



## **AGENDA**

### **Meeting of the Connect Transit Board of Trustees**

**January 7, 2014**

**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. Consent Agenda
  - 1. Approval of Proceedings of Previous Special Meeting of October, 12, 2013, Special Meeting of November 9, 2013, Work Session Meeting of November 26, 2013 and Regular Meeting of November 26, 2013
  - 2. Disbursements for Month of December, 2013
  - 3. Financial Report for Month of November, 2013
  - 4. Capital and Self Insurance Reserve Fund Balances for month of November, 2013
  - 5. Monthly Statistical Report for month of November, 2013
  - 6. Stuff-the-Bus Summary Report
- E. Old Business
- F. New Business
  - 1. Award of Website Design Services RFP 13-07
  - 2. Award of Fuel Contract Supplier RFP 13-06
  - 3. Award of Copier Lease
- G. General Manager's Report
- H. Trustee's Comments
- I. Executive Session – 5 ILCS 120/(c)(1) – Collective Bargaining
- J. Adjournment

**CONNECT TRANSIT  
BOARD OF TRUSTEES  
PROCEEDINGS OF SPECIAL MEETING OF OCTOBER 12, 2013**

A Special Meeting of the Board of Trustees of Connect Transit was held at Eastland Suites Hotel, Eastland Room, located at 1801 Eastland Drive, Bloomington, Illinois on October 12, 2013 at 8:00 a.m.

TRUSTEES PRESENT: Judy Buchanan, Chairman  
Bill Wilson, Vice-Chairman  
Mike McCurdy, Secretary  
John Bowman  
Felicia Shaw  
John Thomas

TRUSTEES ABSENT: Ryan Whitehouse

STAFF PRESENT: Andrew Johnson, General Manager  
Jenifer Clark, Human Resources Director  
Patrick Kuebrich, Finance Director  
Roy Rickert, Operations Director  
Jennifer Sorenson, Community Relations Manager  
Steve Stockton, Information Technology Director

OTHERS PRESENT: Kay Titchenal – Goranson Consulting  
Dave Goranson – Goranson Consulting

The meeting was called to order by the Chairman at 8:11 a.m. Roll call was taken.

**The following was presented:**

A Resolution Supporting the Creation of a Bloomington Bicycle Plan.

Chairperson Buchanan opened the discussion regarding the Resolution. Trustee Bowman questioned the authority that Connect Transit Board had in relation to the creation of a bicycle plan. Andrew Johnson, General Manager, responded that the Board did not have any authority regarding the creation of same; the adoption of the Resolution would support the City of Bloomington creating a Bicycle Plan.

Chairperson Buchanan stated that it was her belief that other entities were also supporting the Resolution and noted that passing same was complimentary to Connect Transit's role in alternative transportation options, such as having bicycle racks on the front of buses for transporting bicycles while using the bus system.

Trustee McCurdy noted that he had just returned from attending the APTA conference with Connect Transit staff. He was amazed at the amount of discussion concerning bicycling as an alternative means of transportation at a bus and train conference. There was a lot of conversation regarding “livable – walkable – bikable cities” and the complimentary nature of them in relation to bus and train transportation options. Cycling helps Transit and Transit helps cycling.

Chairperson Buchanan noted that there was no cost or obligation to Connect Transit, but that adoption of the Resolution supported the measure and the initiative by the City of Bloomington.

Andrew Johnson, General Manager noted that it was staff’s opinion that the initiative provided a safer environment for everyone by creating dedicated and shared bicycle lanes; it would raise awareness and keep bicycles and auto traffic in the correct lanes.

Staff’s only concern was on Front Street and the transfer station located there. It was made clear to the City of Bloomington that any bicycle plan that included Front Street should be adaptable and compatible with the transfer station.

Trustee Bowman questioned if on street parking on Front Street would be eliminated with the creation of the bicycle lanes. Trustee McCurdy explained that there would not be any parking spaces eliminated. The sharrows (shared lane markings) would signal to motorists that there could be cyclists in the lane. Trustee Bowman noted that there were national standards regulating bike lanes. The American Association of State Highway and Transportation Officials (AASHTO) is one of such organizations.

Trustee Shaw questioned if the City of Bloomington was modeling the Town of Normal’s bicycle plan. Chairperson Buchanan responded that the City of Bloomington was just beginning to explore its options, noting that the Town had made much more progress in its creation of bicycle lanes.

Trustee Thomas noted that one of the goals in the Town’s Bicycle Plan was to become recognized as a bicycle friendly community; there were bronze, silver and gold levels of recognition. The City of Bloomington’s participation in creating and implementing a Bicycle Plan would help the Town realize its goal.

Chairperson Buchanan inquired if there were any additional questions or comments. There were none.

Motion by Trustee Bowman, seconded by Trustee Thomas that the Resolution supporting the creation of a Bloomington Bicycle Plan be adopted.

**A RESOLUTION OF THE BOARD OF TRUSTEES  
OF CONNECT TRANSIT  
SUPPORTING THE CREATION OF A BLOOMINGTON BICYCLE PLAN**

**WHEREAS**, Connect Transit is the public mass transportation system in Bloomington-Normal; and,

**WHEREAS**, Connect Transit advocates for land use planning that embraces all modes of transportation; and,

**WHEREAS**, Connect Transit recognizes bicycling as a complement to and facilitator of public transportation use; and,

**WHEREAS**, the League of Illinois Bicyclists has proposed an agreement with the City of Bloomington to create a Bicycle Plan; and,

**WHEREAS**, the City of Bloomington will consider the creation of a Bicycle Plan at their Council Meeting on October 14, 2013; now, therefore,

**BE IT RESOLVED** by the Board of Trustees of Connect Transit, now meeting in special session, as follows:

(1) The Board of Trustees of Connect Transit supports the City of Bloomington and the League Illinois Bicyclists in their efforts to create a Bloomington Bicycle Plan that establishes on-street bicycle routes and increases the safety of bicyclists and other modes of transportation, and

(2) The Board of Trustees of Connect Transit further supports the establishment of an on-street route on Front Street connecting the Constitution Trail and Downtown Bloomington as part of the Bloomington Bicycle Plan.

**ADOPTED** by the Board of Trustees of the Bloomington-Normal Public Transit System on this the 12<sup>th</sup> day of October 2013.

**APPROVED:**

Judy Buchanan, Chairperson  
Connect Transit

**ATTEST:**

Mike McCurdy, Secretary  
Connect Transit

**ATTEST:**

John Bowman, Secretary  
Bloomington-Normal Public Transit System

**The following was presented:**

Connect Transit Strategic Planning Session.

Chairperson Buchanan introduced Kay Titchenal – and Dave Goranson – Goranson Consulting, the facilitators for the session. Ms. Titchenal opened the session by stating that there would be several components of focus. The components of focus would lead to the finalization the Vision and Mission; finalizing the Vision would lead to finalizing the Mission. The components of focus were Strategies, Goals, Tactics and Methods. The draft Vision and Mission Statements from a prior session were reviewed.

The session began by the Trustees and Staff members breaking into three work groups. Each group was allowed several minutes to create a vision statement. Each group designated a spokesperson who presented its vision statement to the entirety.

Group one presented its vision statement: “Reliable and Convenient Transportation Connecting the Community”. It was this group’s belief that convenience was all encompassing; however, if it is not reliable or safe, it is not necessarily convenient.

Group two presented its vision statement: “To Provide a Reliable, Safe, Transportation Option that is Customer Focused that Connects the Community”.

Group three presented its vision statement: “Connecting Individuals and Communities”.

Ms. Titchenal noted that all three groups had a common theme: reliability, convenience and connectivity. She suggested that the group as a whole evaluate what was most important. She requested that each group clarify its vision statements so that the group as a whole could pick the best and most important pieces for the final vision statement.

Group one believed that reliability and being a safe means of transportation were the most important factors. Dave Goranson, Goranson Consulting facilitator acknowledged that safety and reliability were very important to any form of public transportation for any community.

Group two noted that there were many communities within a community. For example, the business community, the health community, the higher education community, etc. Another focus for this group was the word *options*. This group believed that Connect Transit was only one alternative transportation option.

Group three believed that reliability was the most important component of the vision statement. Group one and two agreed that reliability was an important component, but that connecting via transportation was also important as the word connecting has many connotations in today’s world. The entire group agreed.

There was discussion that the vision statement needed to be short and savvy, but self-explanatory. Some considered the words reliable and transportation as “dry” words, however, reliability and transportation were common themes among all three groups during the vision statement discussions. Ms. Titchenal reminded the group that the vision statement could possibly be displayed on the side of a bus, as part of the organization’s letterhead, and/or on the wall of the facility. It was important that a vision statement be an accurate depiction of the organization.

The groups were brought back together as a whole for discussion on the finalization of the vision statement. Ms. Titchenal started the discussion by pointing out that the three groups had considered, “Reliable Transportation Connecting Communities” as the most fitting vision statement. She questioned the group about their feelings about this vision statement. She questioned if the group felt comfortable with and believed in it. She questioned if the group believed that this vision statement was a good depiction for and branding statement for Connect Transit. Mr. Goranson reminded the group to not confuse marketing with a vision statement.

Discussion involved the use of the word community vs. the word communities. Connect Transit is the only entity that services both the City of Bloomington and the Town of Normal. There was concern that the singular word singled out one community over another, whereas the plural word could be misconstrued to include outlying communities such as the Village of Heyworth, Village of Downs, City of Leroy, etc. Trustee Shaw stated that the plural use of the word was more inclusive of the variety of people that are served by Connect Transit. Ms. Titchenal stated that overall everyone believed the plural word was the best option.

Ms. Titchenal polled the group and it was decided that the final vision statement would be “Reliable Transportation Connecting Communities” and that it was time to begin focusing on the mission statement. She stated that a mission statement described the reason the organization existed. It could include bullet points, a simple sentence or a paragraph, but should be something that people could understand and relate to.

She instructed the group to break back into the smaller three focus groups. The groups were given time to brainstorm ideas for the mission statement. She instructed the groups to list what they believed was the culture and personality of Connect Transit. It could include that the organization is a non-profit entity that enjoyed providing a variety of services. It could include making sure that buses were timely, safe and reliable. She suggested that each individual brought their own personality into the project. There was no right or wrong way to focus on what the mission statement should be. She noted that the mission statement would describe why the organization existed, what drives its purpose, its goals and why the service was needed.

After a brief period, Ms. Titchenal opened the discussion between the three groups regarding the mission statement. She began with team two. Team two used the bullet point style which included: “to provide a safe, courteous, reliable, convenient, cost effective and comfortable means of transportation option to our customers”. Discussion included the word customers; the word customers included a variety of individuals and businesses. It was suggested that the word *our* could be removed to be inclusive of the variety of different citizens served.

Additional discussion centered on the need of the mission statement to include individuals who may not use the bus system. It should describe to those individuals the importance of the bus system, how it is important for economic development; it is important for senior citizens to maintain independence. The mission statement should describe its importance to everyone, including those who do not use the services.

It was determined that group two's mission statement described accurately the service aspect of Connect Transit. Additions to the mission statement could include the operations aspect, and quality of life. Ms. Titchenal reminded the groups that the mission statement should also explain how these goals are accomplished such as having bike racks on the front of buses, etc. She also noted that the mission statement should not be too lengthy.

Group three's mission statement included: "Connecting customers with transportation options that are safe, affordable, reliable, convenient, and courteous, valued and technologically advanced both internally and externally. The word safe inferred to several aspects such as comfort, (heating and air conditioning) personal safety and driver safety.

Group one's mission statement included: "Improving the quality of life and communities through the provision of superior customer service, independence through transportation, access to economic opportunity and access to education in a more sustainable environment". Discussion involved what superior customer service and access to economic opportunity meant. Access to economic opportunity and education meant individual ability to travel to/from work and/or school. Trustee Buchanan noted that access included several things, shopping, theater, work, school, health care, etc.

Additional discussion included the concept of a more sustainable environment. Questions arose regarding the meaning of the phrase. Andrew Johnson, General Manager stated that it provides citizens the opportunity to not use their individual vehicles, saving them wear and tear. It also provides opportunity to take more vehicles off of the streets, lowering carbon emissions, as well as allowing more individuals to utilize one vehicle that has low emissions and burns cleaner. Mr. Johnson also noted that every trip on public transit is multi-modal; each trip begins by walking, contributing to a healthier environment both locally and for the greater environment, as well as better personal physical health.

Trustee Buchanan noted that Illinois State University has been a large proponent of sustainable transportation. The University has been reluctant to build additional parking lots. Discussion between Trustees Bowman and McCurdy included additional traffic on streets and highways as more roads are built. Ms. Titchenal confirmed that environmentally friendly, sustainable and multi-modal were several important features of public transportation.

Ms. Titchenal reminded the group that the mission statement should include the goals for the current as well as the future. A goal should be to include Connect Transit as a transportation option. She requested that the groups review their mission statements to make any changes or additions for further discussion.

After reviewing the mission statements the groups were brought back together as a whole for further discussion. Ms. Titchenal stated that a common theme was providing comfortable and safe transportation. She noted that the word comfortable could encompass the word safe. It was also noted that the statement of “Ensuring Quality of Life in the Community by providing, comfortable, reliable,” etc., was a very powerful statement. Customer Service was also a common focus for all of the groups. She suggested that the group as a whole discuss together the prevailing themes for the individual group and create a single mission statement that included all of them.

Ms. Titchenal noted all of the different bullet points that could have several sub points. For example, Comfortable could include the sub points of safe, and clean. Reliable could include sustainable, environmentally friendly, and timely. She suggested that the group as a whole break back down into the three smaller groups to discuss how quality of life is improved by creating a list of only five reasons. After a brief discussion, Ms. Titchenal had each group explain their five reasons. There was a common theme between the three groups: Safety, Customer Service, Sustainability, Connectivity and Reliability. Ms. Titchenal then encouraged the group as a whole to consider all the subjects that could be listed under each heading. Several items were discussed and listed under each heading. Through the discussion, the five reasons were narrowed down to four goals that explained the vision statement; “Reliable Transportation Connecting Communities” were 1.) Independence through transportation, 2.) Economic opportunities, 3.) Sustainability and 4.) Customer Service.

Ms. Titchenal encouraged the group to continue discussing the four goals of the mission statement. The group believed that economic value should be included with economic opportunities. They were two separate items. Economic value is an asset to the community as a low cost means of transportation. There was discussion whether goal two should be changed to “Adding Economic Value to Communities through Transportation Opportunities”. Through discussion it was determined that the word *opportunities* was a better description for this goal than *options*. The definition of both were discussed.

Discussion continued with goal four, Customer Service. The group determined that adding the word quality was beneficial. Ms. Titchenal commented that the word quality is interpreted on an individual level. Using the words reliable or caring as opposed to quality was considered. The group determined that goal four should be “Service to our customers that is safe, affordable, accessible, reliable and valued”.

Goal three, Sustainability, included two key points, economic sustainability and environmental sustainability. The group determined that goal three would read, “Improving the quality of life of our communities by being economically and environmentally sustainable”.

Ms. Titchenal announced that the meeting would conclude for the day. The mission statement had been finalized, the vision statement had been finalized, and the mission statement supported the vision statement. She stated that another component of the session was to review opportunities. She provided the group members with a list of strengths that they had listed previously. She instructed the group to review the listed strengths and to prepare to discuss them at the next strategic planning session. She reminded the group that the focus was a three year



strategic plan and that the discussion would continue on the SOAR (Strengths, Opportunities, Aspirations and Results) path. She requested that the group take some time to think about what they believed were the top five aspirations for Connect Transit and to bring their ideas with them to the next meeting.

There being no further business, Chairperson Buchanan requested that a formal motion to adjourn be made.

Motion by Trustee McCurdy, seconded by Trustee Shaw that the meeting be adjourned.

Motion passed.

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Mike McCurdy, Secretary

**CONNECT TRANSIT  
BOARD OF TRUSTEES  
PROCEEDINGS OF SPECIAL MEETING OF NOVEMBER 9, 2013**

A Special Meeting of the Board of Trustees of Connect Transit was held at Eastland Suites Hotel, Eastland Room, located at 1801 Eastland Drive, Bloomington, Illinois on November 9, 2013 at 8:00 a.m.

TRUSTEES PRESENT:     Judy Buchanan, Chairman  
                              Bill Wilson, Vice-Chairman  
                              Mike McCurdy, Secretary  
                              John Bowman  
                              Ryan Whitehouse

TRUSTEES ABSENT:     Felicia Shaw  
                              John Thomas

STAFF PRESENT:        Andrew Johnson, General Manager

OTHERS PRESENT:      Kay Titchenal – Goranson Consulting  
                              Dave Goranson – Goranson Consulting

The meeting was called to order by the Chairman at 8:11 a.m. Roll call was taken.

**The following was presented:**

The Board of Trustees and Connect Transit General Manager, Andrew Johnson reconvened to continue discussions for the three (3) year Strategic Plan. The topics for discussion at this meeting would continue on the SOAR (Strengths, Opportunities, Aspirations and Results) path, and would include opportunities, strengths, constraints, regulations, mandates and leads.

Ms. Titchenal opened the discussion by refreshing the group on discussions from the prior session. Trustee Whitehouse questioned the thought process and conclusion for the use of the word *communities* vs. *community*. Dave Goranson, Goranson Consulting, explained that the thought process included the variety of communities served such as the higher education, health care, service, and entertainment communities.

Trustee McCurdy questioned the use of the word *safe* in the mission statement and how it might be impacted by the Federal Transit Administration. Andrew Johnson, General Manager explained that upon further research, he learned that additional regulation would be handed down that would require that the word *safe*, *safely* or *safety* in the vision and mission statement. He noted that the word *safe* was already used in the mission statement.

Trustee Bowman had concerns regarding the vision statement. He stated that a vision statement should include an aspiration. He believed that the current vision statement sounded more like a tag line or an ad slogan, and did not include an aspirational tone. The vision statement stated what Connect Transit currently provides. He questioned whether the vision statement should denote what Connect Transit wanted to become in the future. A vision statement should convey future aspirations. Ms. Titchenal explained that the vision statement is the current vision and how Connect Transit would like to be viewed by the public. She reminded the group that part of the day's focus would be aspirations, which may lead the group to revisit the vision statement as it currently exists. Value statements could be added to the vision statement.

The day's discussion would concern strengths and how Connect Transit's strength fell into relationships. She had created four (4) subject areas for discussion: 1.) Management and staff, 2.) General Corporate, 3.) Facilities and equipment, and 4.) Customers and Riders. These were the subject areas of relationships that allowed Connect Transit to function. She had listed these categories on a display board and had several items listed under each category. She noted that she had moved Route Restructuring out of the Management and Staff category as she believed that it fell more into the General Corporate category. She further explained the reasoning behind the move as it was a part of the planning process of the organization.

In the Management and Staff category, Connect Transit was very fortunate to have a strong staff with strong knowledge and expertise. A common theme among all staff members were making sure that the buses were leaving the facility on time, making sure that everyone was happy with Connect Transits goals, making sure that the busses were safe and timely, and making sure that the community was served. Connect Transit's staff looked at the "big picture" and she believed that spoke very highly of them.

Regarding the Facilities and Equipment category, she stated that the vehicles and equipment were in good shape and safe. The technology that Connect Transit was embracing was solid. Finally, regarding the Customers and Riders category, she believed that the 2.1 Million customers served in the last year to be remarkable. She informed the group that Connect Transit has some very strong relationships upon which to build.

Ms. Titchenal directed the group to begin focusing on the opportunities piece of the session. She began by noting mandates that impact public transit systems. She reminded the group of the earlier comment by Mr. Johnson regarding the word *safe* and how it would be mandated that the word be used in a vision statement. These were the things that the group should consider. These things could change or impact how Connect Transit served its customers.

Other opportunity items to consider included union negotiations, an aging population, the image of the riders (who is using the system), major employers moving operations out of the community, were all key relationships. She suggested consideration of any other industries and trends; the transfer stations and how they relate to Connect Transit.

She noted that all of these items could impact, disrupt or bump into Connect Transit's current operations, but could be viewed as opportunities if planned for in advance. There would always be surprises, but by planning for opportunities in advance the organization could be ahead of the curve.

She reminded the group of the purpose of the three (3) year strategic plan. It is a tool to help Connect Transit have a strategy, stay on path and be better prepared for the changes that are surely to come in the future.

She instructed the group to work together and discuss what might be the largest opportunities that could impact first. She challenged them to consider which things could be viewed as the largest opportunities for Connect Transit. She suggested that the group come up with 3 to 5 ideas for discussion.

After a brief period of discussing different ideas the group came up with 5 ideas as opportunities: 1.) Funding, 2.) Improvements, 3.) Marketing, 4.) Key Relationships, and 5.) Service. Additional discussion centered around ideas and opportunities that could fall into more than one of the categories. Ms. Titchenal questioned what obstacles Connect Transit might encounter that would prevent it from seizing upon these opportunities.

Trustee McCurdy stated that he had visited a local major grocery store that is on the bus route. While inside the store he was unable to locate any information regarding fees, schedules, or routes that would educate people about bus services. He believed this to be a major obstacle to partnerships and education opportunity. Andrew Johnson, General Manager explained that the option to purchase fare tokens along with route maps were available at the customer service counter at this grocery store. Connect Transit's new Community Relations Manager was in the process of devising new marketing materials to be placed in this location and others like it, along with uniformity requirements. In addition, the Community Relations Manager was tasked with putting Connect Transit's logo and service information on various community websites such as the Chamber of Commerce, Convention and Visitors Bureau, Economic Development Council, and Central Illinois Regional Airport.

Trustee Bowman added that Financial Development was an important opportunity. The community's largest employer, State Farm Insurance Co. had recently made an announcement that a large number of employees currently in the community were temporary. The purpose of the announcement was to ensure that the communities as a whole were not misled into believing that there was permanent growth. These people were currently using community services such as Connect Transit, taxis, etc., and once they left the community, there would be a void. It was important that Connect Transit stay focused on finding replacements and that it continue to be portrayed as an amenity.

Mr. Johnson agreed, with the large number of people employed by State Farm Insurance Co. there was a false sense of security. Though State Farm has committed to staying within the community, it was important for Connect Transit to ramp up its presence. Any vibrant community must have available public transportation.

Trustee McCurdy agreed. Strong bicycle and public transit amenities were strong economic tools. He cited an example of Google placing an office in a location specifically because there was a safe bicycle lane that passed in front of the building. The company was very cognizant of its employees' bicycle use to and from work.

Trustee Whitehouse reiterated that educating the public about Connect Transit as an amenity was important. Andrew Johnson, General Manager agreed. It was also important to be a convenient source of transportation and that it should be touted.

Ms. Titchenal thanked the group for the discussion. A lot of great ideas had been discussed. She instructed the group to begin focusing on the aspirations portion of the session. She explained that aspirations could be viewed as Connect Transit's preferred future. The group should discuss the aspirations for each of the five opportunities beginning with funding.

Trustee Bowman stated that the first idea that came to mind regarding funding was sustainability. Trustee McCurdy questioned if there were limits to the capital that Connect Transit could hold that impacted funding assistance. Andrew Johnson, General Manager explained that there were no limits. Chairperson Buchanan noted that at one point Connect Transit had a large capital holding while preparing to build its new facility. Mr. Johnson stated that Federal funding was primary, State funding secondary, and the remaining funding sources were local. It was his hope that there would be more local funding in the future from both private and tax sources.

Trustee Whitehouse stated that it was his hope that Connect Transit could work closely with the City of Bloomington and the Town of normal to find ways to increase funding without a tax increase. He questioned if Connect Transit had approached the municipalities regarding increased local funding. Mr. Johnson responded that the topic would be discussed at an upcoming Work Session.

Trustee Bowman questioned if Mr. Johnson believed that sustainability would come from increased local funding control. Mr. Johnson affirmed, from both partnerships and municipal dollars. Discussion continued regarding Federal and State funding, and how more local funding would increase sustainability in the event that Federal and/or State funding levels decreased or ceased. There was some misperception by the community at large that Connect Transit's funding came primarily through purchased fares.

Ms. Titchenal questioned if the main aspiration for funding would be "Sustainable funding sources by Federal, State and Local Sources". The group agreed. Additional discussion involved the various approaches of Connect Transit to ensure that sustainability.

Options included approaching the municipalities for dedicated funding and changing fare structures. Andrew Johnson, General Manager noted that generally about 20% of a public transit systems funding comes from the fare box. Only 14% of Connect Transit's funding comes from the fare box, which includes the existing partnerships with the Universities. He stated that he hoped that with increased services and convenience that the value added would justify a modified fee structure.

Trustee Bowman questioned whether ridership would decrease with a fare increase. Mr. Johnson responded that decrease in ridership was certain. He further explained that there is currently not a good model to predict this. There was once a model that would show that for every percentage of increased fare resulted in a specific decrease in ridership. He cited an example of this with changes that were made to the service to Heartland Community College. The I.D. was changed and the old invalid I.D.'s no longer worked. Connect Transit saw a significant decrease in ridership as a result of the elimination of the old I.D.'s. However, Connect Transit did see an increase in revenue since those that continued to use the service were actually paying the fare. Although there would be a decrease in ridership, if frequency on key routes, during peak times were increased, the decrease in ridership could be limited, and ridership may even increase.

The second item for discussion regarding aspiration opportunities was Improvements. The group discussion centered around several evolution enhancements. The enhancements included improved shelters and transfer points, park and ride options, expanded service, (days and times) and expanding service areas. Trustee Bowman noted that education was another aspiration opportunity under this category. It was key to have a transportation savvy community. Other discussion included centered around value added technology. Connect Transit should aspire to increase its presence through technology with items such as Google applications/maps.

Ms. Titchenal inquired if there was any other discussion regarding the improvements aspiration. There being none, the group proceeded with discussion on the third aspiration, Marketing (branding and image/community awareness).

The group believed that there were several components that fit into the Marketing (branding and image/community awareness) aspiration. The components included updating Connect Transit's website, making it more user friendly and incorporating social media such as Twitter and Facebook. Other components included community outreach, for example, inviting Community Unit School Districts 5 and 87 to tour Connect Transit's bus facility, and riding the bus system, such as "Ride the Bus to School Day". This would encourage and would be a part of building a transit savvy community. Trustee McCurdy stated that this educational piece would provide the students with the skill, and perhaps remove some of the fear associated with utilizing public transit systems in other, and maybe larger communities such as Chicago or St. Louis.

Andrew Johnson, General Manager stated that in addition to the community awareness piece there was also the formal marketing and the market research aspect of branding and image to help Connect Transit better promote awareness.

He mentioned some of the current marketing campaigns currently underway. An example is the Holiday Express shuttle which will take passengers between Eastland Mall and The Shoppes at College Hills, fare-free, between November 30<sup>th</sup> and December 28, 2013. He noted that Connect Transit is looking for sponsors for campaigns such as these, however, this particular one currently does not have a sponsor. Trustee Bowman mentioned the Economic Development Council's Community Breakfasts. It would be an opportunity to invite community leaders to ride the bus. Mr. Johnson stated that it might not be feasible for a single event such as those, however, it would not be entirely out of the realm of possibility. The group went on to discuss additional ways that Connect Transit could market itself within the community.

Ms. Titchenal stated that the last item to discuss for aspirations were Key Relationships and Partnerships.

Andrew Johnson, General Manager stated that strategic relationships with higher education institutions, corporations and political advocacy fell into this category. Chairperson Buchanan stated that in addition, this category included a greater engagement with entities such as the Economic Development Council and the Chamber of Commerce and other partnerships with key community groups. Mr. Johnson agreed. Additional strategic relationships should include retail/hospitality/convention operations and primary/secondary educational institutions. Ms. Titchenal reminded the group that this tied into the Marketing (branding and image/community awareness) aspiration.

The group discussed strengthening existing relationships with local elected officials, community leaders and various community groups such as neighborhood associations, etc. Trustee McCurdy agreed. Building and enhancing these key relationships and partnerships with the various community groups, organizations, and other transportation entities such as the Central Illinois Regional Airport would greatly improve Connect Transit's ability to maintain sustainability.

Ms. Titchenal stated that the opportunities and aspirations had been identified, which encompass what Connect Transit aspires to be. The next session would encompass the final piece of the Strategic Planning, Results. Discussion would include whether the goals and aspirations were attainable, and if they were within the vision the Board, General Manager and staff saw them. Andrew Johnson, General Manager stated that he believed them to be within the realm of reality. He noted that the bar would need to be set high, but not so high that if every goal was not met within the three (3) year plan it constituted failure.

Ms. Titchenal stated that the next session would include ideas for measuring the goals and how to determine if the goals were being achieved. In addition, the Vision and Mission Statements would be revisited to ensure that they were polished and encompassed all of the values. She noted that the Board had been a wonderful group to work with and that the next session would be held on December 14, 2013. She stated that at the conclusion of the Strategic Planning Sessions a report would be provided to them. She thanked them for their participation and inquired if any of them had any additional questions before concluding the session.

There being no further business, Chairperson Buchanan requested that a formal motion to adjourn be made.

Motion by Trustee McCurdy, seconded by Trustee Whitehouse that the meeting be adjourned.

Motion passed.

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Mike McCurdy, Secretary



**CONNECT TRANSIT  
BOARD OF TRUSTEES  
PROCEEDINGS OF WORK SESSION MEETING OF NOVEMBER 26, 2013**

The Work Session meeting of the Board of Trustees of Connect Transit was held at the Connect Transit Board Room #135, Normal, Illinois on November 26, 2013 at 3:30 p.m.

TRUSTEES PRESENT: Judy Buchanan, Chairman  
Mike McCurdy, Secretary  
John Bowman  
Ryan Whitehouse  
Felicia Shaw  
John Thomas

TRUSTEES ABSENT: Bill Wilson, Vice-Chairman

CITY MANAGERS: David Hales, City of Bloomington

STAFF PRESENT: Andrew Johnson, General Manager  
Jenifer Clark, Human Resources Director  
Patrick Keubrich, Finance Director  
Roy Rickert, Operations Director  
Jennifer Sorenson, Community Relations Manager  
Steve Stockton, Information Technology Director

OTHERS PRESENT:

The meeting was called to order by the Chairman at 3:35 p.m. Roll call was taken.

**The following was presented:**

Chairperson Buchanan opened the meeting by stating that this is the first Work Session to be held by the Connect Transit Board. She acknowledged David Hales, City of Bloomington, City Manager and stated that Mr. Hales was very aware of the work session process.

She stated that there were three topics on the Work Session agenda. The items were: 1.) Follow-up on Study Group Recommendations, 2.) Comprehensive Operational Analysis and 3.) Local Funding Options. This Work Session would give the Board an opportunity to become more familiar with these issues that may need future direction from the Board. She acknowledged that Andrew Johnson, General Manager had previously had discussions with some of the Board members and members of the public regarding same. She believed that scheduling regular Work Sessions would help the Board stay informed on issues that impacted Connect Transit. There may not be enough time to discuss or consider these issues during a regular Board meeting. It was her hope that additional Work Sessions would be scheduled for the future.

Regarding the Study Group Recommendations, Chairperson Buchanan stated that the Group had provided the Board and General Manager with a report. She distributed a copy of the last page of the report to the Board. She and Andrew Johnson, General Manager had prepared a memo that was given to the members of the Study Group thanking them for the time that they took to participate. The memo explained that the Board was currently working on Connect Transit's Strategic Plan and that their suggestions were being incorporated into it. She stated that the Study Group's recommendations included items such as routes, schedules, meeting the needs of stakeholders and revenue enhancements. She noted that these were the primary responsibilities of the board, with the fiduciary responsibility being first. She inquired if the Board had any questions or comments regarding the Study Group Recommendations.

Trustee Felicia Shaw questioned the Study Group's suggested use of vehicle stickers and inquired as to their nature. Chairperson Buchanan responded that the Study Group recognized the need for Connect Transit to be sustainable and the need for revenue streams. She noted that the group really went out of their way to look for ways to increase revenue. She requested that Andrew Johnson, General Manager explain the idea behind Vehicle Stickers.

Mr. Johnson responded that in some larger cities, such as Chicago, vehicle stickers are used to tie vehicle usage to sustaining alternate transportation sources. Anyone living in the community that owns a personal vehicle must purchase a vehicle sticker. The revenue generated by the vehicle sticker fees are used to fund alternative transportation sources.

Chairperson Buchanan stated that the Study Group also recommended increasing ridership by contracting services with area entities. She noted that Connect Transit has existing contracts with some of the higher education institutions. In addition, it would approach some of the area's larger employers such as COUNTRY Financial and State Farm Insurance Co. She questioned if there were any other employers or entities that Connect Transit might approach. Andrew Johnson, General Manager, responded that in addition to COUNTRY Financial and State Farm Insurance, Connect Transit would be approaching Mitsubishi Motors. After the larger corporations had been approached, smaller businesses would be approached. He noted that these would be tasks delegated to the Business Development Manager. This position is currently vacant and that Connect Transit was actively seeking to fill that position. He reminded the Board that creating and filling a Business Development Manager position was another recommendation made by the Study Group.

Chairperson Buchanan stated that the Study Group also recommended creating focus groups that would include riders, community members, and neighborhood associations. She noted that Trustee Ryan Whitehouse was supportive of the creation of an advocacy committee.

Trustee John Bowman questioned how the deficit at the fare box would be impacted if ridership were increased by 30%. Andrew Johnson, General Manager responded that if ridership were increased by that much, and each rider was paying close to or full fare, the fare box recovery ratio would be above 20%. Currently the fare box recovery ratio is at 14%. Trustee Mike McCurdy stated that fare box recovery could also be increased by increasing the fare rates. Mr. Johnson agreed, noting that fare rates definitely needed to be reviewed.

An increase in fare rates in conjunction with service improvements, and frequency, such as service on Sunday could be justified. He stated that fare rates had not been reviewed for at least six (6) years. The last increase was in 2008. Chairperson Buchanan stated that the existing and future service improvements warranted a review of the existing fare structure.

Trustee Bowman stated that when the fares were increased in 2008, the fare box system that existed at that time played a role in how the fare was calculated. The fare box system at that time did not have the option of creating change to a customer if the customer did not have the exact fare amount. The fare was increased from \$.75 cents to \$1.00.

Andrew Johnson, General Manager stated that Connect Transit is slated to purchase a new fare box system. The new fare box system would allow for electronic registering, smart card options, and other stored value devices. He stated that when an electronic fare box system is utilized there is an increase in revenue from the start. The many ways that the old fare box system could be cheated are removed. There is also the ability to create interesting fare options with the electronic fare box. When the new fare box system is installed, a new fare structure would be created as well. He stated that it did not mean that fares would be increased however; there would be many new options, such as all day or seven day passes.

Trustee Bowman questioned the timeframe for the purchase and installation of the new electronic fare boxes. Mr. Johnson responded that it was approximately 18 months. He stated that he anticipated that a Request for Proposals (RFP) would be released in the first quarter of calendar year 2014. The estimated timeline for full implementation and use was early 2015.

Trustee Bowman questioned if postponing the review of a fare increase should wait until the electronic fare boxes were implemented and operational. Mr. Johnson replied that unless there was a sharp decline in funding, there was no intention of considering a fare increase prior to the purchase and implementation of the electronic fare boxes. Additionally, staff had more time to work on the planned service improvements. He believed that it was more appropriate to take a measured approach and consider all options prior to increasing fares. Chairperson Buchanan noted that as previously discussed, the new fare box system will increase revenue without a fare increase. Mr. Johnson affirmed.

Chairperson Buchanan questioned additional opportunities to increase revenue. Mr. Johnson responded that aside from working with private organizations to maximize revenue, there had been some interest from an outside organization in the land that is currently owned by Connect Transit. It was preliminary, but may prove to be another steady, long term revenue stream. He stated that the land is currently being farmed and was not a large source of revenue. He stated that in addition, advertising was another option for increasing revenue. Connect Transit would begin advertising on the vehicles. There were a number of creative ways to enhance revenue. He stated that the Front Street transfer station would be improved and along with the improvements were the possibilities for advertising, and/or naming rights. He noted that there were a variety of options, but that it was important to balance short term and long term revenue streams.

Chairperson Buchanan questioned if anyone had any additional questions or comments regarding the report that had been provided by the Study Group. Trustee McCurdy directed a question to Mr. David Hales, City of Bloomington, City Manager. He inquired about parking variations and questioned if there were a set number of parking spaces required when a new business or housing development was built. Mr. Hales affirmed, noting that most businesses and/or housing developments strived to meet the minimum parking space requirements. Andrew Johnson, General Manager, stated that it was his belief that the Study Group's report indicated that if a new business or housing development increased their parking spaces, it may have an impact on the public transit options, perhaps the creation of a transit development impact fee.

Additional discussion centered on development impact fees, and Mr. Hales stated that Illinois has only one developmental impact fee and is regulated by the State. The fee is intended for roads only. He further commented that most states across the nation have similar laws and fees in place. The revenue generated from this fee can only be used for the development of capital improvements, and may not be used for operating expenses.

Mr. Hales further went on to state that he had observed that Study Group's report did not include recommendations for contraction or expenditure reduction. He noted the recommendation that a final report be provided to the taxing bodies and suggested that in order to have a warm reception by the taxing bodies, the report should include a plan or process for expenditure reduction in the event that State or Federal funding were decreased. He stated that it is important for the taxing bodies to understand what consequences if funding were reduced, and Connect Transit had to reduce services, and how that would in turn impact the users of the Connect Transit system.

Andrew Johnson, General Manager stated that there were some students from Illinois Wesleyan University and other local leaders that were to begin working on an Economic Impact Study for Connect Transit, however that project had been delayed. He further stated that the budget and service levels are evaluated each budget cycle for funding impact. Mr. Hales recommended including that information with the final report to the taxing bodies.

Chairperson Buchanan agreed, and encouraged the Economic Impact Study.

The next item on the agenda for discussion was "Comprehensive Operational Analysis". Chairperson Buchanan stated that this project work was scheduled. She requested that Andrew Johnson, General Manager prepare some information for the Board regarding the project and how it would be utilized.

Mr. Johnson responded that the State of Illinois had awarded a grant. The grant would allow Connect Transit to complete two projects. The first was to fund a siting of potential bus stops and shelters in the Connect Transit system. This would be an informal process, a Request for Proposals (RFP) would not be necessary for this project. The second project is the Comprehensive Operational Analysis. This work would require the RFP process. The Analysis would explore a number of items such as: operational efficiencies, explore the existing routes, analyze recent changes, and how additional changes would impact the system. In addition the Analysis will take into consideration funding and what changes to consider with that funding amount.

It will build upon what the Board and Connect Transit were currently working to improve. He stated that this is an exercise that should occur in a transit system every three to 5 years. It is a tool that will provide a road map for Connect Transit's future.

Trustee Bowman questioned the siting of bus stops and shelters. He questioned the time frame for the work to be completed. Mr. Johnson responded that the siting portion of the work could be completed at any time, weather permitting, and could be completed over the winter months. Once locations were selected, shelters or stops could be installed; however, shelters are very expensive. Staff would be looking at funding options, including cost sharing. He stated that some existing shelters had been repurposed, and installed, but there were only a few. He stated that shelters can cost up to \$10,000 to \$12,000.

Chairperson Buchanan stated that the final item on the agenda was Local Funding Options. She noted that the statement meant different things to different people. She stated that a school system in the community is conducting telephone surveys to determine how the public feels about a tax increase to fund schools. There was a community group that was interested in a community center and a soccer field. There were other community groups that were considering approaching the City and Town Councils to request a levy increase. She stated that Connect Transit had not performed any surveys or approached the municipalities for funding; however, the Board and the General Manager have had conversations regarding same and other funding options. She requested that Andrew Johnson, General Manager provide an overview of those conversations and what Connect Transit's needs might be.

Mr. Johnson responded that the school districts were considering a sales tax increase that would need to be passed by referendum. He stated that the referendum could be a barrier to Connect Transit however; it could also provide some food for thought as to whether the communities would pass a sales tax increase as a means of increasing revenues. He informed the board that he was aware of other community groups that were hoping for some home rule municipal sales tax increases for funding. He stated that Connect Transit had hoped to be a part of those conversations, but had not heard from any of the organizations to date.

Other funding options included creating a transit district which would then be funded by real estate taxes. He stated that he understood that the concept would not be well received. He stated that he believed Connect Transit's current approach to increase revenues was the right approach. Connect Transit has just recently approached the business community and it was his intent that additional progress would be made. He stated that the system would be making do with what it currently had, noting that the State of Illinois is one of the most generous states in the nation for public transit funding. Connect Transit would make use of those funds to greatest extent possible. However, Mr. Johnson noted, it was important that Connect Transit position itself for the future, in the event that its existing funding sources dried up.

He stated that it was equally important that Connect Transit continue to improve service and to continue being a vital part of the community. It was necessary to inform the public of the services provided by Connect Transit to ensure that the public viewed it as necessary, important and an asset to the community. He reminded the Board that he would be attending an American Public Transit Association (APTA) conference in the near future.

He would bring back information to the Board regarding funding and any potential legislation that may impact Connect Transit.

Chairperson Buchanan questioned whether Mr. Johnson believed that funding from the State of Illinois could be drawn down. Mr. Johnson responded that it was entirely possible. He stated that the Illinois Public Transit Association was working on proposal to help preserve funding at the current levels and tie it to sales tax receipts.

Trustee Bowman questioned how much municipal funding would be needed if state and/or federal funds were decreased. Andrew Johnson, General Manager responded that the Board would need to become very educated on the budget and funding sources. The budget planning process would begin in early 2014. Work Sessions would need to be planned to assist the Board with learning all of the processes and funding sources if local funding options were going to be included. Chairperson Buchanan agreed and stated that she looked forward to future Work Sessions to become more educated on the budget and funding process.

Chairperson Buchanan stated that it was time to end the Work Session and to prepare for the Regular Session. She requested a motion to adjourn.

Motion by Trustee Bowman, seconded by Trustee Shaw that the meeting be adjourned.

Motion passed.

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Mike McCurdy, Secretary

CONNECT TRANSIT  
BOARD OF TRUSTEES  
MINUTES OF REGULAR MEETING  
November 26, 2013

The regular meeting of the Board of Trustees of Connect Transit was held at the Connect Transit Board Room #135, Normal, Illinois on November 26, 2013 at 4:30 p.m.

TRUSTEES PRESENT: Judy Buchanan, Chairman  
Bill Wilson, Vice-Chairman  
Mike McCurdy, Secretary  
John Bowman  
Felicia Shaw  
John Thomas  
Ryan Whitehouse

TRUSTEES ABSENT:

CITY MANAGERS: David Hales, City of Bloomington

STAFF PRESENT: Andrew Johnson, General Manager  
Jenifer Clark, Human Resources Director  
Tom Crouch, Maintenance Director  
Patrick Kuebrich, Finance Director  
Jennifer Sorenson, Community Relations Manager  
Steve Stockton, Information Technology Director  
Isaac Thorne, Procurement Director  
Trish Tilton, Administrative Assistant

OTHERS PRESENT: David R. Calhoon, Vice-President ATU 752  
Vincent Radcliffe, Rider, CEFT Member  
Jennifer Sicks, McLean County Regional Planning  
Rachel Wells, Pantagraph  
Mitchell R. Schluter, Martin, Hood, Friese & Associates  
Anthony Pendleton, Martin, Hood, Friese & Associates

**Call to Order**

Ms. Judy Buchanan, Chairman, called the meeting to order at 4:35 p.m. Roll call was taken.

### **Public Comments**

Mr. Vincent Radcliffe introduced himself and stated he is a member of the Committee to Ensure Fair Transit (CEFT) and lives at 710 West Orlando in Normal. Mr. Radcliffe stated he was attending the meeting as a replacement for Mr. Charles Smith of CEFT who was unable to attend. Mr. Radcliffe stated the addition of the Green A Heartland Express has been a great success. Mr. Radcliffe thanked the Board and Mr. Andrew Johnson, General Manager, for the addition of that route.

Chairman Buchanan thanked Mr. Radcliffe for his comments and stated the Trustees are always happy to hear positive feedback.

### **Approval of Minutes of Previous Regular Meeting October 22, 2013**

Chairman Buchanan noted and requested the records show that on page nine of the minutes it was referenced in two instances the Work Session would allow for discussion of the goals for the General Manager. This issue was not on the Work Session Agenda because the Trustees decided during one of the Strategic Planning sessions it would be better to discuss the goals for the General Manager following completion of the Strategic Planning process.

On a motion by Mr. Mike McCurdy, and a second by Mr. Bill Wilson, the Trustees voted to approve the minutes of the October 22, 2013 regular meeting as presented.

### **Items Removed from Consent Agenda**

#### **Consent Agenda**

Mr. McCurdy announced he will abstain to vote on any items that deal specifically with WGLT Radio Station.

On a motion by Mr. John Bowman, and a second by Ms. Felicia Shaw, the Board voted to approve the consent agenda as presented, including the following items:

- 1. Review and Approve November Disbursements**
- 2. Review and Receive October Financial Reports**
- 3. Review and Receive October Capital and Self-Insurance Reserve Fund Balances**
- 4. Review and Receive October Monthly Statistical Report**
- 5. Review and Approve Recommendation Regarding Annual Performance Review and Compensation for the General Manager**



### **Consent Agenda Discussion**

Mr. McCurdy inquired about the holiday gift card item on the disbursement list. Mr. Johnson responded every year the transit system provides gift cards for each employee around the holidays. Mr. Johnson stated in the past the system would provide Visa Gift Cards, but this year an additional \$3.00 charge was added on to the cost of the gift card as the activation fee. Connect Transit decided to go with a local store gift card.

Mr. Bowman commented he thought it was interesting Connect Transit is now sponsoring a hockey team. Mr. Johnson responded the system is doing grass roots community outreach. Mr. McCurdy asked what team was being sponsored. Mr. Johnson stated it is a youth league. The system is putting its logo on their jerseys and talking with the parents. Mr. Johnson wants Connect Transit to connect with kids early on so they realize Connect Transit is an alternative mode of transportation.

As he looked at the Luminator disbursement item, Mr. McCurdy remarked he has noticed the new destination signs on the buses and stated it is great to have all the buses uniform.

Mr. McCurdy noticed the ridership on the Teal J is picking up and asked if it is possible to find out what the ridership is on just the new southern leg of that route in order to determine if the route is gaining any new riders on the old or new parts of that route. Mr. Johnson responded we do have a way to determine those numbers and he will pass that request on to Mr. Roy Rickert, Operations Director, to get the data. Mr. Bowman added he has seen ridership increasing on the southern leg of the route with increased boardings along GE Road. Mr. McCurdy stated he is looking at boardings per revenue hour. Mr. Johnson stated that ridership is up almost 30% on the Teal J. Mr. Johnson reported lately there is more corporate interest in what has been done and what can be done to that route. Mr. Johnson stated the ridership goal is to get in the double digits for rides per revenue hour. In this short period, this is a very positive result. By this time next year, should this increase be maintained, the ridership should be where the system thinks it needs it to be. Overall, the routes numbers are down. Mr. McCurdy commented it could be because gasoline prices have dropped and typically when fuel prices are down then ridership is down. Another factor in the ridership numbers could be the numerous Heartland Community College IDs which have expired recently, as well as the drop in Heartland's enrollment.

Mr. Bowman commented the metrics chart on page 24 of the Board Packet indicates the cost per customer ride is up \$1.00 compared to this same time last year. Mr. Johnson responded it is still early in the year and the system has experienced extra major expenses with engine rebuilds and transmission failures. This number should even out over the year.

Mr. McCurdy inquired if the system is seeing any decreases in fuel costs, noting things like the addition of new positions were paid for with the savings experienced from decreased

fuel costs. Mr. Isaac Thorne, Procurement Director, responded the fuel savings are not as good this year as they were last year. Last year Connect Transit saved \$17,000.00 and this year the system has only saved \$10,000.00. Mr. Thorne continued this year the locked in contract price dropped considerably. As the fiscal year progresses, it should all even out.

### **Old Business**

Mr. Johnson stated there is no old business.

### **New Business**

#### **1. FY 2013 Audit Report by Martin, Hood, Friese, & Associates**

Chairman Buchanan welcomed Mr. Mitchell R. Schluter and Mr. Anthony Pendleton both of Martin, Hood, Friese & Associates. Mr. Schluter began discussing the Financial Statements and Supplementary Information section of the audit report. The Independent Auditors' Report indicates a clean opinion this year, meaning the financial statements are proper in accordance with accounting principles and the system's accounting records support the financial statement numbers that were audited.

Mr. Schluter encouraged the Trustees to read Management's Discussion and Analysis section. This section is written by management and provides management's perspective on the performance of the system in the current year and its financial condition at year-end. Mr. David Hales, Bloomington City Manager, noted both the state and federal operating assistance increased in the fiscal year, however there is no explanation or background. Mr. Johnson explained the federal assistance will fluctuate depending on the 5307 funding allocation and how it is utilized between capital expenses and operating. In terms of state assistance there is a statutory 10% annual increase and just recently the state has given funding over and above what has been requested to avoid future budget amendments. Connect Transit routinely gets extra money from the state, which is not spent unless deemed necessary. Connect Transit feels it is not financially responsible to spend all the money the system gets unless the system is able to sustain what the funds are being used for from year to year. Currently the funding level is beyond what is being requested and the system received more money than what was requested.

Mr. Schluter explained the funding is driven by operating expense reimbursement. In FY2013 it went up by roughly \$1.2 million dollars, which directly drives the expense reimbursement. Mr. Schluter reiterated the funding is driven by the operating expense reimbursement, within the scope of the operating assistance grant. Mr. Schluter referred the Trustees to page 22 in the report which shows the

sixty-five percent of eligible expenses as well as the maximum contract amount. There is room in the contract, but whichever amount is lower that is the amount the system has access to. Mr. Johnson added the system is only reimbursed for what is spent. Mr. Schluter explained the final estimated operating grant amounts from FTA and IDOT are subject to review and approval of the eligible expenses by IDOT. The receivable amounts are based on eligible expenses as calculated by management. Mr. Johnson stated the payments are received from the state in three months' to one month's time frame.

Mr. Schluter reported that property and equipment stayed relatively stable because of the over \$1.4 million worth of vehicles and equipment purchased over the last year which off-set the \$1.3 million in depreciation.

Mr. Schluter noted the accounts payables went up in this year's report due to extensive engine overhauls, fuel purchases, and rebranding expenses, left over from last year.

Mr. Schluter pointed out the non-operating revenue section in Exhibit B. This went up about \$1.4 million. This is made up of the operating assistant grant. The Federal Capital Grants money went from \$189,916 to \$1,299,435.

Mr. Schluter commented the system is very close in Operating Activities to what was reported last year. The report indicates the operations are funded mainly through the Assistant Grants. The report also includes the Federal Capital Grant Proceeds, Local Subsidies, and Purchases of Property and Equipment. The overall increase in cash and cash equivalents was \$103,160. This amount reconciles with the Cash and Cash Equivalents, End of Year.

Mr. Schluter continued there were no findings noted in the prior year for the Downstate Operating Assistant Grant. Also, there were no findings in the schedule of Auditor Assurances Applicable to the Downstate Operating Assistant Grant.

Mr. Schluter noted there are two more schedules added for information only. One is the Schedule of Computation of Amount Due Illinois State University and the other is Various Statistical Data over the Last Ten Fiscal Years on boardings and miles driven.

The Report of Federal Financial Assistance indicates there are no deficiencies in internal control and no instances on noncompliance. Mr. Schluter remarked this is the fourth consecutive year with no findings and management should be commended for that good report and should be proud of this.

The next opinion is specifically related to compliance on Major Federal Programs. The report states compliance in all material respects that could have a direct and

material effect on each of its major federal programs for the year ended June 30, 2013. Mr. Schluter reported no deficiencies in internal control over compliance. This is a clean opinion related to compliance with federal awards and major programs. Mr. Schluter explained even though Connect Transit has two CFDA Numbers they are considered one cluster and are tested as one major program. Mr. Schluter continued the financial statements are clean; there were no material weaknesses or significant deficiency in internal control over financial reporting. The audit did not disclose any instances of noncompliance to material to the financial statements or disclose a material weakness or significant deficiency in internal control over the major federal awards. Since there are no findings in the past three years, Bloomington-Normal Public Transit System qualifies as a low risk auditee.

Mr. Schluter indicated there are two letters with the audit. One is addressed to the Board of Trustees. The letter states that the numbers are not exact, but can be estimates. The most sensitive estimate affecting the system's financial statements was the amount of expenses eligible for reimbursement under the system's state and federal operating grants. This estimate impacts the reported amount of the receivable from or payable to the state and federal grantors in the financial statements. The State of Illinois always has a clause in its grants that says the state can disagree with something and take the grant away.

Mr. Schluter reported there were no difficulties encountered in performing the audit and there were no disagreements with management. There were no consultations with other independent accountants and there were no other audit issues. Corrected and uncorrected misstatements were not encountered or caught during the audit that management was unaware of.

The last letter is addressed to the General Manager and the Board of Trustees and is referred to as our "Best Practices Memo". Mr. Schluter explained this memorandum discloses suggestions of best practices for certain matters that are opportunities for strengthening internal controls and operating efficiency. These issues have been discussed with management along the course of the audit. Mr. Schluter suggested the management and the Trustees read over the suggestions and decide how to proceed from there on the recommendations and policies.

Mr. Schluter asked for questions and thanked the Board for their time. Mr. Schluter commended management, Mr. Johnson, and Mr. Patrick Kuebrich, Finance Director, for a job well done especially considering all the changes in the past year with new software, inventory, and personnel changes. This report could have been presented last month since all the reports were completed and ready, but management decided to keep it on the original time schedule. That fact says a great deal for management to be on top of all the reporting and maintaining the system as well. Again, Mr. Schluter complimented management on an exceptional job and stated it was a pleasure to work with this team.

Mr. Johnson praised Mr. Kuebrich on his excellent and hard work in getting the audit done especially considering all the turmoil of the past year. Chairman Buchanan thanked Mr. Kuebrich and congratulated him on an excellent job.

The Trustees accepted the FY 2013 Audit Report by Martin, Hood, Friese, & Associates and thanked Mr. Schluter for the report.

## **2. Review and Approve Recommendation for Bus Passenger Information Display System at Uptown Station**

Mr. Johnson explained the transit system has been working on a project to get Bus Passenger Information Display System (PIDS) hardware and software at Uptown Station. This is a joint project with the Town of Normal and is being funded on Connect Transit's share with \$100,000 received from the New Freedom Grant from the Federal Transit Administration through the Illinois Department of Transportation.

Mr. Johnson continued there will be three 32" vertical mounted informational displays that will show estimated time of arrival in the bus lane. Two 55" horizontal mounted informational displays will have split screen showing the dynamic map of all routes and estimated time of arrival. One 55" horizontal mounted informational display inside of Uptown Station will be repurposed to display split screen estimated time of arrival. All of the external mounted information displays will have push-button text-to-speech capabilities. Installation would be in mid January. The funding for Connect Transit's portion is already in place.

Mr. Johnson stated Connect Transit issued a Request for Quotes and received three quotes for this project. International Display Systems was chosen as the most logical and economical quote. None of the responses received for the RRQ were from local businesses. The RFQ was on the Transit web site and made available to local firms.

Mr. Bowman was concerned the displays in the bus lane area will project out into the narrow walkway. Mr. Johnson stated the displays will not project out but will be mounted flush on the pillars and will be equipped with protective coatings or covers to prevent vandalism.

Mr. Wilson expressed concern with choosing the lowest quote of the three quotes received: Redmond Group at \$163,498.28, JM Fiber Optics Inc. at \$135,500.00, and International Display Systems at \$94,470.00. Mr. Wilson is concerned that there was such a big range in prices and how it is possible for International Display Systems to do the same job at such a lower price. Mr. Johnson explained most of the infrastructure was done at Uptown Station by this firm and their product will be easily added on to what is already in place. This is the reason they could give such a low bid compared to the competitors.

Mr. Bowman inquired if the equipment will be able to withstand the extreme temperatures out in the bus lane. Mr. Johnson responded the equipment is made to withstand such outdoor temperature extremes. This equipment comes with a one year warranty and there should be quick resolution on maintenance issues.

Mr. McCurdy asked about vandalism. Mr. Johnson stated this equipment will come encased and vandalism proof. Mr. John Thomas added the area is already equipped with video monitoring cameras to help prevent vandalism.

Mr. McCurdy inquired if the monitors will allow for customer interaction and be ADA compatible for the visually impaired. Mr. Johnson stated they will be ADA compatible as far as size of the images projected and location and height of display, however there is no verbal component.

Ms. Shaw inquired about the expected lifetime of this equipment since it only comes with a one year warranty. Mr. Johnson commented the actual display life is probably along the lines of a television which should be a good five years. Mr. Johnson added after five years it may be time to update the equipment with newer, better technology. Connect Transit may be able to get the sight impaired verbal component at that time.

Mr. McCurdy asked about the possibility of expanding this type of display system at the other transfer centers. Mr. Johnson responded that would be a completely new project requiring another bid process and at that time it could be possible to utilize 5307 funds to pay for that undertaking.

Mr. Thorne added the external monitors will have push-button text-to-speech capabilities when installed.

Mr. Johnson stated the Town of Normal is sharing in this project. Connect Transit is purchasing the equipment and the Town is providing funds for the installation. Mr. Bowman inquired if the bid for \$94,470.00 is just for the equipment. Mr. Johnson responded the bid amount is only for the equipment, Connect Transit's portion of the project.

On a motion by Mr. Wilson, and a second by Mr. McCurdy, the Board voted to approve the recommendation to authorize the General Manager to execute a firm-fixed price contract in the amount of \$94,470.00 with International Display Systems for the Bus Passenger Information Display System at Uptown Station.

### **3. Review and Approve Recommendation for Show Bus Vehicle Lease**

Mr. Johnson stated Connect Transit has requested multiple times IDOT give the transit system permission to permanently assign a 2005 Chevrolet Uplander minivan currently leased by SHOW Bus to the organization. The transit system has not been successful with that request so we will continue with the lease agreement, which is renewed annually. Liability remains with SHOW Bus, the amount on the lease remains one dollar, and the terms of the lease remain the same.

On a motion by Mr. Thomas, and a second by Mr. Bowman, the Trustees voted to approve the recommendation for the Show Bus Vehicle Lease.

### **4. Review and Approve Recommendation for Cancellation of Contract with Heart Technologies for Convenience**

Mr. Johnson stated Connect Transit signed a three year contract with Heart Technologies which expires in May of 2014. Heart Technologies provides a server and hosted email exchange as well as trouble shooting and maintenance for Connect Transit at a cost of \$2,140.80 each month. The system now has hired a full time Information Technology Manager, which makes redundant the services Heart is providing. Mr. Johnson added Connect Transit can provide technology services in house now and therefore have more control and respond better to assessed needs.

Mr. Johnson continued the system may terminate for convenience the remaining contract with Heart Technologies. The contract will not be terminated until Connect Transit has its server room completed and servers installed and running. The estimated date of termination is January 13, 2014.

The contract for IT services with Heart Technologies is paid out of the operating budget. It is estimated \$9,806.00 will be saved by terminating the contract with Heart on January 13, 2014 and a minimum annualized amount of \$25,690.00 will be saved by Connect Transit going forward.

Mr. Bowman inquired if the server is housed on site what provisions have been made to avoid a catastrophic occurrence. Mr. Steve Stockton, Information Technology Director, responded there will be two virtual servers, which is a server inside a server. The servers will be taken to a different facility and be backed up to the cloud. One of the locations will be in the garage area and the system will also back up to Barracuda or an off-site back-up, thus eliminating the physical transportation of the hard drive off-site, it will be done instantaneously with Barracuda. The Barracuda backup system is basically an automated backup system that stores data offsite or in the "Cloud". The computer in the garage will perform a backup of our SQL and e-mail servers nightly. It will perform a full backup

on Sunday and an incremental back-up every other day of the week. Backups are only part of our redundancy as each server has dual power supplies, storage is in a RAID5 array, and our SQL databases will be replicated to a virtual machine on the other server.

Mr. Stockton showed a display of the current server situation and explained the new proposed configuration to the Trustees. There will be two separate servers in the server room. One will handle the system emails and have an internal web virtual machine and a terminal services machine. Terminal services will allow employees to take a laptop or tablet out of the office and still have access to all their files just as if the machine was at the office. The other machine will have the land controller which will house the active directory users. Currently the system is using server based authentication. The system's entire user ID's are on a server and don't have any extra security level requirements. This machine will allow dissemination of software to all the machines, so Windows updates or virus protection can be done nightly to all the machines at once and it will be easily trackable. Mr. Stockton continued there will be storage space on this machine which is four times greater than what is currently available. Connect Transit is currently using two thirds of the space available and it is important to keep at least half of the storage space available. This will house the Fleetnet server. Connect Transit phones run through the current network.

On a motion by Ms. Shaw, and a second by Mr. McCurdy, the Board voted to approve the recommendation for Cancellation of the Contract with Heart Technologies for convenience.

#### **5. Review and Approve Recommendation for Network Server Software and Hardware**

Mr. Johnson stated this recommendation will provide the hardware and software needed to make the transition for Connect Transit's servers and IT provisions once the contract with Heart Technologies is terminated. Connect Transit will need to purchase network servers and software. Staff has received multiple quotes on server hardware and software. The lowest quote provided for the software was \$8,386.54 by CDW and the lowest quote on the servers was provided by Dell Computers on the State of Illinois contract for \$9,089.42. The server software and hardware will be purchased using local capital funds.

On a motion by Mr. Wilson, and a second by Mr. Bowman, the Trustees voted to approve the recommendation for Network Server Software and Hardware to the respective vendors in an amount not to exceed \$17,475.96.



## **General Manager's Report**

### **1. Union Contract Negotiation Update**

Mr. Johnson stated union negotiations have begun. There were two days this month when union and management met. The next dates are scheduled for December 12<sup>th</sup> and 13<sup>th</sup>. Mr. Johnson said there is a long way to go; however, counter offers are occurring. Good progress is being made and everyone is willing to discuss issues. No economic issues have been discussed up to this point. Mr. Johnson stated more information will be forthcoming and surely some executive sessions will be necessary when a contract is closer to being presented for vote.

### **2. Holiday Express**

Mr. Johnson commented Connect Transit is trying a new service this year. The Children's Christmas Party for unemployed and underemployed families co-sponsored by the Bloomington-Normal Trades & Labor Assembly and the McLean County Chamber of Commerce helped to spur this service. Connect Transit was approached to provide transportation to the party for the children and their families on December 14<sup>th</sup>. Staff decided to take it a step further and run a shopping shuttle only on Saturdays during the holiday season and see what kind of response it would receive.

Mr. Johnson explained the Holiday Express route will operate on Saturdays only from November 30<sup>th</sup> through December 28<sup>th</sup> from 8:20 am until 4:50 pm. Buses will leave Uptown Normal at :20 and :50 after the hour, arriving 10 minutes later at College Hills, 10 minutes after that at Eastland mall, and 10 minutes after that in Downtown Bloomington. Buses running from Bloomington to Normal leave East Front Street at :20 and :50 after the hour. It is only 10 minutes to Eastland mall, another 10 minutes to College hills, and another 10 minutes to Uptown Normal. The Holiday Express service is free and no transfers are issued. Mr. Johnson stated the system is seeking corporate sponsorship as well as involvement from the shopping malls. The anticipated forfeiture of revenue is only about \$300.00 to \$400.00. This is a pilot program to see what Connect Transit can do on short notice to help fill the community's needs. The Holiday Express will sponsor the Chamber's Children's Christmas Party at Bloomington High School on the 14<sup>th</sup>, transport people on the bus to do their holiday shopping, and promote Connect Transit and the local merchants.

Ms. Jennifer Sorenson, Community Relations Director, commented Connect Transit is promoting the Holiday Express on all the buses, in fliers, and in several press releases expanding into coming the weeks. Hopefully next year we will obtain some more sponsorship and we can expand on this year's pilot. Only the Holiday Express is free. All the other fixed routes require a paid fare.

Mr. Thomas inquired if the system has an email list of customers who wish to follow what is going on at Connect Transit. Ms. Sorenson will check to see if someone has an email list and investigate setting one up. Mr. Stockton added that a newsletter sign-up would be great to include on our new website. Mr. McCurdy noted that Facebook and Twitter would help promote activities as well.

### **3. Bus Shelter Update**

Mr. Johnson reported Connect Transit has been targeting areas in need of shelters. A shelter was recently set up at Lincoln Towers and the concrete will be poured soon for a new shelter at Phoenix Towers. He said Trustees may recall there has been considerable concern from Phoenix Towers' residents about the fact the buses are no longer going into the driveway. The facility is owned by a New York corporation and it has taken some time to get approvals to site the shelter. The system is ready to pour concrete next week, weather permitting, and will set up the shelter once it has cured.

Chairman Buchanan inquired if anything can be done to help residents navigate the slope between the building and the bus stop. Mr. Johnson responded staff will be monitoring closely to see how well the facility is keeping the area cleared of snow and ice. Connect Transit is also investigating the possibility of putting in a concrete pad on the other side of the sidewalk which would allow our lifts to deploy easier directly in front of the shelter. Staff will be in contact with the city to be sure proper procedure is followed.

Chairman Buchanan asked if anything has been done at Angler's Manor. Mr. Johnson responded Angler's management has not spoken to staff. Connect Transit staff has shown up twice only to be turned away. The response received from Angler's was that either the person to speak with is not at the facility or Connect Transit staff arrived at a bad time. Mr. Johnson stated staff is trying and will continue to try to talk to Angler's management.

Mr. Ryan Whitehouse inquired if Phoenix Towers offered to pay for the shelter. Mr. Johnson responded the Phoenix Towers management has not offered to pay for the shelter. Connect Transit is paying for it.

Mr. McCurdy asked if the shelters are new or repurposed shelters. Mr. Johnson stated these recent shelters are repurposed old shelters Connect Transit already had on hand. The system will have to purchase new shelters soon.

Mr. Bowman commented State Farm may have some smoking shelters on hand that they may wish to get rid of.

Mr. Wilson inquired about the shelter at the Meijer's store. Mr. Johnson stated no one is sure what the purpose is of that shelter at Meijer's. Staff will contact Meijer's about that shelter.

Mr. McCurdy inquired what Connect Transit is looking for with the new shelters. Mr. Johnson replied the new shelters will be compatible with the old ones, be aesthetically pleasing, offer protection from the elements, and go along with the new branding. Connect Transit will be looking into the possibilities of solar panels to provide lighting and even an electrical hook-up to provide next bus times and bus locators. The shelters need to support advertising. Mr. Johnson stated the trade shows gave some good design choices.

Mr. McCurdy stated he was contacted by a Bloomington resident who lives on Kreitzer Street. That resident was concerned about some bus signs and benches along Grove Street in places where the Connect Transit bus no longer goes. The resident sees people stopping there waiting for a bus. Mr. Johnson will see the sign is removed; however the bench does not belong to the Connect Transit. Perhaps the neighborhood had the bench installed.

Mr. McCurdy also asked about new signs for the changes in stops on the Pink D route. Mr. Johnson responded the designer is working on new signs which will be bigger, meet all the ADA requirements, have more route stop time information, and a QR Code for riders to access on line actual time bus route information.

Mr. Whitehouse suggested Connect Transit put identifying numbers on each bus stop sign so if someone is from out of town they can call police or Connect Transit and state they are standing at specific bus stop sign number and be able to be quickly located. The number could also be used for inventory purposes. Mr. Johnson commented that was a very good suggestion.

#### **4. Upcoming Projects**

Mr. Johnson announced the RFP for a new website design was sent today. Responses should be in by the end of December. Connect Transit hopes to have a proposal for Board approval by early January so the implementation goal of the end of the first quarter of the year can be met.

Mr. Johnson stated Mr. Stockton is working on an internal intranet for the office which would allow employees to have access to personal work files at work. A computer will be set up in the drivers' lounge so employees can check their pay stubs, order uniforms, check work schedules, and check vacation schedules.

In addition several electronic bulletin boards will be placed in the office in the lobby area, and employee area break room. These boards will scroll constant office

memos, upcoming events, promotional items, bus updates, detours, interesting transit facts, and videos of commercials. These display boards will only be on this campus. Another large display board will be installed to enhance capabilities for supervisors and dispatchers to access bus information quickly and easily keep track of routes by having a large display in the dispatch area showing the entire route system on DoubleMap.

## **5. Strategic Planning Update**

Mr. Johnson stated the next meeting is scheduled for December 14<sup>th</sup>. A meeting room has not been scheduled yet. This could be the last Strategic Meeting and is scheduled from 8:00 am to 12:00 noon. This meeting will be for all the Board Members and all the management staff. Mr. Johnson added there will be a staff only meeting prior to the December 14<sup>th</sup> meeting. At the staff meeting realistic goals will be discussed.

Mr. Johnson stated as soon as a meeting room is reserved he will inform the Board. It's difficult to find a room that allows outside food. If the facility provides the food then the price for the room goes up exponentially. It is also the holiday party season. The room needs to accommodate up to 20 people. Mr. Hales suggested the Den and Prairie Vista Golf Courses. Ms. Sorenson responded she has contacted both those places and they are both booked for the date needed.

## **Correspondence and Media**

Chairman Buchanan noted several media articles included in the Board packet. Mr. McCurdy added radio station WJBC recently did a story on the bike racks on the buses. It was a news story that was picked up from a Bloomington City Council meeting when Bike Blo-No presented for the Bicycle Master Plan and Mr. McCurdy mentioned Connect Transit was looking at bike racks that would accommodate three bikes. WJBC followed up later with a radio news story on the bike racks.

## **Trustee Comments**

Chairman Buchanan mentioned the December Regular Meeting for the Board is scheduled for December 24<sup>th</sup> and Chairman Buchanan would like to postpone that meeting and schedule the next meeting for Tuesday, January 7<sup>th</sup> because there are anticipated action items that will be needing attention before the regularly scheduled January meeting. That will make two meetings for January; January 7<sup>th</sup> and January 28<sup>th</sup>, both at 4:30 pm.

Chairman Buchanan congratulated Mr. McCurdy for being named recipient of the 21<sup>st</sup> annual McLean County Public Health Award for his efforts in furthering public health principles, practices, and services of McLean County in 2013. Mr. McCurdy was recognized for his direct involvement with the Good to Go program which encourages

healthy lifestyles and promotes the use of use of alternative sustainable transportation such as waking, bike-riding, car-pooling, or bus riding. Mr. McCurdy was surprised to be nominated and honored to win. Mr. McCurdy explained to attendees that taking the bus is really a multimodal trip, which begins with walking. People who take the bus routinely get an additional nineteen minutes of physical activity per week just getting to and from the bus stops.

Chairman Buchanan wished everyone a wonderful holiday!

On behalf of the Board, Chairman Buchanan congratulated Mr. Johnson on another great year at Connect Transit and wished him happy birthday as a greeting card was passed to him.

#### **Request for Executive Session to Discuss Personnel Matters**

There was no request for Executive Session to Discuss Personnel Matters.

#### **Adjournment**

There being no further public business, on a motion by Mr. Wilson, and a second by Ms. Shaw, the Trustees voted to adjourn the public meeting at 6:05 p.m.

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Mike McCurdy, Secretary



November 2013

# Financial and Statistical Reports

Disbursements to be Approved  
January 7, 2014

<b>Payee</b>	<b>Goods Purchased</b>	<b>Amount</b>
1st Ayd Corporation	Supplies	\$ 474.99
4One LLC	Bus Parts	\$ 104.20
A.T.U. - C.O.P.E.	Payroll Deduction	\$ 194.27
Aaron Bergman, Matco Tool Distributor	Tools	\$ 136.42
ABC Bus Companies	Bus Parts	\$ 1,514.33
Advocate Medical Group	Drug Testing	\$ 50.00
Ally	Car Lease	\$ 82.00
Amalgamated Transit Union Local 752	Payroll Deduction	\$ 4,970.65
AmerenIP	Electric Charges	\$ 503.06
Amsterdam	Promotions	\$ 3,344.45
Andrew Johnson	Employee Reimbursement	\$ 250.67
Assurance Agency, Ltd.	Insurance	\$ 24,939.00
Barker Motor Co.	Bus Parts	\$ 44.55
Bellas Landscaping	Snow Remooval & Landscaping	\$ 225.00
Carrot-Top Industries, Inc.	Flags	\$ 54.70
CDS Office Technologies	Office Supplies	\$ 1,003.06
Central Illinois Trucks Inc.	Bus Parts	\$ 380.03
City of Bloomington	Utilites	\$ 909.18
Clark Baird Smith	Legal Service	\$ 3,806.15
Comcast Cable	Internet	\$ 399.85
Comcast Spotlight	Commercial Advertising	\$ 5,400.00
Corn Belt Energy Corp.	Utilites	\$ 4,731.16
Cummins Crosspoint	Bus Parts	\$ 5,836.03
Dennison Corporation	Outside Repair	\$ 255.11
Dish Network	Television Service	\$ 108.00
DNDC of Illinois	Telephone	\$ 470.00
Ecolane USA, Inc.	License Agreement	\$ 17,625.00
Eitan Weltman	Debt Payment	\$ 612.42
Employee	Medical Reimbursement	\$ 104.32
Employee	Medical Reimbursement	\$ 171.24
Engraving Express	Name tags	\$ 674.50
Euclid Products Company, Inc	Fare Box parts	\$ 295.75
Evergreen FS	Fuel	\$ 139,356.69
Fastenal Company	Bus Parts	\$ 1,113.81
Fleet-Net Corporation	Software & Tech Support	\$ 262.50
Four Seasons Association	Payroll Deduction	\$ 536.00
Frontier	Telephone	\$ 1,867.76
G&K Services	Cleaning Uniforms & Rugs	\$ 888.18
Garber Heating & A/C	Repairs	\$ 591.00
GE Capital C/O Ricoh USA Program	Copiers	\$ 131.00
Gillig LLC	Bus Parts	\$ 8,905.57
Harmony Business Supplies	Supplies	\$ 183.15
Health Alliance Medical Plans	Insurance	\$ 73,937.00

Heart Technologies, Inc.	Computer & Server Fee	\$	2,140.80
Henson Disposal	Garage Overhead	\$	164.50
Heritage Machine & Welding, Inc.	Bus Parts	\$	1,021.83
ICMA Retirement Trust - 457	Pension Plan	\$	32,360.69
Idaho Child Support	Child Support	\$	115.36
Illinois Department of Revenue	Payroll Deduction	\$	18,820.57
Illinois State Disbursement Unit	Child Support	\$	2,925.04
Illinois State University	Internet	\$	347.84
Inter-City Supply Company	Office Supplies	\$	235.23
Interstate Batteries of Mid-Illinois	Bus Parts	\$	1,823.60
Isaac Thorne	Tuition Reimbursement	\$	825.00
IWIN	Employee Physicals	\$	352.00
Jennifer Sorenson	Employee Reimbursement	\$	647.80
John H. Germeraad, Trustee	Payroll Deduction	\$	960.00
Lee Enterprises - Central Illinois	Employment Ads	\$	661.32
Lincoln National Life Insurance Co.	Dental Insurance	\$	3,290.85
Luminator	Sign Installation	\$	3,200.00
Michelin North America, Inc	Tires	\$	11,447.61
Midwest Aerials & Equipment, Inc.	Trailer Rental	\$	86.70
Midwest Transit Equipment, Inc.	Bus Parts	\$	1,300.17
Minerva Promotions	Uniforms	\$	9,656.80
Modal Marketing Inc.	Supplies	\$	55.15
Mohawk Mfg. & Supply Co.	Bus Parts	\$	472.50
Morris Avenue Garage	Bus Testing	\$	220.00
Motion Industries, Inc.	Bus Parts	\$	227.72
Mutual of Omaha	Insurance	\$	5,782.07
Napa Auto Parts	Bus Parts	\$	69.10
Nicor Gas	Utilites	\$	3,010.64
NMHG Financial Services	Garage Maintenance Equipment	\$	1,627.26
Nordines Heating and Cooling Supplies	Filters	\$	41.70
Oberlander Alarm Systems, Inc.	Security Alarm Service Fee	\$	191.00
Office Collection Section-IDOR	Debt Payment	\$	147.72
Orkin Pest Control	Pest Control	\$	155.30
Paige Williams	Employee Reimbursement	\$	50.00
Park Stoutamoyer & Associates, Inc.	Appraisal Services	\$	1,250.00
PATH, Inc	Bus Pass Reimbursement	\$	100.00
Payroll - Net		\$	285,110.68
Petty Cash	Reimbursement	\$	57.33
Premier Print Group	Office Supplies	\$	295.00
Ricoh USA, INC	Copier	\$	87.48
Safelite Fulfillment, Inc.	Bus Parts	\$	125.00
Schwulst & Roseberry, P.C.	Payroll Deduction	\$	500.00
Southland Printing Co.	Bus Transfers	\$	1,139.60
Southtown Wrecker Service, Inc.,	Towing	\$	95.00
Staples	Office Supplies	\$	80.99
Stark Excavating, INC.	Concrete	\$	2,200.00
Steve Stockton	Employee Reimbursement	\$	91.59



Sun Control of Central Illinois, Inc.	Office Equipment	\$ 303.36
The Encompass Gas Group, Inc	Welding Supplies	\$ 168.27
Town of Normal	False Alarms	\$ 150.00
Town of Normal	Utilites	\$ 9.20
Truck Centers, Inc.	Bus Parts	\$ 4,973.90
U.S. Postal Service	Stamps	\$ 158.00
United Parcel Service	Shipping	\$ 31.25
Unity School Bus Parts	Bus Parts	\$ 18.60
University Directories	Advertising	\$ 1,000.00
Verizon Wireless	Mobile Data Terminals for SS	\$ 551.56
Visa	Travel & Meetings	\$ 4,591.85
Visa	Office Supplis/Equipment	\$ 239.72
Visa	Safety/Training	\$ 108.74
Visa	Shipping	\$ 34.32
Visa	Advertisement - Employment	\$ 24.35
Visa	Legal	\$ 30.00
Voith Transmissions, Inc.	Bus Parts	\$ 208.50
VSP Of Illinois	Vision Insurance	\$ 570.18
Wayne	Printing	\$ 1,651.81
WGLT	Radio Advertising	\$ 1,500.00
Winkle Environmental Service	Cleaning Supplies	\$ 85.00

Total Operating \$ 719,417.90

**Capital Account**

Cummins Crosspoint	Engine Replacement	\$ 125,783.15
Think Graphic Design	Graphic Design Service	\$ 1,969.17
Total Capital		\$ 127,752.32
Grand Total		\$ 847,170.22

# Bloomington Normal Public Transit

## Balance Sheet

Fiscal Year: 2014

Period 5

November - 2013

Division: 99 Board Reports

As of: 11/30/2013

### Assets

#### Current Assets

Checking and Savings	\$3,821,042.11
Accounts Receivable	\$4,700,613.57
Inventory Asset - Fuel	\$44,960.12
Inventory Asset - Parts	\$204,075.51
Inventory Asset - Tires	\$0.00
Other Current Assets	\$177,109.10

**Total Current Assets** \$8,947,800.41

Fixed Assets \$13,416,765.24

**Total Assets** \$22,364,565.65

### Liabilites & Equity

#### Liabilities

Accounts Payable	\$226,346.84
Payroll Liabilities	\$521,108.67
Contracts	\$779.36
Due to Illinois Funds Account	\$2,838,657.56
Deferred Revenue	\$93,470.46
Deficit Funding Advance	\$0.00

**Total Liabilities** \$3,680,362.89

#### EQUITY

Fixed Asset Equity	\$12,483,532.77
Unreserved Fund Equity	\$6,750,412.62
Underground Petroleum Storage	\$20,000.00

**Total Equity** \$19,253,945.39

Retained Earnings (\$569,742.63)

**Total Liabilities & Equity** \$22,364,565.65

# Bloomington Normal Public Transit Income Statement With Approved Budget

Fiscal Year: 2014	Period 5	Division: 98 Operating Profit/Loss		As of: 11/30/2013	
		November - 2013	Jul-2013 Thru Nov-2013 Year To Date	Approved Budget	Approved Budget
<b>Operating Revenue</b>					
Passenger Fares		\$70,917.43	\$338,945.51	45.66%	\$742,300.00
ISU Contract Fare		\$39,701.20	\$198,506.00	41.67%	\$476,415.00
Other Contract Fares		\$9,945.83	\$49,728.99	33.15%	\$150,000.00
Advertising Revenue		\$0.00	\$0.00	0.00%	\$15,000.00
Miscellaneous Revenue		\$353.41	\$3,423.87	171.19%	\$2,000.00
<b>Total Operating Revenue</b>		<b>\$120,917.87</b>	<b>\$590,604.37</b>	<b>42.62%</b>	<b>\$1,385,715.00</b>
<b>Operating Expenses</b>					
Operators Wages		\$330,529.84	\$1,643,202.40	39.78%	\$4,130,570.00
Maintenance Wages		\$58,683.80	\$291,090.21	33.18%	\$877,297.00
Administration Wages		\$45,254.86	\$201,658.57	28.74%	\$701,655.00
Employer Payroll Tax Expense		\$32,314.42	\$161,048.92	34.50%	\$466,778.00
Retirement Plan		\$14,193.52	\$78,316.64	31.33%	\$250,000.00
Group Insurance		\$71,349.05	\$334,824.99	37.37%	\$896,002.00
Uniform Expense		\$10,595.23	\$13,288.03	85.73%	\$15,500.00
Professional Services		\$4,261.15	\$31,273.33	32.99%	\$94,800.00
Outside Repair-Labor		\$3,389.51	\$47,915.44	61.12%	\$78,400.00
Contract Maintenance Services		\$1,315.31	\$18,284.32	19.05%	\$96,000.00
Custodial Services		\$243.15	\$1,979.75	30.93%	\$6,400.00
Employee Recruiting/Testing/Temp Help		\$950.92	\$18,817.41	71.82%	\$26,200.00
Fuel		\$94,369.23	\$505,720.93	42.02%	\$1,203,420.00
Lubricants		\$582.84	\$3,653.83	15.89%	\$23,000.00
Tires		\$6,095.83	\$23,491.43	28.97%	\$81,100.00
Bus Repair Parts		\$6,351.38	\$78,359.95	65.30%	\$120,000.00
Other Materials & Supplies		\$3,657.00	\$26,066.29	85.46%	\$30,500.00
Shelters/Signs/Shop Tools		\$2,292.02	\$7,402.75	20.01%	\$37,000.00
Computer and Office Supplies		\$24,644.23	\$63,441.48	46.48%	\$136,500.00
Utilities		\$10,713.05	\$43,414.63	34.59%	\$125,500.00
Corporate Insurance		\$23,667.00	\$103,379.19	56.68%	\$182,378.00
Dues/Subscriptions/Fees		\$0.00	\$18,927.00	67.60%	\$28,000.00
Printing/Marketing/Training		\$13,751.14	\$72,686.07	29.91%	\$243,000.00
<b>Total Operating Expenses</b>		<b>\$759,204.48</b>	<b>\$3,788,243.56</b>	<b>38.46%</b>	<b>\$9,850,000.00</b>
<b>Operating Assistance</b>					
Operating Deficit		(\$638,286.61)	(\$3,197,639.19)	37.78%	(\$8,464,285.00)
Illinois Downstate Operating Assistance		\$493,254.16	\$2,457,558.53	38.48%	\$6,386,250.00
FTA 5307 Operating Assistance		\$142,846.90	\$725,514.80	34.91%	\$2,078,035.00
<b>Total Operating Assistance</b>		<b>\$636,101.06</b>	<b>\$3,183,073.33</b>	<b>37.61%</b>	<b>\$8,464,285.00</b>



Statistics	FY14 YTD				FY13 YTD				% Change			
	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
<b>Connect Transit</b>												
Green A (2 buses)	120,735	50,317	3,661	32.98	129,450	50,380	3,665	35.32	-6.7%	-0.1%	-0.1%	-6.6%
Red B (2 buses)	96,694	47,739	3,759	25.72	99,768	47,440	3,757	26.56	-3.1%	0.6%	0.1%	-3.1%
Purple C (2 buses)	61,258	46,609	3,734	16.41	65,926	48,348	3,740	17.63	-7.1%	-3.6%	-0.2%	-6.9%
Pink D (1 bus)	34,742	23,093	1,764	19.69	34,645	23,000	1,768	19.59	0.3%	0.4%	-0.2%	0.5%
Blue E (1 bus)	28,914	27,006	1,928	15.00	26,371	26,773	1,926	13.69	9.6%	0.9%	0.1%	9.5%
Brown F (2 buses)	49,024	52,869	3,894	12.59	47,734	52,333	3,896	12.25	2.7%	1.0%	0.0%	2.7%
Yellow G (2 buses)	86,525	52,600	3,837	22.55	93,100	51,387	3,839	24.25	-7.1%	2.4%	0.0%	-7.0%
Orange H (2 buses)	80,934	51,366	3,822	21.17	85,651	51,448	3,828	22.37	-5.5%	-0.2%	-0.2%	-5.4%
Lime I (2 buses)	94,353	64,271	3,738	25.24	94,899	64,183	3,739	25.38	-0.6%	0.1%	0.0%	-0.5%
Teal J (1 bus)	13,756	37,767	1,783	7.72	11,242	47,576	1,892	5.94	22.4%	-20.6%	-5.8%	29.9%
Aqua K (1 bus)	36,911	30,478	1,926	19.16	38,050	30,531	1,924	19.78	-3.0%	-0.2%	0.1%	-3.1%
HCC Express (1 bus) (NCWHS)	4,486	1,904	300	14.96	115	222	11	10.62	3800.9%	756.5%	2669.0%	40.9%
ISU Tri Towers (2 buses)	110,918	14,896	1,390	79.81	75,835	14,896	1,376	55.13	46.3%	0.0%	1.0%	44.8%
ISU College Station (2 buses)	29,737	22,680	1,696	17.53	51,947	22,680	1,672	31.06	-42.8%	0.0%	1.4%	-43.5%
Nite Ride (3 buses)	21,599	19,286	1,454	14.86	21,647	19,070	1,387	15.61	-0.2%	1.1%	4.8%	-4.8%
<b>Total Fixed Route</b>	<b>870,586</b>	<b>542,881</b>	<b>38,685</b>	<b>22.50</b>	<b>876,380</b>	<b>550,267</b>	<b>38,419</b>	<b>22.81</b>	<b>-0.7%</b>	<b>-1.3%</b>	<b>0.7%</b>	<b>-1.3%</b>
<b>Demand Response</b>												
Connect Mobility	23,727	113,845	7,381	3.21	20,361	97,061	7,152	2.85	16.5%	17.3%	3.2%	12.9%
Connect Late Night	2,810	15,548	1,107	2.54	3,107	15,980	1,338	2.32	-9.6%	-2.7%	-17.3%	9.3%
<b>Total Demand Response</b>	<b>26,537</b>	<b>129,393</b>	<b>8,488</b>	<b>3.13</b>	<b>23,468</b>	<b>113,041</b>	<b>8,490</b>	<b>2.76</b>	<b>13.1%</b>	<b>14.5%</b>	<b>0.0%</b>	<b>13.1%</b>
<b>SYSTEM TOTALS</b>	<b>897,123</b>	<b>672,274</b>	<b>47,173</b>	<b>19.02</b>	<b>899,848</b>	<b>663,308</b>	<b>46,909</b>	<b>19.18</b>	<b>-0.3%</b>	<b>1.4%</b>	<b>0.6%</b>	<b>-0.9%</b>





Metrics		Month: 2014 YTD			
		Target	FY2014	FY2013	% Change
Effectiveness	Total Boardings per Revenue Hour	15.0	19.0	19.2	-0.9%
	Total Boardings per Capita	1.0	6.9	7.0	-0.3%
	Total Boardings per Revenue Mile	1.0	1.3	1.4	-1.6%
Safety	Total Preventable Accidents <i>(Fixed Route and Demand Response)</i>	0.0	6	7	-14.3%
	Preventable Accidents per 100,000 Miles	0.0	40	46	-13.1%
Efficiency	Farebox Recovery Ratio	13.3%	15.5%	15.6%	-0.5%
	Average Fare	\$ 0.68	\$ 0.65	\$ 0.62	5.0%
	Cost per Revenue Hour	\$ 74.22	\$ 80.31	\$ 76.74	4.7%
	Cost per Customer	\$ 5.10	\$ 4.22	\$ 4.00	5.6%
	Operating Assistance Investment per Customer	\$ 4.42	\$ 3.57	\$ 3.38	5.7%
Base Statistics for Calculations	Total Customers		897,123	899,848	-0.3%
	Total Revenue Hours		47,173	46,909	0.6%
	Total Revenue Miles		672,274	663,308	1.4%
	Total Bloomington-Normal Population <i>(per the 2010 US Census)</i>		129,107	129,107	0.0%
	Total Operating Expense		\$ 3,788,242.00	\$ 3,599,567.00	5.2%
	Total Operating Revenue <i>(includes all directly-generated revenue such as Universal Access)</i>		\$ 587,180.00	\$ 560,947.00	4.7%

Analysis & Interpretation

Connect Transit  
Local Capital and Self-Insurance Fund Balance  
November 2013

<b><u>Self-Insurance Fund:</u></b>	<b><u>The Illinois Funds- Cash Balance</u></b>	
11/01/13	Beginning Balance	\$ 106,835.21
11/30/13	Additions - Interest Income	\$ 2.37
11/30/13	Ending Balance	<u>\$ 106,837.58</u>

<b><u>Local Capital Reserve:</u></b>	<b><u>The Illinois Funds- Cash Balance</u></b>	
11/01/13	Beginning Balance	\$ 2,086.66
11/30/13	Additions - Interest Income	\$ 0.04
11/30/13	Ending Balance	<u>\$ 2,086.70</u>

<b><u>Local Capital</u></b>	<b><u>Commerce Bank - Cash Balance</u></b>	
11/01/13	Beginning Balance	\$ 2,584,703.61
11/04/13	Transfer from Operating	\$ 81,240.00
11/08/13	Deposit - Normal	\$ 30,848.66
11/27/13	Cummins	\$ (74,885.56)
11/30/13	Additions - Interest Income	\$ 318.67
11/30/13	Ending Balance	<u>\$ 2,622,225.38</u>

<b><u>FTA &amp; IDOT Capital</u></b>	<b><u>The Illinois Funds- Cash Balance</u></b>	
11/01/13	Beginning Balance	\$ 43,593.57
11/30/13	Additions - Interest Income	\$ 0.96
11/30/13	Ending Balance	<u>\$ 43,594.53</u>

**Total Reserve Capital Account** \$ 2,667,906.61

**Breakdown of the Local Capital Reserve Fund- Cash Balance:**

Local Capital #1	Local Capital #2
<u>\$ 43,594.53</u>	<u>\$ 2,624,312.08</u>

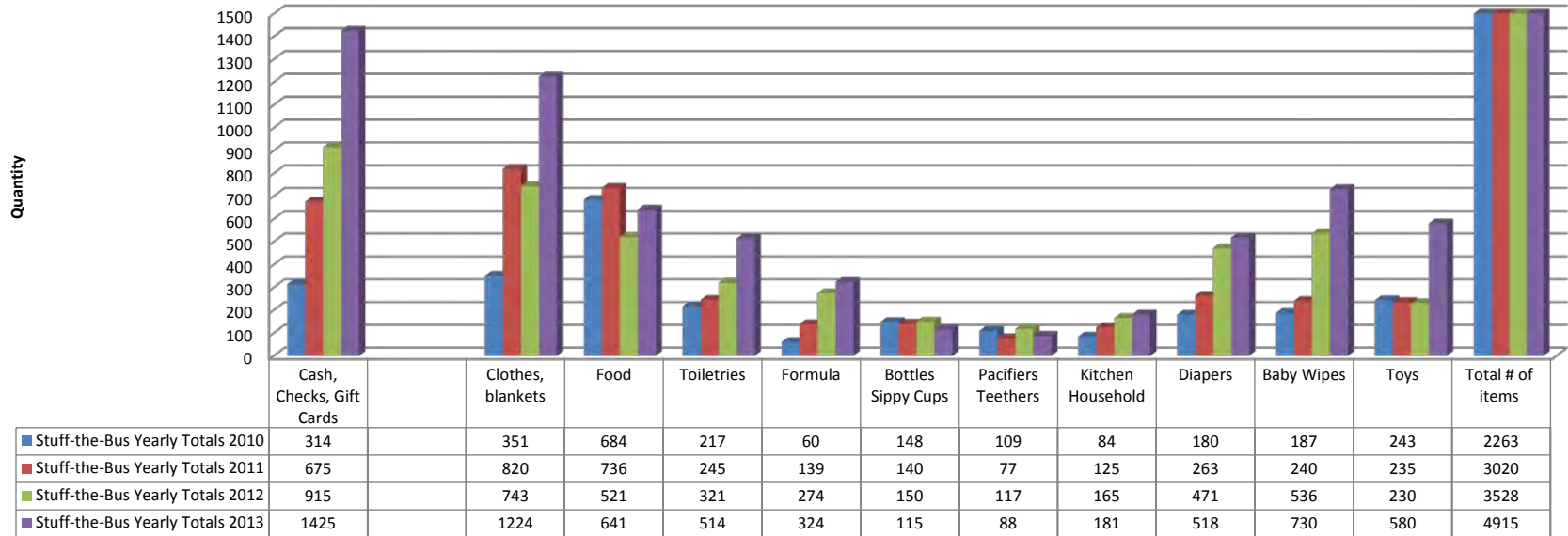
**Breakdown of Local Funding in Local Capital #2 (Earmarked Funds):**

	<u>FY14 Received</u> 11/30/2013	<u>FY14 Receivable</u> 11/30/2013
Bloomington	\$ 180,212.04	\$ 45,053.01
Normal	\$ 154,243.30	\$ -
Total YTD	<u>\$ 334,455.34</u>	<u>\$ 45,053.01</u>

**Local Capital Reserve Fund Balance - Account Value**

	11/30/13 Cash Balance	\$ 2,667,906.61
	11/30/13 Loans to Operating	\$ 2,838,657.56
	11/30/13 Reserve fund for underground storage tank (Cap. I)	\$ (40,000.00)
	11/30/13 Ending Balance	<u>\$ 5,466,564.17</u>
Local Capital #1	Local Capital #2	
<u>\$ 3,594.53</u>	<u>\$ 5,462,969.64</u>	

## Stuff-the-Bus Progress



### Stuff-the-Bus 2013 Celebrates Another Record Breaking Year!

For the eleventh year in row, the Crisis Nursery of Children’s Home and Aid, and Connect Transit celebrate their partnership and the resounding success of the Stuff-the-Bus event! This year a larger bus was used and it paid off in a big way! A total 4,915 items were collected, an abundance of donations equaling a 28% increase from last year. Additionally, the most donated items were those that were needed the most: children’s clothing and blankets, food, formula, baby diapers, wipes and toiletries.

During one of the coldest weeks of 2013, December 2nd – 7th, Bloomington Normal community members demonstrated warm hearts and overwhelming generosity to benefit the Crisis Nursery of Children’s Home and Aid by placing donated items on a Connect Transit bus, which was parked at various Bloomington Normal locations throughout the week. Volunteers from the Crisis Nursery and Connect Transit braved the cold to collect items and thank those who donated the much needed, and much appreciated supplies.

Connect Transit would like to thank all participants, volunteers and community partners for their contributions to the successful event.



## MEMO

January 3, 2014

Board of Trustees

Subject: Recommendation for Website Design Services RFP 13-07

**BACKGROUND:** Connect Transit has twice issued a RFP for Website Design Services. Nine (9) Proposals were received, with one (1) deemed non-responsive. Staff has been working to rebrand Connect Transit and a new website is the final step.

**PROPOSED ACTION:** That the General Manager be authorized to execute a firm-fixed price contract in amount of \$60,780 to Civica Software.

### KEY FEATURES:

- New Website will complete the rebranding process
- Website landing page will be completed by March 31, 2014.
- Will allow for content management on the website
- Enable us to have a mobile website version
- Will allow us to have Google translator and meet ADA compliance.
- Website training will be done onsite for three days

**BUDGET INFORMATION:** Funding this project will come from the operations budget.





## MEMO

January 3, 2014

Board of Trustees

Subject: Recommendation for Fuel Supplier Contract RFP 13-06

**BACKGROUND:** Connect Transit has contracted eighty percent (80%) its our fuel usage since November 2011. By contracting for fuel, \$10,502 was saved in fiscal year 2013. Contracting for fuel allows Connect to hedge the risk of fuel spikes and allows for better management of the fuel budget during the fiscal year. Two (2) proposals were received, one (1) from Evergreen FS and one (1) from Petroleum Traders. Staff evaluated both proposals and an analysis is as follows.

**PROPOSED ACTION:** That the General Manager be authorized to execute a five (5) year contract with Evergreen FS for the purchase of contracted fuel pricing. The firm price for mark up and freight per gallon will be \$.08.

<b>Evergreen FS</b>	Gallons	Mark Up/Gallon	Freight/Gallon	Sub-Total
Estimated Diesel Fuel Usage 5 yrs	1,350,000	\$0.03	\$0.05	\$108,000.00
Estimated Gasoline Fuel Usage 5 yrs	120,000	\$0.03	\$0.05	\$9,900.00
				<b>\$117,900.00</b>

<b>Petroleum Traders</b>	Gallons	Mark Up/ Gallon	Freight/Gallon	Sub-Total
Estimated Diesel Fuel Usage 5 yrs	1,350,000	\$0.045	\$0.0525	\$131,625.00
Estimated Gasoline Fuel Usage 5 yrs	120,000	\$0.01	\$0.0525	\$7,500.00
				<b>\$139,125.00</b>

### KEY FEATURES:

- Allows Connect to purchase fuel on the futures market eight to ten months in advance.
- Helps establish and maintain fuel budget during fiscal year.

**BUDGET INFORMATION:** Funding this purchase will be made through the operations budget.

Fuel Supplier Contract RFP 13-06  
Cost Analysis

<b>Evergreen FS</b>	<b>Gallons</b>	<b>Mark Up/Gallon</b>	<b>Freight/Gallon</b>	<b>Sub-Total</b>	<b>Column1</b>	<b>Column2</b>
Estimated Diesel Fuel Usage 5 yrs	1,350,000	\$0.03	\$0.05	\$108,000.00		
Estimated Gasoline Fuel Usage 5 yrs	120,000	\$0.03	\$0.05	\$9,900.00		
				<b>\$117,900.00 Total</b>		

<b>Petroleum Traders</b>	<b>Gallons</b>	<b>Mark Up/ Gallon</b>	<b>Freight/Gallon</b>	<b>Sub-Total</b>		
Estimated Diesel Fuel Usage 5 yrs	1,350,000	\$0.045	\$0.0525	\$131,625.00		
Estimated Gasoline Fuel Usage 5 yrs	120,000	\$0.01	\$0.0525	\$7,500.00		
				<b>\$139,125.00 Total</b>		

**\$21,225.00 Difference in Cost**



## MEMO

January 2, 2014

Board of Trustees

Subject: Recommendation for Copier Lease

**BACKGROUND:** Connect Transit has leased copiers for the last five (5) years. One copier lease agreement expired in December, 2012, and the other copier will expire in April 2014. All of the maintenance, labor and ink are supplied by the lessor. Attached is the cost analysis with detailed quote information.

**PROPOSED ACTION:** That the General Manager be authorized to execute a 36 month firm-fixed price lease contract with Ricoh in amount of \$26,419.32 (\$733.87 monthly).

### **KEY FEATURES:**

- This lease will replace the administration and dispatch copiers and add one (1) to the maintenance department.
- The copier in the maintenance department will allow for better utilization of the Fleet Net software and work flow of work orders.
- All current copier lease agreements will be canceled at no cost with this agreement.
- Connect Transit will be charged per copy with no minimum or maximum copies per month or quarter built into the charge.

**BUDGET INFORMATION:** Funding for this project comes from the operations budget.

Cost Analysis  
Copier Lease

<b>Vendor</b>	<b>Terms</b>	<b>Monthly Cost</b>
<b>RK Dixon</b>	36 months	\$720.42

Includes all maintenance, labor, and staples.

Includes 156,000 black and white (b&w) copies (13,000 monthly) and 38,400 color copies (3,200 monthly) annually. All color copies on the maintenance copier will be charged at \$.12.

Overages will be billed at:

Black and white \$.0099

Color \$.035

<b>CDS Technologies</b>	36 months	\$672.50
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Includes all maintenance and labor, excludes staples.

6,780 b&w copies per month per machine and color copies are charged \$.05 per click. Estimated color usage is 3,200 per month at \$.05 per click is \$160.00 per month.

No Buy out of machines under lease.

<b>Ricoh</b>	36 Months	\$516.00
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Includes all maintenance, labor and staples.

All copies will be billed at:

Black and white \$.0065

Color \$.049

All three machines are included. The averages over the last fifteen months are 9,788 b&w copies and 3,148 color copies per month. This would bring the monthly lease total to \$733.87.