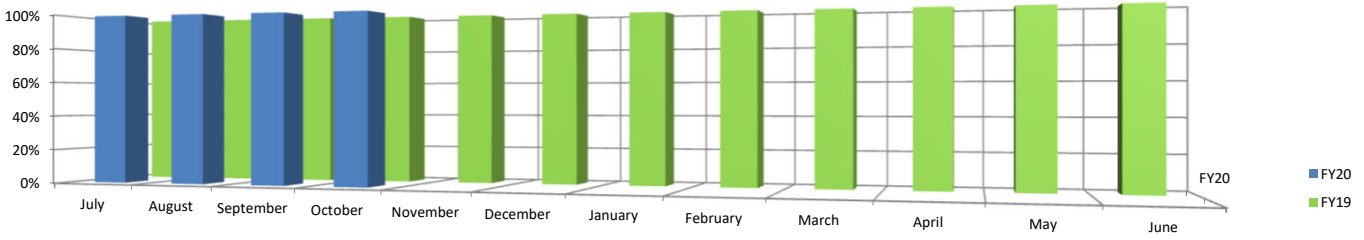


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	0	0	0	0								
FY19	103	119	118	127	131	113	113	125	126	115	99	0

Notes:

Maintenance Reports

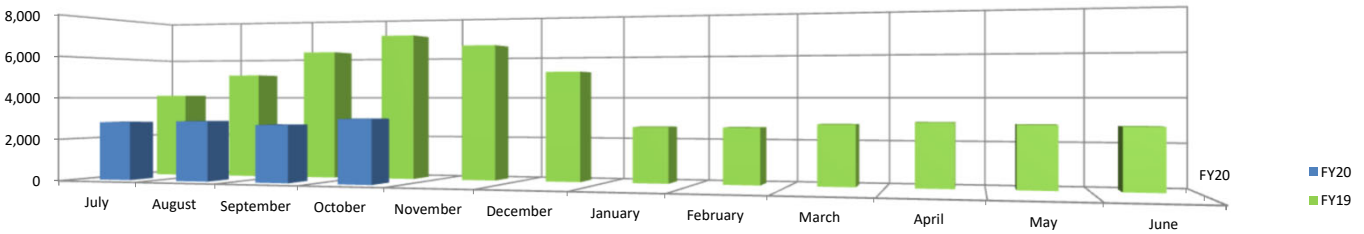
Percent Preventative Maintenance Performed On Time



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	100%	100%	100%	100%								
FY19	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes:

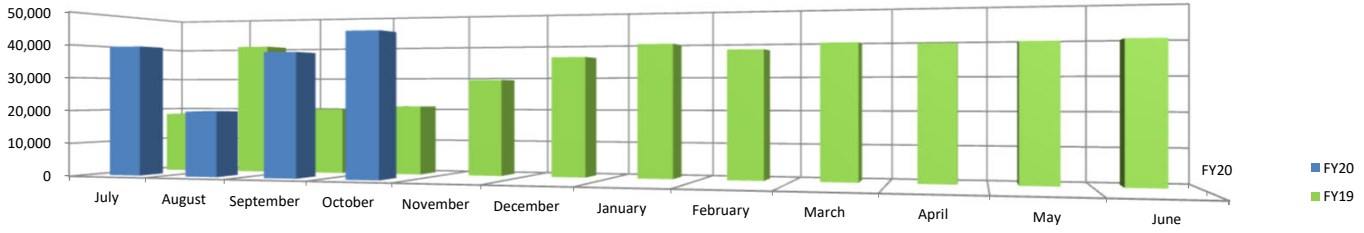
Fixed Route Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2,802	2,862	2,715	3,016								
FY19	4,098	5,139	6,281	7,067	6,541	5,238	2,623	2,625	2,796	2,905	2,827	2,772

Notes:

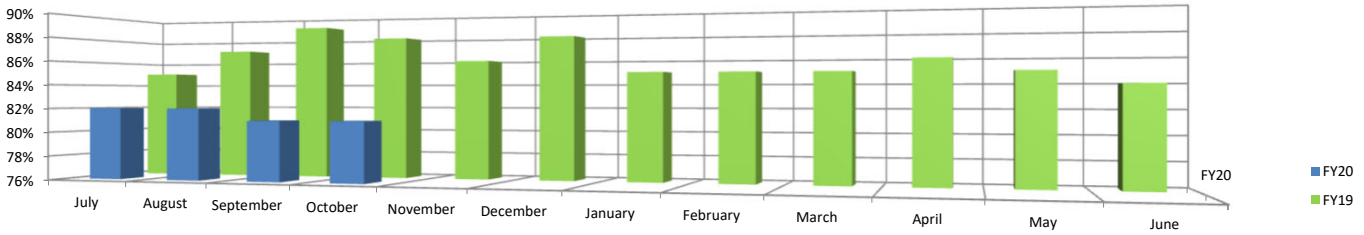
Connect Mobility Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	39,585	19,673	37,424	43,445								
FY19	18,403	40,270	20,135	21,038	29,299	36,081	39,760	37,900	39,591	39,116	39,412	39,879

Notes:

Average Interior Cleanliness Inspection Score

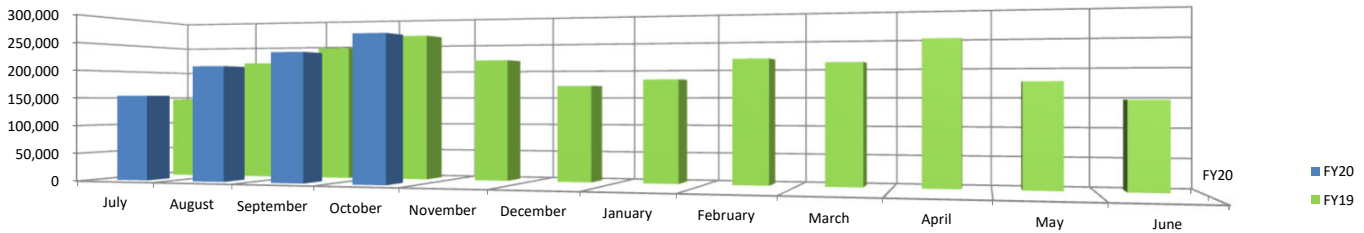


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	82%	82%	81%	81%								
FY19	85%	87%	89%	88%	86%	88%	85%	85%	85%	86%	85%	84%

Notes:

Ridership Reports

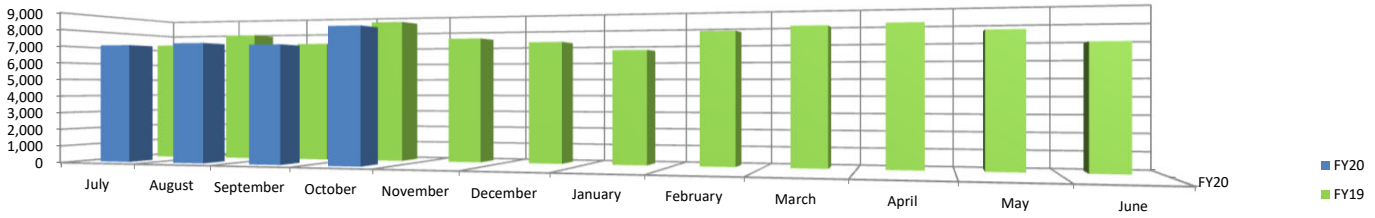
Fixed Route Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	153,754	206,663	230,572	261,519								
FY19	147,044	216,235	243,494	264,670	218,148	171,450	182,241	217,324	210,221	248,258	176,834	147,035

Notes: Fixed route trips decreased 1.2% or 3,151 trips in October 2019. Connect YTD ridership has decreased 2.2%. National peer agency ridership decreased 4.93% and regional transit agency ridership has decreased 1.93% (July-September).

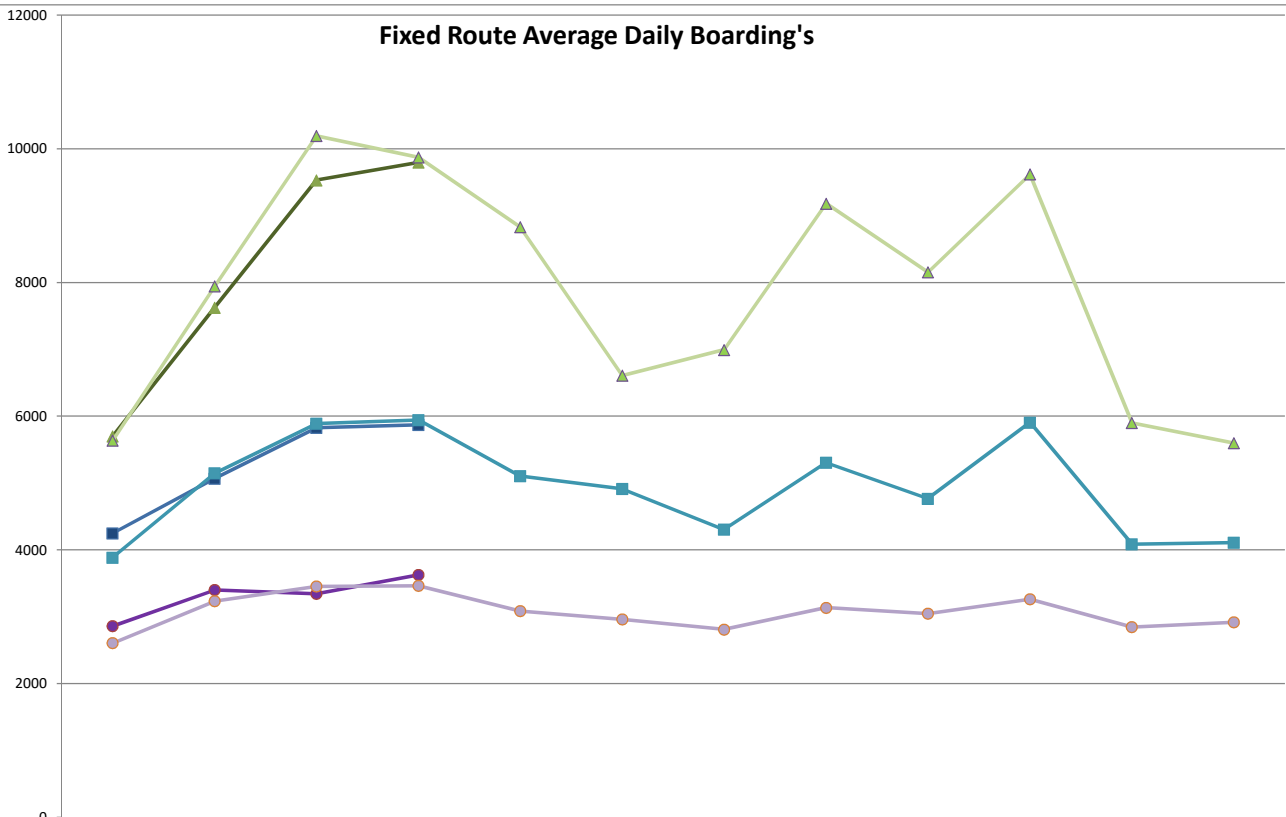
Connect Mobility Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	7,078	7,154	7,022	8,041								
FY19	7,253	7,842	7,253	8,540	7,465	7,203	6,688	7,733	7,958	8,054	7,609	6,917

Notes: Connect Mobility trips decreased 5.8% in October and 5.2% YTD.

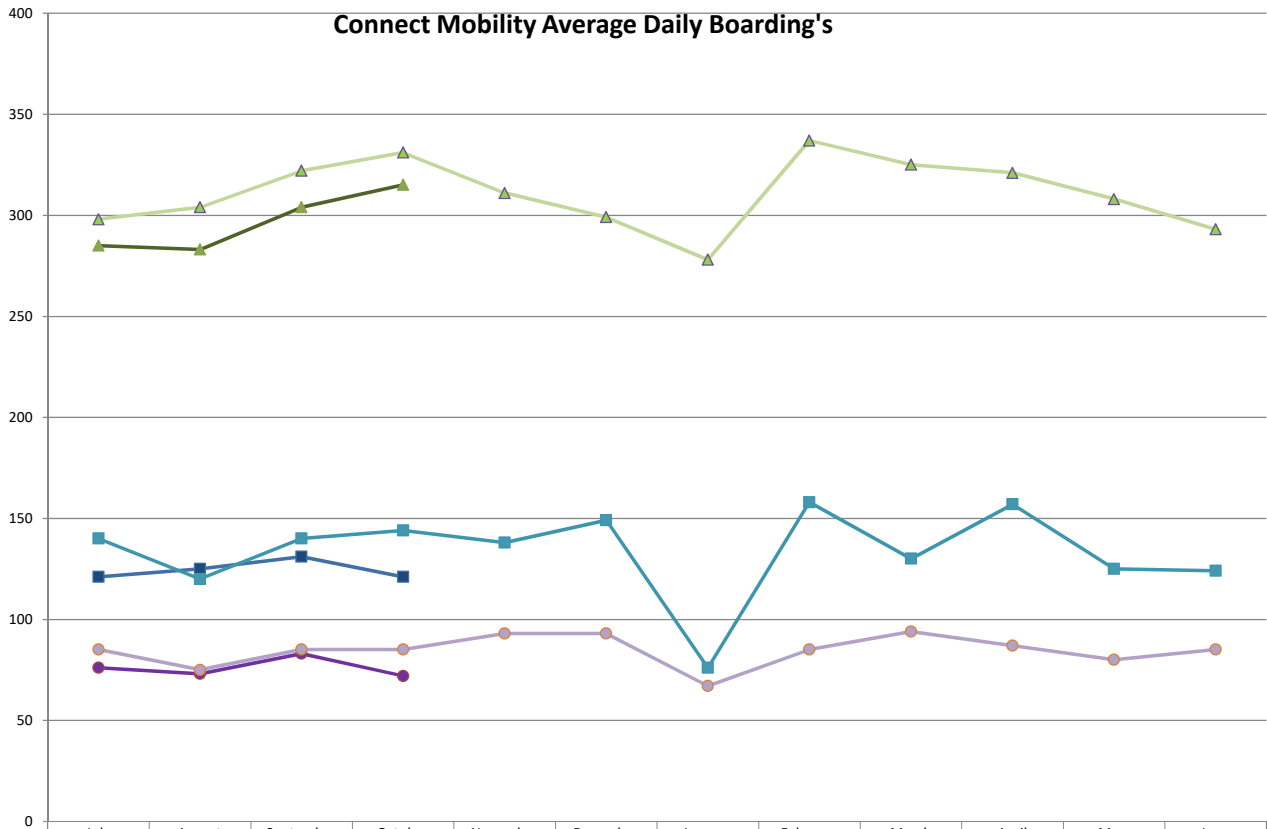
Fixed Route Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY20	2858	3399	3340	3622								
Sunday FY19	2603	3231	3452	3463	3084	2958	2807	3132	3044	3261	2843	2916
Saturday FY20	4247	5067	5825	5870								
Saturday FY19	3885	5147	5889	5943	5102	4912	4304	5303	4765	5905	4084	4107
Weekday FY20	5697	7624	9529	9793								
Weekday FY19	5635	7943	10191	9872	8829	6605	6991	9179	8151	9618	5896	5596

Notes: Average weekday boardings in October 2019 decreased .008%. Sunday average boardings increased 4.5% in October.

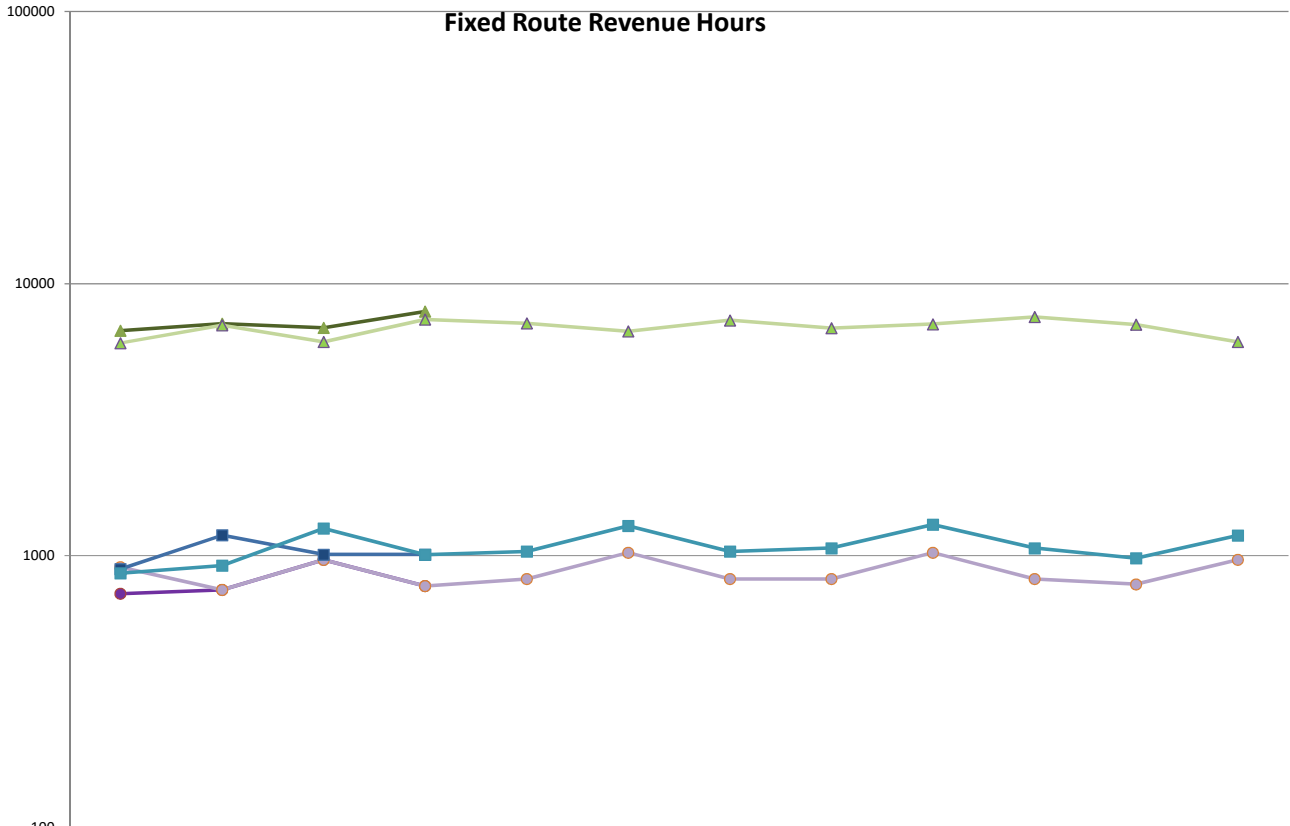
Connect Mobility Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY20	76	73	83	72								
Sunday FY19	85	75	85	85	93	93	67	85	94	87	80	85
Saturday FY20	121	125	131	121								
Saturday FY19	140	120	140	144	138	149	76	158	130	157	125	124
Weekday FY20	285	283	304	315								
Weekday FY19	298	304	322	331	311	299	278	337	325	321	308	293

Notes: Average Connect Mobility weekday boarding in October decreased 4.8%.

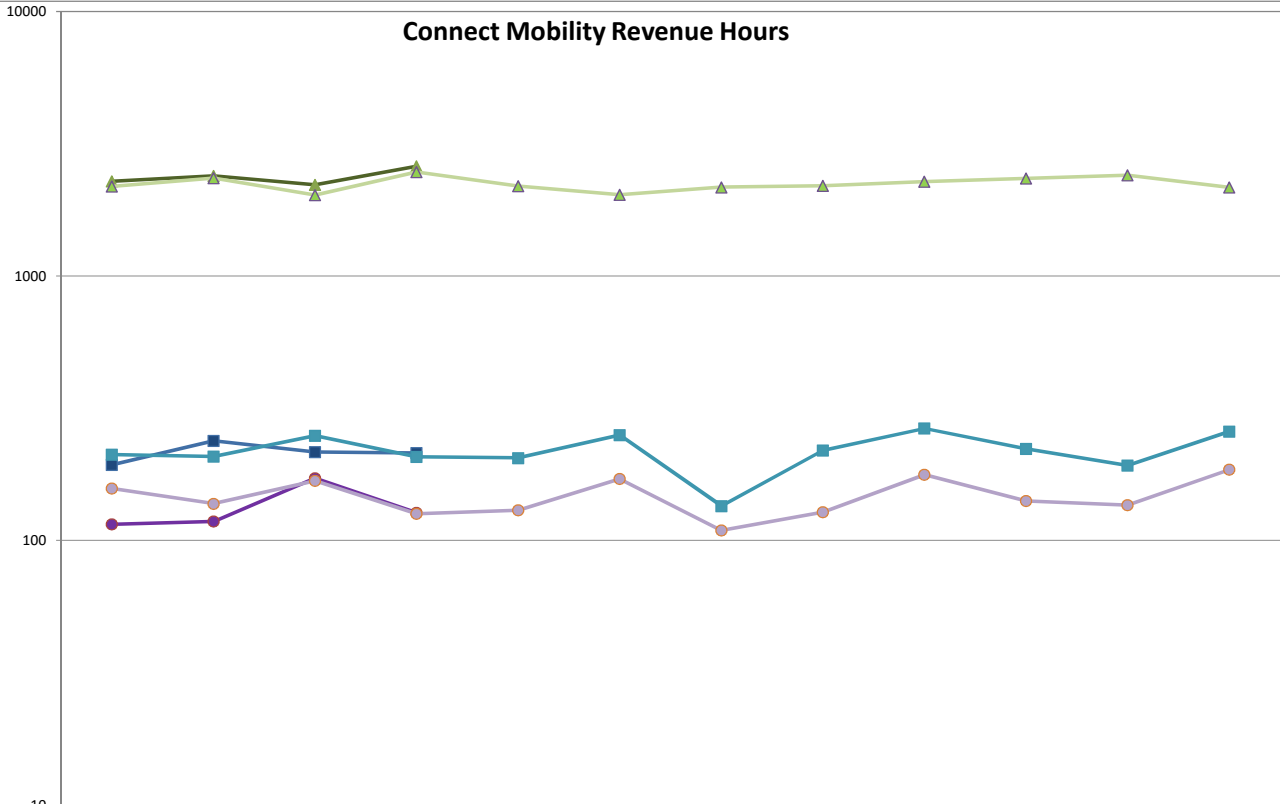
Fixed Route Revenue Hours



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY20	726	750	967	774								
● Sunday FY19	907	750	967	774	822	1027	822	822	1027	822	786	967
■ Saturday FY20	894	1190	1011	1011								
■ Saturday FY19	864	920	1261	1009	1036	1288	1036	1067	1303	1067	979	1187
▲ Weekday FY20	6717	7121	6876	7902								
▲ Weekday FY19	6050	7034	6108	7380	7139	6673	7332	6866	7098	7546	7074	6107

Notes:

Connect Mobility Revenue Hours

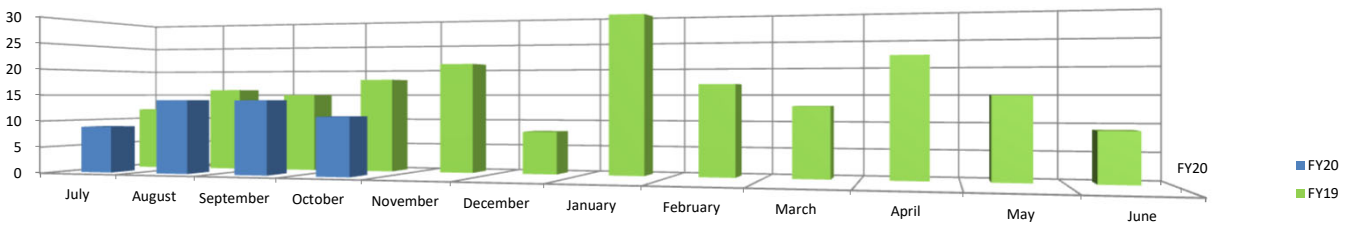


	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY20	115	118	172	127								
Sunday FY19	157	138	168	126	130	171	109	128	177	141	136	185
Saturday FY20	193	238	216	214								
Saturday FY19	211	208	249	207	205	250	135	219	265	222	192	258
Weekday FY20	2278	2391	2213	2599								
Weekday FY19	2181	2346	2024	2473	2184	2029	2165	2191	2271	2340	2402	2162

Notes:

Safety Reports

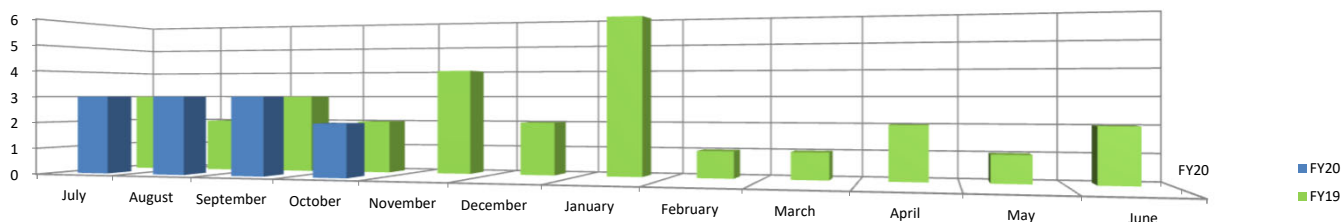
Safety Related Incidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	9	14	14	11								
FY19	12	16	15	18	21	8	30	17	13	22	15	9

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

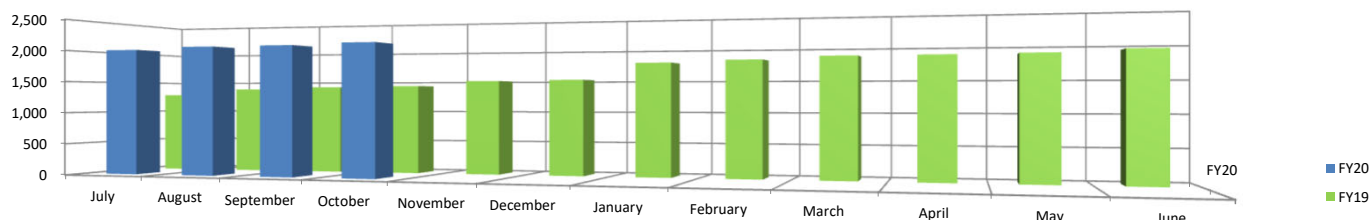


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	3	3	3	2								
FY19	3	2	3	2	4	2	6	1	1	2	1	2

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

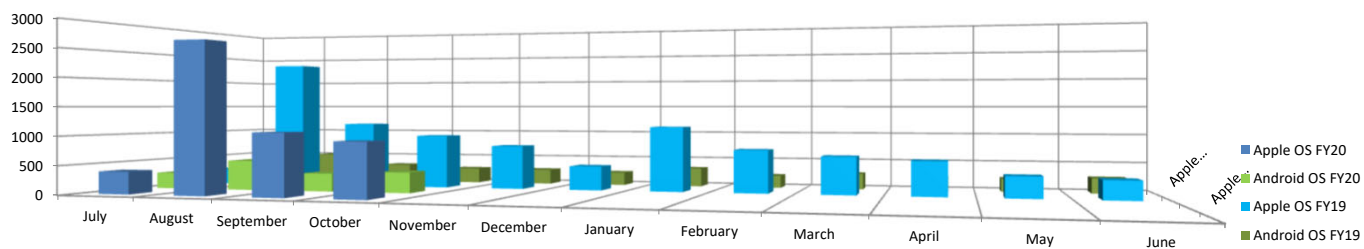
Facebook



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2,015	2,054	2,060	2,089								
FY19	1,282	1,382	1,416	1,431	1,509	1,524	1,785	1,821	1,869	1,873	1,886	1,933

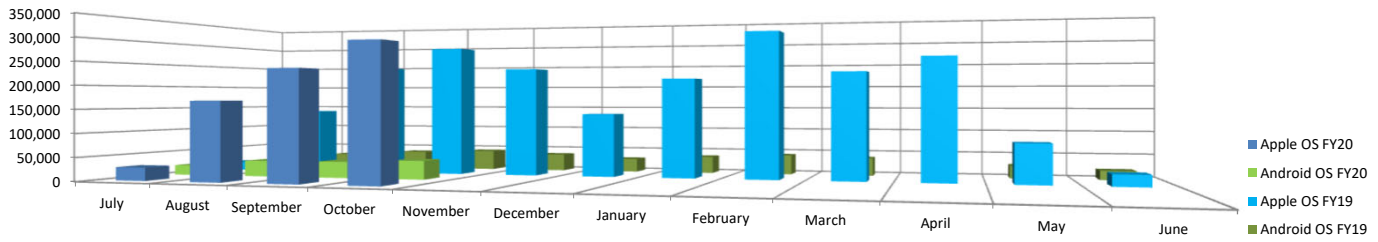
Notes:

App Downloads



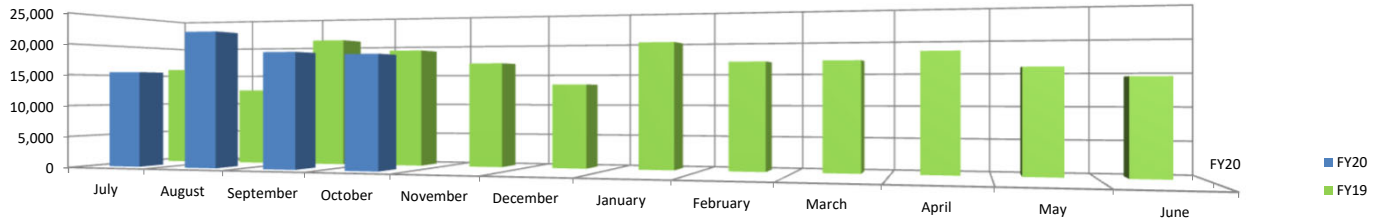
	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY20	387	2,624	1,074	938								
Android OS FY20	282	522	316	358								
Apple OS FY19	267	2,281	1,167	954	776	425	1,137	747	650	595	365	326
Android OS FY19	222	517	325	271	265	233	332	220	276	237	229	262

App Sessions



	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY20	27,919	167,758	234,074	288,658								
Android OS FY20	21,407	33,940	34,860	39,743								
Apple OS FY19	18,444	141,402	242,104	285,400	237,834	137,368	215,292	315,378	228,913	259,562	83,283	24,503
Android OS FY19	18,293	31,203	38,928	43,518	37,134	29,309	36,785	42,730	38,655	39,564	26,926	19,577

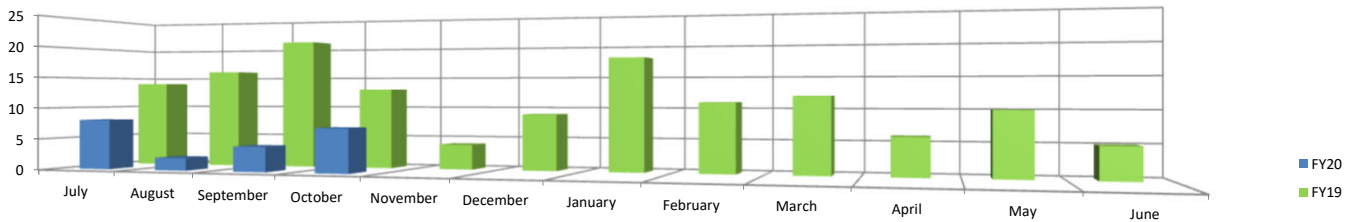
Website Traffic



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	15,429	21,879	18,495	18,081								
FY19	16,048	12,457	20,916	19,059	16,859	13,387	19,993	16,867	16,962	18,275	15,879	14,462

Notes:

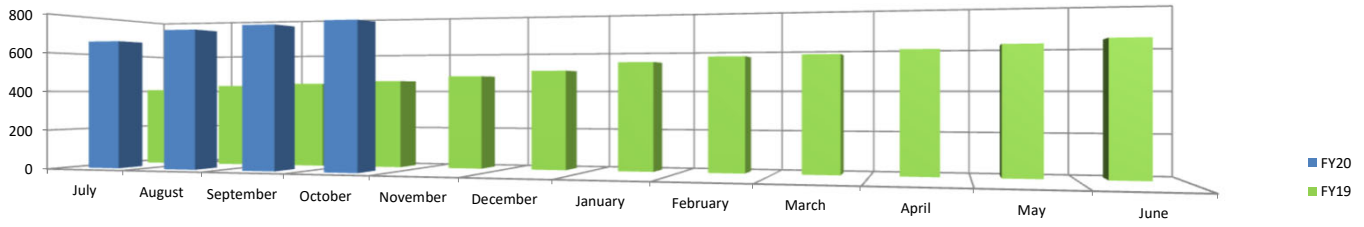
Twitter



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	8	2	4	7								
FY19	14	16	21	13	4	9	18	11	12	6	10	5

Notes:

Instagram



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	661	715	734	751								
FY19	407	430	441	454	478	505	546	571	578	598	618	641

Notes: