

Board of Trustees

Regular Session

July 22, 2025



Agenda

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

Consent Agenda

E. Consent Agenda

- a. Approval of Minutes for June 24, 2025 – Regular Session
 - b. ~~Approval of Financial Information for June 2025 – delayed due to year end closing~~
 - c. Monthly Statistical Reports for June 2025
 - d. Cardinal Infrastructure; Federal Report
 - e. Cornerstone; Illinois Weekly Update
- Roll Call Vote

New Business

- a) Recommendation for Route Modifications – Roll Call Vote

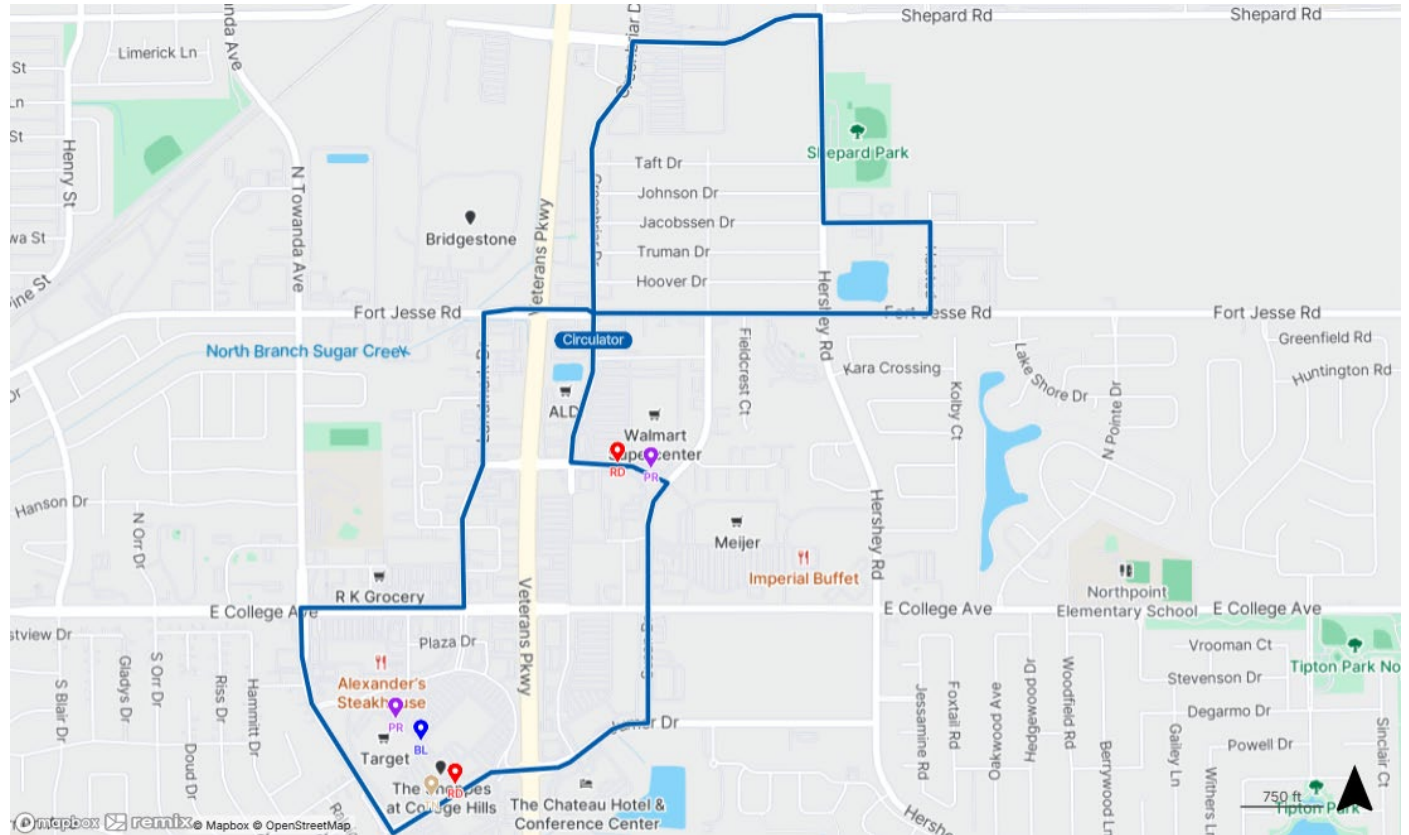
Route Change Recommendations

- Yellow/Pink Alignment Change - *Withdraw Recommendation*
- Red Express Replacement With New Service
- Purple/Blue Peak Service Restoration

Recommendation

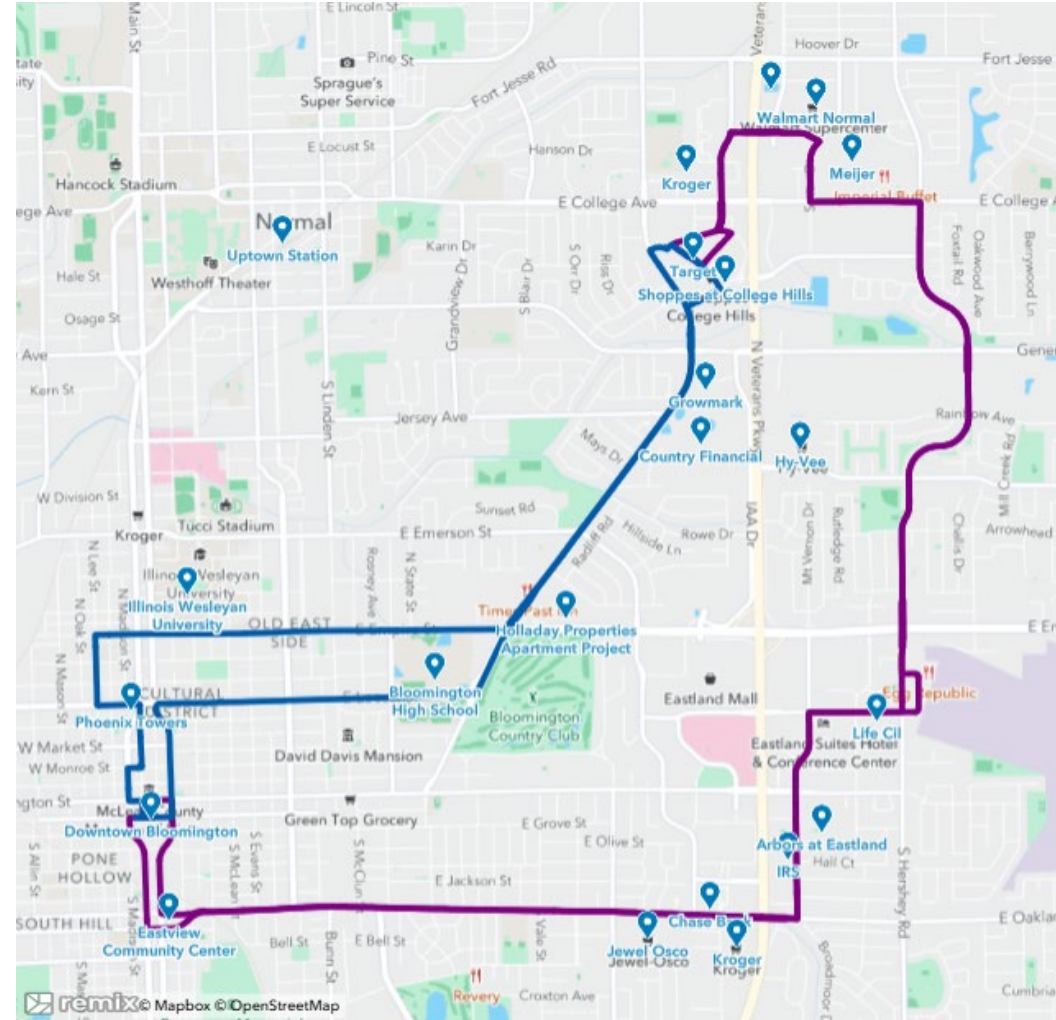
Replace the Red Express with a circulator that would continue current service, while adding new service areas and expanding time of service.

- Circulator will connect Normal's shopping and medical centers.
- It will serve the Normal Walmart, one of our four transfer hubs connecting to Purple and Red.
- It will serve College Hills, a minor transfer hub connecting to Blue, Purple, and Tan.
- Expands service to Menard's and Sam's Club area, which we do not serve now, with 360+ employees.
- Improves system interconnectedness.
- **New route would run all day Sunday - Saturday, instead of weekday only peak hours**



Renewal of Blue-Purple Peak Service

- Blue-Purple are two interlined routes that provide service shown in the map.
- Currently both routes operate on a 60-minute frequency.
- We would like to restore peak service for the two routes, which would provide 30-minute frequency in the morning (6:00 a.m. – 10:00 a.m.) and afternoon (2:30 p.m. – 6:00 p.m.), Monday - Friday.
- Frequency increase will allow for more convenient service, as well as easier transfers.



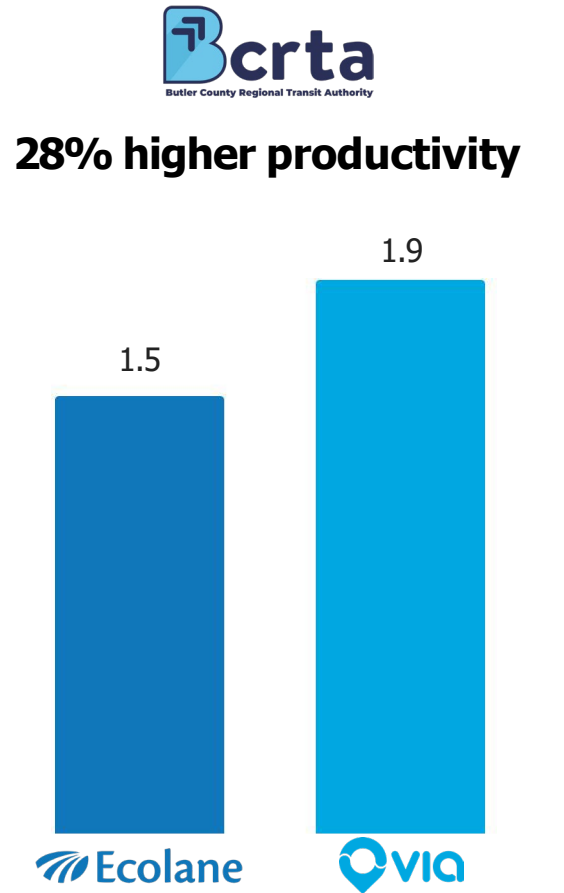
Ridership Changes Since Removal of Peak

Routes	Riders change	
Blue	-19%	
Purple	-10%	
Silver	-20%	Served by FLEX Zone
Lime	-19%	Affected by road closures
Pink	-4%	
Orange	-1%	
Aqua	-1%	
Gold	0%	
Brown	6%	
Yellow	8%	

New Business

b) Recommendation for Via Contract Amendment – Roll Call Vote

Via's solution is proven as the most cost effective in the market.



Source: 2023 NTD reports from pre-Via transition and post-Via transition.



Source: Seattle Transit Advisory Board. KCM presenting 2022 stats on January 25th 2023.

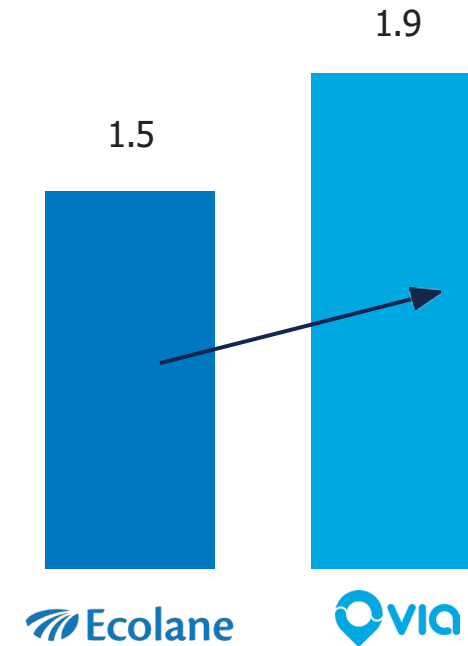
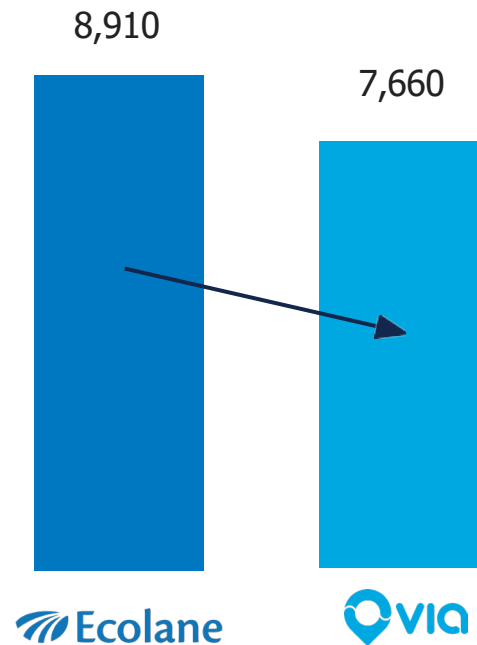
Via Drives Operational Improvements

14% less deadhead miles

28% higher productivity

Example partner
launched in 2023.

Provides paratransit,
health rides, and
nighttime safe
transportation.



Via Differentiators

1 Dispatcher has more control to tailor service to local needs.

- Sliding scale manual reassign offers more room for dispatcher intuition.
- Pinned rides provide manual constraints for optimization.

2 Experience operating services at scale.

- Instead of automating away operator decisions, we know the importance of manual intervention due to direct operating experience.
- Experience with micro and commingling broadens our expertise and offers more options.

3 Rider experience is more consistent and reliable.

- Intuitive booking promotes rider engagement and reduces reliance on customer support.
- Real-time speeds capability offers strong OTP.

Case Study

Olympia, WA

Paratransit

44 vehicles



Fewer shifts required to serve the same ride volume



On-time performance



Drop in no-shows

Partner's Challenges

Intercity Transit was looking to improve the on-time performance of its Dial-A-Lift paratransit service while increasing vehicle productivity. They sought a new software that would offer riders better visibility into more accurate arrival times; provide administrators with access to comprehensive and reliable service data; leverage driver resources efficiently in a difficult hiring environment.

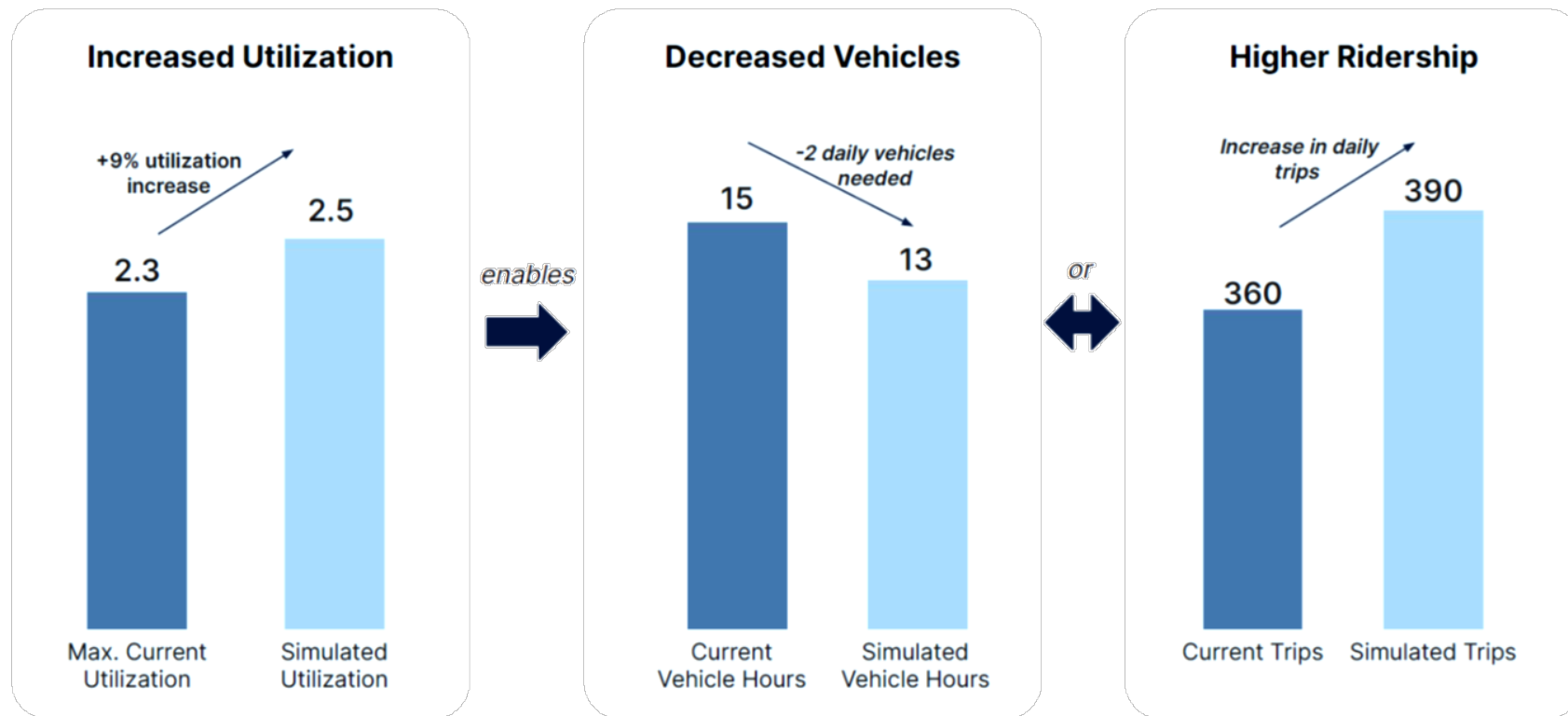
Via's Solution

In October 2023, Via transitioned Intercity Transit's software from Routematch. Now, more drivers arrive on-time, and riders know when they're coming — leading to a 50% drop in no-shows and greater systemwide efficiency, with a 14% reduction in the number of shifts required to serve the same ride volume while achieving on-time performance of 99.1%.

Connect Transit Simulation – April 2024

Simulation results

Simulations show an efficiency increase from scheduling alone which can translate to less vehicle hours needed + higher utilization



 Proprietary & Confidential

Committee Reports

Operations & Planning Committee:

Trustee Bianchi
Trustee Sanders

Finance Committee:

Trustee Rao
Vice Chair Hile

Marketing & Communications Committee:

Trustee Buchanan
Secretary Foster

Chairman's Report

Managing Director's Report

Congratulations!

We are excited to welcome Brandon Miles into the brand new role of *Rural Service Coordinator*!



Brandon has been an Operations Supervisor since 2017 and familiar with Connect Transit and the area we serve. In his new role, he will be developing new funding resources to provide this critical transportation to customers in rural areas, working to build relationships with the Connect GO customers, and implementing effective service strategies.

Please join us in congratulating Brandon on his new role at Connect Transit! We can't wait to see the wonderful things he does in his new role.

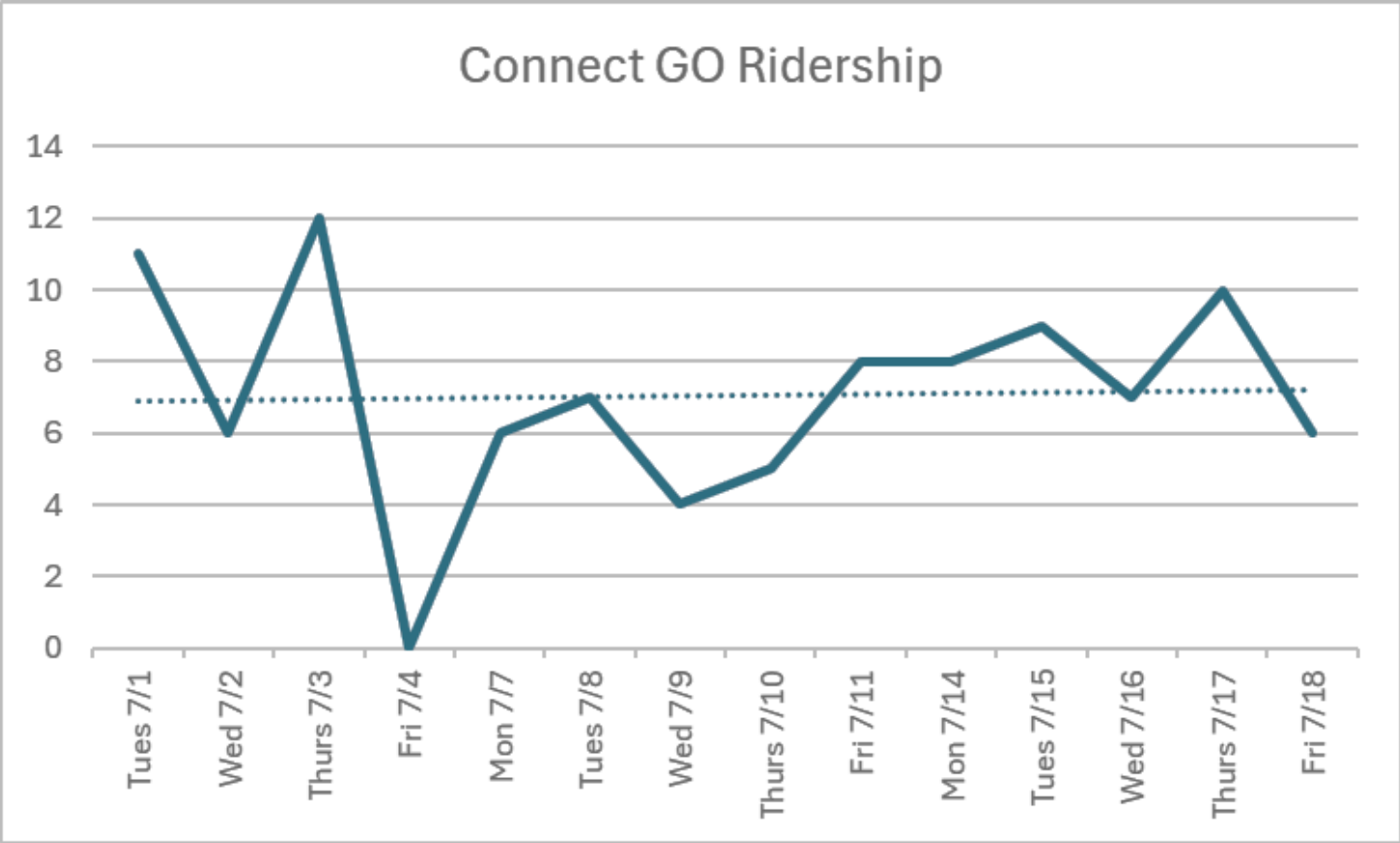
Connect GO

Soft Launch: 7/1/2025

Week 1 = 29 trips

Week 2 = 30 trips

Week 3 = 40 trips



Community

• Outreach:

- Connect GO Launch
- Presented Connect GO Stats to McLean County Board
- Public Engagement Sessions
- McLean County PIO Meeting Social
- Life CIL Presentation
- Kite Fest



• Internal:

- July Employee Birthday and Work Anniversary Celebrations
- Food truck event
- New Admin branded apparel vendor



ROUTE NUMBERING

1XX

BOTH UPTOWN STATION
AND DOWNTOWN BLOOMINGTON

2XX

UPTOWN STATION ONLY

3XX

DOWNTOWN BLOOMINGTON ONLY

4XX

NEITHER UPTOWN STATION OR
DOWNTOWN BLOOMINGTON

311

AQUA

305

BLUE

206

BROWN

313

GOLD

303

PURPLE

430

MINT

102

RED

440

REDBIRD

101

GREEN

109

LIME

308

ORANGE

204

PINK

410

SAPPHIRE

318

SILVER

215

TAN

207

YELLOW

Recruiting

- Positions Open

- Bus Operator (6)
- Dispatcher (1)
- Mechanic (1)
- Microtransit Operator (1)
- Service Delivery Manager (1)

- Positions Filled

- Bus Operator (7)
- Rural Service Coordinator (1)



Agenda

J. Trustee Comments

K. Executive Session - none

Agenda

Reminders:

- APTA Conference
 - Please let Janice know by Friday, July 25
- August 17, 2025 – Employee Awards Banquet
 - Please RSVP by Friday, August 1 w/link or email Janice directly

Agenda

L. Adjournment

- Roll Call Vote

- Next Meeting: August 26, 2025