



# AGENDA

Meeting of the Connect Transit Board of Trustees

April 23, 2019

4:30 P.M.

Bloomington Police Department – Osborn Room  
305 S. East Street Bloomington, IL 61701

- A. Call to Order
- B. Roll Call
- C. Public Comments
- D. Consent Agenda
  - 1. Approval of Minutes of Public Hearings of March 12, 2019 and March 26, 2019; Approval of Minutes of Annual Meeting of March 26, 2019; and Regular Meeting of March 26, 2019
  - 2. Disbursements for the month March 2019
  - 3. Financial Report for month of March 2019
  - 4. Capital and Self Insurance Reserve Fund Balances for month of March 2019
  - 5. Monthly Statistical Report for month of March 2019
  - 6. Cardinal Infrastructure Federal Report
- E. Old Business – None.
- F. New Business
  - 1. Recommendation for Bus Stop Improvement – Site Design
  - 2. Recommendation of Connect Transit Advisory Committee
  - 3. Recommendation of Auditor Selection and Rotation Policy
  - 4. Recommendation of FY2020 Operating and Capital Budget
  - 5. Recommendation of “Connect to the Future” Working Group
- G. General Manager’s Report
  - 1. Strategic Plan Update
  - 2. Short-range Transit Plan
  - 3. Email Correspondence to Board
- H. Trustee’s Comments
- I. Executive Session (cite) – None.
- J. Adjournment



March 2019

# Financial and Statistical Reports



## Connect Transit Cash Disbursement Report March 2019

Name	Check Number	Date	Amount	Description
A&R Mechanical Contractors, Inc	50063	28-Mar-19	\$267.50	Building Maintenance
A.T.U. - C.O.P.E.	40994	15-Mar-19	\$139.90	Payroll Deduction
A-1 Haney Plumbing	50031	22-Mar-19	\$200.00	Plumbing
ABC Bus Companies	00040927	01-Mar-19	\$629.52	Bus Parts
Ace-HI Glass Co.	00040928	01-Mar-19	\$35.01	Glass
Advance Auto Parts	00040929	01-Mar-19	\$10.49	Maintenance Supplies
Advance Auto Parts	00040964	08-Mar-19	\$386.41	Maintenance Supplies
Advance Auto Parts	50064	28-Mar-19	\$691.45	Maintenance Supplies
Airgas USA, LLC	00040930	01-Mar-19	\$331.88	Welding Supplies
Airgas USA, LLC	50065	28-Mar-19	\$190.13	Welding Supplies
Ally Financial	40995	15-Mar-19	\$196.08	Lease
Amalgamated Transit Union Local 752	00040931	01-Mar-19	\$50.00	Payroll Deduction
Amalgamated Transit Union Local 752	40996	15-Mar-19	\$5,970.00	Payroll Deduction
Amalgamated Transit Union Local 752	50066	28-Mar-19	\$50.00	Payroll Deduction
Amazon Capital Service	00040965	08-Mar-19	\$110.36	Office Supplies
Amazon Capital Service	50067	28-Mar-19	\$521.90	Office Supplies
Ancel, Glink, Diamond, Bush, DiCianni &	00040966	08-Mar-19	\$200.00	Legal Service
Ancel, Glink, Diamond, Bush, DiCianni &	50068	28-Mar-19	\$400.00	Legal Service
Assurance Agency, Ltd.	50069	28-Mar-19	\$78,128.00	Insurance
Avail Technologies	40997	15-Mar-19	\$1,405.00	Software & Tech Support
Avail Technologies	50070	28-Mar-19	\$1,050.00	Software & Tech Support
Barker Motor Co.	50032	22-Mar-19	\$25.84	Bus Parts
Blue Cross and Blue Shield of Illinois	00040932	01-Mar-19	\$108,995.38	Insurance
Blue Cross and Blue Shield of Illinois	50071	28-Mar-19	\$108,152.94	Insurance
Brasco International, Inc	40998	15-Mar-19	\$84,750.00	Bus Shelters
Canvas Solutions, Inc.	50033	22-Mar-19	\$9,809.00	Software Licensing
Capitol Group, Inc	50072	28-Mar-19	\$67.88	Building Maintenance
Cardinal Infrastructure	40999	15-Mar-19	\$6,000.00	Consulting
Carlson Siding & Construction	50034	22-Mar-19	\$200.00	Building Maintenance
Carlson Siding & Construction	50073	28-Mar-19	\$425.00	Building Maintenance
Central Illinois Trucks Inc.	00040933	01-Mar-19	\$207.20	Bus Parts
Central Illinois Trucks Inc.	41000	15-Mar-19	\$623.12	Bus Parts
Central Illinois Trucks Inc.	50035	22-Mar-19	\$636.77	Bus Parts
Central Illinois Trucks Inc.	50074	28-Mar-19	\$6,112.90	Bus Parts
Children's Home & Aid	00040967	08-Mar-19	\$20.00	Advertising- Promotions
CIRBN, LLC	50036	22-Mar-19	\$347.84	Internet
City of Bloomington	00040934	01-Mar-19	\$1,267.20	Utilities
City of Bloomington	50001	15-Mar-19	\$119.07	Utilities
City of Bloomington	50075	28-Mar-19	\$957.07	Utilities
Clark Baird Smith, LLP	00040935	01-Mar-19	\$1,445.00	Legal Service
Clark Baird Smith, LLP	50037	22-Mar-19	\$1,316.25	Legal Service
Clean Exhaust Specialist	50038	22-Mar-19	\$466.50	Outside Repair
Convergent Healthcare Recoveries, Inc	50039	22-Mar-19	\$132.00	Insurance Claim
Corn Belt Energy Corp.	50076	28-Mar-19	\$3,877.40	Utilities
Cornerstone Government Affairs	50002	15-Mar-19	\$3,333.33	Consulting
Crown Lift Trucks-735	00040968	08-Mar-19	\$2,367.56	Floor Scrubber Repair
Cummins Crosspoint	00040936	01-Mar-19	\$74.99	Bus Parts
Cummins Crosspoint	00040969	08-Mar-19	\$5,385.12	Outside Repair
Cummins Crosspoint	50040	22-Mar-19	\$9.34	Bus Parts
Cummins Crosspoint	50077	28-Mar-19	\$638.96	Bus Parts



## Connect Transit Cash Disbursement Report March 2019

Name	Check Number	Date	Amount	Description
Cumulus Media	50078	28-Mar-19	\$750.00	Radio Advertising
Cumulus-Bloomington	50003	15-Mar-19	\$750.00	Radio Advertising
Dish Network	00040937	01-Mar-19	\$102.03	Television Service
Dish Network	50041	22-Mar-19	\$102.03	Television Service
Don Owen Tire Service, Inc.	00040938	01-Mar-19	\$259.45	Bus Parts
Don Owen Tire Service, Inc.	00040970	08-Mar-19	\$159.19	Bus Parts
Don Owen Tire Service, Inc.	50079	28-Mar-19	\$276.38	Bus Parts
Doug Hertter	00040971	08-Mar-19	\$89.98	Uniform Reimbursement
Eagle Automotive	50080	28-Mar-19	\$147.12	Bus Parts
Evergreen FS	00040939	01-Mar-19	\$40.17	Fuel
Evergreen FS	00040972	08-Mar-19	\$584.68	Fuel
Evergreen FS	50004	15-Mar-19	\$51,529.04	Fuel
Evergreen FS	50081	28-Mar-19	\$18,885.47	Fuel
Fastenal Company	00040940	01-Mar-19	\$43.34	Bus Parts
Fastenal Company	50005	15-Mar-19	\$320.01	Bus Parts
Fasteners Etc.	00040941	01-Mar-19	\$844.69	Maintenance Supplies
Fasteners Etc.	00040973	08-Mar-19	\$214.89	Maintenance Supplies
Fasteners Etc.	50042	22-Mar-19	\$233.88	Maintenance Supplies
Frontier	50006	15-Mar-19	\$962.34	Telephone
Frontier	50043	22-Mar-19	\$150.53	Telephone
Gatekeeper Systems, INC.	50082	28-Mar-19	\$3,771.31	Bus Parts
Genfare	50044	22-Mar-19	\$351.08	Software and Hardware
Genfare	50083	28-Mar-19	\$1,473.88	Software and Hardware
Getz Fire Equipment	00040974	08-Mar-19	\$319.50	Building Maintenance
Gillig LLC	00040942	01-Mar-19	\$230.50	Bus Parts
Gillig LLC	00040975	08-Mar-19	\$3,514.75	Bus Parts
Gillig LLC	50007	15-Mar-19	\$105.90	Bus Parts
Gillig LLC	50045	22-Mar-19	\$299.90	Bus Parts
Gillig LLC	50084	28-Mar-19	\$135.86	Bus Parts
Great Plains Media	50046	22-Mar-19	\$1,400.00	Radio Advertising
Hanson Industrial, Inc.	00040943	01-Mar-19	\$161.24	General Building Supplies
Hanson Industrial, Inc.	50008	15-Mar-19	\$1,892.41	Bus Washer and Equipment Repair
Hanson Industrial, Inc.	50085	28-Mar-19	\$161.24	Garage Equipment Repair
ICMA- Retirement Trust	ACH	14-Mar-19	\$26,222.96	Payroll Deduction
ICMA- Retirement Trust	ACH	28-Mar-19	\$26,556.57	Payroll Deduction
Illinois Department of Revenue	00040944	01-Mar-19	\$12,372.69	Payroll Deduction
Illinois Department of Revenue	50009	15-Mar-19	\$12,042.91	Payroll Deduction
Illinois Department of Revenue	50086	28-Mar-19	\$12,175.27	Payroll Deduction
Illinois Department of Revenue	00040945	01-Mar-19	\$243.64	Wage Garnishment
Illinois Oil Marketing Equipment, Inc.	00040946	01-Mar-19	\$1,025.26	Fuel Station
Illinois Oil Marketing Equipment, Inc.	00040976	08-Mar-19	\$191.30	Fuel Station
Illinois State Disbursement Unit	00040947	01-Mar-19	\$1,054.33	Payroll Deduction
Illinois State Disbursement Unit	50010	15-Mar-19	\$1,054.33	Payroll Deduction
Illinois State Disbursement Unit	50087	28-Mar-19	\$1,054.33	Payroll Deduction
Interstate Batteries of Mid-Illinois	50011	15-Mar-19	\$1,627.50	Bus Parts
Jeff Holtke	50088	28-Mar-19	\$68.57	Travel Reimbursement
Jesse Baxter	50012	15-Mar-19	\$405.00	Software Licensing
Julie Dockham	50013	15-Mar-19	\$145.00	Travel Reimbursement
Julie Lindoerfer	50014	15-Mar-19	\$248.51	Uniform Reimbursement
Kashia d/b/a Inbox Loan	00040948	01-Mar-19	\$45.00	Payroll Deduction



**Connect Transit  
Cash Disbursement Report  
March 2019**

Name	Check Number	Date	Amount	Description
Kashia d/b/a Inbox Loan	50015	15-Mar-19	\$45.00	Payroll Deduction
Kashia d/b/a Inbox Loan	50089	28-Mar-19	\$110.00	Payroll Deduction
Ken's Oil Service, Inc	00040977	08-Mar-19	\$10,205.77	Oil, Antifreeze
Ken's Oil Service, Inc	50047	22-Mar-19	\$1,414.42	Oil, Antifreeze
Ken's Oil Service, Inc	50090	28-Mar-19	\$1,481.34	Oil, Antifreeze
Kirby Risk Corporation	50048	22-Mar-19	\$177.00	Bus Parts
Kurt Kisandi	00040978	08-Mar-19	\$89.99	Support Vehicles
LKM Mowing & Landscaping	50016	15-Mar-19	\$727.50	Building Maintenance
Marcus Ralston	50091	28-Mar-19	\$103.31	Uniform Reimbursement
McLean County Chamber of Commerce	50017	15-Mar-19	\$100.00	Advertising- Promotions
Michelin North America, Inc	50049	22-Mar-19	\$5,904.18	Tires
Midwest Construction Rentals	00040979	08-Mar-19	\$335.00	Maintenance Equipment
Midwest Equipment II	50092	28-Mar-19	\$283.37	Lawn Maintenance Equipment
Miller Janitor Supply	00040949	01-Mar-19	\$74.69	Maintenance Supplies
Miller Janitor Supply	50018	15-Mar-19	\$151.45	Maintenance Supplies
Miller Janitor Supply	50093	28-Mar-19	\$156.19	Maintenance Supplies
Minerva Promotions	00040950	01-Mar-19	\$254.00	Uniforms
Minerva Promotions	50094	28-Mar-19	\$715.00	Uniforms
Morris Avenue Garage	00040951	01-Mar-19	\$25.00	Vehicle Inspection
Morris Avenue Garage	00040980	08-Mar-19	\$25.00	Vehicle Inspection
Morris Avenue Garage	50095	28-Mar-19	\$250.00	Vehicle Inspection
Motion Industries, Inc.	50019	15-Mar-19	\$93.96	Bus Parts
Mutual of Omaha	00040952	01-Mar-19	\$14,267.28	Life, AD&D, STD & LTD
Neuhoff Media	50050	22-Mar-19	\$1,288.00	Advertising- Media
Nicor Gas	00040953	01-Mar-19	\$7,089.91	Utilities
Nicor Gas	50096	28-Mar-19	\$5,316.30	Utilities
Nord Outdoor Power	50051	22-Mar-19	\$35.00	Shop Tools
Oberlander Alarm Systems, Inc.	00040954	01-Mar-19	\$208.00	Security Alarm Service Fee
Oberlander Alarm Systems, Inc.	50097	28-Mar-19	\$208.00	Security Alarm Service Fee
Occupational Health Centralized Billing	50052	22-Mar-19	\$729.00	Drug Testing
Orkin Pest Control	00040981	08-Mar-19	\$560.80	Pest Control
Orkin Pest Control	50098	28-Mar-19	\$560.80	Pest Control
Payroll	ACH	14-Mar-19	\$186,571.67	
Payroll	ACH	28-Mar-19	\$196,327.22	
Personal Finance Company LLC	00040955	01-Mar-19	\$268.41	Payroll Deduction
Personal Finance Company LLC	50020	15-Mar-19	\$359.30	Payroll Deduction
Personal Finance Company LLC	50099	28-Mar-19	\$363.67	Payroll Deduction
Piercy Auto Body	50100	28-Mar-19	\$4,530.08	Outside Repair
Pinnacle Door	50053	22-Mar-19	\$850.00	Door Repair
Prairie Signs	50054	22-Mar-19	\$92.00	Printed Materials
Pryor Learning Solutions	00040982	08-Mar-19	\$299.00	Travel & Meetings
Redbird Sports Properties, LLC	00040956	01-Mar-19	\$1,050.00	Advertising- Media
Republic Services # 368	00040983	08-Mar-19	\$149.55	Garbage Disposal
Ross & White Co.	00040957	01-Mar-19	\$83.11	Building Maintenance
Safety-Kleen Systems, Inc	00040984	08-Mar-19	\$282.37	Bus Washer
Shirley Robinson	50021	15-Mar-19	\$28.00	Uniform Reimbursement
Staples	50022	15-Mar-19	\$59.65	Office Supplies
Stephens Auto Glass	50055	22-Mar-19	\$65.00	Glass
Stephens Auto Glass	50101	28-Mar-19	\$65.00	Glass
Supreme Radio Communications, Inc	50023	15-Mar-19	\$866.56	Radio Maintenance
Supreme Radio Communications, Inc	50102	28-Mar-19	\$25,176.00	Radio Maintenance - Annual Contract
Sylvia Ventura	00040985	08-Mar-19	\$97.88	Uniform Reimbursement



**Bloomington Normal Public Transit  
Balance Sheet**

Division: 99 Board Reports

As of: 3/31/2019

Fiscal Year: 2019    Period: 9    Mar-2019

**Assets**

**Current Assets**

Checking and Savings	\$6,402,716.68
Accounts Receivable	\$872,231.69
Inventory Asset - Fuel	\$56,642.43
Inventory Asset - Parts	\$147,346.71
Inventory Asset - Tires	\$0.00
Other Current Assets	\$294,415.97

**Total Current Assets** **\$7,773,353.48**

Fixed Assets \$21,761,401.61

**Total Assets** **\$29,534,755.09**

**Liabilites & Equity**

**Liabilities**

Accounts Payable	\$142,904.80
Payroll Liabilities	\$1,087,542.47
Contracts	\$0.00
Due to Illinois Funds Account	\$0.00
Deferred Revenue	\$144,672.58
Deficit Funding Advance	\$0.00

**Total Liabilities** **\$1,375,119.85**

**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 \$8,827,490.57

**Total Liabilities & Equity** **\$29,456,555.81**

# Bloomington Normal Public Transit Income Statement With Approved Budget

	From Period 9		As of: 3/31/2019		
	From Fiscal Year: 2019	Thru Period 9	Mar-2019	Approved Budget	
Division: 98 Operating Profit/Loss					
Operating Revenue					
Passenger Fares	\$56,845.16	8.69%	\$508,649.48	77.78%	\$654,000.00
ISU Contract Fare	\$45,416.66	8.33%	\$408,749.94	75.00%	\$545,000.00
Other Contract Fares	\$12,490.06	6.57%	\$87,914.37	46.27%	\$190,000.00
Advertising Revenue	\$6,963.21	4.04%	\$74,048.88	42.93%	\$172,500.00
Miscellaneous Revenue	\$306.65	8.76%	\$16,178.28	462.24%	\$3,500.00
<b>Total Operating Revenue</b>	<b>\$122,021.74</b>	<b>7.80%</b>	<b>\$1,095,540.95</b>	<b>70.00%</b>	<b>\$1,565,000.00</b>
Operating Expenses					
Operators Wages	\$443,423.14	8.04%	\$4,205,282.20	76.29%	\$5,512,000.00
Maintenance Wages	\$86,759.77	7.28%	\$790,879.14	66.40%	\$1,191,000.00
Administration Wages	\$74,701.97	7.30%	\$615,253.97	60.08%	\$1,024,000.00
Employer Payroll Tax Expense	\$49,730.86	7.86%	\$448,188.63	70.80%	\$633,000.00
Retirement Plan	\$24,005.74	6.52%	\$223,040.40	60.61%	\$368,000.00
Group Insurance	\$117,577.24	7.10%	\$1,049,361.18	63.33%	\$1,657,000.00
Uniform Expense	\$1,574.00	4.37%	\$19,392.16	53.87%	\$36,000.00
Professional Services	\$13,812.68	4.25%	\$195,318.24	60.10%	\$325,000.00
Outside Repair-Labor	\$6,725.07	6.00%	\$46,432.33	41.46%	\$112,000.00
Contract Maintenance Services	\$11,316.02	9.67%	\$90,774.35	77.58%	\$117,000.00
Custodial Services	\$1,126.35	7.04%	\$9,595.70	59.97%	\$16,000.00
Employee Recruiting/Testing/Temp Help	\$870.30	7.25%	\$7,247.93	60.40%	\$12,000.00
Fuel	\$69,720.78	7.77%	\$571,797.62	63.75%	\$897,000.00
Lubricants	\$1,847.96	4.20%	\$19,217.24	43.68%	\$44,000.00
Tires	\$3,313.78	3.64%	\$54,502.27	59.89%	\$91,000.00
Bus Repair Parts	\$23,535.37	12.07%	\$159,940.81	82.02%	\$195,000.00
Other Materials & Supplies	\$1,806.75	3.17%	\$25,739.96	45.16%	\$57,000.00
Shelters/Signs/Shop Tools	\$1,141.79	11.42%	\$7,623.98	76.24%	\$10,000.00
Computer and Office Supplies	\$13,390.48	8.42%	\$195,566.70	123.00%	\$159,000.00
Utilities	\$11,068.71	7.96%	\$86,023.62	61.89%	\$139,000.00
Corporate Insurance	\$25,957.22	9.69%	\$265,682.15	99.14%	\$268,000.00
Dues/Subscriptions/Fees	\$1,260.37	2.52%	\$40,468.75	80.94%	\$50,000.00
Printing/Marketing/Training	\$15,566.58	5.81%	\$140,614.02	52.47%	\$268,000.00
<b>Total Operating Expenses</b>	<b>\$1,000,232.95</b>	<b>7.59%</b>	<b>\$9,267,943.35</b>	<b>70.31%</b>	<b>\$13,181,000.00</b>
Operating Assistance					
Operating Deficit Before Subsidies and Grants	(\$878,211.21)	7.56%	(\$8,172,402.40)	70.35%	(\$11,616,000.00)
City of Bloomington Operating Assistance	\$50,833.33	8.33%	\$457,499.97	75.00%	\$610,000.00
Town of Normal Operating Assistance	\$32,500.00	8.33%	\$292,500.00	75.00%	\$390,000.00
Illinois Downstate Operating Assistance	\$644,084.00	7.59%	\$5,967,133.00	70.35%	\$8,482,000.00
FTA 5307 Operating Assistance	\$138,654.00	6.93%	\$1,342,574.00	67.06%	\$2,002,000.00
<b>Total Operating Assistance</b>	<b>\$866,071.33</b>	<b>7.54%</b>	<b>\$8,059,706.97</b>	<b>70.18%</b>	<b>\$11,484,000.00</b>

Connect Transit  
Local Capital and Self-Insurance Fund Balance  
March 2019

<u>Local Capital</u>	<u>Commerce Bank - Cash Balance</u>	
03/01/19	Beginning Balance	\$ 1,064,712.22
03/31/19	Additions - Interest Income	\$ 126.89
03/31/19	Ending Balance	<u>\$ 1,064,712.22</u>
<b>Total Reserve Capital Account</b>		<u><u>\$ 1,064,839.11</u></u>

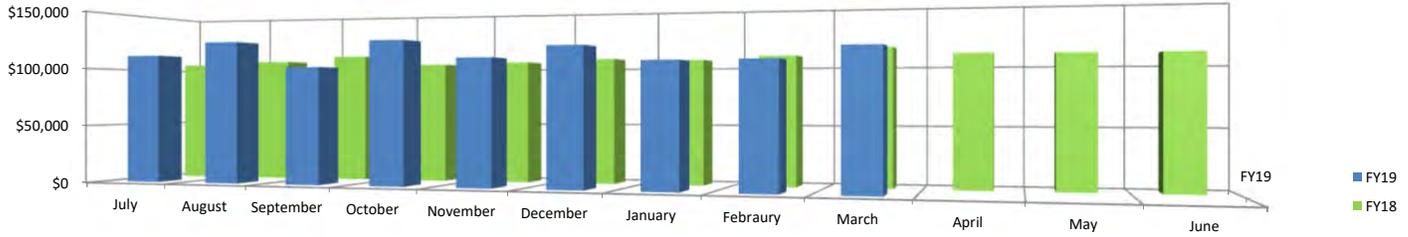
**Breakdown of Local Funding in Local Capital #2 (Earmarked Funds):**

	<u>FY19 Received</u> <u>3/31/2019</u>	<u>FY19 Receivable</u> <u>3/31/2019</u>
Bloomington	\$ 398,333.28	\$ 49,791.66
Normal	\$ 364,927.50	
Total YTD	<u>\$ 763,260.78</u>	<u>\$ 49,791.66</u>

<b><u>Local Capital Reserve Fund Balance - Account Value</u></b>		
<u>03/31/19</u>	Cash Balance	\$ 1,064,839.11
<u>03/31/19</u>	Loans to Operating	\$ 2,980,249.22
<u>03/31/19</u>	Reserve fund for underground storage tank (Cap. I)	\$ (40,000.00)
<u>03/31/19</u>	Ending Balance	<u>\$ 4,005,088.33</u>

# Financial Reports

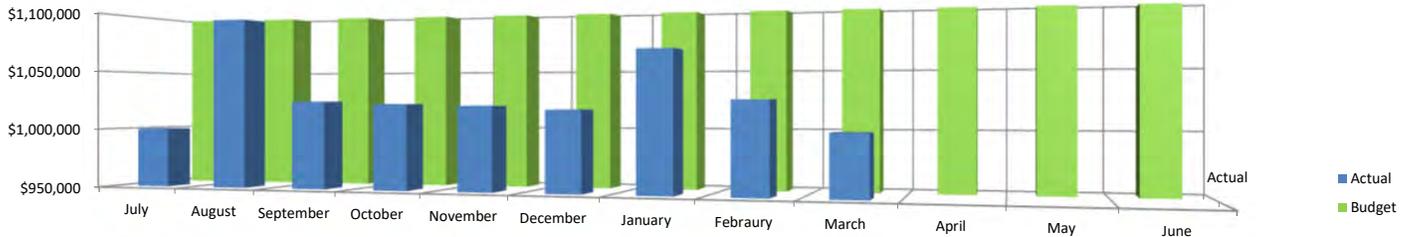
## Transit Fare



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	\$111,416	\$122,580	\$100,493	\$122,655	\$107,501	\$116,816	\$104,334	\$104,767	\$114,752			
FY18	\$104,830	\$107,448	\$111,692	\$103,871	\$105,390	\$107,762	\$106,388	\$109,339	\$115,744	\$110,241	\$110,211	\$110,224

Notes: ISU revenue increased \$833 in March 2019 from March 2018. Other Contract Fares revenue increased \$1,326 in March 2019 from March 2018 due to Heartland Community College and Medicaid. Total Cash Fares decreased \$4,720 in March 2019 from March 2018. Total Pass Fares increased \$1,665 in March 2019 from March 2018.

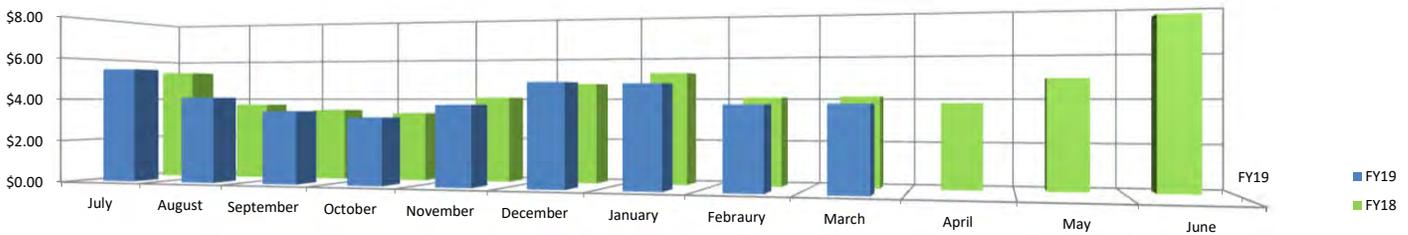
## Operating Expenses



	July	August	September	October	November	December	January	February	March	April	May	June
Actual	\$999,862	\$1,093,708	\$1,023,682	\$1,021,598	\$1,020,327	\$1,017,240	\$1,065,534	\$1,025,580	\$1,000,233			
Budget	\$1,098,417	\$1,098,417	\$1,098,416	\$1,098,417	\$1,098,417	\$1,098,416	\$1,098,417	\$1,098,417	\$1,098,416	\$1,098,417	\$1,098,417	\$1,098,416

Notes:

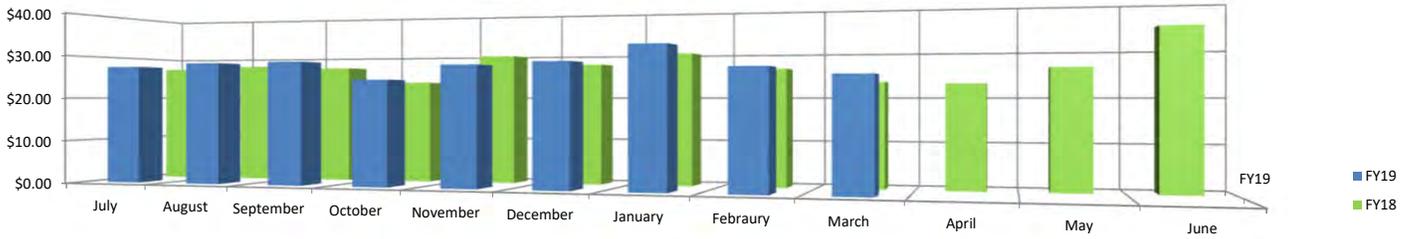
## Fixed Route Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	\$5.46	\$4.07	\$3.42	\$3.13	\$3.74	\$4.76	\$4.69	\$3.77	\$3.81			
FY18	\$5.36	\$3.71	\$3.44	\$3.29	\$4.07	\$4.72	\$5.22	\$4.08	\$4.12	\$3.82	\$4.91	\$7.60

Notes: Expenses increased \$13,986 in March 2019 from March 2018. Trips increased 18,890 in March 2019 from March 2018.

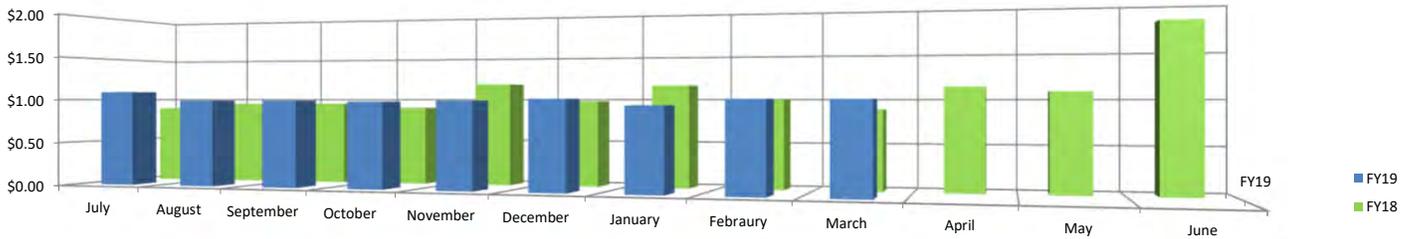
### Connect Mobility Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	\$27.37	\$28.11	\$28.31	\$24.12	\$27.38	\$27.98	\$31.52	\$26.64	\$24.98			
FY18	\$27.17	\$27.77	\$27.27	\$23.67	\$29.84	\$27.74	\$30.12	\$26.52	\$23.54	\$23.13	\$26.55	\$35.01

Notes: Expenses increased \$547 in March 2019 from March 2018. Trips decreased by 463 in March 2019 from March 2018.

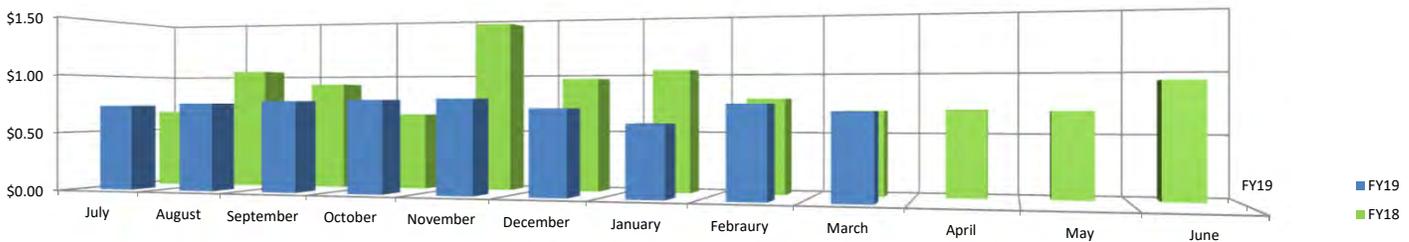
### Fixed Route Cost Per Maintenance Mile (Excluding Fuel) Unaudited



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	\$1.09	\$0.99	\$0.99	\$0.98	\$0.99	\$1.01	\$0.94	\$1.01	\$1.01			
FY18	\$0.89	\$0.95	\$0.95	\$0.90	\$1.18	\$0.98	\$1.16	\$1.00	\$0.89	\$1.14	\$1.09	\$1.82

Notes: Fixed Route maintenance expense increased \$11,846 in March 2019 from March 2018. Fixed Route miles decreased 2,389 in March 2019 from March 2018.

### Connect Mobility Cost Per Maintenance Mile (Excluding Fuel) Unaudited

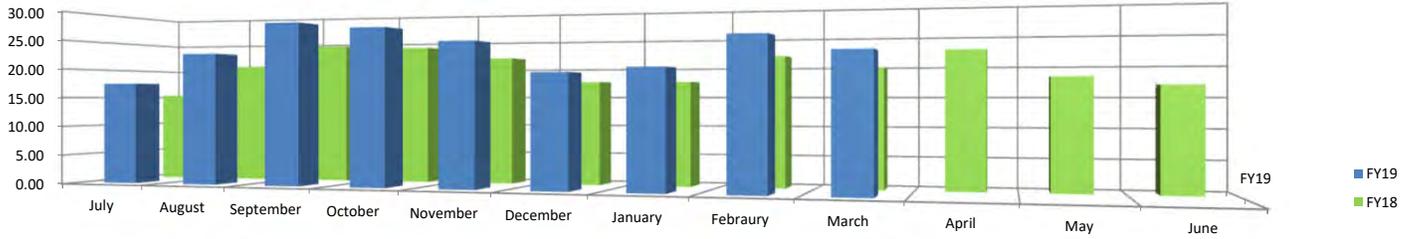


	July	August	September	October	November	December	January	February	March	April	May	June
FY19	\$0.73	\$0.75	\$0.77	\$0.78	\$0.79	\$0.71	\$0.59	\$0.75	\$0.69			
FY18	\$0.67	\$1.04	\$0.92	\$0.65	\$1.44	\$0.96	\$1.03	\$0.79	\$0.69	\$0.70	\$0.69	\$0.93

Notes: Connect Mobility maintenance expense increased \$13 in March 2019 from March 2018. Mobility miles decreased 142 in March 2019 from March 2018.

# Operations Reports

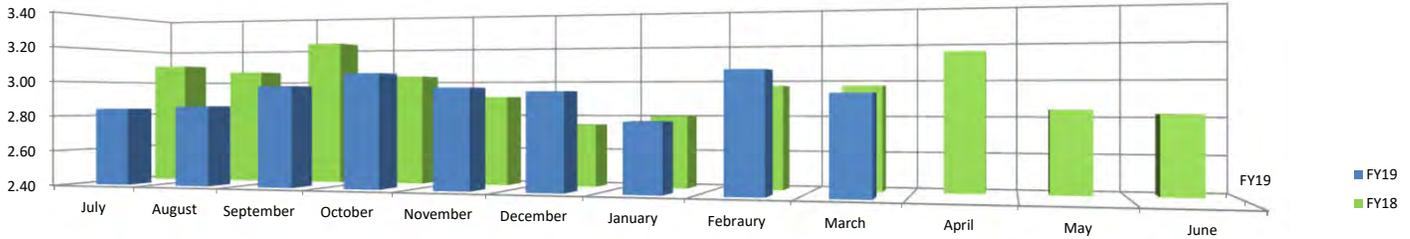
## Fixed Route Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	17.44	22.54	27.68	26.69	24.25	19.08	19.83	24.83	22.30			
FY18	15.34	20.68	24.24	23.86	21.84	17.64	17.63	21.83	19.89	22.66	18.31	17.01

Notes: Fixed route boardings per revenue hour increased 12.1% or 2.41 boardings PRH in March 2019 over March 2018. This is the average boardings per revenue hour for all fixed route service in March.

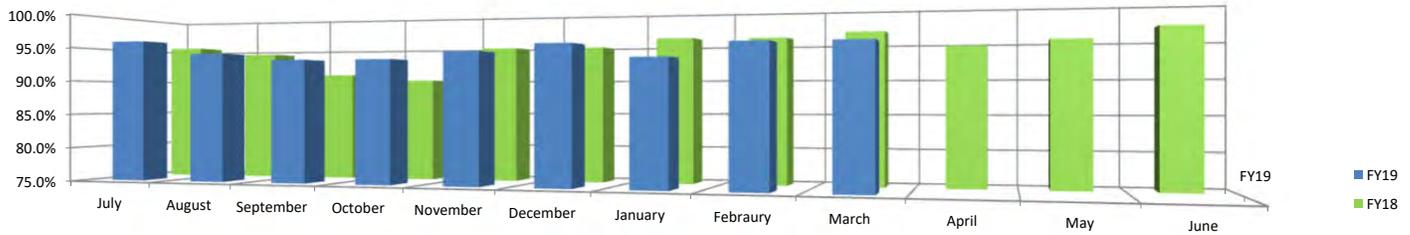
## Connect Mobility Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	2.84	2.85	2.97	3.04	2.96	2.94	2.78	3.05	2.93			
FY18	3.10	3.06	3.23	3.03	2.91	2.75	2.80	2.97	2.97	3.15	2.84	2.82

Notes: Mobility boardings per revenue hour in March 2019 decreased 5.5%, mileage increased .5%, and passenger trips decreased by 463 trips.

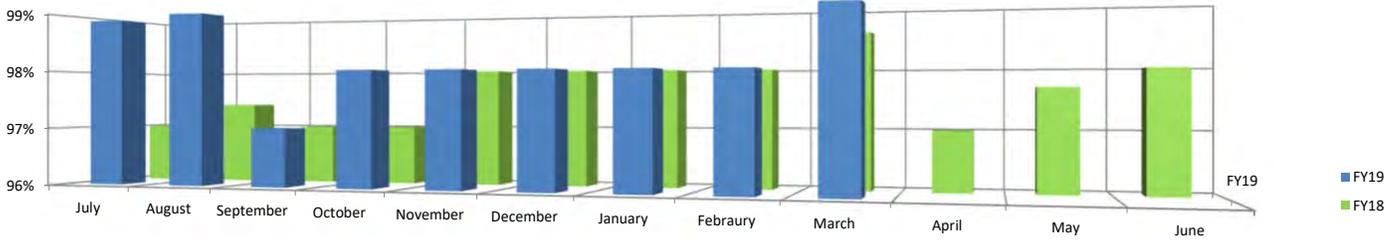
## Fixed Route On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	96.0%	94.0%	93.0%	93.0%	94.0%	95.0%	93.0%	95.0%	95.0%			
FY18	95.4%	94.3%	91.0%	90.1%	94.9%	94.9%	96.1%	96.0%	96.7%	94.6%	95.4%	97.0%

Notes:

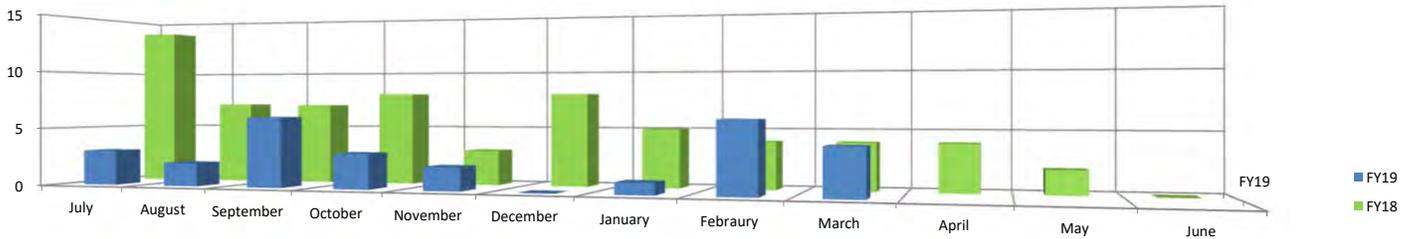
### Connect Mobility On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	99%	99%	97%	98%	98%	98%	98%	98%	99%			
FY18	97%	97%	97%	97%	98%	98%	98%	98%	99%	97%	98%	98%

Notes:

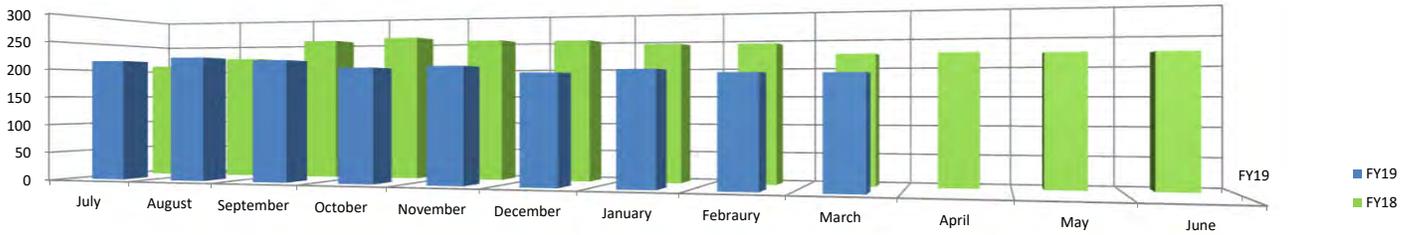
### Validated Complaints Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	3	2	6	3	2	0	1	6	4			
FY18	14	7	7	8	3	8	5	4	4	4	2	0

Notes:

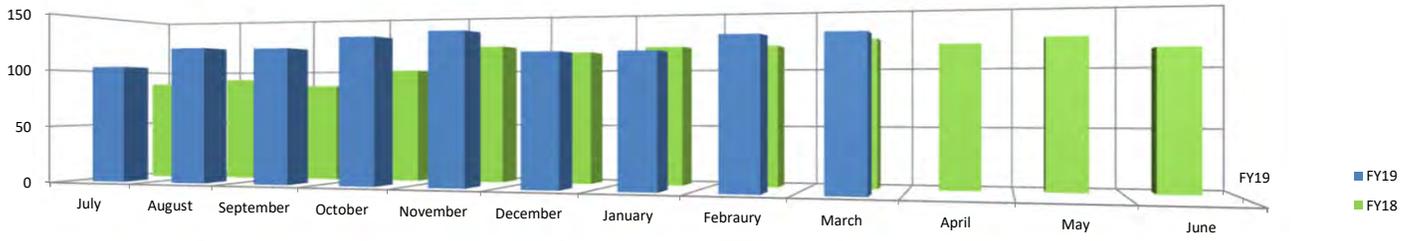
### Fixed Route Average Daily Phone Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	215	220	214	200	202	190	195	189	188			
FY18	209	222	255	259	252	250	242	241	222	223	222	222

Notes:

### Connect Mobility Average Daily Phone Calls

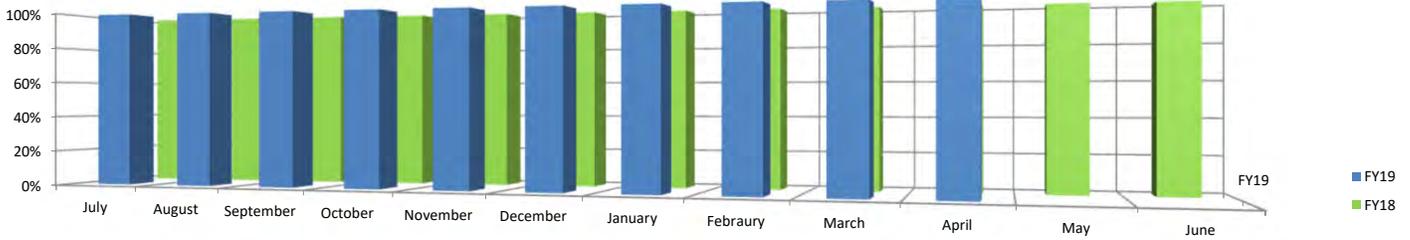


	July	August	September	October	November	December	January	February	March	April	May	June
FY19	103	119	118	127	131	113	113	125	126			
FY18	88	92	86	100	121	115	119	119	124	119	124	115

Notes:

### Maintenance Reports

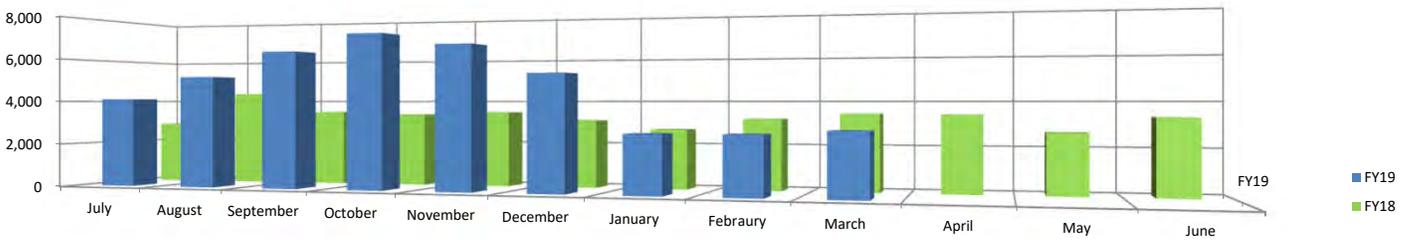
#### Percent Preventative Maintenance Performed On Time



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FY18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes:

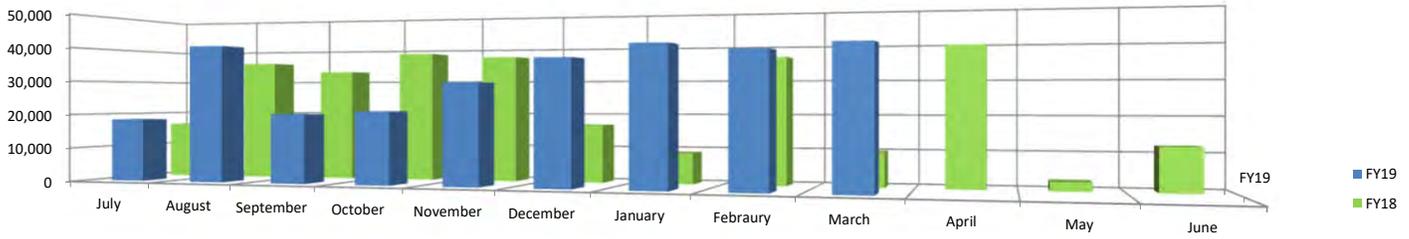
#### Fixed Route Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	4,098	5,139	6,281	7,067	6,541	5,238	2,623	2,625	2,796			
FY18	2,851	4,365	3,466	3,362	3,481	3,107	2,710	3,206	3,445	3,423	2,670	3,329

Notes:

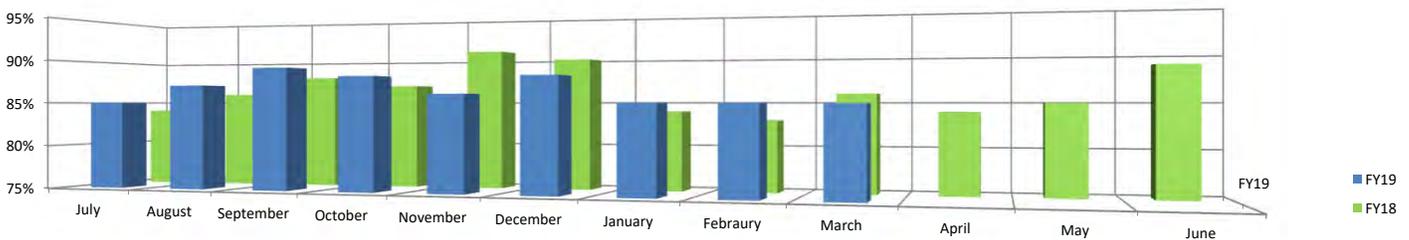
### Connect Mobility Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	18,403	40,270	20,135	21,038	29,299	36,081	39,760	37,900	39,591			
FY18	16,494	35,689	32,937	38,345	37,155	16,893	9,003	36,495	9,933	39,483	2,535	12,142

Notes:

### Average Interior Cleanliness Inspection Score

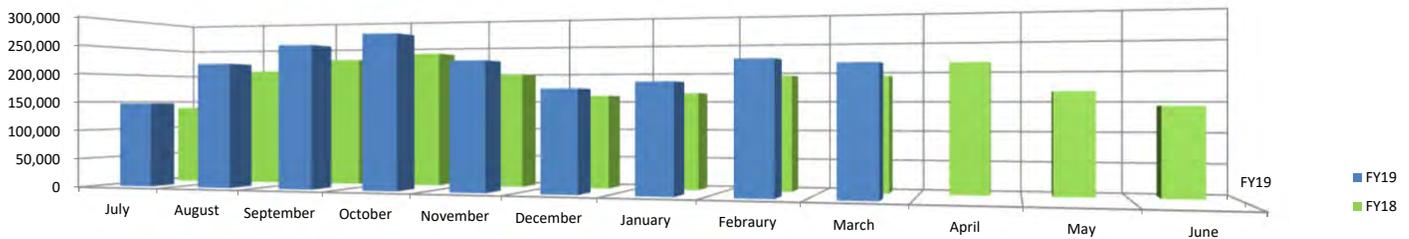


	July	August	September	October	November	December	January	February	March	April	May	June
FY19	85%	87%	89%	88%	86%	88%	85%	85%	85%			
FY18	84%	86%	88%	87%	91%	90%	84%	83%	86%	84%	85%	89%

Notes:

## Ridership Reports

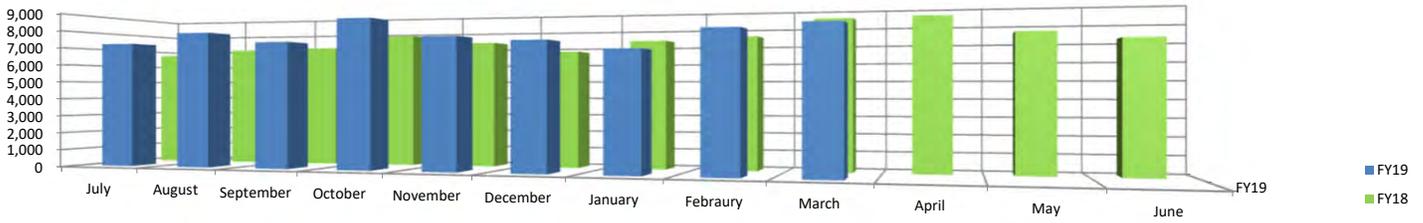
### Fixed Route Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	147,044	216,235	247,067	264,670	218,148	171,450	182,241	217,324	210,221			
FY18	138,075	206,628	226,611	236,650	197,733	160,344	164,672	193,532	192,518	213,790	166,792	143,765

Notes: Fixed route trips increased 9.2% or 17,703 in March 2019 and 9.2% YTD (July-March). National peer agency ridership decreased 2.73% and regional transit agency ridership has decreased 1.49% (July-February).

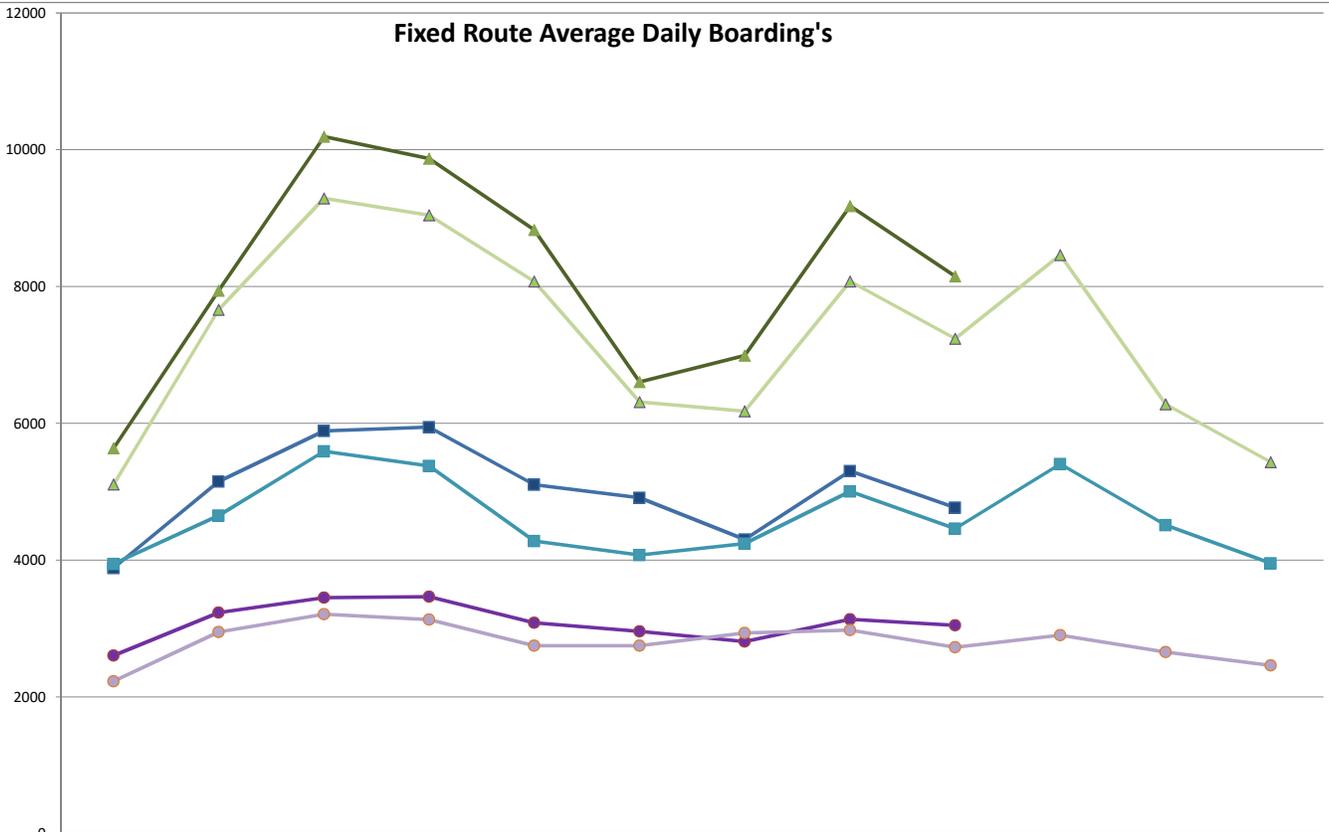
### Connect Mobility Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	7,253	7,842	7,253	8,540	7,465	7,203	6,688	7,733	7,958			
FY18	6,694	6,987	7,073	7,751	7,291	6,723	7,300	7,486	8,421	8,493	7,586	7,217

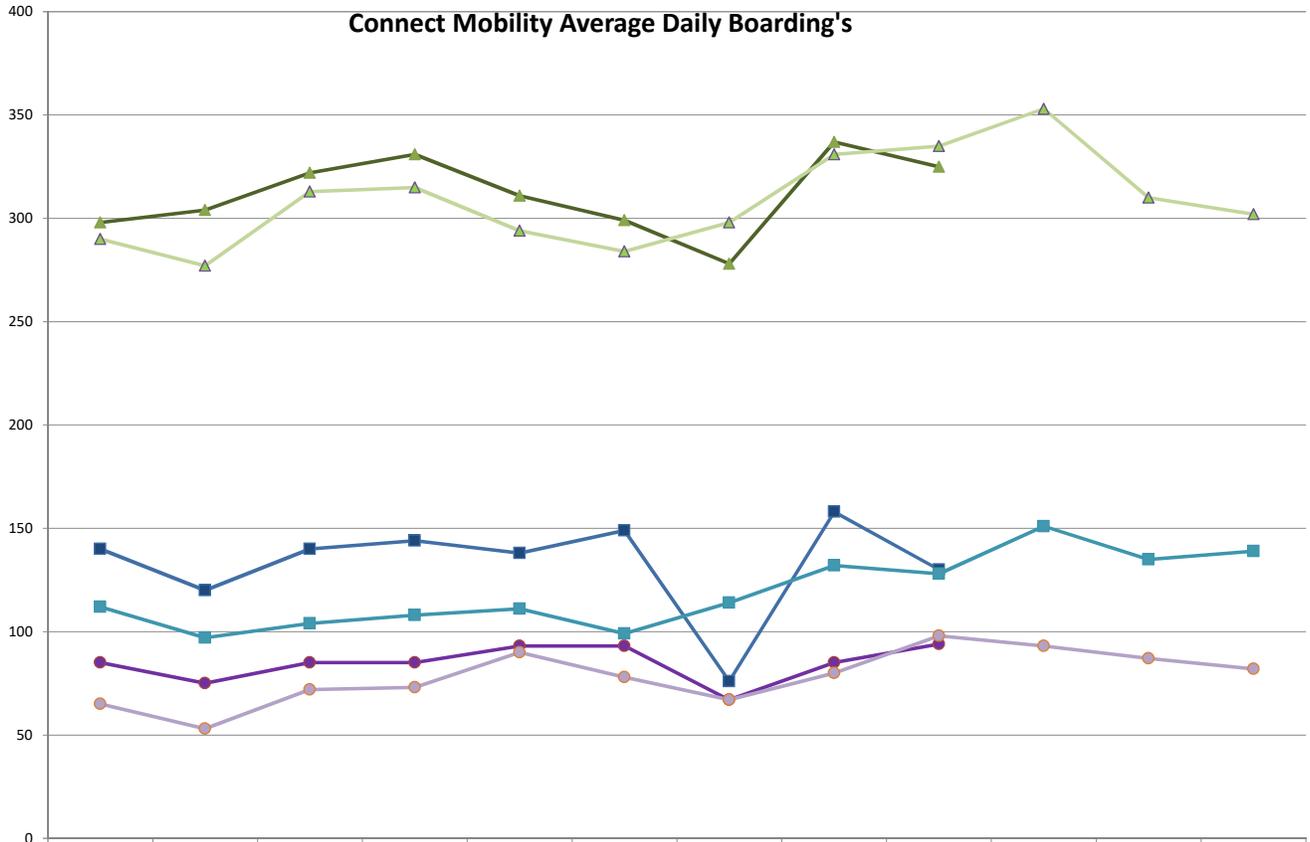
Notes:

### Fixed Route Average Daily Boarding's



Notes: Average weekday boardings in March 2019 increased 11.2%. Sunday average boardings increased 10.5% in March, and have increased 7.6% YTD in FY2019 over FY2018.

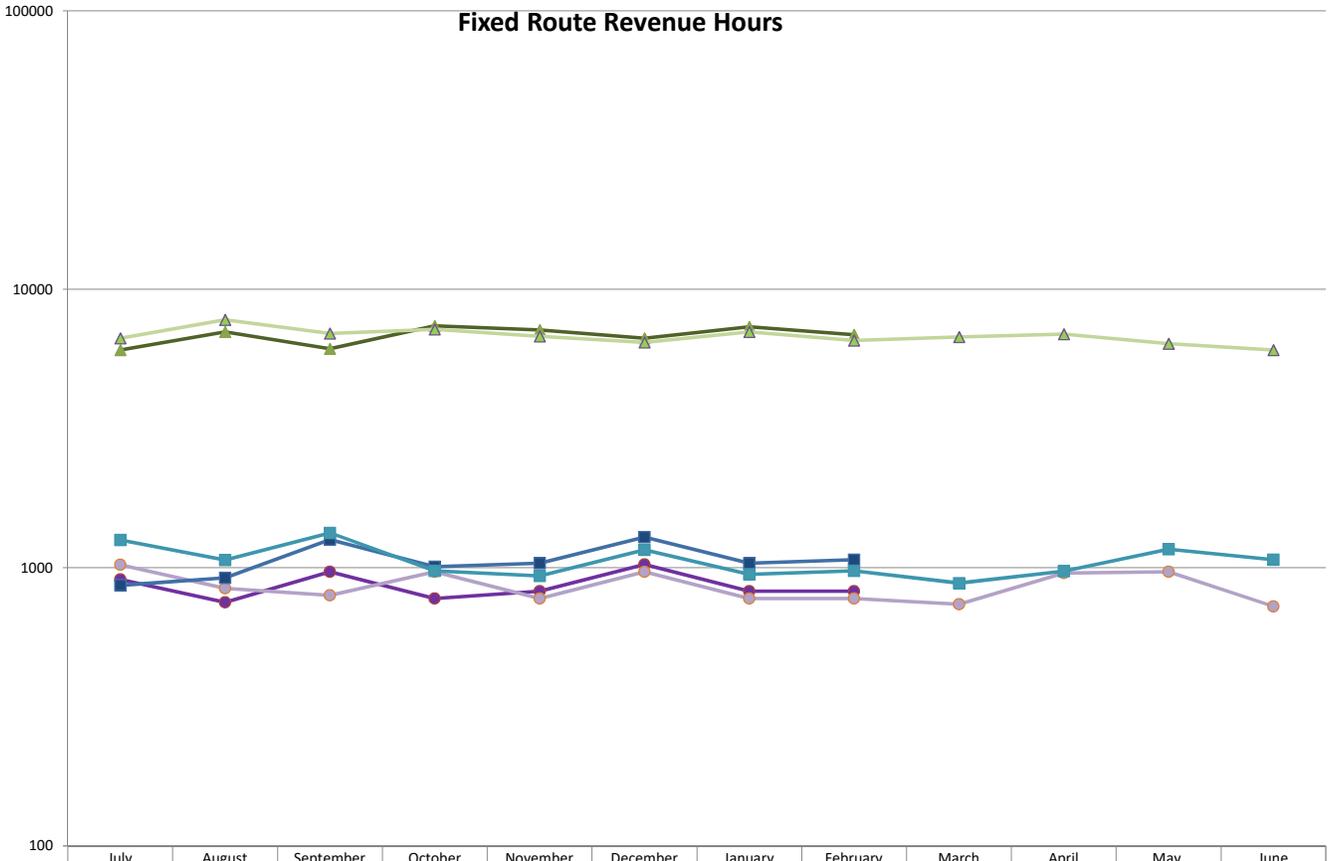
### Connect Mobility Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY19	85	75	85	85	93	93	67	85	94	93	87	82
Sunday FY18	65	53	72	73	90	78	67	80	98	93	87	82
Saturday FY19	140	120	140	144	138	149	76	158	130	151	135	139
Saturday FY18	112	97	104	108	111	99	114	132	128	151	135	139
Weekday FY19	298	304	322	331	311	299	278	337	325	353	310	302
Weekday FY18	290	277	313	315	294	284	298	331	335	353	310	302

Notes: Average weekday boarding in March decreased 3%.

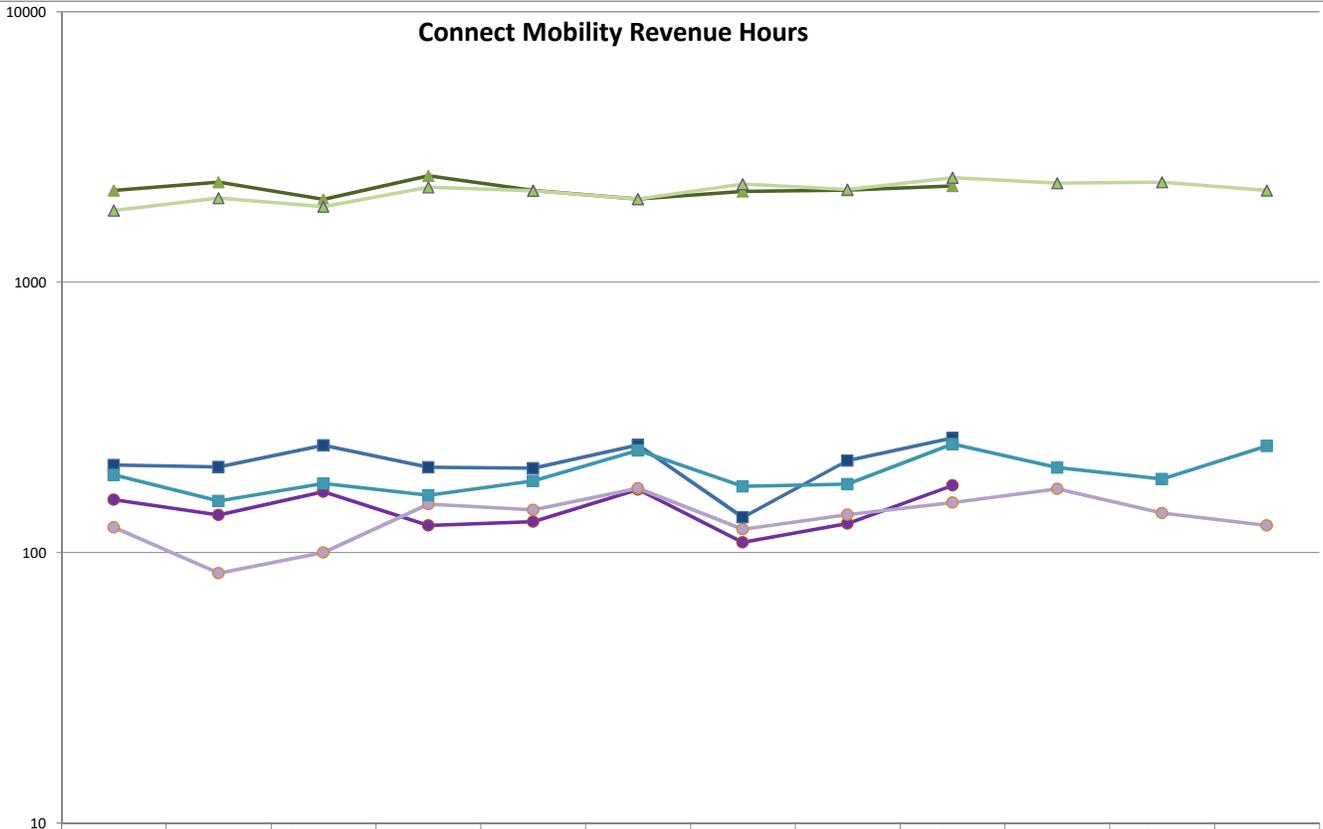
### Fixed Route Revenue Hours



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY19	907	750	967	774	822	1027	822	822				
● Sunday FY18	1023	842	796	967	774	967	774	774	738	955	967	726
■ Saturday FY19	864	920	1261	1009	1036	1288	1036	1067				
■ Saturday FY18	1255	1066	1333	973	933	1160	945	973	880	972	1165	1068
▲ Weekday FY19	6050	7034	6108	7380	7139	6673	7332	6866				
▲ Weekday FY18	6665	7774	6934	7178	6772	6440	7027	6547	6745	6905	6380	6050

Notes:

### Connect Mobility Revenue Hours

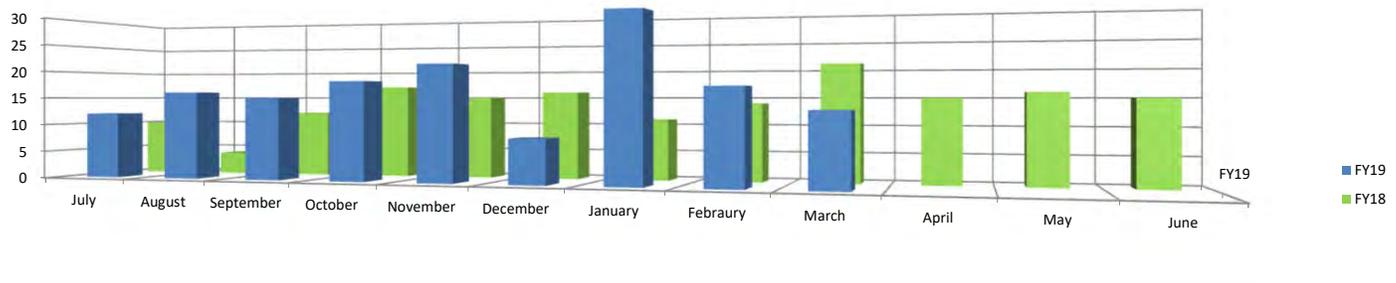


	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY19	157	138	168	126	130	171	109	128	177			
Sunday FY18	124	84	100	151	144	173	122	138	153	172	140	126
Saturday FY19	211	208	249	207	205	250	135	219	265			
Saturday FY18	194	155	180	163	184	239	176	179	252	206	187	248
Weekday FY19	2181	2346	2024	2473	2184	2029	2165	2191	2271			
Weekday FY18	1841	2046	1900	2244	2178	2031	2305	2201	2431	2322	2343	2184

Notes:

### Safety Reports

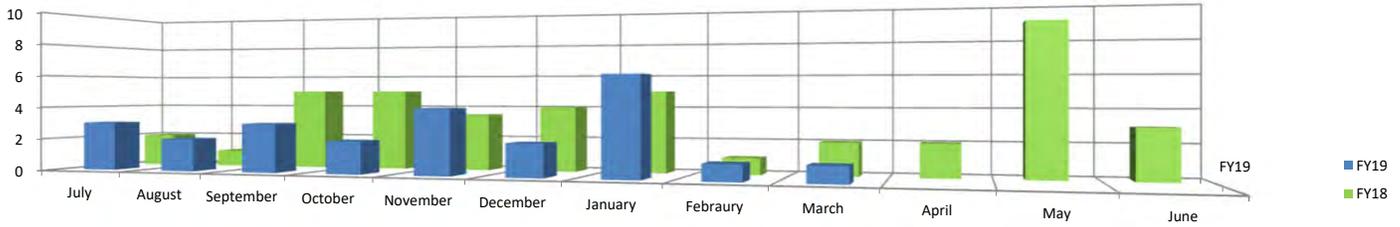
#### Safety Related Incidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	12	16	15	18	21	8	30	17	13			
FY18	10	4	12	17	15	16	11	14	21	15	16	15

Notes: The numbers in this category show the total number of reports received for the calendar month. This number does not indicate whether an incident or accident was determined to be "Preventable". All submitted reports are reviewed and categorized by the Safety and Training Director.

### Preventable Accidents Per 100,000 Miles

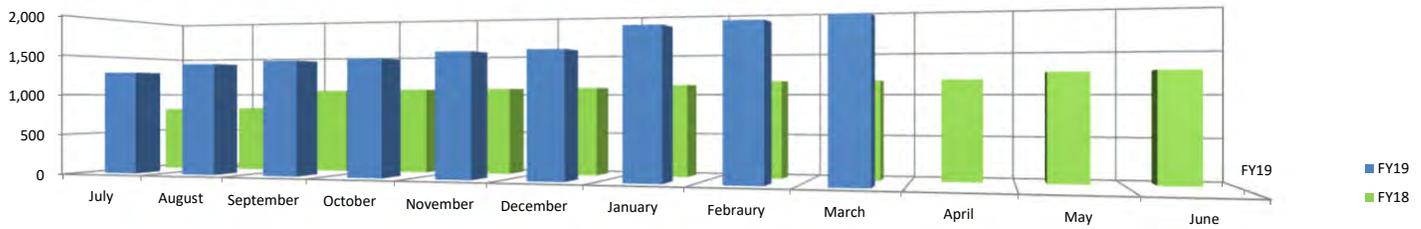


	July	August	September	October	November	December	January	February	March	April	May	June
FY19	3	2	3	2	4	2	6	1	1	2	9	3
FY18	2	1	5	5	4	4	5	1	2	2	9	3

Notes: **Accident:** An unplanned event that may or may not have resulted in personal injury or property damage, but in which the employee failed to exercise reasonable precautions to prevent the event. This consists of events such as a collision with another vehicle, a collision with a fixed object, closing a vehicle entry/exit door on a customer, etc.

### Social Media Reports

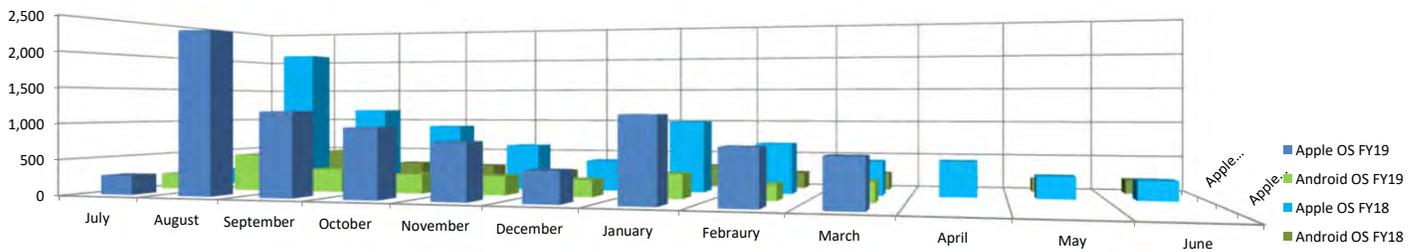
#### Facebook



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	1,282	1,382	1,416	1,431	1,509	1,524	1,785	1,821	1,869			
FY18	799	814	1,051	1,065	1,074	1,084	1,118	1,161	1,165	1,175	1,258	1,275

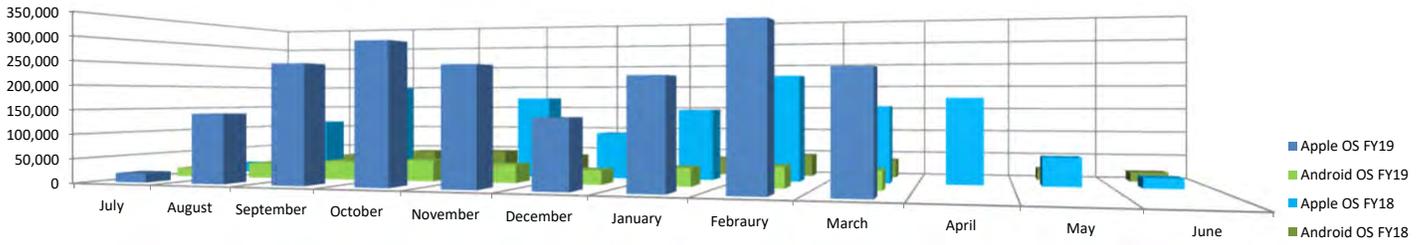
Notes:

#### App Downloads



	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY19	267	2281	1,167	954	776	425	1,137	747	650			
Android OS FY19	222	517	325	271	265	233	332	220	276			
Apple OS FY18	205	2,024	1,171	930	646	432	1,013	704	473	485	301	263
Android OS FY18	159	480	291	267	198	194	317	229	235	217	181	193

### App Sessions



	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY19	18,444	141,402	242,104	285,400	237,834	137,368	215,292	315,378	228,913			
Android OS FY19	18,293	31,203	38,928	43,518	37,134	29,309	36,785	42,730	38,655			
Apple OS FY18	17,548	117,128	196,292	219,581	172,574	96,626	147,747	219,690	156,082	174,054	56,785	20,318
Android OS FY18	17,064	30,925	42,162	44,588	36,593	27,651	35,903	44,877	37,116	37,209	22,902	18,834

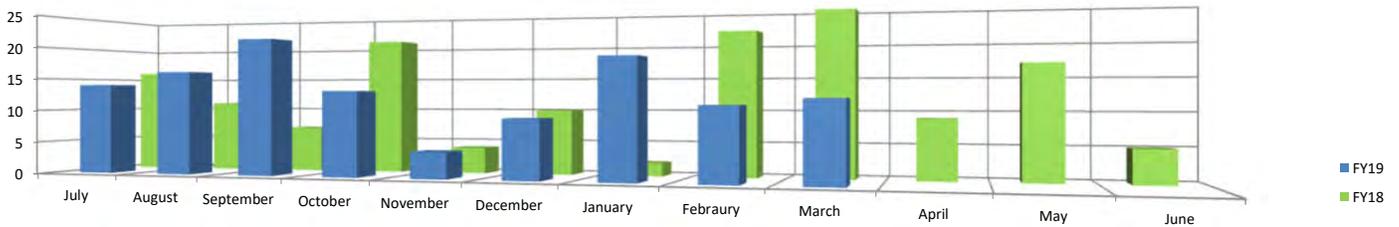
### Website Traffic



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	16,048	12,457	20,916	19,059	16,859	13,387	19,993	16,867	16,962			
FY18	12,200	20,312	20,122	18,048	14,288	12,909	15,634	15,208	14,380	15,877	15,075	15,429

Notes:

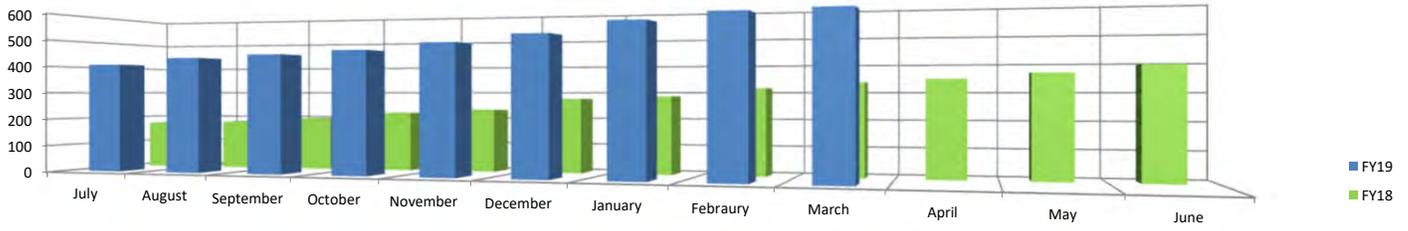
### Twitter



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	14	16	21	13	4	9	18	11	12			
FY18	16	11	7	21	4	10	2	22	25	9	17	5

Notes:

## Instagram



	July	August	September	October	November	December	January	February	March	April	May	June
FY19	407	430	441	454	478	505	546	571	578			
FY18	176	182	197	220	233	276	287	316	336	348	368	394

Notes:

Statistics	Mar 19				Mar 18				% 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	24,117	8,308	846	28.51	23,695	8,148	830	28.56	1.8%	2.0%	2.0%	-0.2%
Red	28,657	15,166	1,413	20.28	27,071	14,430	1,343	20.15	5.9%	5.1%	5.2%	0.6%
Lime	28,981	17,796	1,454	19.94	28,158	15,397	1,367	20.60	2.9%	15.6%	6.3%	-3.2%
Teal	-	-	-	-	-	-	-	-				
Aqua	6,784	2,855	204	33.23	6,680	2,901	208	32.19	1.6%	-1.6%	-1.6%	3.2%
Orange	4,529	5,023	384	11.79	3,782	5,101	390	9.70	19.8%	-1.5%	-1.5%	21.6%
Gold	5,761	4,980	410	14.05	5,485	5,028	413	13.29	5.0%	-1.0%	-0.7%	5.7%
Purple	11,083	11,306	775	14.29	9,440	11,491	788	11.98	17.4%	-1.6%	-1.6%	19.3%
Blue	4,364	4,548	398	10.96	4,158	4,620	404	10.28	5.0%	-1.6%	-1.6%	6.6%
Brown	4,788	4,254	371	12.91	4,860	5,439	474	10.25	-1.5%	-21.8%	-21.8%	26.0%
Tan	5,185	6,189	502	10.34	5,956	8,443	684	8.70	-12.9%	-26.7%	-26.7%	18.7%
Pink	6,727	4,507	394	17.07	5,255	3,990	402	13.07	28.0%	13.0%	-2.0%	30.6%
Yellow	14,083	8,344	582	24.19	14,185	8,908	621	22.85	-0.7%	-6.3%	-6.2%	5.8%
Olive	3,566	4,499	445	8.01	3,698	4,529	448	8.25	-3.6%	-0.7%	-0.7%	-2.9%
Redbird	55,184	6,948	655	84.25	43,694	7,139	670	65.24	26.3%	-2.7%	-2.2%	29.1%
Ntripper	-	-	-	-	-	-	-	-				
Btripper	-	-	-	-	-	-	-	-				
Silver	6412	7532	595	11	6323	7605	604	10.47	1.4%	-0.01	-0.02	0.03
Eastview		0	0		78	345	33					
<b>Total Fixed Route</b>	<b>210,221</b>	<b>112,256</b>	<b>9,427</b>	<b>22.30</b>	<b>192,518</b>	<b>113,513</b>	<b>9,679</b>	<b>19.89</b>	<b>9.2%</b>	<b>-1.1%</b>	<b>-2.6%</b>	<b>12.1%</b>
<b>Demand Response</b>												
Connect Mobility	7,958	33,586	2,712	2.93	8,421	33,429	2,836	2.97	-5.5%	0.5%	-4.4%	-1.2%
Connect Late Night												
<b>Total Demand Response</b>	<b>7,958</b>	<b>33,586</b>	<b>2,712</b>	<b>2.93</b>	<b>8,421</b>	<b>33,429</b>	<b>2,836</b>	<b>2.97</b>	<b>-5.5%</b>	<b>0.5%</b>	<b>-4.4%</b>	<b>-1.2%</b>
<b>SYSTEM TOTALS</b>	<b>218,179</b>	<b>145,842</b>	<b>12,139</b>	<b>17.97</b>	<b>200,939</b>	<b>146,942</b>	<b>12,515</b>	<b>16.06</b>	<b>8.6%</b>	<b>-0.7%</b>	<b>-3.0%</b>	<b>11.9%</b>



Statistics	YTD 19				YTD 18				% 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	211,056	73,279	7,356	28.69	192,832	74,306	7,101	27.15	9.5%	-1.4%	3.6%	5.7%
Red	261,071	130,981	12,192	21.41	245,679	124,466	11,633	21.12	6.3%	5.2%	4.8%	1.4%
Lime	261,484	153,863	12,549	20.84	234,764	133,783	11,903	19.72	11.4%	15.0%	5.4%	5.6%
Teal	-	-	-	#DIV/0!	10,461	12,792	1,178	8.88	-100.0%	-100.0%	-100.0%	#DIV/0!
Aqua	69,340	25,190	1,793	38.67	57,001	25,172	2,059	27.68	21.6%	0.1%	-12.9%	39.7%
Orange	42,196	44,223	3,370	12.52	37,038	43,507	3,364	11.01	13.9%	1.6%	0.2%	13.7%
Gold	54,678	43,795	3,603	15.18	49,879	44,618	3,682	13.55	9.6%	-1.8%	-2.1%	12.0%
Purple	104,146	99,439	6,815	15.28	99,938	110,340	8,319	12.01	4.2%	-9.9%	-18.1%	27.2%
Blue	40,554	40,313	3,497	11.60	39,559	40,164	3,498	11.31	2.5%	0.4%	0.0%	2.6%
Brown	43,105	38,841	3,386	12.73	47,958	46,777	4,103	11.69	-10.1%	-17.0%	-17.5%	8.9%
Tan	48,487	57,541	4,664	10.40	55,914	73,472	5,992	9.33	-13.3%	-21.7%	-22.2%	11.4%
Pink	58,996	39,408	3,446	17.12	53,338	34,333	3,507	15.21	10.6%	14.8%	-1.7%	12.6%
Yellow	137,144	71,082	4,961	27.65	137,027	73,631	5,084	26.95	0.1%	-3.5%	-2.4%	2.6%
Olve	33,824	39,186	3,876	8.73	33,411	39,259	3,804	8.78	1.2%	-0.2%	1.9%	-0.7%
Redbird	444,113	52,465	4,913	90.40	381,427	51,970	4,954	76.99	16.4%	1.0%	-0.8%	17.4%
Ntripper	-	-	-	#DIV/0!	270	557	32	8.50	-100.0%	-100.0%	-100.0%	#DIV/0!
Btripper	-	-	-	#DIV/0!	621	1,087	64	9.78	-100.0%	-100.0%	-100.0%	#DIV/0!
Silver	63990	66240.46	5225.5	12.25	38,832	47,275	3,755	10.34	64.8%	40.1%	39.2%	18.4%
Eastview	216	501	48	4.50	814	2,714	260	3.13	-73.5%	-81.5%	-81.5%	43.7%
<b>Total Fixed Route</b>	<b>1,874,400</b>	<b>976,346</b>	<b>81,693</b>	<b>22.94</b>	<b>1,716,763</b>	<b>980,222</b>	<b>84,290</b>	<b>20.37</b>	<b>9.2%</b>	<b>-0.4%</b>	<b>-3.1%</b>	<b>12.7%</b>
<b>Demand Response</b>												
Connect Mobility	67,935	281,660	23,173	2.93	65,726	268,435	22,096	2.97	3.4%	4.9%	4.9%	-1.4%
Connect Late Night	-	-	-	#DIV/0!	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Total Demand Response</b>	<b>67,935</b>	<b>281,660</b>	<b>23,173</b>	<b>2.93</b>	<b>65,726</b>	<b>268,435</b>	<b>22,096</b>	<b>2.97</b>	<b>3.4%</b>	<b>4.9%</b>	<b>4.9%</b>	<b>-1.4%</b>
<b>SYSTEM TOTALS</b>	<b>1,942,335</b>	<b>1,258,006</b>	<b>104,866</b>	<b>18.52</b>	<b>1,782,489</b>	<b>1,248,657</b>	<b>106,386</b>	<b>16.75</b>	<b>9.0%</b>	<b>0.7%</b>	<b>-1.4%</b>	<b>10.5%</b>

**Premium Service Overview from Sept 2017 to Mar 2019.**

<b>Completed Trips</b>	<b>Individuals</b>	<b>Direct Miles</b>	<b>Direct Hours</b>	<b>Fare Collected</b>
8514	95	45,599	1854.5	\$27,050

**Premium Service Overview from March 2019.**

<b>Completed Trips</b>	<b>Individuals</b>	<b>Direct Miles</b>	<b>Direct Hours</b>	<b>Fare Collected</b>
442	32	2,974	97.2	\$1,369



## **Federal Update for Connect Transit**

Prepared by Cardinal Infrastructure

April 23, 2019 Board Meeting

### **Transportation and Infrastructure Member's Day**

The House Transportation and Infrastructure Committee will hold a Member's Day on May 1<sup>st</sup>. Members may testify on any issue that comes under committee jurisdiction, although Chairman DeFazio and Ranking Member Graves will prefer issues directed at the Subcommittee on Highways and Transit for purposes of surface transportation reauthorization. Due to the lack of earmarks, members can only discuss specific projects so much as they relate to a specific program or policy priority.

Furthermore, the Committee is soliciting stakeholder input with regards to the Committee's work on infrastructure within its jurisdiction this Congress. Connect Transit will be submitting comments to the committee and working with Congressman Davis and Congressman LaHood to provide policy and project priorities.

### **Senate Hearing on 2020 Budget**

The Senate Appropriations Subcommittee on Transportation, Housing and Urban Development held a hearing on the President's Fiscal Year (FY) 2020 budget request for the U.S. Department of Transportation; Secretary Chao testified.

Subcommittee Chairwoman Susan Collins (R-MN) noted that U SDOT has not offered any path forward for addressing looming shortfalls in the Highway Trust Fund (HTF) that start next year. Senator Collins commented on the approval of a FY 20 congressional budget agreement, "If we do not reach an agreement on the discretionary caps...the total funding available for non-defense discretionary programs will fall by \$55 billion. The impact of sequestration level funding would be devastating for our nation's infrastructure."

Subcommittee Ranking Member Jack Reed (D-RI), remarked that the recommended funding levels for CIG program are still "woefully inadequate." On the surface transportation reauthorization bill, Senator Reed said that small adjustments for inflation are a non-starter if that's what's proposed.

Senator Feinstein (D-CA) questioned Secretary Chao on the LA Metro and BART projects in the CIG program. Chao said that there is still thinking that "we are holding back [projects], we are not holding back." She further said that "we have advanced 15 projects into CIG project development...we have fully funded all existing contracts and are going ahead with them...many times when these projects don't go forward it's because they are not meeting the criteria."

Senator Durbin (D-IL) asked Secretary Chao about the HTF and the demands for infrastructure investment. Chao remarked that it does not make sense to have two legislative vehicles, both an infrastructure bill and a reauthorization; stating, "it may very well be, it's easier for everyone, to have one vehicle and that perhaps should be the surface reauthorization bill." Durbin also asked about the use of congressionally directed spending (earmarks) for an infrastructure bill, noting that President Trump has previously endorsed the idea. Chao responded, "If the president has said that, I agree with the president."

### **House Budget Resolution**

The House adopted a rule "deeming" a \$1.295 trillion overall cap for the Appropriations Committee to start writing FY 20 spending bills. The rule also sets parameters for floor debate on legislation for FY 20 topline numbers (divided into separate defense and nondefense categories). House Budget Committee Chairman John Yarmuth (D-KY) said the House Democrats are considering a \$34 billion increase for non-defense spending. The non-defense spending limit would therefore be \$639 billion, a 5.6% increase.

While the rule allows FY 20 appropriations bills to move forward in the House, statutory spending caps imposed in 2011 need to be raised through legislation. If there's no deal by the end of the first session of the 116th Congress in December, across-the-board cuts known as sequestration, would trigger to enforce the 2011 law's caps for FY 20, which are 11% and 9% lower than this fiscal year's spending for defense and nondefense programs. At the moment, the President is opposed to raising the caps; however, the Administration's FY 20 budget request to Congress would supplement defense spending levels with \$174 billion in funding.

Transit benefited greatly from the FY 18 and FY 19 budget deal, which included \$10 billion per year of the \$65 billion per year non-defense cap increase to be dedicated to infrastructure programs. This is how the BUILD, Bus and Bus Facilities, and Low-No Emission programs received such significant increases above authorized levels.

### **Senate Budget**

Senate Budget Chairman Michael Enzi (R-WY) introduced a draft five-year Fiscal Year 2020 budget resolution. The blueprint provides instructions to authorizing committees to reduce deficits by a combined \$94 billion over five years by making changes to programs within their jurisdiction. Over half of that, \$50 billion, is within the purview of the Senate Finance Committee.

Notably, the budget assumes a highway user tax increase to keep the Highway Trust Fund solvent. The budget overview document provides: The resolution calls for \$176 billion in increased revenue over the next five years. The resolution assumes about half of these receipts could be received as part of an effort to make the Highway Trust Fund solvent, though policy decisions would be left up to the Finance Committee. This assumption is based on an overarching user-pay principle to prevent the need for additional general fund transfers into the Fund.

### **US DOT Personnel**

The Senate confirmed Nicole Nason to be Administrator of the FHWA, 95-1, with Senator Bernie Sanders (I-Vt.) as the lone no vote. Nason currently serves as an assistant secretary for administration at the State Department and previously served as both NHTSA administrator and as an assistant secretary at USDOT. She also worked at Customs and Border Protection and for several congressional committees.

Dan DeBono is now serving as Chief Infrastructure Funding Officer at US DOT. DeBono will be responsible for some of the duties of Deputy Assistant Secretary for Transportation Policy Grover Burthey, who left several months ago. DeBono will be taking over the financing and grants side of the portfolio, including INFRA and BUILD grants.



## MEMO

**DATE:** April 23, 2019

**TO:** Board of Trustees

**FROM:** Cassie Mosier, Procurement Specialist

**RE:** Recommendation of RFP 19-01 for Bus Stop Improvement Plan – Site Design

**RECOMMENDATION:** Authorize the General Manager to award a contract for a term of three (3) years to Lewis, Yockey & Brown, Inc.

**BACKGROUND:** Connect Transit received two (2) proposals for site design. The bids were a two-step procurement process resulting in a Request for Qualifications and proceeding with an Invitation for Bid.

**DISCUSSION:** Two (bids) were received from Land Engineers, LLC and Lewis, Yockey & Brown, Inc. Lewis, Yockey & Brown, Inc has a long-standing history in Bloomington-Normal and has worked with Connect Transit, Illinois State University, City of Bloomington, and the Town of Normal on numerous projects.

**FINANCIAL IMPACT:** The cost will be \$78,880.00 for a 3-year term from local capital funds.



## MEMO

**DATE:** April 23, 2019  
**TO:** Board of Trustees  
**FROM:** Isaac Thorne, General Manager  
**RE:** Recommendation of CTAC Appointments

**BACKGROUND:** On December 9, 2014, the Board of Trustees approved the creation of the *Community Transportation Advisory Committee* (CTAC). The appointments for the period of 2017-2019 Committee Members have expired. Each Member has served a two (2) year term, with reappointment options.

Staff has reviewed the applications, conducted interviews and recommends the following reappointment of seven (7) existing CTAC members and the appointment of one (1) individual to the CTAC:

### Reappointments

Evelyn LaCroix Johnson – Retired Educator – Frequent Connect Transit Rider  
Noha Shawki – Illinois State University – Frequent Connect Transit Rider  
John Corey – State Farm Insurance Cos. - multimodal and frequent Connect Transit rider  
Shirley Craig – Retired – ISU - Frequent Connect Transit Rider  
Emory Davis – Community Volunteer – Heartland Student – Frequent Connect Transit and Mobility Rider  
Linda Foster – Retired – ISU – Community Volunteer – Connect Transit Rider  
Elaina Von Qualen - Director of Host Home and Intermittent Programs at MarcFirst and a Connect Transit rider.

### Appointment

Leon Kaeb - Frequent Connect Transit Rider

**PROPOSED ACTION:** That the reappointments and new appointment be approved.



## MEMO

**DATE**            April 23, 2019

**TO:**              Board of Trustees

**FROM:**         Patrick Kuebrich, Finance Director

**RE:**              Recommendation of Auditor Selection and Rotation Policy

**RECOMMENDATION:** Approve the Auditor Selection and Rotation Policy.

**BACKGROUND:** Connect Transit is required to have a Financial Single Audit performed on an annual basis. A competitive procurement process is completed for the selection of independent auditors at the end of the term of each audit contract in compliance with the Connect Transit Procurement Policy.

**DISCUSSION:** This written policy formalizes the auditor selection process, which includes the need to change the lead auditor and review auditor every five (5) years to enhance auditor independence.

# Connect Transit Auditor Selection & Rotation Policy

## I. Introduction:

The purpose of the Auditor Selection & Rotation Policy (Audit Policy) for Connect Transit is to provide guidance in relation to the appointment of an independent external auditor with the appropriate skills, knowledge and experience as this will contribute to the integrity of Connect Transit's financial reporting.

## II. Responsibilities:

The Board of Trustees is responsible for approving the Connect Transit's staff recommendation for external auditor.

The Connect Transit staff is responsible for implementing a selection process and making a recommendation to the Board based on their assessment of the responses received from potential external auditors. Further, Connect Transit staff is responsible for the scope of the external audit, engagement terms and compensation of the auditor.

## III. Assessment:

The following factors are assessed as part of the external auditor selection process:

- Professional standing and reputation.
- Ability to provide quality and efficient audit services, including audit approach and methodology.
- Relevant experience.
- Independence.
- Relevant knowledge of the transit industry and technical expertise.
- Key personnel.
- Cost.

Once the review process has taken place Connect Transit staff provides the Board with the recommended external auditor and the reasons for the final recommendation.

## IV. Rotation:

It is the responsibility of Connect Transit staff to make recommendations to the Board on the rotation of external audit engagement partners.

Connect Transit's current policy is that the lead auditor and review auditor must change every 5 years.



**DATE:** April 23, 2019  
**TO:** Board of Trustees  
**FROM:** Patrick Kuebrich, Finance Director  
**SUBJECT:** Recommendation of FY 2020 Operating and Capital Budget

**RECOMMENDATION:** That the Fiscal Year 2020 Operating and Capital Budget be adopted.

**BACKGROUND:** Attached for your review and consideration is the Fiscal Year 2020 Proposed Operating and Capital Budget documents. The Operating Budget totals \$13,717,000 and Capital budget totals \$1,979,000.

The FY2020 budget includes 100,000 revenue hours for fixed route service and 36,000 revenue hours for Connect Mobility.



## **Bloomington-Normal Public Transit System**

### **2019 – 2020 Budget**



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## **MESSAGE FROM THE GENERAL MANAGER**

The Bloomington-Normal Public Transit System (Connect Transit) has prepared the FY 2020 Annual Budget document as a means to communicate to the Public and the Connect Transit Board the issues considered in the use of financial resources to provide public transit to Bloomington and Normal, Illinois during the 2020 fiscal year.

### **Services to be delivered**

- Connect Transit provides transit services to the City of Bloomington and Town of Normal city limits
- In FY 2020, Connect Transit will provide approximately 2.5 million trips, covering 1.6 million miles within a 46-mile region, operating and maintaining 39 fixed route buses and 20 demand response buses with 135 employees.

### **FY 2020 Budget Initiatives and Priorities**

- Increase revenue with fares, contracts, Medicaid, and advertising
- Increase fund balance – in order for Connect Transit to take advantage of the State of Illinois DOAP Debt Service funding, Connect Transit will have to pledge cash reserves for the line of credit
- Provide efficient and effective transit service
- Add more frequent service to areas of the Red and Lime routes
- Continue to explore stable local funding options
- Solar Array project - solar panels and an electrical system to be installed on the roof of the maintenance facility to supply a large portion of Connect Transit's electric load consumption.

### **Continuing Budget Issues**

- Medicaid billing - Connect Transit applied to be a Non-Emergency Medical Transportation (NEMT) provider in November of 2017. This allows it to recoup costs through Medicaid on approved passenger trips and provide a free fare to the rider. Connect Transit was approved at the end of May, 2018 and started billing in September of 2018. Legislative changes impacted our full implementation of the program.
- Health Insurance premiums increasing - we are anticipating a 6% increase in our group insurance over FY 2019. This includes a 7.43% increase in Group Health Insurance.
- Property insurance premiums increasing - because of the newer buses in our fleet, we are expecting our insurance to increase 25.48% from FY 2019 to FY 2020. Connect has replaced 14-year-old buses with new buses. The replacement cost is higher for the newer buses and insurance premiums have increased to cover the replacement value.
- Connect Transit will use much of the annual Federal funding appropriation on operating expenses.

### **New Budget Issues – Long Term Financial Plans**

- Starting in FY2020 Connect Transit will leverage the Downstate Operating Assistance Program (DOAP) to complete capital projects such as electrical infrastructure, buses, and service vehicles. This will require Connect to pledge local capital funding to receive a line of credit. This will allow

Connect Transit to leverage 65% percent of the capital cost through DOAP and reduce the amount of federal and local capital dollars.

- To use the DOAP debt-service effectively and minimize risk, Connect Transit will conserve local capital dollars and increase reserves.

Isaac Thorne  
General Manager

# Connect Transit

## Final Draft Strategic Plan for 2021

### Connect Transit Description

*Connect Transit is the Bloomington-Normal Public Transit System, formed in 1972 to provide transportation services within the City of Bloomington and Town of Normal, Illinois. It is governed by a 7-member Board of Trustees appointed by the City and Town, and staffed by approximately 140 dedicated employees.*

### Mission Statement

*The expression of mission or purpose is Connect Transit's fundamental reason for being, and that for which all commitments and resources are in service.*

Connect Transit provides safe, reliable transportation and access to opportunity to strengthen and enrich individual lives, our community, the economy and the environment.

### Core Values

*These core values guide our conduct and behavior and apply to everyone without exception.*

At Connect Transit, we are

- Respectful of all persons and perspectives
- Customer and safety focused
- Dedicated to public service
- Accountable stewards of public resources
- Trusting and trustworthy
- Open-minded and eager to learn
- Positive in attitude
- Focused on the good of the whole

## Vision for 2021

*Our Vision for 2021 inspires us and sets the trajectory for our bold, clear and compelling future.*

Connect Transit is a robust system of undeniable social, economic and environmental value to its stakeholders and the community.

## High-Level Goals

*These five (5) Goals establish the Strategic Plan framework. Each one pertains to a distinct component of Connect Transit's effectiveness and accountability. Achievement of these Goals facilitates attainment of our Vision for 2021. No prioritization is implied by the order in which they are listed.*

1. Sustainable, High-Performing System	Define, design and fund a sustainable transit system tailored to optimally serve the Bloomington-Normal community.
2. Quality Customer Experience	Provide reliable, easy to use transportation services and quality, user-friendly amenities.
3. Operational Excellence	Exemplify sound governance, superior operations, a culture of safety and a model workplace.
4. Undeniable Value	Become the mobility provider of choice and be valued as an essential public service.
5. Innovative Leadership	Facilitate our community's mobility evolution with innovation, future focus and collaborative leadership.

## Strategic Action Plan

*The Action Plan describes strategies and actions to achieve each of the five (5) High-Level Goals.*

**Goal 1: Sustainable, High-Performing System: Define, design, and fund a sustainable transit system tailored to optimally serve the Bloomington-Normal community.**

**Strategy 1 – Defined Service: Establish the system’s balance of coverage, ridership, connectivity and frequency to attain the community’s transit objectives.**

Action 1. Clearly establish community transit objectives and review them periodically.

Action 2. Discern and select Connect Transit’s sustainable service profile to achieve transit objectives.

**Strategy 2 – System Design: Design and implement routes that efficiently attain transit objectives, balancing system performance with customer needs and preferences.**

Action 1. Design or adjust proposed system routes to ensure alignment with and performance toward transit objectives.

Action 2. Utilize design principles that ensure system integrity and consistency.

Action 3. Implement route adjustments using widespread public information and customer training campaigns.

Action 4. Build and maintain transfer stations that facilitate connectivity and system performance.

**Strategy 3 – Fleet: Ensure a reliable, quality fleet capable of meeting current service level needs, with an eye toward the community’s evolving mobility objectives.**

Action 1. Upgrade the existing fleet and continue to procure needed, quality rolling stock.

Action 2. Keep the fleet in good repair, and responsibly manage transit assets.

Action 3. Embrace use of alternative fuels and emerging energy solutions.

**Strategy 4 – Funding: Establish ample, accountable transit funding.**

Action 1. Examine all existing revenue sources for stability and growth potential, and research new/alternative revenue streams for operations and capital.

Action 2. Evaluate and expand partners for universal access, such as government agencies, nonprofit agencies and businesses.

Action 3. Explore fare restructuring.

Action 4. Grow advertising revenue.

Action 5. Explore increased local funding support with local governments.

Action 6. Research and pursue grant opportunities.

Action 7. Consider establishing a transit taxing district.

**Goal 2: Quality Customer Experience: Provide reliable, easy-to-use transportation services and quality, user-friendly amenities.**

**Strategy 1 – Infrastructure/Amenities: Implement amenities as a fundamental component of transit value and safety.**

Action 1. Build a downtown transfer center.

Action 2. Adopt a Bus Stop/Shelter Design Plan to be used as the Connect Transit standard.

Action 3. Install transit amenities, such as shelters and lighting, and ensure maintenance and cleanliness at transfer stations, hubs and bus stops.

Action 4. Partner with the City and Town for sidewalks, shelters and lighting at bus stops.

Action 5. Secure private sector sponsors or partners to fund bus stops/shelters.

**Strategy 2 – Customer Service: Uphold a standard of customer courtesy and appreciation.**

Action 1. Infuse every interaction with a customer service orientation.

Action 2. Provide ongoing employee education and increased instruction in customer relations.

Action 3. Enlist customer service champions to model kind, helpful conduct and behavior.

Action 4. Provide employee education on route planning and use of various planning aids.

Action 5. Conduct periodic customer surveys, interviews or focus groups, to obtain suggestions and feedback, and gauge satisfaction.

**Strategy 3 – Access/Social Relevancy: Provide a mobility option, independent of personal vehicle use, to link people, communities, commerce, services, employment and entertainment.**

Action 1. Maintain a high level of on-time performance.

Action 2. Provide additional service and greater frequency as budgets permit.

Action 3. Remain sensitive to service affordability for all riders.

Action 4. Ensure all riders are aware of the freedom and flexibility afforded by the fixed route system.

**Strategy 4 – Ease of Use: Produce intuitive information guides, signage and communications.**

Action 1. Enhance high and standard technology rider information sources, such as more ETA displays, Wi-Fi capability, smart phone app, social media and others for superior customer awareness.

Action 2. Provide customer education on the use of various route planning aids, including improved rider guides.

**Goal 3: Operational Excellence: Exemplify sound governance, superior operations, a culture of safety and a model workplace.**

**Strategy 1 – Governance: Exhibit wise and effective governance through clarity of purpose and focused strategic alignment with Connect Transit’s Vision and Goals.**

Action 1. Maintain momentum toward Vision achievement, report on Strategic Plan performance and schedule timely Plan updates.

Action 2. Make time for dialogue and discernment of complex policy choices.

Action 3. Utilize clear, fair decision-making processes and anticipate dissent as a natural function of diverse perspective.

Action 4. Champion the agency’s Vision and Goals with stakeholders and act in the interest of the community.

**Strategy 2 – Superior Operations: Demonstrate transparency and accountability and utilize best practices toward achievement of comprehensive operational excellence.**

Action 1. Formalize routine data analysis, reporting and metrics to monitor and evaluate system performance.

Action 2. Research and apply best practices to all facets of operations.

Action 3. Periodically review operational policies and practices.

**Strategy 3 – Safety: Ensure a culture of safety.**

Action 1. Integrate safety as the core component of all operations and in every aspect of the agency.

Action 2. Demonstrate bus riding as one of the safest transportation options.

Action 3. Enhance safety communications both internally and externally.

**Strategy 4 – Model Workplace: Rank among the region’s best employers.**

Action 1. Develop and maintain camaraderie across all functions and levels of the organization.

Action 2. Recruit personnel that exhibit Connect Transit values and invest in employee development to ensure growth and productivity of the workforce.

Action 3. Use effective communication vehicles and approaches that enhance multidirectional information sharing.

Action 4. Possess a positive, can do attitude.

**Goal 4: Undeniable Value: Become the mobility provider of choice and be valued as an essential public service.**

**Strategy 1 – Community Engagement: Establish trust and rapport with stakeholders to understand needs and values, obtain advice and feedback, share information and advance transit objectives.**

Action 1. Cultivate the Connect Transit Advisory Committee (CTAC) to be a key communication conduit with Connect Transit customers and stakeholders.

Action 2. Have a presence at community events to dialogue with individuals and make presentations to community groups.

Action 3. Utilize innovative engagement tools to connect with and cultivate specific target markets.

**Strategy 2 – Partnership and Collaboration: Generate new potentials through symbiotic relationships with key collaborators.**

Action 1. Captivate and inspire executives and legislators at every level of government with Connect Transit's vision and plan, outlining its contribution to our shared vision for a thriving region.

Action 2. Identify and engage current and potential partners and collaborators such as: education; library; airport and other transportation modes; City and Town; McLean County; businesses and nonprofit institutions and organizations; and co-design collaboration agreements that serve both parties.

Action 3. Identify private sector benefactors and public sector partners for amenities, universal access and marketing collaboration.

**Strategy 3 – Marketing and Communications: Feature Connect Transit as a community asset and an essential public service.**

Action 1. Create a marketing and communications plan that amplifies the value of the transit system to the general public, and demonstrates its return on investment in social, economic and environmental terms.

Action 2. Tell the new story of a connected community, pulsing with vitality and ease of movement for people of all ages and backgrounds.

Action 3. Portray the riding experience as enjoyable, smart, and for everyone.

**Goal 5: Innovative Leadership: Facilitate our community’s mobility evolution with innovation, future focus and collaborative leadership.**

**Strategy 1 – Future Focus: Become poised to integrate and give leadership to emerging transportation technologies.**

- Action 1. Serve as a model public agency in the community and a sought-after expert in transportation solutions.
- Action 2. Explore innovative approaches to service delivery.
- Action 3. Position Connect Transit for the arrival and use of autonomous vehicles in our market and define our participation and leadership.

**Strategy 2 – Economic Influence: Exercise Connect Transit’s influence as an economic driver for the region.**

- Action 1. Feature the region’s multimodal strength and the key role played by transit as an asset to business, students and residents.
- Action 2. Vividly portray the way transit benefits sales and commerce, transports our workforces, facilitates individuals’ livelihoods and can diversify the region’s employer/employee base.
- Action 3. Integrate the “transit asset” into the economic development conversation and equation at the municipal and county levels.

**Strategy 3 – Regional Planning Influence: Elevate awareness and advance land use policy principles that optimize land resources, facilitate mobility and steward the environment.**

- Action 1. Take an active role in the local and regional land use policy conversation.
- Action 2. Emphasize the value of transit accessibility in land use development.
- Action 3. Articulate and advocate for the benefits of transit-oriented development (TOD) toward achievement of environmental and quality of life objectives.
- Action 4. Heighten awareness about placement of land uses requiring high levels of service, the necessity of mobility options, and the value of sidewalks, shelters and other amenities.

## **SIGNIFICANT OPERATING BUDGETARY ITEMS AND TRENDS**

The adoption of the FY 2020 budget included several assumptions that are necessary due to the unpredictability of costs and organizational needs. All assumptions made in the operating budget are based on historical trends and future expectations.

In March 2019, the Connect Transit Board of Trustees approved a four-year fare structure, with an implementation date of October 1, 2019. The fixed-route fare will increase from \$1.00 per ride to \$1.25 per ride on October 1, 2019. The fixed-route fare will gradually increase to \$1.50 per ride by July 1, 2022. The Connect Mobility fare will increase from \$2.00 per ride to \$2.50 per ride on October 1, 2019. The Connect Mobility fare will gradually increase to \$3.00 per ride by July 1, 2022. Connect Mobility Premium Service will increase from \$3.00 and \$4.00 per ride to \$3.50 and \$4.50 per ride on October 1, 2019. The Connect Mobility Premium Service fare will gradually increase to \$4.00 and \$5.00 per ride by July 1, 2022. Connect Transit will also create a new Connect Mobility Value Card which will provide a discount to all Connect Mobility customers. The Value Cards will have a discount that ranges from 5% to 15%. With the addition of the new Connect Mobility Value Card, Connect Transit will discontinue the Connect Mobility monthly pass.

Also, in March 2019, the Connect Transit Board of Trustees approved the recommendation to discontinue the Olive route and increase the frequency on portions of the Lime and Red routes. These route adjustments will take place on July 1, 2019.

Connect Transit applied to be a Non-Emergency Medical Transportation (NEMT) provider in November of 2017. This allows Connect Transit to recoup costs through Medicaid on approved passenger trips and provide a free fare to the rider. Connect Transit was approved at the end of May 2018 and started billing in September of 2018. Legislative changes impacted the roll-out of the program and delayed full implementation.

Connect Transit is anticipating higher diesel prices in FY2020 due to trends seen in diesel prices in early 2019 and the projections from the industry.

Connect Transit is anticipating an increase in its Corporate Insurance Expense in the future due to the addition of newer buses in its fleet. The replacement value of the newer buses is greater than the replacement value of the buses they are replacing and because of this, the insurance premiums to cover the buses are anticipated to increase.

## BUDGET OVERVIEW

Bloomington Normal Public Transit System (Connect Transit) is an intergovernmental agency established by the City of Bloomington (City) and the Town of Normal (Town) and governed by a Board of Trustees appointed by both the City and the Town. Connect Transit operates as an enterprise fund that reports financial results in accordance with accounting principles generally accepted in the United States of America (GAAP) and the Governmental Accounting Standards Board's (GASB) guidance.

Connect Transit's Operating Fund is used to account for all general operations and activities. It is Connect Transit's intent that the costs of operations be financed through: the farebox revenue; advertising revenue; sales tax from the City of Bloomington and Town of Normal; and state and federal grants. Most of the operational funding is used to pay employee's salaries and benefits. Other operational funding goes to pay for things such as fuel, insurance, maintenance and utilities.

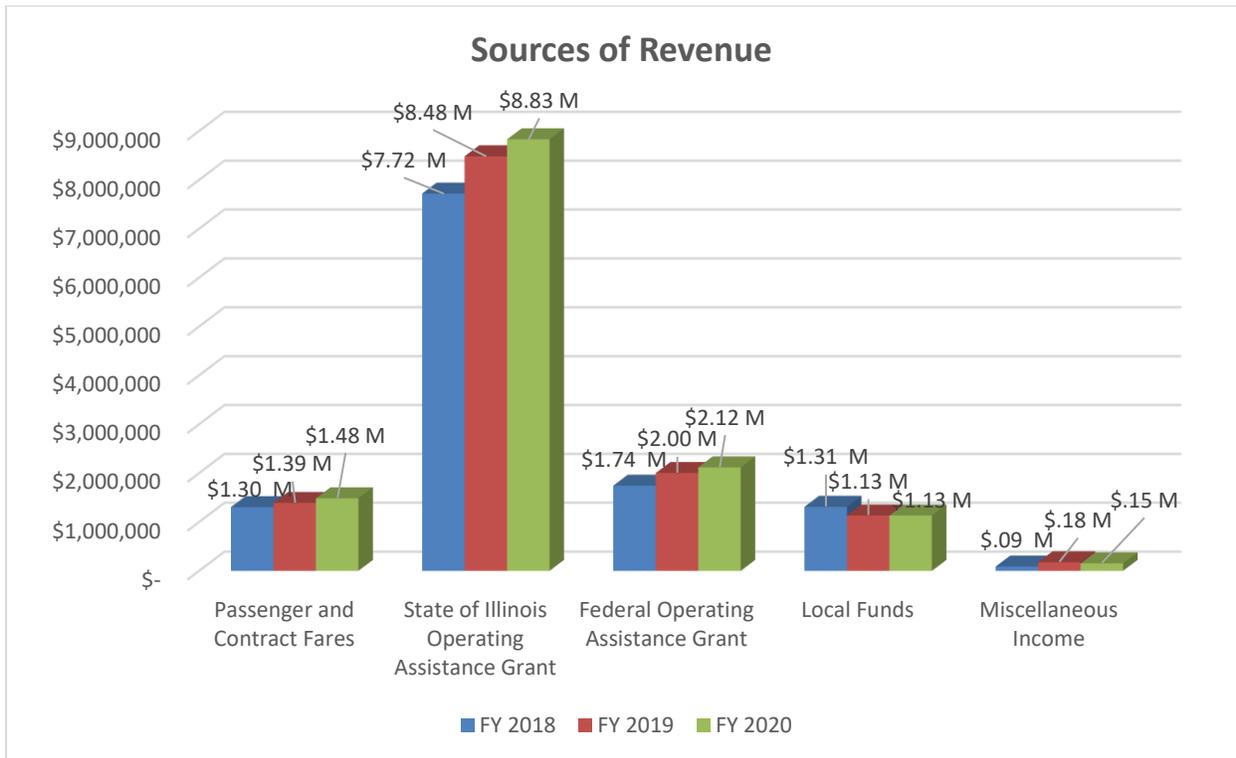
Connect Transit's Capital Fund is used to finance capital projects and fixed asset purchases such as revenue vehicle purchase, facility enhancements, technology upgrades, and more. Capital funds are collected from the City of Bloomington, the Town of Normal, the State of Illinois and a variety of Federal Transit Administration grants, including an annual Section 5307 appropriation.

Presented below is a summary of major operating revenues and expenditures. The capital budget summary can be found in the capital budget section on page 24.

Revenue:	FY 2018 Actual	FY 2019 Budget	FY 2020 Budget
Passenger and Contract Fares	\$1,303,139	\$1,389,000	\$1,484,000
Miscellaneous Income	87,982	176,000	153,000
Local	1,309,932	1,132,000	1,132,000
State of Illinois Operating Assistance Grant	7,719,588	8,482,000	8,830,000
Federal Operating Assistance Grant	1,742,929	2,002,000	2,118,000
<b>Total Revenue</b>	<b>12,163,570</b>	<b>13,181,000</b>	<b>13,717,000</b>
<b>Expenses:</b>			
Labor	7,311,970	7,727,000	7,911,000
Employee Benefits	1,880,372	2,444,000	2,573,000
Fuel and Lubricants	762,045	941,000	1,083,000
Bus Repair and Maintenance	618,548	588,000	496,000
Insurance	577,853	518,000	650,000
Professional Fees	282,257	325,000	310,000
Software Licenses and Supplies	153,899	169,000	209,000
Utilities	105,077	139,000	139,000
Miscellaneous	471,549	330,000	346,000
<b>Total Expenses</b>	<b>\$ 12,163,570</b>	<b>\$ 13,181,000</b>	<b>\$ 13,717,000</b>

In FY 2020, Connect Transit expects to receive \$1.48 million in farebox, pass sales, and universal access revenue, \$8.83 million in funds from the State of Illinois, \$2.12 million from federal funds, \$1.13 million from Local funds and \$.15 million from miscellaneous funds. Figure 1.1 compares actual sources of revenue for FY 2018, and budgeted sources of revenue for FY 2019 and FY 2020.

**Figure 1.1**



Passenger and contract fares is projected to increase from \$1.30 million to \$1.39 million to \$1.48 million in FY 2018, FY 2019, and FY 2020, respectively. The projected increase in FY 2020 is due to the passenger fare increase that will take effect on October 1, 2019.

Revenue from the State of Illinois is projected to increase from \$7.72 million to \$8.48 million to \$8.83 million in FY 2018, FY 2019 and FY 2020, respectively, and continues to be Connect Transit’s main source of revenue. This increase is due to the increase in expenses, since Connect Transit is reimbursed for 65% of eligible expenses.

Federal revenue for FY 2018 was \$1.74 million and is expected to increase to \$2.00 million in FY 2019. This increase was due to the increase in expenses from FY 2018 to FY 2019. In FY 2020, Connect Transit expects federal revenue to increase by \$.12 million due to the increase in expenses from FY 2019 to FY 2020.

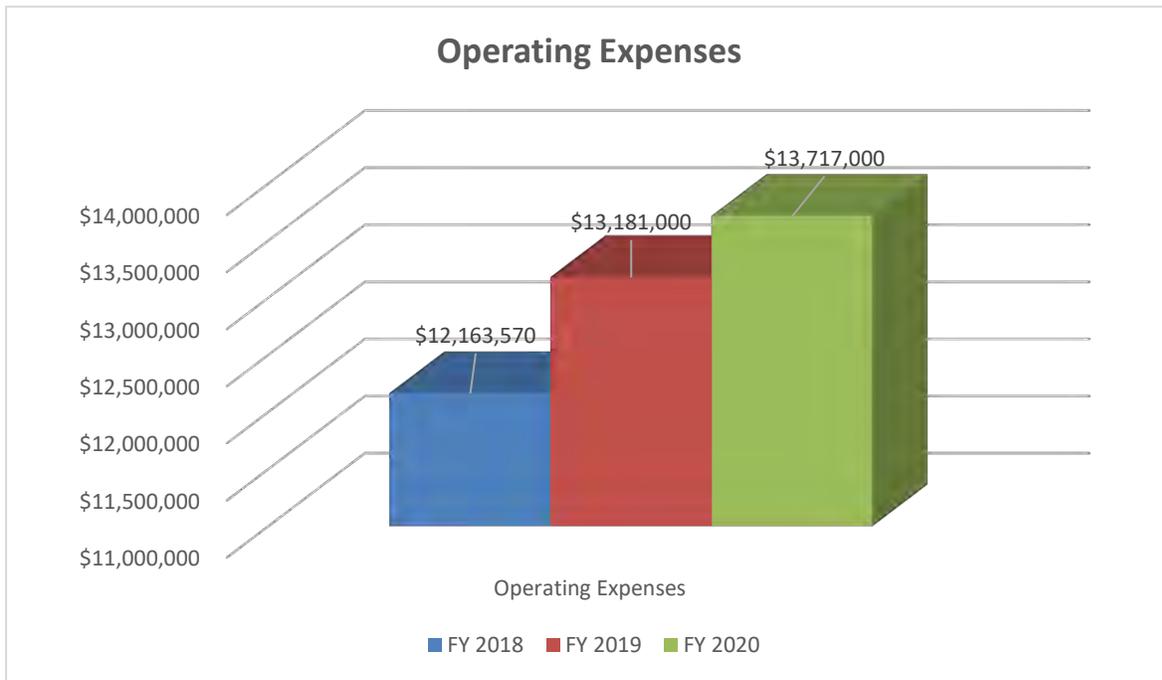
Local revenue is projected to decrease from \$1.31 million to \$1.13 million to \$1.13 million in FY 2018, FY 2019 and FY 2020, respectively. This decrease in FY 2019 is due to the demolition expense on the Oakland Avenue property in FY 2018.

Miscellaneous revenue for FY 2018 was \$.09 million and is expected to increase to \$.18 million in FY 2019 and decrease to \$.15 million in FY 2020. This projected decrease in FY 2020 is due to a projected decrease in advertising income.

### USES OF REVENUE

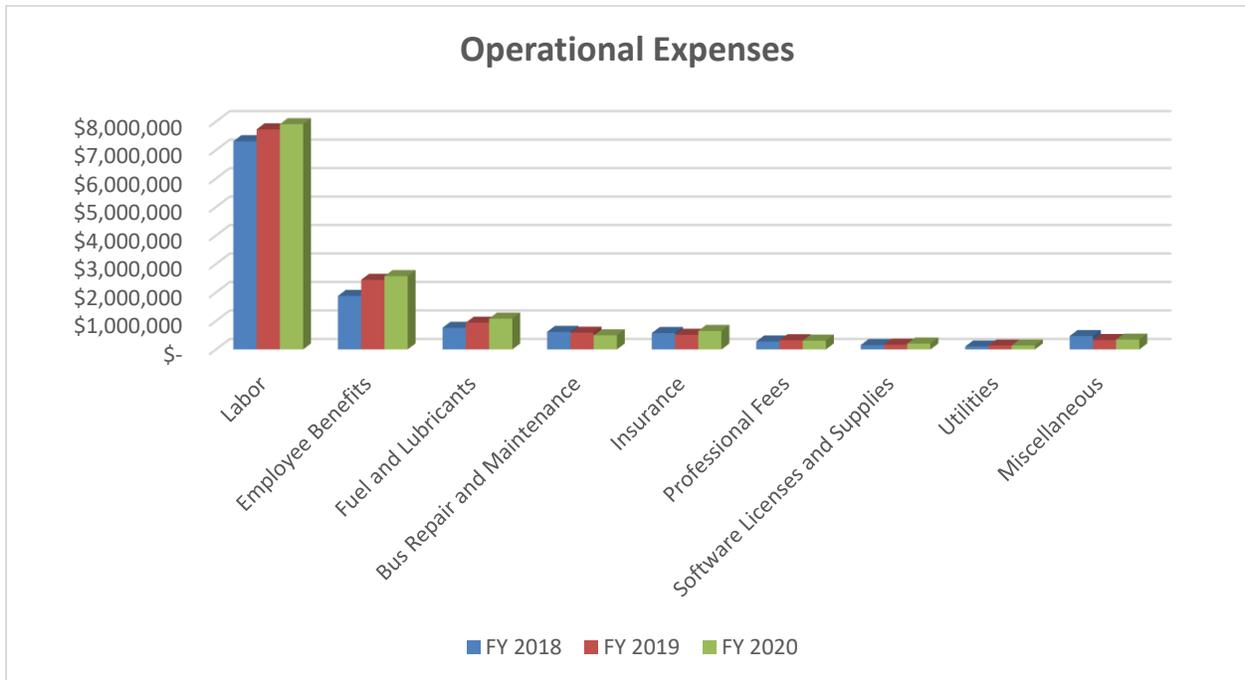
Connect Transit's budgeted operating expenses for FY 2020 are \$13.72 million. **Figure 1.2** illustrates actual operating expenses in FY 2018, and budgeted operating expenses in FY 2019 and FY 2020.

**Figure 1.2**



Connect Transit budgeted an increase of 4.07% in operational expenses from FY 2019 to FY 2020. **Figure 1.3** illustrates the increase in operational expenses from FY 2018 to FY 2020.

**Figure 1.3**



Labor is Connect Transit’s main use of revenues, with wages increasing approximately 2.38% from FY 2019 to FY 2020. There is an increase in Operation’s Labor, due to a projected increase in Connect Mobility hours from FY 2019 to FY 2020. All represented employees will receive an increase in wages, per the Collective Bargaining Agreement. Non-represented employees will receive an increase in wages based on performance.

In FY 2020, we are anticipating a projected 6.00% increase in our group insurance over FY 2019. This includes a projected 7.43% increase in Group Health Insurance.

Another significant expense category is Fuel and Lubricants. In FY 2019, Connect Transit budgeted \$2.20 per gallon of diesel, and budgeting \$2.56 per gallon of diesel in FY 2020. Connect Transit anticipates higher diesel prices per gallon in FY 2020 due to trends seen in diesel prices in early 2019 and the projections conveyed from the industry.

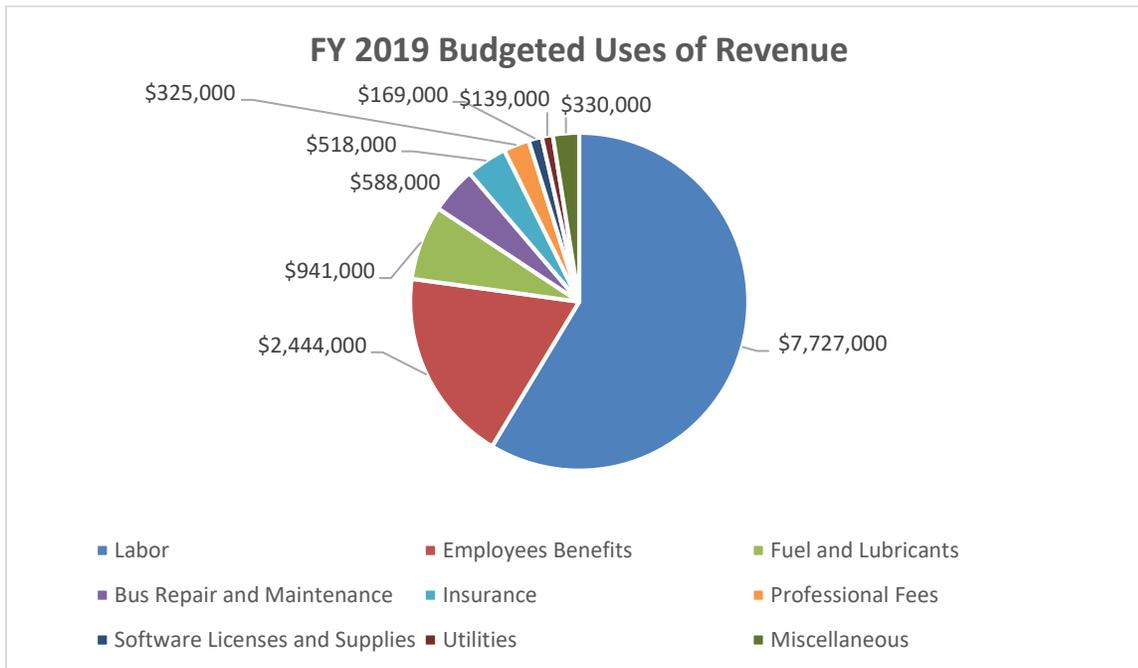
We are projecting a 15.65 % decrease in Bus Repair and Maintenance from FY 2019 to FY 2020. This decrease is due to the addition of new fixed route and demand response buses the last few years. Because Connect Transit has newer buses in its fleet, it does not anticipate having as many repairs in FY 2020.

Because of the newer buses in its fleet, Connect Transit is expecting its insurance to increase 25.48% from FY 2019 to FY 2020. The replacement value of the newer buses is greater than the replacement

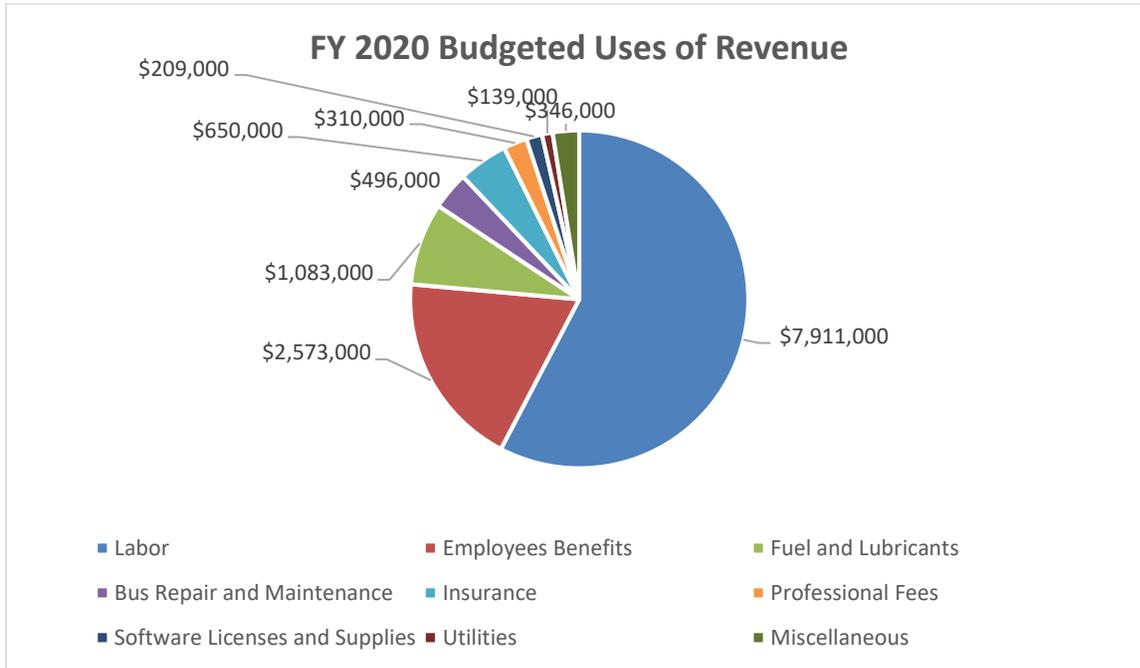
value of the buses that are replaced, because of this the insurance premiums to cover the buses has increased.

**Figure 1.4** illustrates the breakdown of expenditures in FY 2019. **Figure 1.5** illustrates the breakdown of expenditures in FY 2020.

**Figure 1.4**

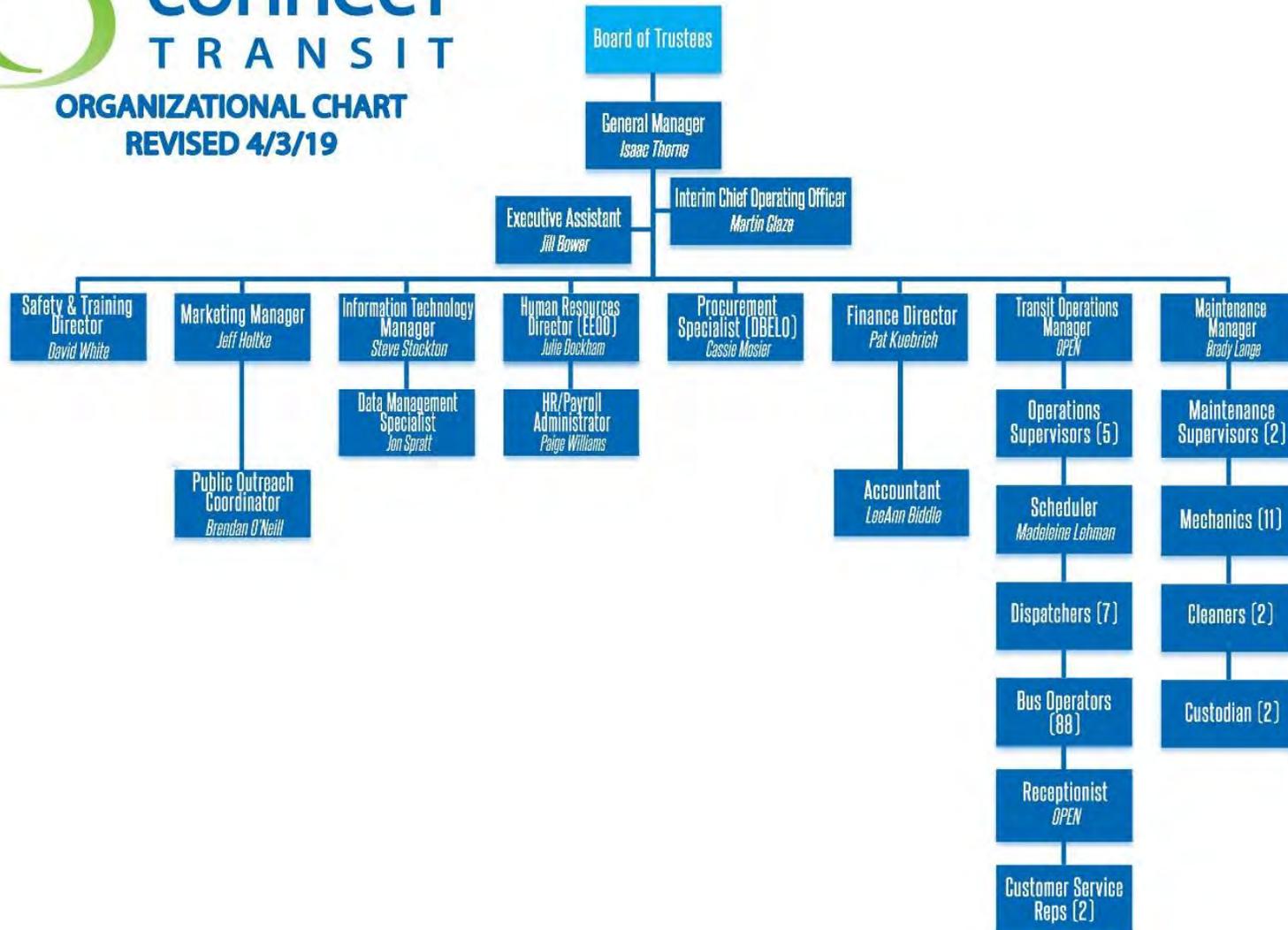


**Figure 1.5**





**connect**  
TRANSIT  
ORGANIZATIONAL CHART  
REVISED 4/3/19



## **BASIS OF ACCOUNTING AND BUDGETING**

The “basis of accounting” and “basis of budgeting” determine when revenues and expenditures are recognized for purposes of financial reporting and budget control. Connect Transit’s budget and financial statements are reported in accordance with generally accepted accounting principles on the accrual basis of accounting. The accrual basis of accounting recognizes revenue when it is earned and expenses when incurred. Connect Transit does not budget for depreciation expense.

## **FINANCIAL POLICIES**

Financial policies establish goals and targets for Connect Transit’s financial operations so that the Board can monitor how well Connect Transit is performing. Formal financial policies provide for a consistent approach to fiscal strategies and set forth guidelines to measure financial performance and future budgetary programs.

The information below contains Connect Transit’s policy frameworks in the following areas:

- (1) General Financial Goals
- (2) Operating Management
- (3) Operating Budget
- (4) Capital Budget and Planning
- (5) Accounting and Financial Reporting

### **General Financial Goals**

- To ensure delivery of an adequate level of service by assuring reliance on ongoing resources and by maintaining an adequate financial base.
- To ensure that Connect Transit is in a position to respond to changes in the economy or funding without an undue amount of financial stress.
- To adhere to the highest accounting and management policies as set by the Government Finance Officers’ Association, the Government Accounting Standards Board, and other professional standards for financial reporting and budgeting.

### **Operating Management Policies**

- Long-Range Planning – All departments share in the responsibility of meeting policy goals and ensuring long-term financial health. Future service plans and future capital purchases will be developed to reflect projected expenditures, projected resources, and future service requirements.
- Forecasts – Balanced revenue and expenditure forecasts will be prepared to examine Connect Transit’s ability to absorb operating costs due to changes in the economy, funding, and capital improvements.
- Cash and Investments – Cash and investment programs will be maintained in accordance with the current investment policy to ensure that proper controls and safeguards are maintained.

Connect Transit funds will be managed in a prudent and diligent manner with an emphasis on safety of principal, liquidity, and financial return on principal, in that order.

#### Operating Budget

- Budget Development – Budget development will use strategic fiscal planning, conservative revenue forecasts, and expenditure forecast. The process will include a diligent review of revenues and expenditures by management and the Board of Trustees.
- Balanced Budget – Current expenditures will be funded by current fare, advertising revenue, City of Bloomington, Town of Normal, state of Illinois, and federal funds. Connect Transit’s budget is a balanced budget in that Connect Transit does not intend for a deficit or surplus. Connect Transit’s budgeted revenues and expenditures are equal.

#### Capital Budget and Planning

- Capital Improvement Plan Development – A five-year Capital Improvement Plan (CIP) will be developed and updated annually, including anticipated funding sources. Capital improvement projects are defined as equipment, infrastructure purchases, or construction that results in a capitalized asset costing more than \$10,000.00 and having a useful (depreciable) life of one (1) year or more. Connect Transit will incorporate future operating, maintenance and replacement costs associated with new capital improvements into the budget document.

#### Accounting and Financial Reporting

- Accounting and Reporting Methods – Connect Transit’s accounting and financial reporting systems will be maintained in conformance with all state and federal laws, generally accepted accounting principles (GAAP), standards of the Governmental Accounting Standards Board (GASB) and the Government Finance Officers Association (GFOA).
- Fiscal Monitoring – The Finance Department provides the Board with a monthly financial report that provides year-to-date budget to actual performance.
- Internal Controls – Financial systems will maintain internal controls to monitor revenues and expenditures on an ongoing basis.

## OPERATING BUDGET PROCESS

This section describes the process for preparing, reviewing, and adopting the operating budget for the upcoming fiscal year. It also includes procedures for amending the budget after adoption. Connect Transit uses the accrual basis of accounting for budgeting, which is the same basis of accounting used in the audited financial statements.

Connect Transit's budget development process began in December with the Finance Department meeting with the department heads to discuss any expected significant increases or decreases to line item expenses in the operating budget. After those meetings, the Finance Department drafted a budget to present to the General Manager. The General Manager, Finance Director and department heads then met to discuss the budget for the upcoming year. Once the draft budget is agreed upon, the Finance Department presented the draft budget to the Board of Trustees at a work session in January. At the work session, the Trustees reviewed the budget. The annual Budget Document will be presented to the Board of Trustees on April 23, 2019. After discussion, Board members will vote on the Budget Document. The budget calendar shown below is used to supplement this narrative information.

Connect Transit's Board of Trustees must approve any adjustment that will increase the expenses to the operating budget.

## BUDGET CALENDAR

<u>Date Completed</u>	<u>Task</u>
December 2018	Finance Department meets with all departments to discuss and develop a preliminary budget.
January 2019	Administrative staff meet with departments to review and discuss requests.  Administrative review is completed.  Draft budget is distributed to the Board during a work session open to the general public for purposes of budget review.
April 2019	Finance Department finalizes FY 2019 – 2020 budget based on suggestions from the Board work session and public engagement sessions.  Board approves the FY 2019 – 2020 annual budget.

### Bloomington Normal Public Transit System FY 2019 - 2020 Operating Budget

	FY 2018 Actual	FY 2019 Budget	FY 2020 Budget	Change from FY 2019	Change from FY 2019
<b>Operating Revenue</b>					
Passenger Fares	661,693.86	654,000.00	784,000.00	130,000.00	19.88%
ISU Contract Fares	535,809.96	545,000.00	559,000.00	14,000.00	2.57%
Other Contract Fares	105,635.16	190,000.00	141,000.00	(49,000.00)	-25.79%
Advertising Revenue	70,251.00	172,500.00	150,000.00	(22,500.00)	-13.04%
Miscellaneous Revenue	17,729.86	3,500.00	3,000.00	(500.00)	-14.29%
<b>Total Operating Revenue</b>	<b>1,391,119.84</b>	<b>1,565,000.00</b>	<b>1,637,000.00</b>	<b>72,000.00</b>	<b>4.60%</b>
<b>Operating Expenses</b>					
Operations Wages	5,461,219.44	5,512,000.00	5,772,000.00	260,000.00	4.72%
Maintenance Wages	1,101,653.66	1,191,000.00	1,120,000.00	(71,000.00)	-5.96%
Administration Wages	749,100.32	1,024,000.00	1,019,000.00	(5,000.00)	-0.49%
Employer Payroll Tax Expense	575,580.51	633,000.00	648,000.00	15,000.00	2.37%
Retirement Plan	291,042.09	368,000.00	382,000.00	14,000.00	3.80%
Group Insurance	1,341,924.16	1,657,000.00	1,756,000.00	99,000.00	5.97%
Uniform Expense	32,252.19	36,000.00	37,000.00	1,000.00	2.78%
Professional Services	279,062.89	325,000.00	310,000.00	(15,000.00)	-4.62%
Outside Repair - Labor	87,392.78	112,000.00	69,000.00	(43,000.00)	-38.39%
Contract Maintenance Services	135,752.15	117,000.00	110,000.00	(7,000.00)	-5.98%
Custodial Services	11,260.07	16,000.00	16,000.00	-	0.00%
Employment Expenses	16,049.97	12,000.00	16,000.00	4,000.00	33.33%
Fuel	724,662.09	897,000.00	1,039,000.00	142,000.00	15.83%
Lubricants	37,547.08	44,000.00	44,000.00	-	0.00%
Tires	80,865.99	91,000.00	90,000.00	(1,000.00)	-1.10%
Bus Repair Parts	283,365.66	195,000.00	171,000.00	(24,000.00)	-12.31%
Other Materials and Supplies	39,512.84	57,000.00	40,000.00	(17,000.00)	-29.82%
Shelters/Signs/Shop Tools	6,723.23	10,000.00	10,000.00	-	0.00%
Computer and Office Supplies	138,893.19	159,000.00	199,000.00	40,000.00	25.16%
Utilities	106,113.34	139,000.00	139,000.00	-	0.00%
Corporate Insurance	249,678.48	268,000.00	400,000.00	132,000.00	49.25%
Dues/Subscriptions/Fees	48,624.08	50,000.00	52,000.00	2,000.00	4.00%
Printing/Marketing/Training	365,290.65	268,000.00	278,000.00	10,000.00	3.73%
<b>Total Operating Expenses</b>	<b>12,163,566.86</b>	<b>13,181,000.00</b>	<b>13,717,000.00</b>	<b>536,000.00</b>	<b>4.07%</b>
<b>Operating Revenue</b>					
Local Revenue	1,391,119.84	1,565,000.00	1,637,000.00	72,000.00	4.60%
State Support	1,309,930.02	1,132,000.00	1,132,000.00	-	0.00%
Federal Support	7,719,588.00	8,482,000.00	8,830,000.00	348,000.00	4.10%
Total Revenue and Support	1,742,929.00	2,002,000.00	2,118,000.00	116,000.00	5.79%
<b>Total Revenue and Support</b>	<b>12,163,566.86</b>	<b>13,181,000.00</b>	<b>13,717,000.00</b>	<b>536,000.00</b>	<b>4.07%</b>

**Bloomington Normal Public Transit System  
Seven Year Operating Budget**

	FY 2018 Actual	FY 2019 Budget	FY 2020 Budget	FY 2021 Budget	FY 2022 Budget	FY 2023 Budget	FY 2024 Budget
<b>Operating Revenue</b>							
Passenger Fares	661,693.86	654,000.00	784,000.00	831,000.00	887,000.00	928,000.00	956,000.00
ISU Contract Fares	535,809.96	545,000.00	559,000.00	573,000.00	587,000.00	601,000.00	615,000.00
Other Contract Fares	105,635.16	190,000.00	141,000.00	148,000.00	155,000.00	163,000.00	171,000.00
Advertising Revenue	70,251.00	172,500.00	150,000.00	150,000.00	150,000.00	150,000.00	150,000.00
Miscellaneous Revenue	17,729.86	3,500.00	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00
<b>Total Operating Revenue</b>	<b>1,391,119.84</b>	<b>1,565,000.00</b>	<b>1,637,000.00</b>	<b>1,705,000.00</b>	<b>1,782,000.00</b>	<b>1,845,000.00</b>	<b>1,895,000.00</b>
<b>Operating Expenses</b>							
Operations Wages	5,461,219.44	5,512,000.00	5,772,000.00	6,061,000.00	6,364,000.00	6,682,000.00	7,016,000.00
Maintenance Wages	1,101,653.66	1,191,000.00	1,120,000.00	1,154,000.00	1,189,000.00	1,225,000.00	1,262,000.00
Administration Wages	749,100.32	1,024,000.00	1,019,000.00	1,050,000.00	1,082,000.00	1,114,000.00	1,147,000.00
Employer Payroll Tax Expense	575,580.51	633,000.00	648,000.00	667,000.00	687,000.00	708,000.00	729,000.00
Retirement Plan	291,042.09	368,000.00	382,000.00	393,000.00	405,000.00	417,000.00	430,000.00
Group Insurance	1,341,924.16	1,657,000.00	1,756,000.00	1,932,000.00	2,125,000.00	2,338,000.00	2,572,000.00
Uniform Expense	32,252.19	36,000.00	37,000.00	38,000.00	39,000.00	40,000.00	41,000.00
Professional Services	279,062.89	325,000.00	310,000.00	319,000.00	329,000.00	339,000.00	349,000.00
Outside Repair - Labor	87,392.78	112,000.00	69,000.00	71,000.00	73,000.00	75,000.00	77,000.00
Contract Maintenance Services	135,752.15	117,000.00	110,000.00	113,000.00	116,000.00	119,000.00	123,000.00
Custodial Services	11,260.07	16,000.00	16,000.00	17,000.00	18,000.00	19,000.00	20,000.00
Employment Expenses	16,049.97	12,000.00	16,000.00	17,000.00	18,000.00	19,000.00	20,000.00
Fuel	724,662.09	897,000.00	1,039,000.00	1,070,000.00	1,102,000.00	1,135,000.00	1,169,000.00
Lubricants	37,547.08	44,000.00	44,000.00	45,000.00	46,000.00	47,000.00	48,000.00
Tires	80,865.99	91,000.00	90,000.00	93,000.00	96,000.00	99,000.00	102,000.00
Bus Repair Parts	283,365.66	195,000.00	171,000.00	176,000.00	181,000.00	186,000.00	192,000.00
Other Materials and Supplies	39,512.84	57,000.00	40,000.00	41,000.00	42,000.00	43,000.00	44,000.00
Shelters/Signs/Shop Tools	6,723.23	10,000.00	10,000.00	10,000.00	11,000.00	11,000.00	12,000.00
Computer and Office Supplies	138,893.19	159,000.00	199,000.00	205,000.00	211,000.00	217,000.00	224,000.00
Utilities	106,113.34	139,000.00	139,000.00	143,000.00	147,000.00	151,000.00	156,000.00
Corporate Insurance	249,678.48	268,000.00	400,000.00	412,000.00	424,000.00	437,000.00	450,000.00
Dues/Subscriptions/Fees	48,624.08	50,000.00	52,000.00	54,000.00	56,000.00	58,000.00	60,000.00
Printing/Marketing/Training	365,290.65	268,000.00	278,000.00	286,000.00	295,000.00	304,000.00	313,000.00
<b>Total Operating Expenses</b>	<b>12,163,566.86</b>	<b>13,181,000.00</b>	<b>13,717,000.00</b>	<b>14,367,000.00</b>	<b>15,056,000.00</b>	<b>15,783,000.00</b>	<b>16,556,000.00</b>
<b>Operating Revenue</b>							
Local Revenue	1,309,930.02	1,132,000.00	1,132,000.00	1,132,000.00	1,132,000.00	1,132,000.00	1,132,000.00
State Support	7,719,588.00	8,482,000.00	8,830,000.00	9,253,000.00	9,701,000.00	10,173,000.00	10,676,000.00
Federal Support	1,742,929.00	2,002,000.00	2,118,000.00	2,277,000.00	2,441,000.00	2,633,000.00	2,853,000.00
<b>Total Revenue and Support</b>	<b>12,163,566.86</b>	<b>13,181,000.00</b>	<b>13,717,000.00</b>	<b>14,367,000.00</b>	<b>15,056,000.00</b>	<b>15,783,000.00</b>	<b>16,556,000.00</b>

## CAPTIAL BUDGET SUMMARY

The FY 2020 Capital Budget is funded through multiple sources, including Federal Transit Administration (FTA) 5307 Formula Funds, FTA 5339 Bus and Bus Facilities Funds, State of Illinois Debt Service Funds, State of Illinois capital grants, and funding from the City of Bloomington and the Town of Normal.

Unlike most large transit agencies, Connect Transit allocates a significant portion of FTA 5307 capital funds toward operations, which is allowed by the FTA. Connect Transit does not have any current debt obligations but does intend to enter debt obligations in the future in order to use debt service funds through the State of Illinois Downstate Operating Assistance Program (DOAP). The debt obligations that Connect intends to enter will be short-term from three to six months. A capital expenditure is the use of funds in order to purchase fixed assets with a useful life of at least one year.

Presented below is a summary of major capital funds and expenditures for FY 2019 and FY 2020.

<b>Capital Funding</b>	<u>FY 2019 Budget</u>	<u>FY 2020 Budget</u>
<b>Beginning Capital Funds</b>	\$6,366,167	\$ 6,900,237
FTA Section 5307	-	262,300
FTA Section 5339	-	250,000
State of Illinois - Debt Service	-	1,153,100
City of Bloomington	504,780	534,655
Town of Normal	<u>427,290</u>	<u>452,620</u>
<b>Total Capital Funding</b>	7,298,237	9,552,912
 <b>Capital Expenditures</b>		
Major Capital Projects	-	1,200,000
Facilities, Maintenance and Support Equipment	-	300,000
Passenger Amenities	398,000	355,000
Other Capital Expenditures	<u>-</u>	<u>124,000</u>
<b>Total Capital Expenditures</b>	<u>398,000</u>	<u>1,979,000</u>
 <b>Ending Capital Funds</b>	<u><u>\$6,900,237</u></u>	<u><u>\$ 7,573,912</u></u>

## CAPITAL BUDGET PROCESS

As part of Connect Transit's budgeting process, the Finance Department meets annually with managers responsible for certain activity line items in the grants (IT Manager in charge of IT-related items, Maintenance Manager in charge of shop capital and maintenance items, etc.). During this meeting, managers are asked about any expected increases/decreases they foresee related to their activity line items. Capital projects are considered throughout the year and are approved by the Board of Trustees. After the meeting, the Finance Department develops a capital budget based on the input of department managers and presents the capital budget to the Board of Trustees. The Board of Trustees approves it during the Budget board meeting in April or May. The budget calendar shown on page 21 is used to supplement this narrative information.

## SIGNIFICANT CAPITAL BUDGETARY ITEMS AND TRENDS

### **Revenues**

During the budget development stage, significant assumptions - influenced by current legislative acts, historical trends, and long-term agency goals and objectives - are considered to ensure accuracy of the capital budget document. Although Connect Transit tries to make the document as accurate as possible, estimated numbers may differ significantly from actual expenditures due to the timing of capital project expenditures or unforeseen circumstances.

A key assumption is that *Section 5307* grant funds will stay flat year-over-year starting in FY 2021. The *Fixing America's Surface Transportation Act (FAST)* went into effect on December 4, 2015 and is set to end in FY 2020. With legislation authorized to replace the FAST Act, Connect Transit is budgeting the *Section 5307* grant funds to remain flat.

Another assumption is that the State of Illinois will create a *Capital Grant Program* for transit agencies. The last *Capital Grant Program* in which Connect Transit received grants funds was in 2014. Since there is no set *Capital Grant Program* at this time, Connect Transit is not guaranteed to receive the necessary capital grant funds.

Under the *State of Illinois Downstate Operating Assistance Program (DOAP)*, Connect Transit can purchase capital items through DOAP funding. In order to do this, Connect Transit needs to set up debt service funding through a bank. Connect Transit is assuming the DOAP will continue to allow the purchase of capital items through debt service.

### **Expenditures**

Revenue vehicles are the most valuable capital assets Connect Transit owns and are greatly considered during the development stage of creating the capital budget. Connect Transit plans to send out a *Request for Proposal* at the end of FY 2019 or the beginning of FY 2020, for heavy-duty electric buses. Connect Transit plans to receive four (4) of these buses in each year beginning in FY 2021 through FY 2024.

Connect Transit plans to install solar arrays to the roof of the maintenance facility to supply a portion of Connect Transit's electric load consumption. Connect Transit's intent is to engage the services of

qualified contractors to purchase the solar panels and install an electrical system to support it. Furthermore, Connect Transit will be purchasing electric buses and the solar panels will help offset the cost of charging the buses.

Adding infrastructure will be another major focus for Connect Transit in the next few years. The preliminary planning for a downtown Bloomington transfer center will be performed in FY 2020. Connect Transit plans to complete the building of a new downtown Bloomington transfer center in FY 2023.

On the next page is Connect Transit's FY 2020 Capital Budget with an extended five-year estimate.

## 2019 - 2020 Capital Budget

	FY 2018 Actual	FY 2019 Budget	FY 2020 Budget	FY 2021 Estimated	FY 2022 Estimated	FY 2023 Estimated	FY 2024 Estimated
<b>Capital Funding</b>							
<b>Beginning Capital Funds Balance</b>	\$ 6,059,226	\$ 6,366,167	\$ 6,900,237	\$ 7,573,912	\$ 8,428,237	\$ 9,131,162	\$ 8,033,177
FTA Section 5307 Apportionment	1,233,333	-	262,300	90,000	157,000	6,000,000	1,700,000
FTA Section 5339 Bus & Bus Facilities	255,000	-	250,000	1,400,000	1,400,000	4,400,000	-
FTA Section 5316 Job Access and Reverse Commute	45,246	-	-	-	-	-	-
State of Illinois - Capital Program	3,360,000	-	-	-	-	3,000,000	-
State of Illinois - DOAP - Debt Service	-	-	1,153,100	3,014,050	3,134,650	2,758,340	3,141,090
City of Bloomington	441,353	504,780	534,655	534,655	534,655	534,655	534,655
Town of Normal	382,589	427,290	452,620	452,620	452,620	452,620	452,620
<b>Total Budgeted Sources of Funds for Capital Items</b>	<b>11,776,747</b>	<b>7,298,237</b>	<b>9,552,912</b>	<b>13,065,237</b>	<b>14,107,162</b>	<b>26,276,777</b>	<b>13,861,542</b>
<b>Capital Expenditures</b>							
Major Capital Projects							
Revenue Vehicle Purchase - 40' Diesel Buses	4,605,243	-	-	-	-	-	-
Revenue Vehicle Purchase - Light Duty LPG Buses	614,080	-	-	-	-	-	-
Solar Array and Electric Bus Charging Stations	-	-	1,200,000	-	-	-	-
Revenue Vehicle Purchase - 40' Electric Buses	-	-	-	4,000,000	4,120,000	4,243,600	4,370,908
Revenue Vehicle Engine/Transmission Rebuild	-	-	-	450,000	665,000	-	1,000,000
Downtown Transfer Center	-	-	-	-	-	14,000,000	-
Facilities, Maintenance and Support Equipment							
Maintenance Build-out for Showers	-	-	100,000	-	-	-	-
Replace Administration HVAC System	-	-	200,000	-	-	-	-
Automatic Farebox Collection	57,000	-	-	-	-	-	-
Security Cameras and Equipment	10,853	-	-	-	-	-	-
Passenger Amenities							
Bus Shelters, Pads, Seating, and Lighting	103,160	398,000	105,000	187,000	71,000	-	120,000
Customer Service Center in Uptown Station	-	-	250,000	-	-	-	-
Other Capital Expenditures							
Service Vehicles	20,244	-	124,000	-	120,000	-	-
<b>Total Budgeted Capital Expenditures</b>	<b>5,410,580</b>	<b>398,000</b>	<b>1,979,000</b>	<b>4,637,000</b>	<b>4,976,000</b>	<b>18,243,600</b>	<b>5,490,908</b>

## MAJOR CAPITAL PROJECTS

Generally, capital projects are funded through the annual 5307 formula allocation which requires a twenty percent (20%) local match, which can be financed through a variety of other capital sources (revenue vehicles purchases are also financed through Section 5339 discretionary grant funds). The local tax revenue by the City of Bloomington and Town of Normal is then used as the local match. The State of Illinois has Capital Grant Programs in certain years. Also, the State of Illinois *Downstate Operating Program* allows capital purchases that have been purchased through debt service. As described below, Connect Transit's capital projects are considered significant non-recurring capital expenditures and must be financed with capital grant funds and must be greater than \$10,000 in total cost. These projects are expected to be paid for and completed in 2020.

Description of Capital Projects:

### **Solar Array and Electric Bus Charging Stations**

Connect Transit is seeking bids for solar panels and an electrical system to support it to be installed on the roof of the maintenance facility to supply a portion of Connect Transit's electric load consumption. Connect Transit will be purchasing electric buses, so Connect will need to install electric bus charging stations in the maintenance facility.

### **Effect on Operating Budget**

It is expected electrical expenses will decrease with the addition of solar panels and battery storage of electricity.

### **Maintenance Building Build-out for Showers**

Connect Transit is receiving engineering and design work from a contractor for installing showers in the maintenance facility. The *Request for Proposal* should be released by the end of FY 2019. The showers will be beneficial to Connect Transit employees, especially maintenance staff.

### **Effect on the Operating Budget**

This project will have little to no effect of the operating budget.

### **Replace Administration Building HVAC System**

Connect Transit will contract with a company to replace the administration building HVAC system. Over the past two (2) years, the administration building HVAC system has been deteriorating. Two of the seven units have been replaced. Connect Transit sees this as an ongoing problem and will look to replace the system.

### **Effect on the Operating Budget**

This project will have little to no effect of the operating budget.

### **Bus Shelters, Concrete Pads, Seating, and Lighting**

Connect Transit has a three-year contract to improve 58 bus stops. The infrastructure of Connect Transit's service area is a desperate need of bus shelters, concrete pads, seating, and lighting for our customers and their safety.

Effect on the Operating Budget

This project will have little to no effect of the operating budget.

**Customer Service Center in Uptown Station**

Connect Transit has a preliminary design for the customer service center in Uptown Station. This service center will help Connect Transit help customers at the busiest transfer center in the system.

Effect on the Operating Budget

This project may require the hiring of an additional Customer Service Representative and a minimal amount of other operating costs.

**Service Vehicles**

Connect Transit has four (4) service vehicles past their useful lives that need to be replaced. Connect Transit will be starting the procurement process in the beginning of FY 2020.

Effect on the Operating Budget

This project will have little to no effect of the operating budget.

## POSITION SUMMARY SCHEDULE

**Figure 1.6** shows a comparison of the actual number of personnel in FY 2018 and projected number of personnel for FY 2019 and FY 2020.

**Figure 1.6**

Personnel	FY 2018	FY 2019	FY 2020
Operations Supervision	6	6	6
Dispatchers/Customer Service Reps	9	11	11
Operators	89	88	88
Maintenance Supervision	3	4	4
Maintenance	18	15	15
Administrative	11	13	14
Total	<u>136</u>	<u>137</u>	<u>138</u>

In FY 2019, Connect Transit hired a Public Outreach Coordinator and a Marketing Intern to assist Administration.

In FY 2020, Connect Transit anticipates hiring an additional Marketing Intern to assist Administration.

## **Department Descriptions**

### **EXECUTIVE DEPARTMENT**

The Executive Department is made up of the General Manager and Executive Assistant. The General Manager is charged with executing Board policy decisions and providing direction to Connect Transit staff as they work to fulfill the mission and goals of the organization.

### **SAFETY AND TRAINING DEPARTMENT**

The Safety and Training Department is made up of the Safety and Training Director. The training side of this department is responsible for new employee general intake training, new bus operator training, maintenance training, commercial licensing of employees, and continuing education of employees. The safety side of this Department is responsible for accident prevention, safety initiatives, vehicle safety, license and background checks, facilities safety, employee safety, OSHA compliance, substance abuse program, and the Safety Committee.

### **MARKETING AND BUSINESS DEVELOPMENT DEPARTMENT**

The Marketing and Business Development Department is made up of the Marketing and Business Development Manager and the Public Outreach Coordinator. This department is responsible for directing and managing the outreach, advertising, marketing, promotional activities, and community relations of Connect Transit.

### **INFORMATION TECHNOLOGY DEPARTMENT**

The Information Technology Department is made up of the Information Technology Manager and the Information Technology Specialist. This Department is responsible for managing the information technology and computer systems, ensuring technology is accessible and equipped with current hardware and software, and monitoring and maintaining technology to ensure maximum access.

### **HUMAN RESOURCES DEPARTMENT**

The Human Resources Department is made up of the Human Resources Director and the Human Resources/Payroll Administrator. This Department is responsible for hiring of personnel, labor relations and discipline management, maintaining employee benefits, management of insurance, and processing payroll.

### **PROCUREMENT DEPARTMENT**

The Procurement Department is made up of the Procurement Specialist. This Department is responsible for purchasing materials and services, continuously evaluating the price of materials and services purchased, ensuring timely delivery of materials, and ensuring that Connect Transit is complying with all procurement policies.

### **FINANCE DEPARTMENT**

The Finance Department is made up of the Finance Director and the Accountant. This Department is responsible for preparing the annual budget, coordinating the year-end audit, analyzing, reconciling and maintaining financial records, and treasury management.

### **OPERATIONS AND MAINTENANCE DEPARTMENT**

This Department consists of the Chief Operating Officer, Transit Operations Manager, Operations Supervisors, Dispatchers, Bus Operators, Maintenance Manager, Maintenance Supervisors, Mechanics, Cleaners, and Custodians. This Department is responsible for providing safe, dependable, and on-time service to our customers. It is also responsible for all maintenance of Connect Transit vehicles, facility grounds and facility maintenance that consist of the administration and maintenance buildings, and cleanup of Connect Transit shelters around the service area.

## **SUPPLEMENTAL INFORMATION**

## **CONNECT TRANSIT AT A GLANCE**

In 1972, the City of Bloomington and Town of Normal, by an *Intergovernmental Agreement*, established an intergovernmental agency known as the Bloomington Normal Public Transit System after the privately-owned National City bus company left the Bloomington-Normal market. The transit system operates as an independent agency governed by a Board of Trustees appointed by both the City of Bloomington and Town of Normal. In 2012, the transit system rebranded as Connect Transit.

### **SERVICE AREA**

The operating area of the Connect Transit is the combined corporate limits of the City of Bloomington and the Town of Normal.

### **DESCRIPTION OF SERVICES AND FLEET**

Connect Transit operates up to 26 buses on 14 fixed routes, including campus and late-night service. Connect Transit, under the name of Connect Mobility, provides demand – response service to all paratransit eligible riders within the *American with Disabilities Act* guidelines.

Connect Transit maintains a fleet of 39 buses for its 14 fixed routes. Included in this fleet are (10) 2018 New Flyer 40' buses, (7) 2016 New Flyer 40' buses, (5) 2015 New Flyer 40' buses, (4) 2011 Gillig 35' buses, (1) 2010 Gillig 35' bus, (2) 2008 Gillig 30' buses, and (10) 2003 New Flyer 40' buses.

Connect Mobility's paratransit fleet has 20 buses and includes (9) 2018 Ford E-450 vans, (4) 2017 Ford E-450 vans, (1) 2013 Startrans Senator van, (1) 2012 Startrans Senator van, (3) 2011 Eldorado Aerotech vans, and (2) 2009 Startrans Supreme vans.

## BOARD OF TRUSTEES

Connect Transit is comprised of seven (7) members appointed by the City of Bloomington and the Town of Normal. The City Managers for the City and Town are Ex officio members.

### Appointed (Four Year Term)

<u>Name</u>	<u>Position</u>	<u>Appointed By</u>	<u>Expiration Date</u>
Mike McCurdy	Chairman	Normal	June 30, 2021
Ryan Whitehouse	Vice Chairman	Bloomington	June 30, 2020
John Bowman	Secretary	Bloomington	June 30, 2019
Judy Buchanan	Trustee	Bloomington	June 30, 2021
Monica Bullington	Trustee	Bloomington	June 30, 2022
Julie Hile	Trustee	Normal	June 30, 2022
(Vacant)	Trustee	Normal	
Tim Gleason	Ex officio	Bloomington	No expiration
Pam Reece	Ex officio	Normal	No expiration

## **Budget Glossary**

**ACTUAL** – The actual figures in the budget document are year-end actual totals for the fiscal year preceding the budget year.

**BUDGET** – A financial plan for a specified period of time (fiscal year) that matches all planned revenues and expenditures.

**CAPITAL INVESTMENT** - A nonrecurring project, including but not limited to: construction of or major alterations; remodeling or repair of physical facilities, buildings, structures, fixed equipment and landscaping.

**CAPITAL INVESTMENT PROGRAM** - A plan for capital expenditures to provide long-lasting physical improvements to be incurred over a fixed period of several future years.

**CONNECT TRANSIT** – Bloomington Normal Public Transit System

**DEPRECIATION** - A method of allocating the cost of a tangible asset over its useful life.

**DOAP** – State of Illinois’ Downstate Operating Assistance Program

**ESTIMATE** - Revenue and expenditure estimates for the current fiscal year, which are developed as part of the budget preparation process.

**EXPENDITURE** - This term refers to the outflow of funds paid or to be paid for an asset obtained or goods and services obtained, regardless of when the expense is actually paid.

**EXPENSES** - Charges incurred, whether paid immediately or unpaid, for operation, maintenance, and other charges.

**FISCAL YEAR** - The time period designated by Connect Transit signifying the beginning and ending period for recording financial transactions. Connect Transit has a fiscal year of July 1st through June 30th.

**FIXED ASSETS** - Assets of long-term character, which are intended to continue to be held or used, such as land, buildings, machinery, furniture and other equipment.

**FTA** - Federal Transit Administration

**FUND BALANCE** - The excess of assets over liabilities and is, therefore, also known as surplus funds.

**GAAP** – Generally Accepted Accounting Principles

**GASB** – Government Accounting Standards Board

**GFOA** - Government Finance Officers Association

**IDOT** - Illinois Department of Transportation.

**REVENUE** - Funds that the government receives as income.



## MEMO

**DATE:** April 23, 2019

**TO:** Board of Trustees

**FROM:** Isaac Thorne, General Manager

**RE:** Recommendation of Connect Transit Working Group

**Recommendation:** That the Board of Trustees approve a working group to be Co-Chaired by Trustee Judy Buchannan and Trustee Julie Hile.

**Discussion:** The working group will review Connect Transit's Strategic Plan, FY2020 and estimated FY2021-FY2024 budget, Comprehensive Operational Analysis, and 2018 Financial Report.

The purpose of this Working Group is to provide recommendation for what type transportation service the community desires and how does the community obtain those desired services. The Working Group will be made up of community members and approved by the Connect Board of Trustees in a Special Meeting May 14<sup>th</sup>.

**Financial Impact:** At this time the financial impact has not been determined.



## MEMO

**DATE:** April 23, 2019  
**TO:** Board of Trustees  
**FROM:** Isaac Thorne, General Manager  
**RE:** FY2019 Strategic Plan Update

### YEAR TWO OBJECTIVES (not in order of importance):

- Design or adjust proposed system routes to ensure alignment with and performance toward transit objectives. (Strategic Plan Goal 1, Strategy 2, Action 1)

Staff is working with Mclean County Regional Planning Commission (MCRPC) on a short-range transportation plan. MCRPC will present the proposed short-range transportation plan to the Connect Transit Board in March.

The short-range plan will focus on service enhancements that will provide a more frequent bus service network. This will also give the community an understanding of where the frequent bus service will be located and what the bus system network will look like in five years based on population growth, housing and business development, etc.

The short-range plan draft will be brought to the Board in May for review and community engagement sessions will be held in the community to discuss the plan.

- Explore fare restructuring (Strategic Plan Goal 1, Strategy 4, Action 3)

Staff proposed a new fare structure that includes FY2020 through FY2023. The Board approved a new fare structure starting on October 1, 2019.



- **Build a Downtown Transfer Center (Strategic Plan Goal 2, Strategy 1, Action 1)**

Connect has met with City of Bloomington staff and determined a few potential locations that can be reviewed for the study. Connect has executed the Contract for Grant Funds and is awaiting IDOT approval on pre-bid procurement documents.

- **Examine all existing revenue sources for stability and growth potential, and research new/alternative revenue streams for operations and capital (Strategic Plan Goal 1, Strategy 4, Action 1)**

The Board of Trustees created an *Ad-Hoc Budget Committee* to review existing revenue sources and begin the process of researching new/alternative revenue streams. The board approved an advertising revenue contract for Connect Mobility vehicles that will provide up to \$50,000 in advertising revenue. Staff has successfully implemented the Medicaid program for qualifying trips.

- **Heighten awareness about placement of land uses requiring high levels of service, the necessity of mobility options, and the value of sidewalks, shelters and other amenities (Goal 5, Strategy 3, Action 4)**

Staff conducted an “accessibility review” to prioritize improved pedestrian connections, bus stops pads, shelters, and signage. The Board approved a three-year *Better Bus Stops Campaign* for installing bus stop shelters and benches. Staff has met with City and Town engineering departments to discuss bus stop improvements. Staff brought a *Recommendation* to the Board of Trustees for 53 engineered site plans. Over the last seven months Connect has improved 12 bus stops and 2 more will be completed by May.

- **Ensure all riders are aware of the freedom and flexibility afforded by the fixed route system (Goal 2, Strategy 3, Action 4)**

The Connect Transit Marketing Department has continued to record various videos highlighting different aspects of riding on Connect Transit. These cover how to use the bike rack, how to exit the bus, how to claim lost and found and various other videos including, incorporating the three local university mascots from ISU, IWU and HCC. They continue to share “Why such large buses?” video. This video featured a time-lapse of a typical day on a Connect Transit bus. Staff is also conducting frequent Facebook LIVE videos to discuss various events and updates in the community such as bus stop improvements and major long-term detours. These Facebook videos will



be available on select social media channels. Staff continues to work on a 3D tour of our buses as well, to help give potential riders a better understanding of our buses.

A formal training program for fixed routes is also being developed and should be finalized in June 2019. "ConnectU" has been rolled out to a few groups in the community to determine what else needs to be added before the program is fully implemented.

- Vividly portray the way transit benefits sales and commerce. Transports our workforces, facilitates individual's livelihoods and can diversify the region's employer/employee base (Goal 5, Strategy 2, Action 2)

Staff has discussed the economic impact study with *Illinois State University Stevenson Center*. The economic impact study would focus on the following:

- **Travel Time/Cost Impacts:** Both Connect Transit riders and car travelers save time and cost because of the existence of transit services
- **Access Impacts:** Worker's income and business productivity are increased by the expanded job market access and business clusters that public transit enables
- **Spending Impacts:** Transit capital investment and operations spending stimulates the economy
- **Other Economic Impacts:** Transit service can affect property values

I have been in contact with Stevenson Center for Community and Economic Development. I am waiting on a cost estimate for this study. The economic impact study should be completed October 2019.