

Connect Transit Board of Trustees
June 25, 2024, 4:30 p. m.
351 Wylie Drive, Normal, IL 61761 – Board Room
Regular Session Minutes – Approved at 8/27/24 Meeting

A. CALL TO ORDER:

Chairman Ryan Whitehouse called the meeting to order at 4:30 p. m.

B. ROLL CALL:

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

Trustees Present:

Trustee Judy Buchanan
Trustee Linda Foster
Vice Chair Julie Hile (Virtual)
Trustee Mandava Rao
Trustee Barbara Singer
Chairman Ryan Whitehouse

Trustees Absent:

None

City Managers Present:

City Manager Jeff Jurgens

City Managers Absent:

City Manager Pam Reece

Staff Present:

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

Guest(s) Present:

Keith Dobrolinsky, Assurance/Marsh & McLennan Agency
Keith Farris, Connect Transit
Callen Boddie, Connect Transit
Julie Holts, Connect Transit
Vern Sullivan, Connect Transit
Mark O'Daniel, Connect Transit
Chris Sharkey, Connect Transit
Barbi Ellison, Connect Transit
Mark Hodel, Connect Transit

C. PLEDGE OF ALLEGIANCE AND MISSION STATEMENT:

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

D. PUBLIC COMMENT:

Chairman Whitehouse read the rules governing how public comments are handled and assured the guests that while the Board of Trustees are not allowed to comment back, their comments will be heard. Chairman Whitehouse welcomed the first speaker, Keith Farris.

Keith Farris shared he is a 15-year employee of Connect Transit and stated his residential address. He shared that three years ago a memo regarding holiday sweaters was released stating no religious content could be worn on the holiday sweaters. He questioned the reasoning to HR and various supervisors and was given what he felt was an already prepared statement of “We don’t want to offend anyone”. Mr. Farris stated that he wanted to wear a “Jesus is the reason for the season” sweater, which he didn’t feel would offend anyone. He stated that under the religious act Connect Transit has the right to do this, but they have to make sure it goes for every religion, and it did until this year. This year Connect Transit decided they wanted to do Krampus, which is the devil and a religion, and a violation of the religious act. He stated about ten employees approached him about it, he did some research and found out that Krampus is the devil and was very upset that he couldn’t wear his “Jesus is the reason for the season” sweater, but we could celebrate Krampus. He spoke to Ms. Walls who said, “I might not agree but that is the policy, and they can do it”. Mr. Farris stated all he wants from management is a better means of communication from them to the employees because what happened isn’t right, celebrating Krampus on Connect Transit property isn’t right. He thanked the Board for their time and sat down.

Callen Boddie expressed his deep respect and gratitude for the company he works for, Connect Transit. He stated he also expects to be treated with equal respect by the company he works for, and that the company’s Leadership does not extend the same level of respect. Mr. Boddie explained that recently the company posted they were having a cookout for a messaging campaign on June 19, 2024, and that he raised a question on the company’s messaging app regarding the lack of recognition for the federal holiday and received no response. The company decided to have a cookout to acknowledge the messaging campaign instead of acknowledging Juneteenth. He then noticed on later posts a statement that said, “all comments will be reviewed and addressed in person if necessary”. Mr. Boddie stated that despite that assurance, neither himself nor the Union Executive Board has received any response addressing his concern and he is led to believe it has been dismissed as insignificant. He explained that he was at the Board meeting to advocate for himself others who share the belief that the disregard shown towards the Juneteenth federal holiday is evident. He expressed his curiosity as to why even after a second attempt he never received a reply. Mr. Boddie stated we’ve never had to discuss the other holidays and events celebrated here, and that while it is good we acknowledge them, Juneteenth was not mentioned except for a Facebook post hours after he posted his concern. He stated that at the end of his shift, he was asked if he would like any food or a t-shirt, he replied that all he wanted was a response to his concern and was directed to Mr. Braun. Mr. Braun wasn’t available, and brought up his next concern, the open door policy. Mr. Boddie stated that employees now need 30-minute appointments to speak with someone on the management team. He shared his concern that given the uncertainties of our job today, limiting access to our employer – especially Human Resources who should support all employees that limiting access to positions on the Admin side doesn’t really seem wise.

Julie Holts thanked the Board for the opportunity to speak, stated her residential address, and shared that she is a Dispatcher at Connect Transit and the Recording Secretary for the Executive Board of the

ATU 752. Ms. Holts stated that she was there to address the lack of diversity and inclusion at Connect Transit. She stated that Juneteenth is not just a federal holiday, it is a significant day in American history; it is not just a historical event, it is the day that represents freedom, resilience, and the ongoing struggle for equality. By Connect Transit not recognizing this important day and holding the cookout to launch the messaging campaign instead, they failed to honor the diverse backgrounds and experiences of some of their employees. Ms. Holts stated she was very disappointed they did not feel it was disrespectful or inappropriate to choose that date. She further stated that since she has been employed here only one person of color has been promoted or hired in the capacity of a Director or Manager. Ms. Holts stated either Connect Transit's Leadership Team does not care, or training may be required for them to learn about different cultural perspectives, biases, and inclusive practices. She stated her hope is that Connect will work towards an open communication culture where feedback is not muted but valued for a more respectful and supportive environment for all.

Chairman Whitehouse thanked the speakers for their public comments.

E. CONSENT AGENDA:

- a. Approval of Regular Session Minutes for May 28, 2024
- b. Approval of Executive Session Minutes for May 28, 2024
- c. Approval of Financial Information for May 2024
- d. Monthly Statistical Reports for May 2024
- e. Cardinal Infrastructure; Federal Report
- f. Cornerstone; Illinois Weekly Update

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

Trustee Rao motioned; seconded by Trustee Foster.

Discussion:

David Braun, Managing Director, stated that the Trustees would see a Cummins Sales and Service expense of \$493,000 in the financial reports and explained it is a capital expense; even though it appears as a cash disbursement it will not hit the operating budget. Another item is the \$1,000,000 transfer to the Illinois Fund Savings Account to a higher interest-bearing account only accessible to public agencies. Mr. Braun stated we did the transfer in May to earn additional interest from the monies we hold. He noted that the Professional Services on the Income Statement is significantly higher than what was budgeted for and includes Dovetail expenses. He stated that overall, we are under budget for the year and over budget in operating revenue.

Mr. Braun stated that our performance reports show Mobility ridership decreased in May leading to about a 14.5% year to date increase for Mobility ridership, which is still significantly higher than what was budgeted. Mobility Ridership Per Hour also decreased but year to date is higher than last year, so is performing very well. Mr. Braun congratulated Shelly Moss, Operations Director, for her efforts in making this happen. He stated the Operator Pay Hours Per Service Hours is a little less, which means we are decreasing the guaranteed time and overtime, things that exceed the revenue time.

Mr. Braun stated that Cardinal report shows we were not selected to receive a RAISE grant for the solar project that we had mentioned before; RAISE is a very competitive grant process, and we were competing with highways and other transportation. Mr. Braun explained we still have other grants pending for the solar project.

Mr. Braun encouraged the Trustees to read the Cornerstone report, and shared he is tracking the electric scooters because they impact our service when they are left at shelters and bus stops; we do hope to work with the City and Town, and whoever provides them. He shared our \$3 million appropriation was put in the 2025 capital budget.

Trustee Buchanan asked if the \$21,000 payment to Dovetail was the final payment.

Aubrey Staton, Marketing Manager, stated she did not have that information with her but that she would research the information and get back to her with the answer.

Trustee Buchanan asked if we were going to overspend what we had set aside.

Ms. Staton said we would not overspend.

Trustee Buchanan stated she saw reference to the FTA possibly being able to reduce the amount for Connect Transit and other transit in the Cardinal report and asked if we have some grants that we are planning on submitting that might be impacted.

Mr. Braun stated we have no current grants that would be impacted. He explained that what has changed is the allocation based on ridership. Since ridership has changed due to COVID, they look back to our 2019 numbers because our ridership was significantly impacted. In recent years our ridership was still low, which impacted our formula funding. He confirmed we have done everything we need to do at this time.

Chairman Whitehouse stated it is nice to see the ridership numbers rebounding with year to date at a 6.3% increase and acknowledged it is because of our drivers and the service we provide.

Rollcall Vote:

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

NAY: None

Consent Agenda was **approved**.

F. COMMITTEE REPORTS:

Operations and Planning Committee:

Mr. Braun shared that the Operations and Planning Committee had met to discuss a proposal to modify the FLEX service. The original proposal included some other potential modifications that Trustee Rao and Trustee Foster asked him to hold back until we see the impact of this modification.

Chairman Whitehouse asked if they wanted to discuss the modification now or during the recommendation. Trustee Foster said they wanted to wait until the recommendation is presented in New Business.

Marketing and Communications Committee:

Trustee Buchanan referred to on screen slides available as part of the Managing Director's Presentation.

Trustee Buchanan stated they continue to try to engage the public, which goes back to the Connect to the Future and the need to make sure our community recognizes the value we contribute to the community even if they aren't riders. She explained one of the committee's first steps was to capture rider stories, and they have collected over 50 submissions from a wide range of individuals and will continue to collect them. These stories include personal experiences, improvements to be made, and if we can contact them again for further use or visual stories. Trustee Buchanan stated the information they are collecting is very informative and can guide further policies and inform staff how our riders feel; she asked the Trustees how much information on the rider stories they would like to see, how often and how much they want to see so they aren't overloading them with information.

The Trustees indicated they would prefer a summary of the information on a quarterly basis.

Trustee Foster asked how they receive the rider stories.

Ms. Staton said that they sent out over 5,000 emails asking recipients if they would be interested in participating in a digital survey, giving us their story and information. The survey collects very simple demographic information, asks about their experiences using Connect, and collects suggestions. She stated that she will break the information down into areas of improvement, service hours, etc. and share them appropriately.

Ms. Staton stated the most valuable thing that she has seen in these stories is the riders shouting out drivers, and she wants to make sure those are communicated to the management team and shared on our various communication platforms.

Trustee Foster asked if we get back in touch with the riders to let them know if we can or cannot do what they've asked in an area of improvement.

Ms. Staton says she does follow up if there is an action taken, otherwise they get an automatic "thank you for your feedback" email.

Chairman Whitehouse stated he would like to see the comments so we can better ourselves as an organization and asked to have them shared with the Board.

Ms. Staton asked if he would like them verbatim or summarized and categorized, asked for clarification on how he would specifically like the information presented.

Chairman Whitehouse stated he prefers categories over direct comments and if the Trustees prefer direct comments, that can be made available to them.

Trustee Foster agreed because then she can follow up on what affects her area.

Trustee Singer stated she likes the category style and that we should thank everyone for their statements regardless of what they say.

Ms. Staton shared the physical assets plan: bus wraps, shelter ads, event pop up banners, rider story posters, CornBelts partnership, and that they are all going on at the same time.

Trustee Singer asked if we could tell the bus driver's stories too, because the riders would like that.

Ms. Staton shared that we started doing that with our 50th anniversary when we interviewed David Calhoun, our longest standing driver. We had a nice story about him in the Pantagraph, and that was the start of all this story collection.

Finance Committee:

No report.

G. NEW BUSINESS:

a. Recommendation for FY25 Property and Casualty Insurance Renewal – Roll Call Vote

Chairman Whitehouse called for a motion to authorize the Managing Director to renew property and casualty insurance effective July 1, 2024, through June 30, 2025.

Trustee Foster motioned; seconded by Trustee Singer.

Discussion:

Pat Kuebrich, Finance Director, explained Connect Transit is renewing the property and casualty insurance for the term of July 1, 2024, through June 30, 2025. This renewal covers the following insurance coverage: workers' compensation, property, general liability, automotive liability, automotive comprehensive, umbrella liability, directors' and officers' liability and employment practices liability, fiduciary, cyber liability, and crime insurance.

The premium for the workers' compensation insurance renewal will increase \$35,270 (from \$308,709 FY24 to \$343,979 FY25). The increase is due to our projected increase in salaries for FY25.

The premium for the property and casualty insurance renewal will also increase. The total increase is \$79,730 (from \$503,981 FY24 to \$583,711 FY25). The majority of this premium increase (\$65,977) is from the automotive liability and comprehensive coverage. This increase is due to a change in market conditions and Travelers' experience with electric vehicle coverage and resulting risk exposure.

Even though this is a significant increase, we feel this is a reasonable renewal. We will be working with Assurance to receive assistance and service that will help mitigate our claims in the future.

The total cost for this renewal of all policies shown in the table below is \$927,690, a \$115,000 (14.2%) increase over FY24. The increase was anticipated and included in the FY25 Operating Budget.

Trustee Buchanan stated she noticed an increase due to the electric vehicles, and asked if we see that leveling off or is it a work in progress.

Keith Dobrolinsky, Senior Vice President Marsh and McLennan, stated it is a work in progress. The long-term underwriter on the Travelers program was rating the auto physical damage on those buses pretty consistently over the years. He explained they now have a new underwriter, and they are taking a look at benchmarks with other transit authorities and feel there was a need for an increase, specifically to the concerns of electric vehicles. He noted they were looking at an almost double rate on the auto physical damage, at almost \$8,500 per unit. When all was said and done, we were able to increase that to just under \$1,000 per unit, which is a good renewal considering Connect has 88 units.

Trustee Foster stated these increases are very substantial increases and expressed her hopes that we can look at other agencies to make comparisons so we can say we have done our due diligence in making sure it lines up with everybody else.

Mr. Dobrolinsky stated that in the world of public entities it is narrowed down to specific underwriters and carriers that focus on transit authorities, limiting the field. He assured her they are continuing to look at different options and benchmarking us with other transit authorities, and that they go out to market every year.

Trustee Rao asked why the electrical buses premiums are rising when they should be coming down.

Mr. Dobrolinsky explained the cost of replacing a bus based on the intricacies is high, comparing it to replacing our own personal vehicle 20 years ago and the cost difference.

Chairman Whitehouse stated we purchased the electric buses because we had the grant money and that we've adjusted that with recent policy. He stated that the next time we plan to purchase buses we should take into consideration the cost of insurance, that while we committed to electric or a cleaner source, we are seeing a substantial cost increase because replacing a \$1.2 million bus is much more costly than a \$600,000 bus and we need to consider all costs. He asked staff to include all projections in our next round of bus purchases.

Vice Chair Hile asked what precisely is driving the cost increase now.

Mr. Dobrolinsky stated it is not on the liability side, because they are a safer bus. He stated he thinks it is on the physical damage side, the cost to repair the technology that goes into that type of bus versus the buses of five to ten years ago is significantly higher and that is what he believes is driving the cost increase.

Chairman Whitehouse stated that even though he wants to lower costs as much as possible, that does make sense to him; a newer car costs more to insure than an older car. He recognized Vice Chair Hile's concern but also acknowledged the electric buses are expensive and this is what it costs to insure them.

Mr. Dobrolinsky stated he tried to prepare ahead of time and was not able to pull together a benchmarking of transit authorities around the country to show what our numbers are compared to others. He stated he will share that with the Board when it is complete.

Vice Chair Hile agreed with Chairman Whitehouse in that she likes the idea of looking at the full cost of these buses, not just the purchase prices but also the maintenance and insurance costs. She also asks that we include the environmental impact of an electric bus versus our diesel fleet so we are truly getting a good read on what these buses are costing us. She asked Mr. Dobrolinsky to include in his benchmarks the extent to which our very low claims are informing our insurance rates because she thinks that would be a performance metric working in our favor.

Trustee Buchanan stated that there has been an incentive and encouragement from funders to purchase electric buses in the past and asked that we consider when that is going to change and if we are going to be on the negative side if we choose not to go that route.

Rollcall Vote:

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

NAY: None

Motion to authorize the Managing Director to renew property and casualty insurance effective July 1, 2024, through June 30, 2025, was **approved**.

b. Recommendation for Tire Lease Contract Extension – Roll Call Vote

Chairman Whitehouse called for a motion to authorize the General Manager to execute a single-year contract extension with Bridgestone Americas for leasing tires on revenue service vehicles.

Trustee Rao motioned; seconded by Trustee Foster.

Discussion:

Brady Lange, Deputy Managing Director/Interim Procurement Director, explained that for the past three years Connect Transit has leased tires for revenue service vehicles from Bridgestone Americas. In total, Connect Transit has leased tires for over 11 years from various suppliers. Tire leasing provides more flexibility than purchasing tires and reduces maintenance cost, down time, and environmental liability.

This contract extension will utilize one of two single-year options that were included in the original contract approved by the Board of Trustees in March 2021. The rates established by this contract were agreed upon and evaluated during the initial RFP evaluation in March 2021 and represent an increase of approximately 3% over the base period of the contract. The CPI for Tire Manufacturing: Truck and Bus has increased 21.8% since March 2021 so we believe issuing a new RFP would result in a much higher cost for tires.

Anticipated expenses associated with this single-year contract extension will be approximately \$60,000 based on budgeted mileage. As in past years, Connect Transit will utilize operating funds for this contract and the expense was included in our FY25 budget.

Trustee Foster expressed her surprise at being able to lease a tire.

Mr. Lange explained they ship tires to us, we install them on a vehicle, we record that installation and report the mileage monthly; we are charged per mile of runtime on that tire. When that tire comes off the vehicle, they come and get it and recycle it just as any tire shop would. Our Maintenance Department makes sure the tire doesn't come off too early, so we get the full lease of the tire tread.

Chairman Whitehouse asked Mr. Lang to confirm that we used to purchase tires and since we switched to this approach, we have saved substantial dollars.

Mr. Lange confirmed that we have saved substantial dollars and also downtime. In past years, when you bought tires you might put a retread on it and those were prone to downtime.

Rollcall Vote:

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

NAY: None

Motion to authorize the General Manager to execute a single-year contract extension with Bridgestone Americas for leasing tires on revenue service vehicles was **approved**.

c. Recommendation for FLEX Service Adjustment – Roll Call Vote

Chairman Whitehouse called for a motion to allow staff to modify FLEX service parameters to only allow trips that are 0.45 miles or longer.

Trustee Buchanan motioned; seconded by Trustee Foster.

Mr. Braun stated there was a typo in the recommendation, that it should read .4 miles not .45 miles.

Trustees confirmed they accepted that correction.

Discussion:

Mr. Braun stated Connect FLEX currently provides service to anyone in the designated zone to anywhere in the zone. We recently noticed a considerable number of short rides, most of which are areas that have access to the fixed route service. Many of these trips occur along Market Street, which is served by the Lime Route from Wylie Drive to Downtown, and the Brown or Gold Routes along other sections of Market Street. Short trip requests have been more frequent in recent months.

Unlike the fixed route service that runs along a pre-determined route, Connect FLEX must travel to the pick-up location from another area within the zone, provide the short trip, and return to another area in the zone for a different trip. While the app algorithm tries to group trips efficiently, short trips in a certain area create an inefficiency, tying up a vehicle and increasing the number of seats unavailable in areas that do not have an option to use fixed route service. Short trips also add hours and miles that are the primary cost factors for this service, decreases efficiency, and makes the vehicle unavailable for other people who need it to access the fixed route service, or to people who need to travel to a location in the service zone (i.e.: Ferrero, Unit 5 schools or other locations). This modification will encourage the use of the more convenient and cost effective fixed route service.

Approximately 673 trips were 0.4 miles or less and 1,699 trips were 0.5 miles or less since we initiated service in July 2023, which is approximately 1.4% -3.5% of all trips (48,813 total). Of those, only five trips (.01%) required a wheelchair accessible vehicle, four of which were 0.2 miles or less. Typical distance between fixed route stops is 0.25 miles.

This change will not require public hearings since the change is less than 20% of the hours and miles of service. We will communicate the change to all users throughout the next month for implementation beginning on August 1.

This will have no financial impact.

Trustee Foster shared there is always trial and error and we did what we thought was right to allow people to have opportunity to use the FLEX service. After reviewing the types of trips happening on FLEX, there is cause for concern for the unintended consequences. She stated they met with Mr. Braun and reviewed the pros and cons and agree with the idea to not stop the service, but to give people an opportunity to understand why there is a need for change. The change being recommended is for riders to utilize other services available to them, still allowing them to get from point A to point B and for staff to come back later and revisit and revise the zone.

Trustee Rao agreed.

Chairman Whitehouse asked if they are both comfortable with the recommendation as a trial to see if it works.

Trustee Foster stated we cannot continue as it is, it isn't fair to other areas, and they support the recommendation so the service can be geared towards the areas where it has the greatest impact.

Mr. Braun emphasized that many of these short trips are in areas that already have a fixed route serving them and that FLEX was meant to encourage people to use the fixed route bus, not to take away from the fixed route bus.

Chairman Whitehouse stated that he knows there will somehow be a financial impact, he knows it will be hard to track and calculate, but there is going to be one.

Rollcall Vote:

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

NAY: None

Motion to allow staff to modify FLEX service parameters to only allow trips that are 0.45 miles or longer was **approved**.

H. CHAIRMAN'S REPORT:

Chairman Whitehouse welcomed City Manager Jurgens to his first in person meeting and shared that we look forward to working with him.

I. MANAGING DIRECTOR'S REPORT:

Mr. Braun shared his monthly Managing Director's report available online as part of the Managing Director's Presentation.

Strategic Plan Scorecard:

Mr. Braun gave an update on the Strategic Plan, noting that he had indicated changes or updates to the scorecard with an "X" on the far left.

- Kicked off our June marketing campaign.
- EDC One Voice Trip.
- Presented the Board Handbook to the Board in June.
- Participating in Salvation Army GoodCities programs.
- Participated on an EV Collaborative panel and open house, gave a tour of Connect Transit.
- Planning an August FLEX celebration with Congressman Sorenson and gave a press release with a quote from Senator Durbin.
- RAISE grant was unsuccessful.
- Applied for 2025 Earmark for solar battery.
- A&E contract negotiations pending City and Bloomington; expected recommendation June 2024.
- Consultant analysis of radio systems with RFP.

- Proposal to modify FLEX service to reduce short chips.

Connect Mobility:

Mr. Braun stated that every month he receives a report on Mobility applications, and that as of the end of May these were the stats for 2024:

- 2024 New Applications
 - 165 processed
 - 112 approved
 - 18 denials
 - 35 pending (waiting on professional verification)
- 2024 Recertifications:
 - 277 processed
 - 203 approved
 - 9 denials
 - 65 pending (waiting on professional verification)
- There have been 69 clients identified for travel training.

Board of Trustees Handbook:

The printed Board of Trustees Handbook was presented to the Trustees. He thanked everyone for their input and assistance in putting the handbook together. Mr. Braun stated the handbook is an amalgamation of already approved policies, and asked the Trustees if they needed to approve it at the next meeting or did they want to accept it since everything in it was already approved.

Chairman Whitehouse stated they were already approved policies and did not see the need to approve putting the policies together into a book.

Trustee Foster agreed that if the policies were already adopted, they were fine but that we need to make sure we are following the policies.

The other Trustees concurred.

Mr. Braun shared the changes from the last draft, including adding quarterly Board Workshops beginning in July.

- Change log since draft:
 - Included Vision, Mission, and Values within first pages.
 - Included City and Town as partners on the partners list, alphabetized partners list.
 - Spelled out IGA acronym and included it in the glossary.
 - Modified Policy Roles & Media sections.
 - Added date of adoption to Strategic Plan.
 - Added a summary of our funding resources.
 - Added Board Orientation and Development section.
 - Added date of handbook creation or date of document approval to each page.
- To be modified:
 - Organizational Chart

Community Outreach:

- CornBelters Game

- Special Olympics
- YouthBuild Presentation
- Heartland/IGEN EV Industry Collaboration Events
- Participation in Salvation Army Good Cities program
- Brightpoint Thrive Breakfast
- Family facility tour
- Environmental Resource Center - Letter of Support for Grant

Employee Morale

- June employee birthdays & work anniversary celebrations
- Internal messaging campaign launch cookout

Professional Development:

- Maintenance staff:
 - Inspection and repair of heavy-duty air brake systems.
 - FREE on-site training from brake parts supplier.
- Transport Ticketing Conference:
 - FREE educational conference in Chicago.
 - Attended by Pat, Steve, & Aubrey.
 - The fare policy should drive the technology, not the other way around.
 - Fare simplification before implementation is easier on agency and vendor.
 - Open architecture system
 - Helps with future proofing, multiple systems work as one – more options, more maneuverability.
 - Must verify API is versatile and reliable.
 - Need to include API ownership in our agreements.
 - A reliable provider is critical to maintain operating costs.
 - There will still be unbanked, so need to support cash payments.
 - Education is important and will take a long time.
 - Build strong FAQs.
 - Equip CSRs and Operators with the knowledge they need and materials to assist with education and communication.

Recruiting:

- Positions Open
 - Bus Operator
 - Dispatcher
 - Maintenance Supervisor
 - Marketing & Social Media Coordinator
 - Marketing Intern
 - Mechanic
 - Operations Supervisor
 - Procurement Manager
 - Scheduler
 - Service Technician
 - Technology Support Specialist
 - Transit Planner

- Travel Support Specialist
- Positions Filled
 - Bus Operator
 - Dispatcher
 - Microtransit Operator
 - Service Technician

Reminders:

- Updated/New Board Photos
 - Please set up an appointment with Board Clerk

J. TRUSTEE COMMENTS:

Trustee Buchanan reminded everyone that at their seat was a new A to Beyond t-shirt to wear as part of the messaging campaign.

Trustee Foster thanked Connect for the cooling station buses provided to the community and reminded everyone to continue listening to the staff. She shared that we are listening to them, and we are the company that we want to do things right, doing and giving the best for our riders and staff.

Vice Chair Hile gave a shout out to Janice Crago, Board Clerk, for the meeting packets and minutes for keeping her updated when she is not in the room due to business obligations.

Trustee Rao thanked Connect Transit for supporting the Kite Fest.

K. EXECUTIVE SESSION:

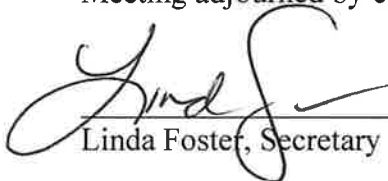
None

L. ADJOURNMENT:

Chairman Whitehouse called for a Motion to Adjourn.

Trustee Foster motioned; seconded by Trustee Rao.

Meeting adjourned by consensus at 5:45 p.m.

 8-27-24
Linda Foster, Secretary / Date

 8.27.24
Janice Crago, Board Clerk / Date

[SEAL]

