



AGENDA

Meeting of the Connect Transit Board of Trustees

August 22, 2017

4:30 P.M.

Board Room

**Connect Transit Operations Facility
351 Wylie Drive, Normal, IL 61761**

- A. Call to Order
- B. Roll Call
- C. Public Comments
- D. Years of Service Award – Art Abrams – 20 Years
- E. Years of Service Award – Glenda LaFever – 10 Years
- F. Years of Service Award – Pat Boylan – 10 Years
- G. Years of Service Award – Marty Eckert – 5 Years
- H. Years of Service Award – Mark Hoffman – 5 Years
- I. Years of Service Award – Latney Brooks – 5 Years
- J. Consent Agenda
 - 1. Approval of Minutes of Previous Meeting of July 25, 2017 Public Hearing, and July 25, 2017 Regular Board Meeting Proceedings
 - 2. Disbursements for Month of July, 2017
 - 3. Monthly Statistical Report for month of July, 2017
- K. Old Business
- L. New Business
 - 1. Universal Access Agreement – Illinois Wesleyan University
 - 2. Bus Infrastructure Support Letter
 - 3. Recommendation for Eastview Tripper Service
 - 4. Recommendation for Shelter Locations
 - 5. Recommendation for Communications and Marketing Plan
 - 6. Update on CTAC meetings – CTAC Member – Linda Foster
 - 7. Canvas Presentation – Dave White and Martin Glaze
 - 8. Recommendation for Performance Measures
- M. General Manager's Report



- N. Trustee's Comments
- O. Executive Session 5 ILCS 120/2(c)(1) – Personnel Matters
- P. Adjournment



**Connect Transit
Cash Disbursement Report
July 2017**

Name	Check Number	Date	Amount	Description
A.T.U. - C.O.P.E.	00038286	07-Jul-17	\$157.90	Payroll Deduction
Advance Auto Parts	00038287	07-Jul-17	\$387.14	Maintenance Supplies
Airgas USA, LLC	00038342	21-Jul-17	\$213.17	Welding Supplies
Airgas USA, LLC	00038380	28-Jul-17	\$280.98	Welding Supplies
Ally Financial	00038312	14-Jul-17	\$196.08	Lease
Amalgamated Transit Union Local 752	00038288	07-Jul-17	\$6,369.60	Payroll Deduction
Amalgamated Transit Union Local 752	00038343	21-Jul-17	\$50.00	Payroll Deduction
Amazon Capital Service	00038313	14-Jul-17	\$3,629.99	Computers
Amazon Capital Service	00038344	21-Jul-17	\$179.95	Computer Hardware
American Public Transportation Assoc.	00038314	14-Jul-17	\$20,304.00	APTA Dues
Ancel, Glink, Diamond, Bush, DiCianni & Andrew Schmitgall	00038345	21-Jul-17	\$150.00	Legal Service
Assurance Agency, Ltd.	00038346	21-Jul-17	\$26,117.00	Insurance
Barker Motor Co.	00038315	14-Jul-17	\$9.75	Bus Parts
Brett Knisley	00038381	28-Jul-17	\$475.00	Tool Reimbursement
Brink's Incorporated	00038347	21-Jul-17	\$266.71	Consulting
Cardinal Infrastructure	00038348	21-Jul-17	\$12,000.00	Consulting, 2 months
Central Illinois Trucks Inc.	00038316	14-Jul-17	\$321.62	Bus Parts
Central Illinois Trucks Inc.	00038382	28-Jul-17	\$734.52	Bus Parts
Champaign-Urbana Mass Transit District	00038349	21-Jul-17	\$25,500.00	Buses
Charles Slone	00038383	28-Jul-17	\$175.00	Uniform Reimbursement
CIRBN, LLC	00038290	07-Jul-17	\$347.84	Internet
CIRBN, LLC	00038384	28-Jul-17	\$347.84	Internet
City of Bloomington	00038350	21-Jul-17	\$91.35	Utilities
Clark Baird Smith, LLP	00038351	21-Jul-17	\$2,518.75	Legal Service
Comcast	00038291	07-Jul-17	\$409.85	Internet
Commerce Bank HSA	00038292	07-Jul-17	\$7,836.00	Health Savings Accounts
Corn Belt Energy Corp.	00038385	28-Jul-17	\$3,999.66	Utilities
Cummins Crosspoint	00038293	07-Jul-17	\$1,205.00	Bus Parts
Cummins Crosspoint	00038317	14-Jul-17	\$52.21	Bus Parts
Cummins Crosspoint	00038386	28-Jul-17	\$8.05	Bus Parts
Devon Lashbrook	00038318	14-Jul-17	\$475.00	Tool Reimbursement
Dish Network	00038387	28-Jul-17	\$92.02	Television Service
Don Owen Tire Service, Inc.	00038294	07-Jul-17	\$18.27	Bus Parts
Evergreen FS	00038319	14-Jul-17	\$64,210.47	Fuel
Fastenal Company	00038320	14-Jul-17	\$33.23	Bus Parts
Fastenal Company	00038352	21-Jul-17	\$3.92	Bus Parts
Fastenal Company	00038388	28-Jul-17	\$16.55	Bus Parts
Fasteners Etc.	00038295	07-Jul-17	\$98.50	Maintenance Supplies
Fasteners Etc.	00038321	14-Jul-17	\$349.02	Maintenance Supplies
Fasteners Etc.	00038353	21-Jul-17	\$158.92	Maintenance Supplies
Fleet-Net Corporation	00038322	14-Jul-17	\$1,405.00	Software & Tech Support
Fleet-Net Corporation	00038389	28-Jul-17	\$1,405.00	Software & Tech Support
Frontier	00038354	21-Jul-17	\$943.27	Telephone
Gatekeeper Systems, INC.	00038355	21-Jul-17	\$10,853.41	Security Cameras for Buses
GFI Digital	00038356	21-Jul-17	\$474.89	Copier
Gillig LLC	00038296	07-Jul-17	\$4,153.08	Bus Parts
Gillig LLC	00038323	14-Jul-17	\$300.18	Bus Parts
Gillig LLC	00038357	21-Jul-17	\$64.32	Bus Parts
Great Plains Media	00038358	21-Jul-17	\$1,400.00	Radio Advertising



**Connect Transit
Cash Disbursement Report
July 2017**

Name	Check Number	Date	Amount	Description
Heartland Community College	00038359	21-Jul-17	\$14,040.55	Ridership Reimbursement
Henson Disposal	00038324	14-Jul-17	\$208.06	Garage Overhead
HOI Vending	00038297	07-Jul-17	\$30.78	Office Supplies
ICMA- Retirement Trust 457	ACH	06-Jul-17	\$21,454.10	Payroll Deduction
ICMA- Retirement Trust 457	ACH	20-Jul-17	\$29,978.49	Payroll Deduction
Illinois Department of Revenue	00038298	07-Jul-17	\$8,411.52	Payroll Deduction
Illinois Department of Revenue	00038360	21-Jul-17	\$12,214.85	Payroll Deduction
Illinois Department of Unemployment	ACH	21-Jul-17	\$3,854.38	Unemployment Tax
Illinois Oil Marketing Equipment, Inc.	00038390	28-Jul-17	\$1,045.95	Maintenance Supplies
Illinois State Disbursement Unit	00038299	07-Jul-17	\$1,421.74	Payroll Deduction
Illinois State Disbursement Unit	00038361	21-Jul-17	\$1,421.74	Payroll Deduction
Interstate PowerSystems	00038378	21-Jul-17	\$998.00	Building Maintenance
James Riordan	00038300	07-Jul-17	\$175.00	Tool Reimbursement
James Staley	00038301	07-Jul-17	\$493.09	Tool Reimbursement
Jessup Fogle	00038325	14-Jul-17	\$475.00	Tool Reimbursement
John A. Dash & Associates, Inc	00038391	28-Jul-17	\$200.00	Dues & Subscriptions
Judd Fink	00038326	14-Jul-17	\$475.00	Tool Reimbursement
Ken's Oil Service, Inc	00038302	07-Jul-17	\$3,562.15	Oil, Anitfreeze
Ken's Oil Service, Inc	00038327	14-Jul-17	\$1,003.18	Oil, Anitfreeze
Ken's Oil Service, Inc	00038362	21-Jul-17	\$567.49	Oil, Anitfreeze
Ken's Oil Service, Inc	00038392	28-Jul-17	\$422.50	Oil, Anitfreeze
LifeCIL	00038363	21-Jul-17	\$7,197.00	Consulting
Lynn Montei Associates	00038364	21-Jul-17	\$833.29	Consulting
Marietta Adams-Hunt	00038365	21-Jul-17	\$100.00	Uniform Reimbursement
McLean County Chamber of Commerce	00038366	21-Jul-17	\$20.00	Travel & Meetings
Michelin North America, Inc	00038328	14-Jul-17	\$14,429.79	Tires
Miller Janitor Supply	00038393	28-Jul-17	\$323.02	Maintenance Supplies
Morris Avenue Garage	00038303	07-Jul-17	\$775.00	Vehicle Inspection
Morris Avenue Garage	00038329	14-Jul-17	\$200.00	Vehicle Inspection
Mutual Wheel	00038330	14-Jul-17	\$613.09	Bus Parts
Napa Auto Parts	00038332	14-Jul-17	\$1,174.11	Bus Parts
Neuhoff Media	00038367	21-Jul-17	\$1,170.00	Media Promotions
Oklahoma Centralized Support Registry	00038304	07-Jul-17	\$23.07	Payroll Deduction
Oklahoma Centralized Support Registry	00038368	21-Jul-17	\$23.07	Payroll Deduction
Orkin Pest Control	00038333	14-Jul-17	\$555.25	Pest Control
Payroll	ACH	06-Jul-17	\$170,297.98	
Payroll	ACH	20-Jul-17	\$189,306.63	
Ricoh USA, Inc	00038369	21-Jul-17	\$225.00	Copier
Rogers Supply Company Inc.	00038305	07-Jul-17	\$2,556.00	Garage Overhead
Rogers Supply Company Inc.	00038334	14-Jul-17	\$717.31	Garage Overhead
Rogers Supply Company Inc.	00038370	21-Jul-17	\$557.69	Garage Overhead
Rogers Supply Company Inc.	00038394	28-Jul-17	\$557.69	Garage Overhead
Safetylane Equipment Corp.	00038306	07-Jul-17	\$35,066.25	Mobile Lifts
Sam Leman	00038307	07-Jul-17	\$157.18	Outside Repair
Screen Vision Media	00038335	14-Jul-17	\$700.00	Advertising
Southtown Wrecker Service, Inc.,	00038371	21-Jul-17	\$585.00	Towing
Staples	00038336	14-Jul-17	\$61.92	Office Supplies
STL Business & Technology Solutions, Inc	00038395	28-Jul-17	\$425.00	Software & Tech Support
Tanner Bagley	00038308	07-Jul-17	\$475.00	Tool Reimbursement
TeVoeert Auto Repair	00038309	07-Jul-17	\$189.33	Outside Repair



**Connect Transit
Cash Disbursement Report
July 2017**

Name	Check Number	Date	Amount	Description
TeVoert Auto Repair	00038337	14-Jul-17	\$1,160.34	Outside Repair
The Aftermarket Parts Company LLC	00038310	07-Jul-17	\$176.94	Bus Parts
The Aftermarket Parts Company LLC	00038372	21-Jul-17	\$481.11	Bus Parts
Thermo King Quad Cities, Inc.	00038373	21-Jul-17	\$43.90	Bus Parts
Timothy Trunnell	00038338	14-Jul-17	\$175.00	Tool Reimbursement
Turn-Key Environmental	00038374	21-Jul-17	\$50.98	Garage Maintenance Equipment
UniFirst Corporation	00038311	07-Jul-17	\$195.45	Cleaning Uniforms & Rugs
UniFirst Corporation	00038339	14-Jul-17	\$250.15	Cleaning Uniforms & Rugs
UniFirst Corporation	00038375	21-Jul-17	\$195.45	Cleaning Uniforms & Rugs
UniFirst Corporation	00038396	28-Jul-17	\$195.45	Cleaning Uniforms & Rugs
United Parcel Service	00038340	14-Jul-17	\$15.61	Shipping
United States Treasury	ACH	12-Jul-17	\$64,603.44	Federal Tax Payment
United States Treasury	ACH	25-Jul-17	\$74,114.56	Federal Tax Payment
Verizon Wireless	00038341	14-Jul-17	\$619.84	Mobile Data Terminals for SS
Weber Electric	00038376	21-Jul-17	\$325.00	Building Maintenance
WGLT	00038377	21-Jul-17	\$450.00	Radio Advertising
YouthBuild McLean County	00038379	21-Jul-17	\$591.00	Ridership Refund
Grand Total			<u>\$876,677.47</u>	



July FY2018 Monthly Report

Ridership

	Prior Year	
Ridership Fixed Route	131,750	138,075
Ridership Demand Response	6,075	6,694
Total Monthly % Change Over Prior Year	-17.70	5.00 %
Fixed Route Average Daily Boardings	5,442	5,105
Demand Response Average Daily Boardings	276	290
% On-Time Performance	87.80	95.40 %
Average Boardings per Hour of Service	15.75	13.06
Sunday Fixed Route Ridership		11,140
Sunday Demand Response Ridership		260

State of Good Repair

Fixed Route National Transit Database Major Mechanical System Failures	5	3
Demand Response National Transit Database Major Mechanical System Failures	0	1
Fixed Route Miles Between National Transit Database Major Mechanical System Failures	19,966	38,013
Demand Response Miles Between National Transit Database Major Mechanical System Failures	33,917	16,494
Fixed Route National Transit Database Other Mechanical System Failures (Roadcalls)	47	37
Demand Response National Transit Database Other Mechanical System Failures (Roadcalls)	3	0
Fixed Route Miles Between National Transit Database Other Mechanical System Failures	2,124	3,080
Demand Response Miles Between National Transit Database Other Mechanical System Failures	11,305	32,989
Fixed Route Miles between All National Transit Database Mechanical System Failures	1,920	2,851
Demand Response Miles between All National Transit Database Mechanical System Failures	11,305	16,494
Average % of Buses with Defective Automated Voice Announcements		%

Customer Service

Average Interior Cleanliness Inspection Score		85
National Transit Database Safety-Related Incidents per 100,000 Miles	0.00	1.56
National Transit Database Security-Related Incidents per 100,000 Miles	0.00	0.00
Number of Validated Complaints each month		14
Number of Customer Compliments Received		1
Daily Average of Phone Calls Received for FR		209
Daily Average of Phone Calls Received for DR		88

Efficiency

Revenue/Expense Ratio		%
Fixed Route Cost per Unlinked Passenger Trip		
Demand Response Cost per Unlinked Passenger Trip		
% of Preventative Maintenance Performed On-Time		%
Fixed Route Maintenance Cost Per Mile (excluding fuel)		
Demand Response Maintenance Cost Per Mile (excluding fuel)		



July Fiscal Year 2018 Year-to-Date Report

Ridership

	PRIOR YEAR	ACTUAL	GOAL	
Ridership Fixed Route	131,750	138,075		
Ridership Demand Response	6,075	6,694		
Total Ridership (year to date)	137,825	144,769		
Fixed Route Year-to-Date % Change Over Prior Year	-18.40	4.80		%
Demand Response Year-to-Date % Change Over Prior Year	-0.80	10.20		%
Fixed Route Average Daily Boardings	5,442	5,105		
Demand Response Average Daily Boardings	276	290		
% On-Time Performance	87.80	95.40	90.00	%
Average Boardings per Hour of Service	19.94	15.46		
Sunday Fixed Route Ridership		11,140		
Sunday Demand Response Ridership		260		



State of Good Repair

Fixed Route National Transit Database Major Mechanical System Failures	5	3		
Demand Response National Transit Database Major Mechanical System Failures	0	1		
Fixed Route Miles Between National Transit Database Major Mechanical System Failures	19,966	38,013	25,000	
Demand Response Miles Between National Transit Database Major Mechanical System Failures	33,197	16,494	24,000	
Fixed Route National Transit Database Other Mechanical System Failures (Roadcalls)	47	37		
Demand Response National Transit Database Other Mechanical System Failures (Roadcalls)	3	0		
Fixed Route Miles Between National Transit Database Other Mechanical System Failures	2,124	3,080	3,000	
Demand Response Miles Between National Transit Database Other Mechanical System Failures	11,305	32,989	3,000	
Fixed Route Miles between All National Transit Database Mechanical System Failures	1,920	2,851	20,000	
Demand Response Miles between All National Transit Database Mechanical System Failures	11,305	16,494	30,000	
Average % of Buses with Defective Automated Voice Announcements				%



Customer Service

Average Interior Cleanliness Inspection Score		85	85	
National Transit Database Safety-Related Incidents per 100,000 Miles	0.00	1.55		
National Transit Database Security-Related Incidents per 100,000 Miles	0.00	0.00		
Number of Validated Complaints		14		
Number of Customer Compliments Received		1		
Daily Average of Phone Calls Received for FR		209	260	
Daily Average of Phone Calls Received for DR		88	125	



Efficiency

Revenue/Expense Ratio				%
Fixed Route Cost per Unlinked Passenger Trip				
Demand Response Cost per Unlinked Passenger Trip				
% of Preventative Maintenance Performed On-Time				%
Fixed Route Maintenance Cost Per Mile (excluding fuel)				
Demand Response Maintenance Cost Per Mile (excluding fuel)				



Meeting or exceeding goal ■ Within 10% of goal ■ Missing goal by more than 10% ■



Without Sunday Service

Statistics	Without Sunday Jul 17				Without Sunday Jul 16				% Change				All Sunday Service			
	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	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit																
Green A (2 buses)					19,180	10,112	734	26.14	-100.0%	-100.0%	-100.0%					
Red B (2 buses)					14,390	9,402	734	19.61	-100.0%	-100.0%	-100.0%					
Purple C (2 buses)					12,520	8,648	712	17.59	-100.0%	-100.0%	-100.0%					
Pink D (1 bus)					6,750	4,537	345	19.57	-100.0%	-100.0%	-100.0%					
Blue E (1 bus)					6,400	5,053	371	17.24	-100.0%	-100.0%	-100.0%					
Brown F (2 buses)					9,780	9,982	754	12.97	-100.0%	-100.0%	-100.0%					
Yellow G (2 buses)					15,925	10,396	754	21.13	-100.0%	-100.0%	-100.0%					
Orange H (2 buses)					14,370	9,716	743	19.33	-100.0%	-100.0%	-100.0%					
Lime I (2 buses)					18,560	12,788	750	24.75	-100.0%	-100.0%	-100.0%					
Teal J (1 bus)					4,890	5,857	335	14.60	-100.0%	-100.0%	-100.0%					
Aqua K (1 bus)					8,985	5,963	375	23.96	-100.0%	-100.0%	-100.0%					
HCC Express (1 bus) (ROWNS)																
ISU Tri Towers (2 buses)																
ISU College Station (2 buses)																
Nite Ride (3 buses)																
Green	16,418	8,174	670	24.50												
Red	22,168	11,744	1,110	19.97												
Lime	20,770	12,788	1,147	18.11												
Teal	3,265	4,302	408	8.00												
Aqua	6,404	2,458	266	24.05												
Orange	5,438	4,453	370	14.70												
Purple	13,113	13,491	1,190	11.02												
Blue	3,905	3,966	342	11.43												
Brown	5,167	4,505	400	12.92												
Tan	5,522	7,196	598	9.24												
Pink	5,628	3,483	370	15.21												
Yellow	10,055	5,171	370	27.18												
Olive	3,752	3,704	353	10.64												
Redbird																
Nirriper	147	312	18	8.40												
Bripper	315	599	35	9.00												
Total Fixed Route	126,935	90,447	7,973	15.92	131,750	92,422	6,607	19.94	-3.7%	-2.1%	20.7%	-20.2%	11,140	11,767	1,030	11
Demand Response																
Connect Mobility	6,434	26,647	2,060	3.12	5,689	22,674	2,003	2.84	13.1%	17.5%	2.8%	10.0%	260	1,225	99	2.63
Connect Late Night					386	1,916	143	2.70	-100.0%	-100.0%	-100.0%					
Total Demand Response	6,434	26,647	2,060	3.12	6,075	24,590	2,146	2.83	5.9%	8.4%	-4.0%	10.3%	260	1,225	99	2.63
SYSTEM TOTALS	133,369	117,094	10,033	13.29	137,825	117,012	8,753	15.75	-3.2%	0.1%	14.6%	-15.6%	11,400	12,992	1,129	10.10



Statistics	Jul 17					Jul 16					% Change					Sunday					
	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		Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour		
Connect Transit																					
Green A (2 buses)																					
Red B (2 buses)																					
Purple C (2 buses)																					
Pink D (1 bus)																					
Blue E (1 bus)																					
Brown F (2 buses)																					
Yellow G (2 buses)																					
Orange H (2 buses)																					
Lime I (2 buses)																					
Teal J (1 bus)																					
Aqua K (1 bus)																					
HCC Express (1 bus) (NCVMS)																					
ISU Tri Towers (2 buses)																					
ISU College Station (2 buses)																					
Nite Ride (3 buses)																					
Green	17,728	8,906	730	24.28																	
Red	24,593	13,648	1,290	19.06																	
Lime	22,625	14,907	1,336	16.93																	
Teal	3,545	4,829	458	7.73																	
Aqua	7,014	2,769	300	23.38																	
Orange	5,278	4,604	367	14.39																	
Gold	5,858	5,173	430	13.62																	
Purple	14,353	15,076	1,330	10.79																	
Blue	4,285	4,449	383	11.18																	
Brown	5,582	5,069	450	12.40																	
Tan	6,002	8,074	671	8.95																	
Pink	6,108	3,765	400	15.27																	
Yellow	10,415	5,591	400	26.04																	
Olive	4,162	4,304	398	10.47																	
Redbird	-	-	-	-																	
Nitripper	162	366	20	8.10																	
Bripper	365	685	40	9.13																	
Total Fixed Route	138,075	102,215	9,003	15.34		131,750	92,422	6,607	19.94		4.8%	10.6%	36.3%	-23.1%	11,140	11,767	1,030	11			
Demand Response																					
Connect Mobility	6,694	27,872	2,159	3.10		5,689	22,674	2,003	2.84		17.7%	22.9%	7.8%	9.2%	260	1,225	99	2.63			
Connect Late Night						386	1,916	143	2.70		-100.0%	-100.0%	-100.0%	-	-	-	-	-			
Total Demand Response	6,694	27,872	2,159	3.10		6,075	24,590	2,146	2.83		10.2%	13.3%	0.6%	9.5%	260	1,225	99	2.63			
SYSTEM TOTALS	144,769	130,087	11,162	12.97		137,825	117,042	8,753	15.75		5.0%	11.2%	27.5%	-17.6%	11,400	12,992	1,129	10.10			



	Without Sudday YTD 18				Without Sunday YTD 17				% Change				All Sunday Service			
	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	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit																
Green A (2 buses)	-	-	-	#DIV/0!	19,180	10,112	734	26.14	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Red B (2 buses)	-	-	-	#DIV/0!	14,390	9,402	734	19.61	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Purple C (2 buses)	-	-	-	#DIV/0!	12,520	8,618	712	17.59	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Pink D (1 bus)	-	-	-	#DIV/0!	6,750	4,537	345	19.57	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Blue E (1 bus)	-	-	-	#DIV/0!	6,400	5,053	371	17.24	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Brown F (2 buses)	-	-	-	#DIV/0!	9,780	9,982	754	12.97	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Yellow G (2 buses)	-	-	-	#DIV/0!	15,925	10,396	754	21.13	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Orange H (2 buses)	-	-	-	#DIV/0!	14,370	9,716	743	19.33	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Lime I (2 buses)	-	-	-	#DIV/0!	18,560	12,788	750	24.75	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Teal J (1 bus)	-	-	-	#DIV/0!	4,890	5,857	335	14.60	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
Aqua K (1 bus)	-	-	-	#DIV/0!	8,985	5,963	375	23.96	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	-
HCC Express (1 bus) (NOVMS)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	-
ISU Tri Towers (2 buses)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	-
ISU College Station (2 buses)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	-
Nite Ride (3 buses)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	-
Green	16,418	8,003	656	25.03	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1,310	732	60	21.83
Red	22,458	11,299	1,068	20.76	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2,425	1,904	180	13.47
Lime	20,770	12,308	1,104	18.82	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1,855	2,119	189	9.81
Aqua	3,265	4,179	397	8.23	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	280	527	50	5.60
Purple	6,404	2,391	259	24.73	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	610	311	34	18.07
Orange	4,868	3,984	317	15.34	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	410	502	40	10.25
Gold	5,438	4,285	356	15.28	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	420	720	60	7.00
Pink	3,905	3,854	332	11.76	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1,240	1,585	140	8.86
Blue	5,167	4,374	388	13.31	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	415	563	50	8.30
Brown	5,522	6,992	581	9.50	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	480	878	73	6.58
Tan	5,628	3,352	356	15.81	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	480	282	30	16.00
Pink	10,055	4,975	356	28.24	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	360	420	30	12.00
Yellow	3,752	3,564	342	10.97	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	410	601	45	9.11
Reebird	-	3,165	336	-	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	-
Niripper	1,47	304	17	8.65	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	15	54	3	6.00
Brripper	315	582	34	9.26	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	50	86	5	10.00
Total Fixed Route	126,935	90,731	8,056	15.76	131,750	92,422	6,607	19.94	-3.7%	-1.8%	21.9%	-21.0%	11,140	11,767	1,030	11
Demand Response																
Connect Mobility	6,434	26,647	2,060	3.12	5,689	22,674	2,003	2.84	13.1%	17.5%	2.8%	10.0%	260	1,225	99	2.63
Connect Late Night	-	-	-	#DIV/0!	386	1,916	143	2.70	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Total Demand Response	6,434	26,647	2,060	3.12	6,075	24,590	2,146	2.83	5.9%	8.4%	-4.0%	10.3%	260	1,225	99	2.63
SYSTEM TOTALS	133,369	117,378	10,116	13.18	137,825	117,012	8,753	15.75	-3.2%	0.3%	15.6%	-16.3%	11,400	12,992	1,129	10.10



Statistics	YTD 18				YTD 17				% Change				Sunday			
	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	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit																
Green A (2 buses)	-	-	-	#DIV/0!	19,180	10,112	734	26.14	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Red B (2 buses)	-	-	-	#DIV/0!	14,980	9,402	734	19.61	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Purple C (2 buses)	-	-	-	#DIV/0!	12,520	8,618	712	17.59	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Pink D (1 bus)	-	-	-	#DIV/0!	6,750	4,537	345	19.57	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Blue E (1 bus)	-	-	-	#DIV/0!	6,400	5,053	371	17.24	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Brown F (2 buses)	-	-	-	#DIV/0!	9,780	9,982	754	12.97	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Yellow G (2 buses)	-	-	-	#DIV/0!	15,925	10,396	754	21.13	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Orange H (2 buses)	-	-	-	#DIV/0!	14,370	9,716	743	19.33	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Light I (2 buses)	-	-	-	#DIV/0!	18,560	12,788	750	24.75	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Teal J (1 bus)	-	-	-	#DIV/0!	4,890	5,857	335	14.60	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Aqua K (1 bus)	-	-	-	#DIV/0!	8,985	5,963	375	23.96	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
HCC Express (1 bus) (ROWNS)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	#DIV/0!
ISU Tri Towers (2 buses)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	#DIV/0!
ISU College Station (2 buses)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	#DIV/0!
Nite Ride (3 buses)	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-	-	-	#DIV/0!
Green	17,728	8,906	730	24.28	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1,310	732	60	21.83
Red	24,593	13,648	1,290	19.06	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2,425	1,904	180	13.47
Line	22,625	14,907	1,336	16.93	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1,855	2,119	189	9.81
Teal	3,545	4,829	458	7.73	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	280	527	50	5.60
Aqua	7,014	2,769	300	23.38	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	610	311	34	18.07
Orange	5,278	4,604	367	14.39	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	410	502	40	10.25
Gold	5,858	5,173	430	13.62	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	420	720	60	7.00
Purple	14,953	15,076	1,330	10.79	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1,240	1,585	140	8.86
Blue	4,285	4,449	383	11.18	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	380	483	42	9.12
Brown	5,982	5,069	450	12.40	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	415	563	50	8.30
Tan	6,002	8,074	671	8.95	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	480	878	73	6.58
Pink	6,108	3,765	400	15.27	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	480	282	30	16.00
Yellow	10,415	5,591	400	26.04	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	360	420	30	12.00
Redbird	4,162	4,304	398	10.47	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	410	601	45	9.11
Stripper	1,622	366	20	8.10	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	45	54	3	6.00
Bripper	365	685	40	9.13	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	50	86	5	10.00
Total Fixed Route	138,075	102,245	9,003	15.34	131,750	92,422	6,607	19.94	4.8%	10.6%	36.3%	-23.1%	11,140	11,767	1,030	11
Demand Response																
Connect Mobility	6,694	27,872	2,159	3.10	5,689	22,674	2,003	2.84	17.7%	22.9%	7.8%	9.2%	260	1,225	99	2.63
Connect Late Night	-	-	-	#DIV/0!	386	1,916	143	2.70	-100.0%	-100.0%	-100.0%	#DIV/0!	-	-	-	#DIV/0!
Total Demand Response	6,694	27,872	2,159	3.10	6,075	24,590	2,146	2.83	10.2%	13.3%	0.6%	9.5%	260	1,225	99	2.63
SYSTEM TOTALS	144,769	130,087	11,162	12.87	137,825	117,012	8,753	15.75	5.0%	11.2%	27.5%	-17.6%	11,400	12,992	1,129	10.10



MEMO

Date August 22, 2017
To: Board of Trustees
From: Isaac Thorne, Interim General Manager
Subject: Universal Access Agreement – Illinois Wesleyan University

RECOMMENDATION: That the Universal Access Agreement with Illinois Wesleyan University be approved for fiscal year 2018 and retroactive to July 1, 2017.

BACKGROUND: The Universal Access Agreement allows students of Illinois Wesleyan University to ride the Connect Transit fixed route buses using their valid school ID. Connect Transit partnered with Illinois Wesleyan University students on a pilot program in February 2017. Ridership grew from 243 in February to 642 monthly passengers in April 2017.

BUDGET INFORMATION: Illinois Wesleyan University will be charged \$.90 per ride and invoiced on a monthly basis. Staff estimates that 8,000 trips will be made by students in fiscal year 2018, with an estimated \$7,200 in annual revenue.



UNIVERSAL ACCESS SERVICE AGREEMENT

Whereas, **Illinois Wesleyan University (IWU)** at 1312 Park Street, Bloomington, Illinois and **Bloomington-Normal Public Transit System (CONNECT TRANSIT)** at 351 Wylie Drive, Normal, Illinois have agreed that benefits accrue to both parties in providing a means by which IWU may provide for fare prepayment for IWU students utilizing the fixed route buses of Bloomington-Normal Public Transit System and,

Whereas, **IWU and Connect Transit** have agreed to terms which will allow IWU students to use the fixed route services of Connect Transit without the requirement to pay the posted fare.

Now therefore, the parties make this Universal Access Service Agreement the “Agreement” as follows:

CONTRACTING PARTIES: **Bloomington-Normal Public Transit System “Connect Transit”**

and

Illinois Wesleyan University

UNIVERSAL ACCESS AGREEMENT TERM: July 1, 2017 to June 30, 2018 (inclusive)

UNIVERSAL ACCESS SCOPE:

During the period of the Universal Access term, Connect Transit will provide regularly scheduled fixed route services to the general public. Members of the general public are required to pay the posted fare when boarding the bus. Under this Agreement, students of IWU, will be allowed to board and ride any and all of the Connect Transit fixed route service offerings with no fare payment after proper display of their valid, current IWU student identification card. Connect Transit and IWU will mutually determine a method by which the validity of identification cards can be verified.

CHANGES:

Any changes to the Agreement will be enacted upon mutual agreement of the parties, and will be modified by amendment to this Agreement. Such amendment (if any) may be agreed to by the parties without prejudice to any other terms of the Agreement.

OBLIGATIONS OF THE PARTIES

Connect Transit SHALL, in its sole discretion and business judgment:

1. Provide buses for the regularly scheduled fixed route bus service offered to the general public on routes and schedules as determined from time to time by Connect Transit and generally announced to the public.
2. Provide vehicle drivers to meet the schedule and service commitment defined above under paragraph 1.



3. Maintain and service all vehicles provided under paragraph 1.
4. Provide, during regular Connect Transit office hours, in-house telephone information services to callers who seek information about Universal Access services.
5. Accept IWU issued student identification cards, valid during the contract period, as pre-paid fares which entitle the bearer to whom the card was issued to ride Connect Transit fixed route services without fare payment. Persons who do not display a current employee identification card will be charged the general public posted fare.
6. Comply with all applicable laws and policies in the conduct of its business and in the performance of its obligations under this Agreement.
7. Exercise supervisory responsibility over employees of Connect Transit in the performance of its obligations under this Agreement.

UNIVERSAL ACCESS SERVICE AGREEMENT PRICE:

IWU will pay Connect Transit Universal Access charges based on actual ridership per month at a cost of \$.90 per ride.

CONTRACT PAYMENT TERMS

Connect Transit will bill IWU for Universal Access by persons displaying IWU Identification Cards. Invoices will be sent monthly at the beginning of each month following universal access by IWU students. Payment will be due 30 days after the invoice date.

OTHER MATTERS

Assignment: This Agreement shall not be assigned or delegated without the written consent of either party.

Relationship of Parties: Connect Transit is for all purposes an independent contractor and shall not be considered an employee or agent of IWU.

Binding Effect: This Agreement is binding upon the parties hereto and their successors and assigns.

Equal Employment: The parties represent to one another that each is an equal opportunity employer and agrees to abide by any applicable Federal and State rules and regulations concerning the same.

Force Majeure: This Agreement may be suspended or terminated when performance, by either party, becomes impossible or commercially frustrated due to events beyond the control of the party.

Venue: The parties hereby irrevocably and unconditionally submit to the exclusive jurisdiction of any State of Illinois court sitting in Bloomington/Normal, Illinois over any suit, action or proceeding at law or in equity arising out of or relating to this Agreement regardless of whether a party is a plaintiff or defendant in such suit, action or proceeding. The parties hereby irrevocably and unconditionally waive (i) any objection to the laying of venue of any such suit, action or proceeding brought in any such court and any claim that any such suit, action or proceeding brought in any such court has been brought in an inconvenient forum and (ii) any right a party has to a trial by jury in any action or proceeding arising out of or relating to this Agreement. Each party



agrees that a final judgment in any such suit, action or proceeding brought in any such court shall be conclusive and binding upon it and may be enforced in any other court to whose jurisdiction such party is or may be subject by suit upon such judgment.

Choice of Law: This Agreement shall be governed by, and construed and enforced in accordance with, the laws of the State of Illinois, regardless of and without reference to principles of conflicts of law.

Entire Agreement: This Agreement puts an end to all negotiations between the parties and constitutes the entire agreement between the parties.

No Beneficiaries: The parties do not intend this Agreement to create any rights or rights of enforcement in third parties.

Funding Contingency: Connect Transit may, in its sole discretion, terminate this Agreement if Connect Transit does not have sufficient operating capital to sustain operations. Connect Transit will provide prompt notice to IWU in the event service is terminated.

Liability: Neither part shall be legally liable for any negligent or wrongful acts, either of commission or omission, chargeable to the other, unless such liability is imposed by law. This Agreement shall not be construed as seeking to either enlarge or diminish any obligation or duty owed by one party against the other or against third parties.

Connect Transit agrees to indemnify, hold harmless and defend IWU, including its trustees, officers, employees and agents from and against all liabilities, obligations, claims, damages, penalties, causes of action, costs and expenses (including reasonable attorney's fees) arising out of, or relating to: (a) the negligent or intentional acts or omissions by Connect Transit in the performance of the transit services contemplated under this Agreement; or (b) any breach or default on the part of Connect Transit in the performance of this Agreement. As a condition to such defense and indemnification, IWU will provide Connect Transit with prompt written notice of the claim and permit Connect Transit to control the defense, settlement, adjustment or compromise of any such claim. IWU may employ counsel at its own expense to assist it with respect to any such claim; provided; however, that if such counsel is necessary because of a conflict of interest or because Connect Transit does not assume control, Connect Transit will bear the expense of such counsel.

IWU agrees to indemnify, hold harmless and defend Connect Transit, including its trustees, officers, employees and agents from and against all liabilities, obligations, claims, damages, penalties, causes of action, costs and expenses (including reasonable attorney's fees) arising out of, or relating to: (a) the negligent or intentional acts or omissions by IWU in the performance of the transit services contemplated under this Agreement; or (b) any breach or default on the part of IWU in the performance of this Agreement. As a condition to such defense and indemnification, Connect Transit will provide IWU with prompt written notice of the claim and permit IWU to control the defense, settlement, adjustment or compromise of any such claim. Connect Transit may employ counsel at its own expense to assist it with respect to any such claim; provided; however, that if such counsel is necessary because of a conflict of interest or because IWU does not assume control, IWU will bear the expense of such counsel.

Notices: All notices under this Agreement shall be given in writing to the parties at the address first above written by Certified mail or Overnight Courier service.



SIGNATURE FORM

This Agreement is made and concluded by and between Illinois Wesleyan University and Bloomington-Normal Public Transit System and each party’s successors and assigns.

For and in consideration of the payments and agreements herein provided for to be made and performed the parties agree to furnish all labor, equipment, services, materials, and other means to do all work necessary to perform the duties and responsibilities to one another as set forth and all in accordance with this Agreement.

IWU agrees to pay Connect Transit for services rendered and work performed by Connect Transit in accordance with this Agreement subject to any additions or deductions as provided in said Agreement and to make payments on account thereof as provided in said Agreement.

This Agreement and all the covenants shall inure to the benefit and be binding upon the parties and their successors and assigns. Neither party shall have the right to assign, transfer, or sublet its interest or obligations hereunder without the written consent of the other party.

FOR: Bloomington-Normal Public Transit System

BY: _____

**Mike McCurdy
Chairman, Board of Trustees**

Attest: _____

**Lauren Lacy
Secretary, Board of Trustees**

FOR: Illinois Wesleyan University

BY: _____

Authorized Signatory

Typed or Printed Name of Authorized Signatory



MEMO

August 22, 2017

TO: Board of Trustees

FROM: Isaac Thorne, Interim General Manager

Subject: Letter of Support for Bus and Bus Facilities Infrastructure Investment Program Grant

Staff is preparing a Department of Transportation Discretionary Grant application for replacement heavy duty, bus shelters, and solar array. The Section 5339 Bus and Bus Facilities Discretionary Grant application will request the replacement of eight (8) buses and 25 bus shelters.

RECOMMENDATION: That the Board of Trustees provide a letter of support for a Section 5339 Bus and Bus Facilities Discretionary Grant application.

BACKGROUND:

- 23 of 42 the fixed route vehicles are past their useful life
- Average mileage of 8 requested buses is 642,210 and are 13 years old
- 399 vehicle failures were reported in FY2017
- Connect wants to install a minimum of ten shelters a year over the next five years

KEY FEATURES:

- Requesting eight (8) heavy duty electric battery vehicles
- Installation of 200kw and 100kw solar array to offset expense of charging electric buses
- Requesting twenty-five (25) bus shelters
- Operating electric battery vehicles would decrease maintenance cost per mile

BUDGET INFORMATION: The total cost to replace the requested vehicles and bus shelters is \$10,285,348. Connect Transit would be responsible for \$4,806,048 that would be provided from the local capital account.



August 22, 2017

Matthew Welbes
Acting Administrator
Federal Transit Administration
US Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Mr. Welbes:

We write in support of Connect Transit's project proposal for the Federal Transit Administration's (FTA) Fiscal Year 2017 Buses and Bus Facilities Infrastructure Investment Program (Bus and Bus Infrastructure Program). Connect Transit is the primary public transit system servicing the Bloomington-Normal metropolitan region in Illinois. With fourteen routes, Connect Transit has continuously provided safe, affordable, reliable, and accessible service to a population of over 130,000. Connect Transit is a critical connection in the community, providing mobility for its residents and visitors who heavily rely on it the most in accessing essential services, education, and employment.

To continue its commitment of providing excellent service to a region with increasing ridership, Connect Transit is applying for 8 electric buses through the Bus and Bus Infrastructure Program to replace diesel buses that have exceeded a useful life of 12 years. The award of this funding also supports the rehabilitation and construction of 25 bus shelters. To achieve this goal, Connect Transit has partnered with Proterra, a leader in the design and manufacture of zero-emission electric buses.

Connect Transit's proposed project not only meets the objectives for the Bus and Bus Infrastructure Program, but directly aligns with our Strategic Plan; which specifies five overarching goals pertaining to distinct components of our effectiveness and accountability – sustainable, high performing system; quality customer experience; operational excellence; undeniable value; and innovative leadership.

Thank you for considering Connect Transit's application and ensuring the region has access to safe, reliable, and energy efficient transportation.

Sincerely,

Connect Transit Board of Trustees

Mike McCurdy, Chairman

Ryan Whitehouse, Vice Chairman



Lauren Lacy, Secretary

John Thomas, Trustee

Jennifer McDade, Trustee

Mark Peterson, Ex-Officio Trustee
Town of Normal

Judy Buchanan, Trustee

John Bowman, Trustee

David Hales, Ex-Officio Trustee
City of Bloomington

ITEM L3

RECOMMENDATION FOR EASTVIEW TRIPPER SERVICE

WILL BE RELEASED VIA ADDENDUM



MEMO

Date August 22, 2017
To: Board of Trustees
From: Isaac Thorne, Interim General Manager
Subject: Recommendation for Shelter Locations

RECOMMENDATION: That staff be authorized to pursue installing bus stop pads and shelters at the following bus stop locations:

BACKGROUND: In 2015, Connect Transit transitioned to a fixed bus stop system and has over 600 bus stops in the community. Installing bus stops has allows Connect to focus on infrastructure improvements at these 600 bus stop locations.

During the community engagement and education sessions customers have frequently discussed the lack of infrastructure such as sidewalks, bus shelters, and benches at bus stops. Connect Transit has installed fifteen (15) new shelters in the last 15 months, with the majority of those in partnership with the Town of Normal.

DISCUSSION: In reviewing bus stop passenger data, staff recommends prioritizing bus shelters at bus stops that have the highest ridership. Some of the highest use bus stop locations already have shelters installed. Unfortunately some bus stop locations do not have the space to allow for the installation of a shelter, or lack sidewalks to be compliant with American with Disabilities Act requirements. Connect Transit Advisory Committee (CTAC) met to discuss shelter locations and reviewed the attached Facilities Guide (draft). Staff will be working with CTAC on prioritizing additional shelter locations and completing the Facilities Guide before approval by the Board of Trustees. The below nine (9) locations are recommended, with alternative locations if sidewalks cannot be installed or easements are not possible.

Walmart - Bloomington

Connect Transit serves about 300 passengers a day at Walmart in Bloomington. A bus shelter on both sides of JC Parkway would be installed. Three (3) different routes serve this location, and it serves as a hub in the bus network. These shelters would require an easement.



Walmart - Normal

Connect Transit also serves about 300 passengers a day at Walmart in Normal. A shelter on both sides of Parkway Plaza would be installed. Three (3) different routes serve this location, and it serves as a hub in the bus network. These shelters would require an easement.

Southgate and Greyhound

Connect Transit serves 38 passengers a day at Southgate and Greyhound. A shelter would be installed on this corner. This shelter location would require an easement.

Raab and Sugar Creek Blvd

Connect Transit serves 33 passengers a day at this bus stop. A shelter would be installed on the west side of Main Street. This shelter location would require an easement.

Main and Oak Creek Plaza

Connect Transit serves 32 passengers a day at this bus stop. A shelter would be installed on the west side of Main Street. This shelter location would require an easement.

Main and Virginia Avenue

Connect Transit serves about 30 passengers a day at this bus stop. A shelter would be installed on the east side of Main Street. This shelter location would require an easement.

College and Young Drive

Connect Transit serves about 27 passengers a day at this bus stop. A shelter would be installed on the east side of Main Street. This shelter location would require an easement.

ALDI – Wylie Drive

Connect Transit serves about 25 passengers a day at this bus stop. A shelter would be installed on the east side of Wylie Drive. This shelter location would require an easement.

IAA and Rowe Drive

Connect Transit serves about 25 passengers a day at this bus stop. A shelter would be installed on the west side of IAA Drive. This shelter location would require an easement.

Main and Oak Valley Road

Connect Transit serves 24 passengers a day at this bus stop. A shelter would be installed on the west side of Main Street. This shelter location would require an easement.



FINANCIAL IMPACT: The Board of Trustees previously awarded contracts for the shelters and for the installation of concrete pads. The installation of these nine (9) shelters and concrete pads is expected to be less than \$30,000 which will be paid for from the Local Capital Fund.



**Connect Transit Facility Guide
Bus Stops and Shelters**

July 2017

Introduction

In summer 2014, Connect Transit began the process of converting from a “flag stop” system to a traditional “fixed” stop system. Through this process and working in conjunction with Sam Schwartz Engineering and HDR Engineering, Connect Transit developed a “draft” of proposed fixed stop locations to present to the citizens of Bloomington Normal. After hosting two open houses in January 2015 and considering feedback from Connect Transit riders, drivers, and other community stakeholders, a final draft was developed and approved by the Connect Transit board of Trustees on February 24, 2015.

Given the approval of the Fixed Stop Plan, Connect Transit developed the following standards for which the bus stops will adhere to during installation and subsequent facility improvements, such as shelters, landing pads, and other items that may be implemented once the fixed stops are designated.

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Fixed Stop Locations

The fixed stop location standards are set forth in the “Fixed Stop Location Project” as adopted by the Connect Transit Board of Trustees. Appendix 1 indicates each stop location and name.

Based on the plan, the following guidelines were set forth for the designation of fixed stops:

1. Stop spacing would be approximately every quarter-mile
2. The ideal stop placement is on the far-side of an intersection, with exception to intersections that have a stop sign. Considerations will also be given due to pre-existing traffic patterns, land use, right of way accessibility for passengers, or other instances where a far-side stop would not be appropriate.
3. Ideal length of a stop is 85 feet. This can be shorter based on context.
4. Stops are sighted considering ADA compliance and the path towards accessibility.

Sign Design Standards

Each fixed stop will be clearly marked with two (2) pieces of signage. The first or ‘primary’ sign (appendix 2) will be a

double sided, reflective aluminum sign bracketed from the side with the designated Connect Transit logo. This sign will serve as the main indicator that the designated location is a bus stop.

The second or ‘info’ piece of signage (appendix 3) will display route information, including which routes serve the designated stop, a unique stop ID number, contact information for Connect Transit, and a QR code that will take the rider to Connect Transit’s DoubleMap real-time tracking app. This sign will vary in size based on the number of routes that serve the designated stop. This sign will also be bracketed to the side, but will be 90° perpendicular to the ‘primary’ sign.

Appendix 4 also indicates the required layout for each sign on the sign poles. The distance from the ground to the bottom of the primary sign must be 7 feet. The distance from the ground to the bottom of the info sign must be 48 inches.

Bus Stop Placement

All locations - All sign poles will be at least 2’ from the curb/gutter. The installation of a bus stop sign where there is a traffic signal (stop light, stop sign, or other traffic sign) should be offset by a minimum of 18” to the right. The pole should be a minimum of 3’ before the traffic signal, with a

recommended distance of 4'. Bus stops should also be installed no less than 4' from fire hydrants.

Far side stop – A far side stop should have the boarding and alighting area placed with 85 feet (can change depending on the location) +/- 10 feet of curb return at the intersection.

Near side stop – A near side bus stop should have the boarding and alighting area positioned at least 10 feet from the intersection curb return.

Appendix 4 indicates the bus stop placement hierarchy. Based on existing site conditions, Connect Transit will utilize the following designs for bus stop placement.

Sidewalk attached to curb – The stop sign pole should be less than or equal to 6.5' from the curb/gutter.

Sidewalk detached from curb – The stop sign pole should be 2' from the curb/gutter.

Wide sidewalk attached to curb – The sidewalk should be greater than 8.5' and the sign should be 2' from the curb/gutter.

Landing Pad Standards

Connect Transit will continue to improve ADA accessibility at each of its stops, with priorities on improving mobility with

connections to existing sidewalks, off street paths, and other pedestrian facilities.

In addition to stops with shelters, Connect Transit will work to outfit stops with the ADA approved bus stop pad of 96 inches by 60 inches, in addition to connecting to pedestrian facilities.

Shelter Locations

Connect Transit is committed to improving user facilities, which includes the installation of transit shelters. Given the high demand and high cost of shelters, Connect Transit has set for the following guidelines for location and installing bus shelters throughout its service area. Connect Transit intends to install 50 shelters over the next five (5) years, beginning in 2017. Based on information gathered during the installation period, the shelter program may be revised to fit the changing needs of Connect Transit and its customers.

1. Connect Transit will only install shelter's paid for by Connect Transit on public right of way. This means any shelter that is to be placed on private property must be funded and maintained by the property owner.
2. Stops with the highest levels for average daily ridership will receive priority for shelters.
3. Stops that have enough ridership to warrant a shelter must also have a site that can physically host a shelter and its dimensions. Issues that may prevent this

include not enough space in the right of way, grade issues, lack of connection to pedestrian infrastructure, and other reasonable factors preventing the placement of a shelter. All bus shelters will be installed with compliance to with the standards set forth in Section 810 of the Americans with Disabilities Act Standards for Transportation Facilities.

4. Businesses, property owners, or other interested parties who wish to have a shelter at a Connect Transit bus stop near their location must adhere to the design standards set forth by Connect Transit and enter into an agreement with Connect Transit regarding the cost and maintenance of the shelter. The interested party will incur all costs regarding the installation and maintenance of the shelter. For more information on the current design standards and costs associated with transit shelters, please contact Jeff Holtke, Marketing Manager at 309-829-1158.
5. Connect Transit reserves the right to modify the above criteria to maintain compliance with Title VI of the Civil Rights Act of 1964.
6. Connect Transit reserves the right to display system information and sell advertising on all of its shelters. Third parties who enter an agreement with Connect Transit for the purchase and maintenance of a shelter at a desired transit stop will be exempt from advertising if requested.

7. Connect Transit reserves the right to reallocate shelters based on changing need or ridership trends, discontinuation of service, redesign of the streetscape or nearby intersections, and/or from repeated vandalism. Connect Transit intends to utilize a “three strike” policy that indicates if costly vandalism or destruction of property occurs in a repetitive fashion, Connect Transit may re-allocate the shelter to a different location.

Adopt-A-Shelter

Connect Transit is looking for community groups, businesses, educational institutions, involved citizens or anyone else who is interested in ‘adopting’ a Connect Transit shelter.

If this is something that interests you, please contact Connect Transit at 309-829-1155 for more information.



MEMO

Date August 22, 2017
To: Board of Trustees
From: Jeff Holtke, Marketing Manager
Subject: Recommendation for Marketing and Communications Plan FY2018

RECOMMENDATION: That the Marketing and Communications Plan for FY 2018 be approved.

BACKGROUND: A major objective in Connect Transit's Strategic Plan is to come up with a marketing and communication plan. As in years past, there have been several different ways of promoting the Connect Transit message, however it was not consistent.

Over the last few years, Connect Transit has advertised with various outlets from the previews at movie theatres to radio and television. This year Connect Transit will still focus on radio but also add digital advertising. It is important to track the effectiveness and return Connect Transit receives from them for a full calendar year.

DISCUSSION: This Marketing and Communications plan will have one (1) message across all platforms. It will continue to brand Connect Transit as an affordable option for everyone in Bloomington-Normal with the slogan/hashtag of #GetConnected. The #GetConnected slogan/hashtag can be applied to many different scenarios, from riding Connect Transit to the new Portillo's restaurant, to connecting someone to shopping or a way to get to and from work. The #GetConnected slogan/hashtag is intended to resonate with the whole community, and provide a sense of mobility and freedom that the System affords to individuals.

Another primary focus will be to build Connect Transit's social media audience on Facebook, Twitter, Instagram, and increase traffic to Connect Transit's website.

Connect Transit received proposals from each of the major radio groups, one local television station and many smaller entities. This Marketing and Communications plan allows Connect Transit to gauge the effectiveness of what was done in the past along with mixing in new digital components. It is important to take advantage of smart phone dependency through applications, social media, and digital ads.



Multiple radio stations have begun focusing on digital advertising and Neuhoff Media is the best fit for Connect Transit to explore digital ads as they are increasing their attention to digital advertising and have rolled out a new system that has great tracking abilities.

The FY2018 marketing plan still has funding for other opportunities that may arise for Connect Transit to be involved with throughout the remainder of the year.

Company	Type of Media (Print/Radio/Etc)	Number of Total Spots	Total Investment
Radio Bloomington	WJBC Community Calendar	20 radio spots (Month) 20 online spots (Month) 21 Name Mentions (Month) Banner Ad on Community Cal	\$7,800
Neuhoff Media	Radio (Hits 100.7)	380 Spots (Month) Now Trending Top 5 Sponsor	\$15,600
Neuhoff Media	Digital Ads	62,500 Impressions (Month) Per Month	\$9,000
Neuhoff Media	Campus Invasion	1,500 sling bags 1 live remote from stop	\$750
Great Plains Media	Radio (107.7 The Bull)	50 radio spots (First 2 Weeks Each Month) 120 online spots (Month)	\$16,800
Illinois State	Academic Planner / Welcome Week	Full Page Ad Welcome Week Tabling Event	\$750
Illinois State	CommUniversity	Tent at Event	\$450
Illinois State Athletics	Signage/Radio Website Ads	Concourse Sign in Redbird Arena Radio Ads during FB/MBB/WBB Website and Mobile Ad (150,000 Impressions)	\$5,000
Facebook	Facebook Ads		\$1,000
		Total	\$57,150



Overall, this plan follows a very similar path to what Connect Transit has done in the past. It also has a few new elements that are geared toward a digital age and should help drive impressions via smart phones with new digital advertising components.

KEY FEATURES

- Building social media presence all year and devoting funds for Facebook advertising. Budget is \$1,000 but will test new avenues and collection information on the effectiveness of Facebook ads.
- Digital Ads – Proven method of reaching individuals on smartphones
- Illinois State University students make up large percentage of ridership; the focus will be to capture a larger share of ISU student ridership and people attending sporting events with some concourse signage and digital advertising
- Branding the message #GetConnected will be a great way to help track the campaign as a whole and see what traction can be gathered throughout the year.

GET CONNECTED

Marketing Plan for Connect Transit

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Connect Transit Makes Sense



Connect Transit provides the ideal way to get people to and from businesses, schools, appointments and much more every day!

Whether you need safe and reliable transportation for yourself, your employees, students, residents, customers, or patients, you can count on Connect Transit.

The goal of the upcoming marketing plan is to help increase ridership by getting in front of as many people as possible with a branded message about the benefits of riding and that there is a wide range of riders!

#GETCONNECTED



TIMELINESS
We take pride on sticking to our schedule making sure that people can get exactly where they are going on time!

RELIABILITY
Regardless of the weather, our buses are running and we never use the excuse of having "car troubles"

SAFETY
Our friendly drivers are experienced and exceptionally well trained. The buses are well-lit and comfortable, so riders have peace of mind.

AFFORDABILITY
Taking the bus saves money on gas, parking, and car maintenance.

ENVIRONMENTAL RESPONSIBILITY
By reducing the number of vehicles on the road, we reduce traffic congestion, parking crunch, pollution, and greenhouse gas emissions.



GET CONNECTED
GET CONNECTED
GET CONNECTED
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GET CONNECTED
GET CONNECTED

Various examples of areas we will be focusing on with our #GetConnected campaign




Example of what posters will look like as part of the #GetConnected campaign on interior cards of the bus and in shelters. These will highlight the different versions from previous slide



309.829.9833
CONNECT-TRANSIT.COM

WHERE ARE WE SENDING OUR MESSAGE



RADIO
We will focus our marketing campaign on radio with various stations throughout Bloomington-Normal with a consistent message (107.7 The Bull, Hits 100.7, WJBC)

DIGITAL ADS – NEW FOR 2017
AGE of the SMART PHONE: Being that everyone is connected to their smart phones using software to appear on a wide range of websites as users are surfing the web.

COMMUNITY EVENTS/CALENDAR
Getting out in the community with tabling events is crucial for Connect Transit. Our goal is to take advantage of tabling opportunities as they arise around the community. Sponsoring the WJBC Community Calendar is a great way to help brand that Connect Transit is very community oriented.

ILLINOIS STATE UNIVERSITY
ISU makes up a large amount of riders for Connect Transit. As part of our marketing efforts this year, we are partnering with ISU on various activities including signage and advertisements at sporting events (FB, MBB, WBB)



MEMO

Date August 22, 2017
To: Board of Trustees
From: Isaac Thorne, Interim General Manager
Subject: Recommendation for Performance Measures

RECOMMENDATION: That the proposed performance measure reports be approved.

BACKGROUND: One strategic goal and staff objective is to formalize routine data analysis, reporting and metrics to monitor and evaluate the system performance. Staff seeks Board direction in formalizing the monthly Board reports with proper reporting and metrics to monitor and evaluate the System's performance.

DISCUSSION: There are five (5) monthly performance measure areas for focus: Financial, Productivity, Ridership, Safety, and Service Quality. The performance measures for each area will be compiled into reports which will include the following information:

Financial reports:

- Transit fare revenue
- Fixed Route Cost per Unlinked Passenger Trip
- Connect Mobility Cost per unlinked Passenger Trip
- Fixed Route Cost per maintenance Mile (excluding fuel)
- Connect Mobility Maintenance Cost per Mile (excluding fuel)

Productivity reports:

- Fixed Route passengers per hour
- Connect Mobility passengers per hour
- Fixed Route passengers per vehicle hour
- % of Preventative maintenance performed on-time

Ridership reports:

- Average daily boarding Fixed Route
- Average daily boarding Connect Mobility
- Monthly Ridership Fixed Route
- Monthly Ridership Connect Mobility



Safety reports:

- Safety-Related incidents per 100,000 miles
- Preventable accidents per 100,000 miles

Service Quality

- Fixed route on-time performance
- Connect Mobility on-time performance
- Validated complaints per 100,000 miles
- Fixed route vehicle miles between trouble calls
- Connect Mobility vehicle miles between trouble calls
- Average Interior vehicle cleanliness Inspection score
- Daily average of phone calls received for fixed route
- Daily average of phone calls received for Connect Mobility

All of these reports will be in a bar graph with last year's monthly data and the current data.

Fixed Route Monthly Ridership

