

Board of Trustees

Regular Session

February 25, 2025



Agenda

- Call to Order
- Roll Call
 - Attendance by Other Means/Virtual – Roll Call Vote
- Pledge of Allegiance and Mission Statement
 - Connect Transit provides safe, reliable transportation and access to opportunity to strengthen and enrich individual lives, our community, the economy, and the environment.
- Public Comments

Consent Agenda

- a) Approval of Regular Session Minutes for November 26, 2024
 - b) Approval of Executive Session Minutes for November 26, 2024
 - c) Approval of Financial Information for November 2024
 - d) Approval of Financial Information for December 2024
 - e) Approval of Financial Information for January 2025
 - f) Monthly Statistical Reports for November 2024
 - g) Monthly Statistical Reports for December 2024
 - h) Monthly Statistical Reports for January 2025
 - i) Cardinal Infrastructure; Federal Reports (January and February)
 - j) Cornerstone; Illinois Weekly Update (January and February)
- Roll Call Vote

Committee Reports

Operations & Planning Committee:

Trustee Foster
Trustee Rao

Finance Committee:

Trustee Singer
Vice Chair Hile

Marketing & Communications Committee:

Trustee Buchanan
Mark Huffman

New Business

- a) Recommendation for Fare Collection System – Roll Call Vote



Automated Fare Collection System - Umo



CUBIC[™]
Advancing Mobility Together



Cubic Transportation Systems, Inc

A Global Leader in AFC Solutions

Experience and Strength

Proud to power the world's largest transit operators including New York, London, Sydney, Vancouver, and Chicago.

Capability

Our team of over 3,000 employees has implemented and currently supports the largest number of full featured account-based fare programs in North America.

Stability

2021 was Cubic's 50th anniversary of providing fare solutions to the global transit industry. As of 2024, Umo has been providing SaaS fare collection solutions for over nine years.

Umo

Brings innovative next generation account-based solutions supporting a dynamic service-based model.





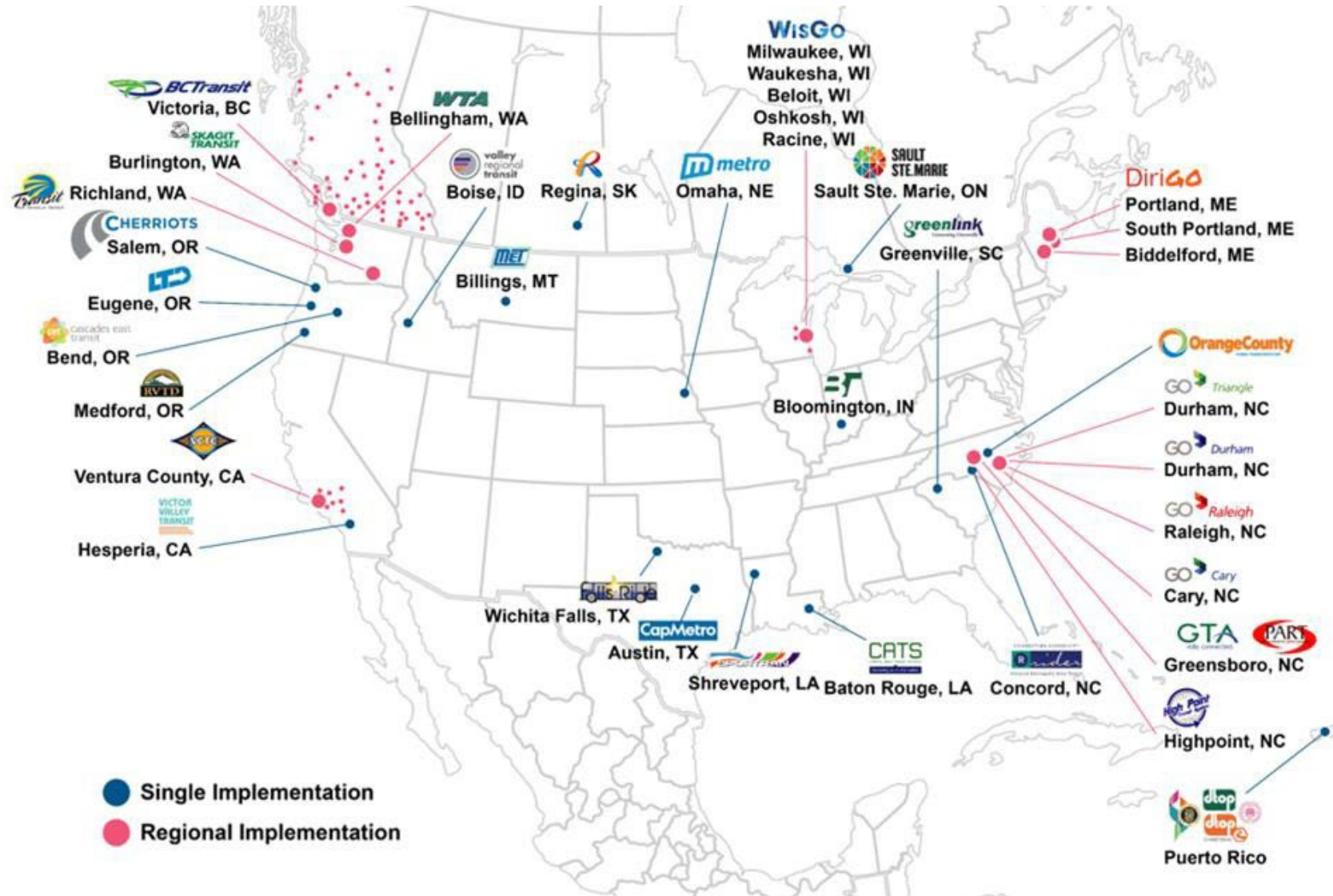
CTS – MAJOR MARKET CITY LOCATIONS



- Single implementation
- Regional implementation



UMO IN NORTH AMERICA



Solution Demonstration





BC Transit

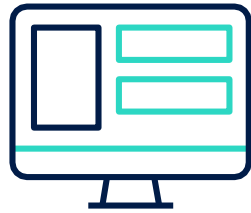
WELCOME ABOARD

TO GO UP

WEB PORTALS & APP



Umo App



Passenger Portal



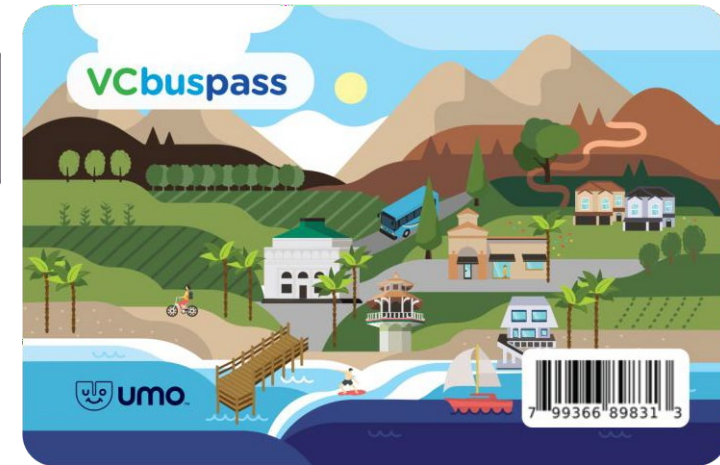
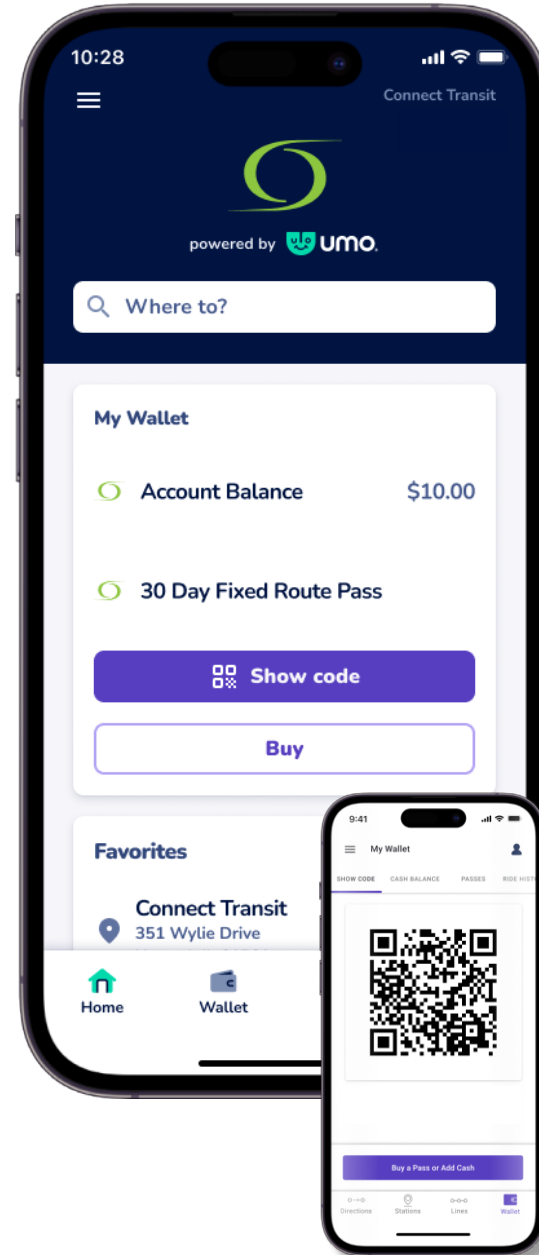
Merchant Portal



Administrative Portal

» FARE MEDIA OPTIONS

- » Smartcards
 - » Standard cobranded Umo Cards
 - » InComm Enabled
- » Paper Token
- » TVM Token
- » Mobile Device (Umo App)
- » External Card (e.g., School ID)
- » cEMV



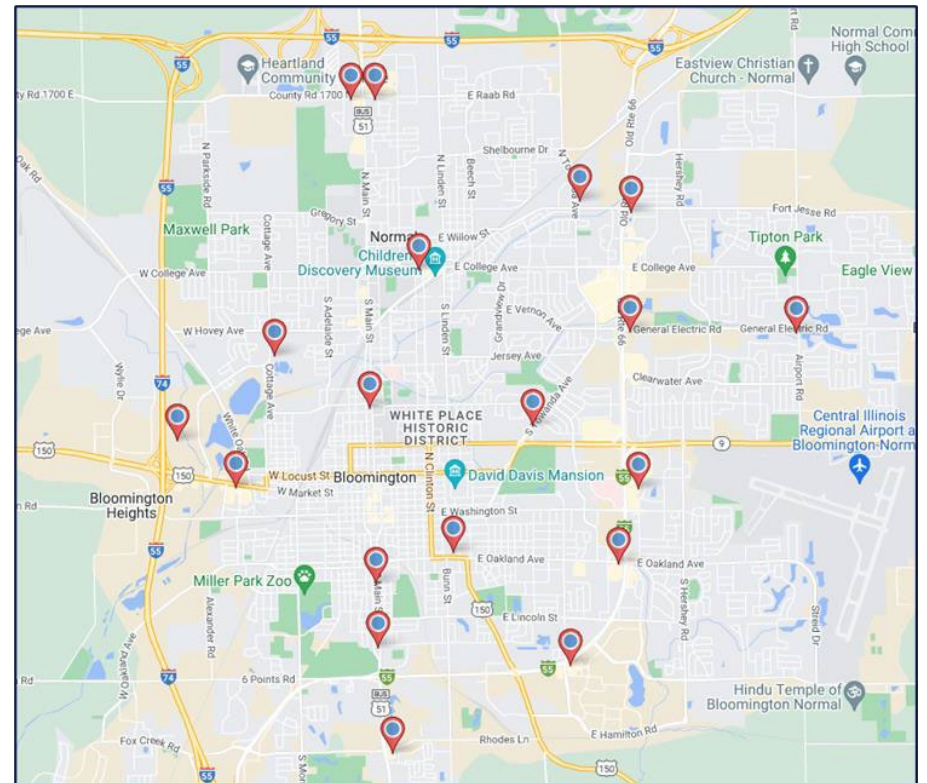
RETAIL SOLUTION

Through a partnership with InComm's retail network Bloomington-Normal riders have distinct locations to purchase fares or reload their Umo wallets

Spotlight:

Equity & Accessibility: Turnkey retail locations available today to help unbanked and underbanked riders digitize their cash by using the existing InComm Reload Network to fund their Umo account.

Walgreens



Retail locations for Bloomington, IL

» MAKING TRANSIT EASY

- » Low capital and operating costs including maintenance
- » Flexible choice of fare media to make electronic payment accessible to all
- » Improve administrative efficiency with Umo special fare programs
- » Comprehensive operational tools and reports



IMPLEMENTATION PLAN & TIMELINE

Phase	Preliminary Completion (In months)	Key Tasks / Outcomes
NTP	0	
Implementation Planning	NTP + (1)	<p>Detailed implementation schedule and plan developed in through workshops and in close consultation with Connect Transit addressing:</p> <ul style="list-style-type: none"> • Final equipment quantities/hardware configurations • Rider transition • Operations transition • Marketing and communications approach • Training • Platform and policy configuration <p>As part of the Implementation Planning phase, we will conduct vehicle and site surveys to establish any bus or site-specific installation requirements.</p>
Configuration Data Gathering	NTP + (2)	Documented system configuration including fare policy and branding elements (including card designs)
System Configuration and Operational Readiness Establishment	NTP + (3)	Configuration of agency specific branding, fare policy and system parameters Staff Training (to be performed close to launch)
Local Bus Equipment Delivery	NTP + (4)	Handheld and/or Bus Validators Installation Kits
Local Bus Installation	NTP + (4-5)	*Install timeline for optional fixed-mount solution, subject to change based on configuration Bus preparation and wiring Onboard equipment installation Field validation of installs
Local Bus Soft Launch	NTP + (5)	Final field configuration testing Staff, friend, and family testing
Local Bus Full Launch	NTP + (6)	Public launch Phased roll out to all routes



CUBIC™ | **Transportation Systems**

Karim Elsharnouby
Director, Business Development
9233 Balboa Avenue
San Diego, CA 92123
Email: karim.elsharnouby@cubic.com

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New Business

b) Request for Use of Oakland Avenue Property – Informational

Non-congregate Shelter Village

Gated community

Fully staffed (24/7)

Private sleeping cabins

On-site bathrooms in central building

Low barrier

Co-located support services



New Business

- c) Recommendation for 2018 New Flyer Midlife Overhaul – Roll Call Vote
- d) Recommendation for the Purchase of 13 New Heavy-Duty Buses – Roll Call Vote
- e) Draft FY26 Budget - Informational

FY26 DRAFT Budget Presentation to the Board of Trustees

February 25, 2025



Agenda

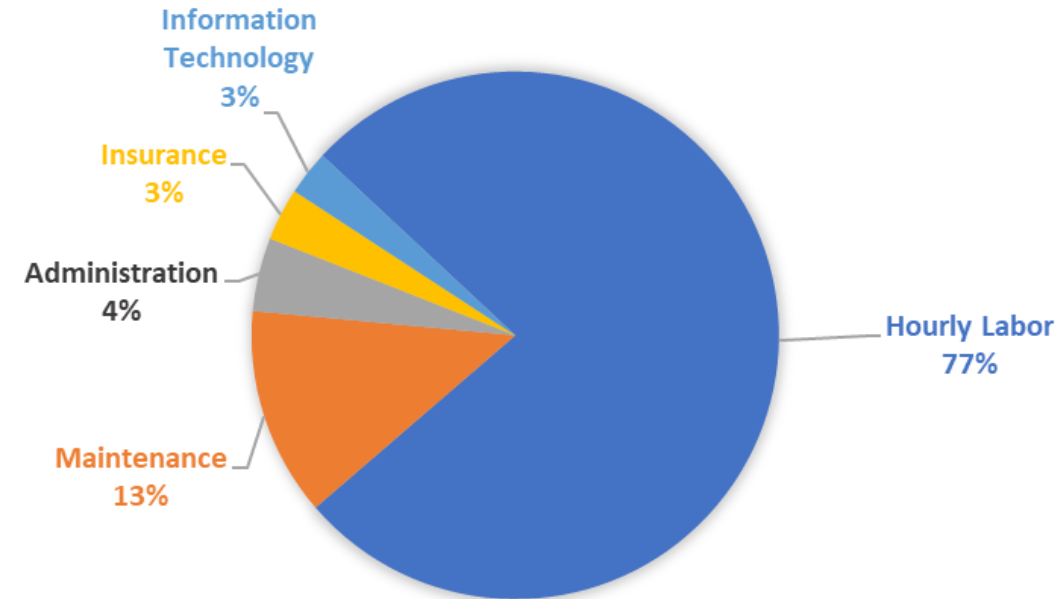
1. Budget Process
2. Primary Cost Influencers
3. Proposed Hours and Miles Differences
4. Budget Influencers
5. Operating Budget
6. Revenue Expectations
7. Capital Budget

Budget Process

- Managers and Directors develop budget: October 2024 – January 2025
- Draft to Finance Committee
- Draft to Board: February 25, 2025
- Comment Period: February 25 – March 21, 2025
 - 1:1 Follow-up with Board Members
 - Modify with information received or concerns shared
- Final to Board – March 25, 2025
- Budget to IDOT by April 1, 2025

Primary Cost Influencers

- Hours = Labor
 - Labor = wages, benefits, training, etc.
- Miles = Maintenance
 - Maintenance = parts, labor, fuel, etc.



Hours and Miles Differences

	Scheduled Hours		
	FY24	FY25	FY26
Fixed Route	115,948	105,864	110,802
Mobility	48,317	47,872	47,748
FLEX	15,398	12,428	25,848

	Scheduled Miles		
	FY24	FY25	FY26
Fixed Route	1,342,494	1,319,024	1,343,562
Mobility	598,695	599,330	590,718
FLEX	135,217	164,780	342,744

- **Fixed Route:** Includes return to a.m./p.m. peak service on two routes.
- **Mobility:** Assumes 113,640 passenger trips at 2.38 trips per hour and 12.4 MPH.
- **FLEX:** Includes an additional zone operating 36 hours per day.
- 11% Increase in Hours

Budget Influencers

- **Labor**

- Collective Bargaining Agreement expires June 30, 2025
- Negotiations will begin in spring 2025

- **Maintenance**

- Aging fleet requires parts more frequently without warranty parts.
- Part expenses have had inflationary increases.
- Average vehicle age:
 - **Fixed Route:** 12.24 of 12-year vehicle life (assumes the addition of six pre-owned vehicles)
 - **Mobility:** 4.88 of 8-year vehicle life (assumes the addition of six new vehicles)

- **General**

- Increase in insurances (health and liability)

Budgeted Service Improvements and Efficiencies

- **Return to peak service to up to two routes**
 - Improved connections at high passenger traffic areas.
- **Expansion of Connect FLEX Services**
 - Areas not currently served by Connect Transit.
- **Improved interest revenue**
- **Modernized fare collection**
 - Reduced maintenance cost.
 - Increased passenger revenue.

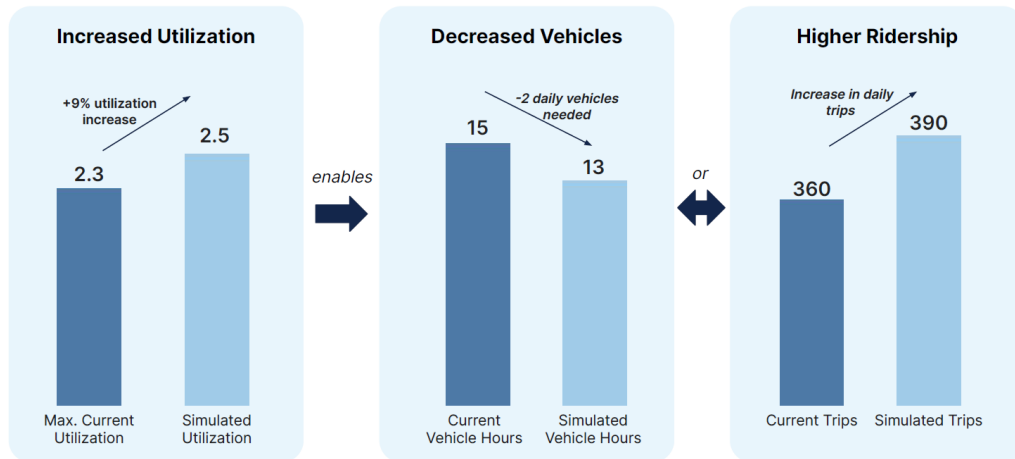
Proposed Budget

Expenses	2025 Budget	2026 Budget	\$ Difference	% Difference
Labor and Benefits	\$ 15,473,805	\$ 16,733,142	\$ 1,259,337	8%
Fuel and Lubricants	1,563,528	1,724,205	160,676	10%
Bus Repair and Maintenance	1,018,923	1,067,013	48,090	5%
Insurance	630,100	703,000	72,900	12%
Professional Services	428,500	543,240	114,740	27%
IT Expenses	453,820	598,739	144,919	32%
Utilities	129,400	133,000	3,600	3%
Marketing/Training/Misc.	356,250	304,625	(51,625)	-14%
TOTAL	\$ 20,054,326	\$ 21,806,963	\$ 1,752,637	8.7%

IT Expense Increases

MIS Charges	FY25	FY26	Difference
DVR Repair	\$ -	\$ 8,000	\$ 8,000
Ecolane	\$ 25,581	\$ -	\$ (25,581)
Viricity - EV Diagnostic	\$ 36,500	\$ 12,000	\$ (24,500)
Verkada - Facility Camera System	\$ 6,000	\$ -	\$ (6,000)
FARE COLLECTION	\$ -	\$ 69,000	\$ 69,000
Via Microtransit Software	\$ 45,000	\$ 175,000	\$ 130,000
Maintenance IT	\$ 16,000	\$ 10,000	\$ (6,000)
TOTAL	\$ 129,081	\$ 274,000	\$ 144,919

Via - Paratransit	
One Time	\$ 25,000
Fixed/Monthly	4,200
Monthly	275 <i>per unit</i>
Year 1 Total	88,600
Via - FLEX	45,000
Via - Trip Planning	
One Time	5,000
Monthly	3,000
Year 1 Total	41,000
FY26 Total	\$ 174,600



Assumptions	
Trips	113,640
Est. Cost per Hour	\$ 50.00

Trips per Hour	Hours	Cost
2.38	47,747.69	\$ 2,387,384
2.5	45,455.80	\$ 2,272,790
	Potential Savings	\$ 114,594

Revenue Projections

- Decreased Federal Formula Funding (5307) due to loss of state population and COVID rebound.
- Increased Downstate Operating Assistance (DOAP) due to reaching DOAP allocation limitations.
- Increased interest income from Illinois Fund investments.
- Increased advertising revenue from contract.
- New Administration.

DOT Orders

- ✓ **To Implement EOs, DOT to Eliminate all Orders, Rules, Directives, and Funding Agreements which reference or relate in any way to:**
 - ❖ Climate Change
 - ❖ Greenhouse Gas Emissions
 - ❖ Racial Equity
 - ❖ Gender Identity
 - ❖ Diversity, Equity, and Inclusion Goals
 - ❖ Environmental Justice and Justice40 Initiative

- ✓ **Within 20 Days, DOT To Initiate Actions to Rescind, Cancel, Revoke, and Terminate All Orders, Rules, Directives, and Funding Agreements**

DOT Orders

- ✓ **To Engage in Grantmaking, Lending, Policymaking, and Rulemaking, Benefits Must Outweigh Costs** (Social Cost of Carbon)
- ✓ **Focus on Families and Communities**
 - ❖ Avoid Adverse Impacts (e.g., Pollution, Denial of or Reduced Transportation Services, Increased Difficulty Raising Children in Safe and Stable Environment)
 - ❖ Maximize Benefits (e.g., Increase Access to Jobs, Healthcare Facilities, and Commercial Activity; Alleviate Poverty; Enhance Safety; Improve Quality of Life)
- ✓ **Shall Not Be Used for Projects and Goals That Are Purely Local in Nature and Unrelated to a Proper Federal Interest**

Revenue Projections

	FY25	FY26	Change	Percent Change	Percent of Total Revenue
IL Downstate Operating Program	\$ 13,035,312	\$ 14,174,526	\$ 1,139,214	8.7%	65.0%
FTA Operating	4,065,666	4,546,664	480,998	11.8%	20.8%
Bloomington Share - Operating	910,000	910,000	-	0.0%	4.2%
Normal Share - Operating	590,000	590,000	-	0.0%	2.7%
Contract Fares	680,048	680,048	-	0.0%	3.1%
Passenger Fares	646,500	678,825	32,325	5.0%	3.1%
Advertising & Misc	126,800	226,900	100,100	78.9%	1.0%
Total	\$20,054,326	\$ 21,806,963	\$ 1,752,637	8.7%	

Capital Budget - Planned

Project	Description	Funding Source		Total Cost
Microtransit Rolling Stock	Five (5) light-duty vans	FTA 5339	\$748,125	\$1,548,125
		IDOT Capital (RR3)	\$800,000	
Roof Replacement	Administration facility roof replacement	FTA 5307	\$210,000	\$600,000
		IDOT Debt Service	\$390,000	
Service Vehicles	Replace two (2) service vehicles	FTA 5307	\$28,000	\$80,000
		IDOT Debt Service	\$52,000	
Wylie Drive Facility Expansion	New vehicle storage, training & operations facility Administration facility renovations and addition	FTA 5339	\$8,800,000	\$20,200,000
		IDOT Capital (RR3)	\$11,400,000	
Live Video Monitoring	Live video monitoring hardware, software and service for all rolling stock vehicles	FTA 5307	\$144,000	\$180,000
		Local	\$36,000	
Better Bus Stops - Design	A & E for bus stops	IDOT Capital (RR1)	\$142,345	\$300,000
		Local	\$157,655	
Better Bus Stops - Construction	Construction for bus stops	IDOT Capital (RR1)	\$142,345	\$600,000
		Local	\$457,655	
Heavy-Duty Rolling Stock	Five (5) heavy-duty buses	IDOT Capital (RR2)	\$6,148,662	\$6,367,540
		Local	\$218,878	
DT Bloomington Transit Center	A & E and Construction of Downtown Bloomington Transit Center	FTA 5339	\$8,000,000	\$18,000,000
		IDOT Capital (RR1)	\$7,000,000	
		IL DCEO	\$3,000,000	

Source	Amount
FTA 5339	\$17,548,125
FTA 5307	\$382,000
IDOT Capital	\$25,633,352
IL DCEO	\$3,000,000
IDOT Debt Service	\$442,000
Local	\$870,188
TOTAL	\$47,875,665

Local percent of total 1.8%

Timelines

Timeline Assumption 11/2021

	Best Case	Possible Case
NEPA	21-Oct	21-Oct
FTA/IDOT Concurrence	23-Mar	23-Mar
Appraisal and Acquisition	23-Jun	23-Aug
RFP - A&E	23-Nov	24-Feb
A&E Design	24-Apr	24-Oct
RFP - Construction	24-Sep	25-May
Construction	24-Feb	25-Dec
Grand Opening!	24-Sep	26-Dec

Timeline Assumption 5/2022

	Best Case	Reasonable Case
NEPA	Dec-22	Mar-23
FTA/IDOT Concurrence	Jan-23	Sep-23
Appraisal and Acquisition	Feb-23	Oct-23
RFP - A&E	May-23	Mar-24
A&E Design	Nov-23	Sep-24
RFP - Construction	Feb-24	Mar-25
Construction	Sep-24	Mar-26
Grand Opening!	Oct-25	Apr-26

Timeline Assumption - Actual and Current

	Actual
NEPA	21-Oct
FTA/IDOT Concurrence	23-Sep
Issue RFP - A&E	24-Jan
Appraisal and Acquisition	24-May
Award A&E	24-Jul
A&E Design	25-Jan
RFP - Construction - Est	25-Sep
Construction	26-Jan
Grand Opening!	26-Dec

Actions

- David will hold 1:1 meetings to discuss budget and answer questions that weren't asked tonight.
- Staff to review final budget and fine-tune.
- Budget Committee to review final draft.
- Staff to present final to Board at its *March 25, 2025*, meeting.
- Board to vote on final budget at its *March 25, 2025*, meeting.
- Submit to State of Illinois on or about *April 1, 2025*.

Chairman's Report

Managing Director's Report



Messaging Implementation Update

Demystifying Transit



ISU VS DRAKE WOMEN'S BASKETBALL GAME



RIDE THE GREEN from UPTOWN STATION	
3 MIN	MCDONALD'S
6 MIN	CARLE BROMENN MONICAL'S CASEY'S
7 MIN	KROGER TOBINS PIZZA
8 MIN	WALGREENS REVERBERATION VINYL
11 MIN	GROSSINGER MOTORS ARENA
11 MIN	MCLEAN COUNTY HISTORY MUSEUM
11 MIN	DOWNTOWN BLOOMINGTON
15 MIN	BCPA LUCCA GRILL COFFEE HOUND

RIDE THE PINK/YELLOW from UPTOWN STATION	
14 MIN	AMC THEATERS SCHNUCK'S MOE'S
7 MIN	STEAK AND SHAKE TRADERS CIRCLE
13 MIN	HEARTLAND COMMUNITY COLLEGE
5 MIN	ISU ALUMNI CENTER
2 MIN	THE PUB II BREWE-HA'S
5 MIN	FAIRVIEW PARK
5 MIN	KARRAKER AQUATIC CENTER
8 MIN	CORN CRIB

RIDE THE RED from UPTOWN STATION	
6 MIN	KROGER DAIRY QUEEN WENDY'S
6 MIN	CHICK FIL-A MCDONALD'S TACO BELL
7 MIN	PORTILLO'S GOODWILL
8 MIN	WALMART SONIC PANERA
11 MIN	MEIJER
12 MIN	TARGET STARBUCKS
12 MIN	VON MAUR BATH & BODY WORKS
25 MIN	OLD NAVY AMERICAN EAGLE

Strategic Plan Scorecard

	Activities	Timeline	Status	Notes
	Goal 1: Gain Public and Political Support.			
	Objective 1: Create and Define a Community Wide Communications Plan.			
	Develop a messaging plan with themes that can be used to encourage support of transit among multiple groups of constituents.	January 2024 – March 2024	Complete	* Presented to and approved by Board, February 2024
	Develop a marketing plan with campaign target, campaign purpose, communications strategies (media, events, etc.) to be used, and campaign timeline.	March 2024 – June 2024	Partially Complete	* Presented to Board in July 2024
	Implement marketing plan.	July 2024 – June 2026	Pending	* New Marketing Manager hired/started 9/19/2024
	Objective 2: Expand the Board's Role to Advocate on Behalf of Connect Transit.			
	Establish committee structure.	January 2024 – March 2024	Complete	* Presented to and approved by Board, February 2024
	Codify strategic goals.	Mar-24	Complete	* Presented to and approved by Board, March 2024
	Develop Board Handbook to provide a central location for Board information.	Jul-24	Complete	* Draft to Board in May * 1:1 Meetings * Presented to Board in June
X	Communicate “talking points” to the Board concerning Connect Transit services and issues facing Connect.	Monthly and as needed.	In process	* August workshop for Communication Protocols * January workshop on Transit Center design * Resumed weekly highlight for Board
	Develop “speakers bureau” to speak to groups (philanthropic, neighborhood, business, non-profit) in our service area and to communicate a consistent message.	July 2024 – June 2027	Pending	
	Objective 3: Develop and Expand Community Partnerships.			
X	Identify opportunities or partnerships that benefit Connect Transit, partners, and our community.	May 2024 – June 2025	In process	* EDC One Voice trip in 2024 & 2025 * Veteran's Parkway Evaluation * Next Move Illinois (State Public Transportation Plan) participation * Town of Normal Sustainability Plan participation * Salvation Army Good Cities program participation * Chamber InterCity Leadership Visit to Grand Rapids * Table Captain for Chamber's RAMP Event. * Coordinating with McLean County and IDOT to evaluate the potential of serving rural McLean County. * Participating on the Veterans Parkway Corridor Study Steering Committee * Initial meeting to plan for service to new ISU Campus on GE Road. * Initiated meeting with Rivian to discuss Universal Access Agreement for their employees to precede expansion in summer 2025. * Met with Lifelong Access to develop operating partnership to improve communication between our agencies. * Attended Unit 5 Foundation Luncheon
X	Conduct “summit” meetings to gather partners with similar interests together (business, education, non-profits, medical community, ADA community, transportation providers, arts community, etc.) to identify opportunities and methods to meet need, if any. Develop on-going relationship with community partners.	May 2024 – June 2025 and on-going as needed.	In process	* Convened meeting with Normal Township, Agency on Aging, VA and others to discuss need for adult day programming with potential of using Downtown lease space. * Facilitating meeting with Salvation Army, Lifelong Access and Chestnut to identify service needs in Downtown. * EV Industry Collaborative and Open House - Speaker and tour of CT * Met with Chestnut Health to support their grant to assist people at major transit stops and to educate staff on CT services. * Conducted Fare Collection Equipment summit with non-profit and social service providers to understand their needs prior to Board recommendation

Objective 4: Expand Opportunities for the Community to Engage			
Activities	Timeline	Status	Notes
Continue attempts to develop "Ambassadors" and ad-hoc focus groups to provide insight into issues faced by the transit system (route changes, fares, campaigns, transit centers).	July 2024 – December 2024	Pending	* Developing plan for ad-hoc groups of students needing public service hours to assist with outreach events.
Conduct transit center outreach.	July 2024 – December 2026	In process	* Workshops held that included community members that might be affected including: Accessibility, Stakeholders, Safety and Security * Stakeholder Workshop #2
Goal 2: Ensure Long-Term Financial Sustainability.			
Objective 1: Continue to Secure Federal, State, and Local Dollars.			
Participate in structured legislative groups and trips to Washington, DC, and Springfield.	When legislatures are in session 2024 – 2027	In process	* Attended IPTA "Transit Day" at the State Legislature * APTA Legislative Conference * EDC One Voice trip in 2024 * Active on IPTA Legislative Committee * Testified to State Senate Transportation Committee to discuss Downstate Funding Needs. * Participated with IPTA to draft a request and provide funding options. * Participated with IPTA Leg. Committee to fine tune request to State of Illinois legislature to provide financial security for DOAP and improve ability to meet local needs.
Provide elected officials with opportunities for tours, speaking engagements, ribbon cuttings, ground breakings, etc.	2024 – 2027	In process	* Congressman Sorenson visit in January 2024 * Senator Durbin quote in press release 5/2024 * FLEX Celebration with Congressman Sorenson, Mayor.
Aggressively pursue funding opportunities from federal, state, and local funding agencies, as well as non-traditional sources.	2024 – 2027	In process	* RAISE Grant was unsuccessful * Bus and Bus Facilities Grant was unsuccessful * Earmark requests was included in Federal FY25 Budget * Seeking available sources for state funding for solar microgrid
Use federal and state funds to provide a broader benefit to more constituents.	As grants are prepared and awarded: 2024 – 2027.	In process	* Actively pursuing project with Heartland CC and IDOT to extend storage and training center grants. * Earmark request was included in Federal FY25 Budget for solar battery
Objective 2: Diversify Revenue Streams.			
Identify non-traditional methods to increase local operating revenues without adding burden to the City and Town.	FY25 – FY27	In process	* Developing solar microgrid plans, and other non-governmental sources of funding
Objective 3: Continuously Evaluate Cost Management Strategies.			
Identify methods to reduce operating costs without having an impact on our ability to serve the needs of passengers and the community.	FY25 – FY27	In process	* Developing solar microgrid plans * UPDATE: Transferred funds into interest bearing Illinois Funds account. This account has earned over \$87,000 in interest since it was opened in May.
Objective 4: Regularly Evaluate Fare Structure for Long-Term Sustainability.			
Evaluate subsidy per passenger against other revenue streams.	Annually at the beginning of each fiscal year	Pending	
Consider the effect of fare and fare collection changes on ridership and revenue.	Annually at the beginning of each fiscal year	Pending	

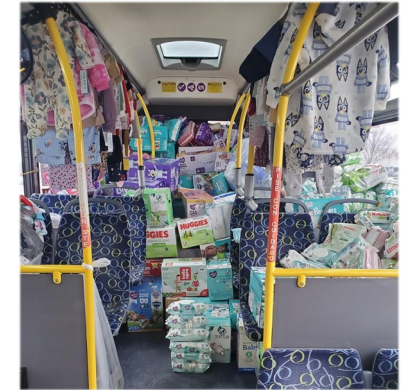
Activities	Timeline	Status	Notes
Goal 3: Leverage Projects and Initiatives for a Positive Customer Experience.			
Objective 1: Complete a State-of-the-Art Downtown Bloomington Transit Center With Modern Facilities			
Select A&E with transit experience that understands the needs of transit operations and has experience with transit facilities in an urban environment.	May-24	Complete	* A&E contract recommended for award, and approved by Board 8/8/2024 and IDOT * Kick-off meeting held 9/18-19/2024
Establish a Downtown Transit Center Steering Committee with whom to share thoughts and ideas for feedback relating to business, social service, customer amenities, and vehicle movements.	July 2024 – June 2026	Pending	* Sent invitations to participate in Stakeholder Group * Met with Stakeholders including members of the Downtown business and social service community on 10/10
Objective 2: Optimize the User Experience.			
Investigate and pursue ways to make riding easier, more convenient, and more understandable.	FY25 – FY27	In process	* RFP for fare collection system prepared and distributed.
Goal 4: Operate Efficiently Without Sacrificing Service Quality.			
Objective 1: Maintain a Positive Culture of Safety.			
Develop and implement initiatives that maintain safety at the “top of mind”.	FY24 – FY27	In process	
Objective 2: Regularly Evaluate and Utilize Technology and Data Driven Solutions for Long-Term Optimization.			
Create a technology policy and plan that documents the age of hardware and software, defines a process of documenting and resolving technology issues, and evaluating the effectiveness of the technology based on frequency of failure/downtime, vendor support, and impact on passengers and employees.	FY25 – FY27	In process	* Consultant analysis of radio system for assistance with RFP (Durbin earmark funds) * Evaluating technology pilot programs relating to facility security and on-board safety and security. Prepared RFP for radio system pending IDOT concurrence.
Objective 3: Position Connect Transit to Provide Solutions for Changing Service Demands.			
Continually analyze service performance, City and Town growth plans, large employer locations and work shifts, and changing demographics to identify appropriate methods to meet various needs, as necessary and practical.	FY24 – FY27	In process	* Communications with Rivian employees concerning service and shift times. * Proposal to modify FLEX service to reduce short trips. * Evaluating the efficiency/effectiveness of routes and services prior to FY26 Budget preparation. * Prepared service alternatives for new route to ISU's GE Road Campus

X

Community

- **Outreach:**

- ISU vs Drake Women's Basketball Game – Tabling Event
- ISU International Expo – Tabling Event
- Stuff the Bus
 - 1,008 packages of diapers
 - 2,956 of wipes
 - 301 cans of formula
- McLean County Warming Bus
- Bloomington, IN Fare Collection Visit
- Boys & Girls Club Shuttle
- Chamber of Commerce Gala
- Normal Rotary
- Westminster Village Tabling Event
- ISU Basketball (Drake and Bradley Men's)
- Stakeholder Meeting



Community

- **Employee Morale:**

- December employee birthdays & work anniversary celebration
- January employee birthdays & work anniversary celebration
- February employee birthdays & work anniversary celebration
- Annual Holiday Luncheon
- Hot cocoa bar
- Employee retirement celebration



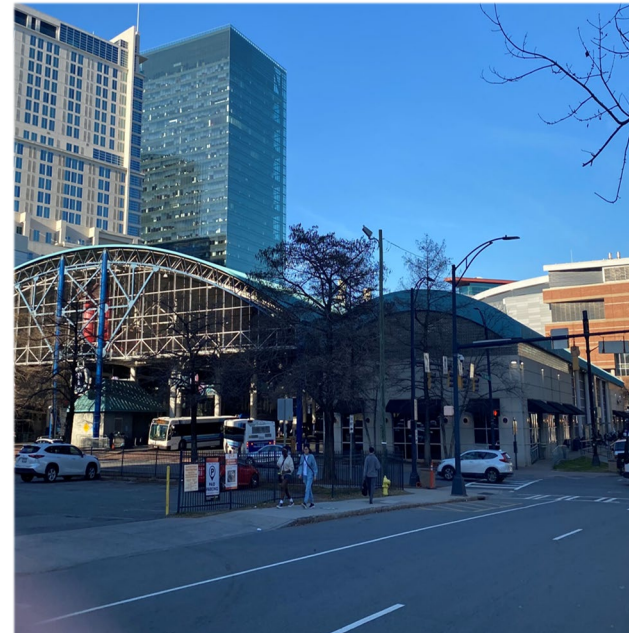
Professional Development



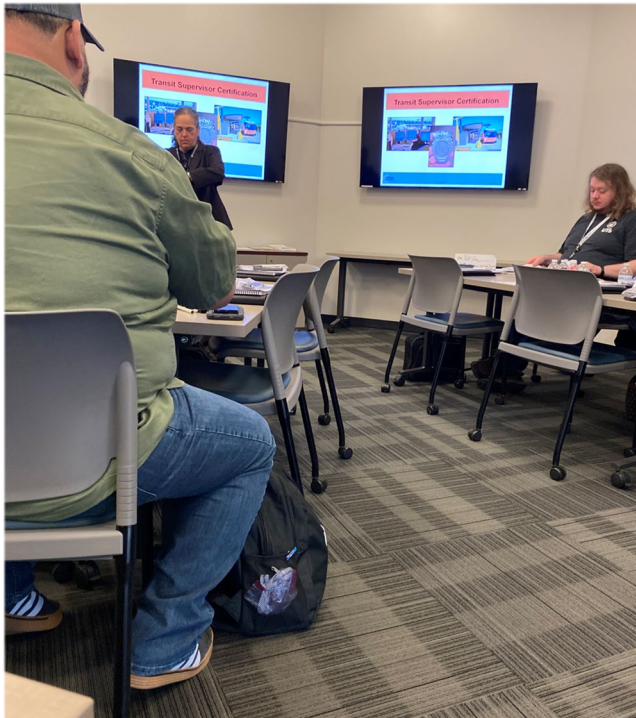
- National Transit Institute (NTI) Procurement 1 Course, “Orientation to Transit Procurement”:
 - New Orleans, LA; 12/2/24 – 12/5/24
 - Attended by:
 - Ashley Strupek, Procurement Manager
 - This free course helped Ashley understand the procurement process, regulations and procurement requirements of the Federal Transit Administration (FTA). She networked with other transit agencies for ideas to improve and enhance our procurement department. She learned more about the transit industry and received confirmation on procedures we are doing well. Some key topics discussed in the first course included; conflicts of interest, piggybacking, planning, contract types, and methods of procurements. This course is one of a four-part series that Ashley plans to attend.

Professional Development

- TSI Transit Supervisor Certification Course
 - Charlotte, NC; 2/3/25 – 2/7/25
 - Attended by:
 - Justin Allen, Operations Supervisor



Transit Certification Course



- The course covered Supervision 101, which discussed behavior, ethics, and motivation.
- A key challenge in our industry is motivated employees and what their motivations are. A few theories and ideas on motivation were:
 - Maslow's Hierarchy of Needs
 - Herzberg's Two-Factor Theory
 - Adams' Equity

Key Takeaways

- We learned about:
 - Communication differences.
 - The importance of ethics, and our behavior, as a transit supervisor.
 - The importance of performance evaluations and how they can motivate and ensure quality.
 - ADA rules and regulations.
 - Safety, Security, Service, and Schedule and how they tie into Operations.
- Explored the city using public transportation.



Recruiting

- Positions Open

- Bus Operator (6)
- Maintenance Supervisor (1)
- Mechanic (2)
- Microtransit Operator, FT (1)

- Positions Filled

- Bus Operator (7)
- CSR (2)
- Dispatcher (3)
- Mechanic (1)
- Microtransit Operator (1)
- Scheduler (1)
- Service Technician (2)



Reminders

- SEI Filers Confirmed
 - Watch for email coming soon.

Agenda

- Trustee Comments
- Executive Session
 - (ILCS 120/2(c)(1) – Personnel Matters
 - (ILCS 120/2(c)(6) – Setting the Price for the Sale of Real Estate

**The Board of Trustees is in
Executive Session.**

New Business

- Recommendation for *Managing Director's Annual Salary Increase* – Roll Call Vote
- Recommendation for the *Disposition of Oakland Avenue Property* – Roll Call Vote

Agenda

- Adjournment
 - Roll Call Vote
- Next Meeting: *March 25, 2025*
 - Annual Meeting at 4:20
 - Regular Session at 4:30