



# AGENDA

## Meeting of the Connect Transit Board of Trustees

November 28, 2017

4:30 P.M.

Board Room

Connect Transit Operations Facility  
351 Wylie Drive, Normal, IL 61761

- A. Call to Order
- B. Roll Call
- C. Public Comments
- D. Consent Agenda
  - 1. Approval of Minutes of Previous Meeting of October 28, 2017
  - 2. Disbursements for Month of October, 2017
  - 3. Financial Report for Month of October, 2017
  - 4. Capital and Self Insurance Reserve Fund Balances for month of October, 2017
  - 5. Monthly Statistical Report for month of October, 2017
  - 6. Federal Report for Connect Transit – Prepared by Cardinal Infrastructure
- E. Old Business
- F. New Business
  - 1. Recommendation for Oakland Avenue Building Demolition
  - 2. Recommendation to Amend Connect Transit's Substance Abuse Policy and Drug and Alcohol Testing Requirements
  - 3. Recommendation and Resolution Approving the 2017 Title VI Program and Policies
- G. General Manager's Report
  - 1. Scope of Work – Short Range Transit plan
  - 2. Shelter Update
  - 3. Upcoming Triennial Review
- H. Trustee's Comments
- I. 5 ILCS 120/(c)(21) – Review of Closed Session Minutes
- J. Adjournment



---

October 2017

# Financial and Statistical Reports



**Connect Transit  
Cash Disbursement Report  
October 2017**

Name	Check Number	Date	Amount	Description
1st Ayd Corporation	00038737	20-Oct-17	\$338.25	Solvent Tank
4Imprint	00038659	06-Oct-17	\$2,804.75	Advertising- Promotions
9 Lives Solutions	00038660	06-Oct-17	\$5,510.00	Customer Service Training
A.T.U. - C.O.P.E.	00038704	13-Oct-17	\$155.90	Payroll Deduction
Advance Auto Parts	00038738	20-Oct-17	\$335.27	Maintenance Supplies
Airgas USA, LLC	00038765	26-Oct-17	\$163.10	Welding Supplies
Ally Financial	00038661	06-Oct-17	\$196.08	Lease
Amalgamated Transit Union Local 752	00038705	13-Oct-17	\$6,177.60	Payroll Deduction
Amalgamated Transit Union Local 752	00038766	26-Oct-17	\$100.00	Payroll Deduction
Amazon Capital Service	00038662	06-Oct-17	\$338.41	Office Supplies
Amazon Capital Service	00038706	13-Oct-17	\$79.75	Office Supplies
Amazon Capital Service	00038739	20-Oct-17	\$248.02	Office Supplies
Amazon Capital Service	00038767	26-Oct-17	\$119.22	Bus Parts
American Solutions for Business	00038740	20-Oct-17	\$260.00	Office Supplies
Ancel, Glink, Diamond, Bush, DiCianni & Assurance Agency, Ltd.	00038663	06-Oct-17	\$703.68	Legal Service
	00038741	20-Oct-17	\$18,348.00	Insurance
Barker Motor Co.	00038664	06-Oct-17	\$1,720.50	Bus Parts and Support Vehicles
Barker Motor Co.	00038707	13-Oct-17	\$92.46	Support Vehicles
Barker Motor Co.	00038742	20-Oct-17	\$1,234.14	Bus Parts
Bill's Key and Lock	00038708	13-Oct-17	\$40.15	Locks & Keys
Bill's Key and Lock	00038743	20-Oct-17	\$20.70	Locks & Keys
Blue Cross and Blue Shield of Illinois	00038665	06-Oct-17	\$97,587.56	Insurance
Blue Cross and Blue Shield of Illinois	00038768	26-Oct-17	\$96,265.37	Insurance
Brink's Incorporated	00038666	06-Oct-17	\$183.58	Consulting
Brink's Incorporated	00038744	20-Oct-17	\$155.63	Consulting
Brink's Incorporated	00038769	26-Oct-17	\$151.87	Consulting
Central Illinois Trucks Inc.	00038667	06-Oct-17	\$1,886.85	Bus Parts
Central Illinois Trucks Inc.	00038709	13-Oct-17	\$863.63	Bus Parts
Central Illinois Trucks Inc.	00038745	20-Oct-17	\$984.93	Bus Parts
Central Illinois Trucks Inc.	00038770	26-Oct-17	\$540.00	Bus Parts
Chief City Mechanical	00038668	06-Oct-17	\$182.00	Building Maintenance
CIRBN, LLC	00038669	06-Oct-17	\$347.84	Internet
CIRBN, LLC	00038710	13-Oct-17	\$347.84	Internet
CIRBN, LLC	00038771	26-Oct-17	\$347.84	Internet
City of Bloomington	00038670	06-Oct-17	\$693.81	Utilities
City of Bloomington	00038746	20-Oct-17	\$91.35	Utilities
Comcast	00038671	06-Oct-17	\$269.85	Internet
Commerce Bank HSA	00038747	20-Oct-17	\$1,247.00	Health Savings Accounts
Corn Belt Energy Corp.	00038748	20-Oct-17	\$4,040.67	Utilities
Cummins Crosspoint	00038711	13-Oct-17	\$207.40	Bus Parts
David Calhoon	00038712	13-Oct-17	\$194.67	Uniform Reimbursement
David Steinhoff	00038772	26-Oct-17	\$269.34	Tool Reimbursement
Don Owen Tire Service, Inc.	00038672	06-Oct-17	\$115.00	Bus Parts
Eagle Automotive	00038713	13-Oct-17	\$65.11	Bus Parts
Eagle Automotive	00038749	20-Oct-17	\$174.71	Bus Parts
Eagle Automotive	00038773	26-Oct-17	\$526.13	Bus Parts
Elaina VonQualen	00038714	13-Oct-17	\$49.09	Uniform Reimbursement
Evergreen FS	00038673	06-Oct-17	\$12,741.85	Fuel
Evergreen FS	00038750	20-Oct-17	\$26,754.89	Fuel



## Connect Transit Cash Disbursement Report October 2017

Name	Check Number	Date	Amount	Description
Evergreen FS	00038774	26-Oct-17	\$662.20	Fuel
Fastenal Company	00038674	06-Oct-17	\$40.51	Bus Parts
Fastenal Company	00038751	20-Oct-17	\$72.30	Bus Parts
Fasteners Etc.	00038675	06-Oct-17	\$133.88	Maintenance Supplies
Fasteners Etc.	00038715	13-Oct-17	\$257.28	Maintenance Supplies
Fasteners Etc.	00038775	26-Oct-17	\$65.19	Maintenance Supplies
Fleet-Net Corporation	00038716	13-Oct-17	\$1,405.00	Software & Tech Support
Frontier	00038676	06-Oct-17	\$35.35	Telephone
Frontier	00038752	20-Oct-17	\$986.83	Telephone
Gateway Truck & Refrigeration	00038677	06-Oct-17	\$199.40	Bus Parts
Genfare	00038678	06-Oct-17	\$12.05	Software and Hardware
GFI Digital	00038776	26-Oct-17	\$730.80	Copier Lease
Gillig LLC	00038717	13-Oct-17	\$769.06	Bus Parts
Global Equipment Company	00038679	06-Oct-17	\$135.25	Garage Supplies
Global Equipment Company	00038753	20-Oct-17	\$96.92	Garage Supplies
Great Plains Media	00038777	26-Oct-17	\$1,400.00	Radio Advertising
Henson Disposal	00038718	13-Oct-17	\$208.06	Garage Overhead
ICMA- Retirement Trust 457	ACH	12-Oct-17	\$69,971.49	Payroll Deduction
ICMA- Retirement Trust 457	ACH	26-Oct-17	\$67,809.73	Payroll Deduction
Illini Fire Equipment	00038680	06-Oct-17	\$1,460.50	Alarm System Service
Illinois Department of Revenue	00038719	13-Oct-17	\$11,936.44	Payroll Deduction
Illinois Department of Revenue	00038778	26-Oct-17	\$11,570.29	Payroll Deduction
Illinois Department of Unemployment	ACH	19-Oct-17	\$2,953.16	Payroll Deduction
Illinois State Disbursement Unit	00038720	13-Oct-17	\$1,466.64	Payroll Deduction
Illinois State Disbursement Unit	00038779	26-Oct-17	\$1,466.64	Payroll Deduction
Ken's Oil Service, Inc	00038681	06-Oct-17	\$1,207.45	Oil, Antifreeze
Ken's Oil Service, Inc	00038721	13-Oct-17	\$266.47	Oil, Antifreeze
Ken's Oil Service, Inc	00038754	20-Oct-17	\$1,634.26	Oil, Antifreeze
Ken's Oil Service, Inc	00038780	26-Oct-17	\$1,179.86	Oil, Antifreeze
Kirby Risk Corporation	00038781	26-Oct-17	\$107.72	Bus Parts
Lewis, Yockey & Brown, Inc	00038722	13-Oct-17	\$2,841.75	Site Work Plan
LifeCIL	00038723	13-Oct-17	\$7,247.87	Consulting
LIFTOFF	00038682	06-Oct-17	\$1,884.60	Software Licensing
McLean County Chamber of Commerce	00038724	13-Oct-17	\$40.00	Travel & Meetings
Michelin North America, Inc	00038755	20-Oct-17	\$14,647.59	Tires
Midwest Transit Equipment, Inc.	00038683	06-Oct-17	\$196.64	Bus Parts
Miller Janitor Supply	00038725	13-Oct-17	\$375.97	Maintenance Supplies
Miller Janitor Supply	00038756	20-Oct-17	\$304.64	Maintenance Supplies
Minerva Promotions	00038685	06-Oct-17	\$1,321.00	Uniforms
Morris Avenue Garage	00038686	06-Oct-17	\$200.00	Vehicle Inspection
Morris Avenue Garage	00038782	26-Oct-17	\$50.00	Vehicle Inspection
Motion Industries, Inc.	00038726	13-Oct-17	\$57.27	Bus Parts
Mutual of Omaha	00038687	06-Oct-17	\$13,859.35	Life, AD&D, STD & LTD
Napa Auto Parts	00038727	13-Oct-17	\$526.69	Bus Parts
Neuhoff Media	00038688	06-Oct-17	\$2,158.00	Advertising- Media
Neuhoff Media	00038783	26-Oct-17	\$1,286.00	Advertising- Media
Nicor Gas	00038784	26-Oct-17	\$178.03	Utilities
Oberlander Alarm Systems, Inc.	00038689	06-Oct-17	\$207.00	Security Alarm Service Fee
Oklahoma Centralized Support Registry	00038728	13-Oct-17	\$23.07	Payroll Deduction
Oklahoma Centralized Support Registry	00038785	26-Oct-17	\$23.07	Payroll Deduction



**Connect Transit  
Cash Disbursement Report  
October 2017**

<b>Name</b>	<b>Check Number</b>	<b>Date</b>	<b>Amount</b>	<b>Description</b>
Orkin Pest Control	00038757	20-Oct-17	\$555.25	Pest Control
Payroll	ACH	12-Oct-17	\$182,022.38	
Payroll	ACH	26-Oct-17	\$182,696.33	
Premier Print Group	00038758	20-Oct-17	\$5,009.44	Printing
Ricoh USA, Inc	00038690	06-Oct-17	\$501.00	Copier
Ricoh USA, Inc	00038759	20-Oct-17	\$225.00	Copier
Roy Lyons	00038760	20-Oct-17	\$10.86	Uniforms
Screen Vision Media	00038691	06-Oct-17	\$700.00	Advertising
Southtown Wrecker Service, Inc.,	00038692	06-Oct-17	\$285.00	Towing
Staples	00038693	06-Oct-17	\$156.33	Office Supplies
Stephens Auto Glass	00038761	20-Oct-17	\$198.25	Glass
STL Business & Technology Solutions, Inc	00038786	26-Oct-17	\$850.00	Software & Tech Support
Sunbelt Rentals	00038729	13-Oct-17	\$86.25	Machine Rental
Supreme Radio Communications, Inc	00038730	13-Oct-17	\$1,034.07	Bus Parts
The Aftermarket Parts Company LLC	00038694	06-Oct-17	\$201.35	Bus Parts
The Aftermarket Parts Company LLC	00038787	26-Oct-17	\$477.78	Bus Parts
The Copy Shop	00038695	06-Oct-17	\$113.00	Printing
The Copy Shop	00038731	13-Oct-17	\$252.00	Printing
Theresa Putt	00038732	13-Oct-17	\$502.30	Travel & Meetings
Theresa Putt	00038788	26-Oct-17	\$528.77	Travel & Meetings
Thermo King Quad Cities, Inc.	00038733	13-Oct-17	\$114.00	Bus Parts
Thermo King Quad Cities, Inc.	00038762	20-Oct-17	\$526.17	Bus Parts
Thermo King Quad Cities, Inc.	00038789	26-Oct-17	\$370.26	Bus Parts
Town of Normal	00038696	06-Oct-17	\$763.60	Utilities
TransitTalent.com	00038763	20-Oct-17	\$270.00	Advertising- Employment
Turn-Key Environmental	00038697	06-Oct-17	\$820.31	Garage Maintenance Equipment
UniFirst Corporation	00038698	06-Oct-17	\$206.65	Cleaning Uniforms & Rugs
UniFirst Corporation	00038734	13-Oct-17	\$277.58	Cleaning Uniforms & Rugs
UniFirst Corporation	00038764	20-Oct-17	\$340.93	Cleaning Uniforms & Rugs
UniFirst Corporation	00038790	26-Oct-17	\$265.13	Cleaning Uniforms & Rugs
United Parcel Service	00038699	06-Oct-17	\$161.45	Shipping
United Parcel Service	00038735	13-Oct-17	\$5.65	Shipping
United States Treasury	ACH	03-Oct-17	\$71,551.68	Federal Tax Payment
United States Treasury	ACH	17-Oct-17	\$69,971.49	Federal Tax Payment
United States Treasury	ACH	31-Oct-17	\$67,809.73	Federal Tax Payment
Vision Service Plan (IL)	00038700	06-Oct-17	\$659.50	Vision Insurance
William Masters, Inc	00038736	13-Oct-17	\$2,477.00	HVAC
Wm. Masters, Inc	00038701	06-Oct-17	\$158.81	HVAC
Grand Total			<u>\$1,107,096.36</u>	

# Bloomington Normal Public Transit

## Balance Sheet

Fiscal Year: 2018

Period 4

October - 2017

Division: 99 Board Reports

As of: 10/31/2017

### Assets

#### Current Assets

Checking and Savings	\$3,144,514.47
Accounts Receivable	\$6,420,381.59
Inventory Asset - Fuel	\$71,920.75
Inventory Asset - Parts	\$186,695.08
Inventory Asset - Tires	\$0.00
Other Current Assets	\$301,509.57

**Total Current Assets** \$10,125,021.46

Fixed Assets \$17,934,234.01

**Total Assets** \$28,059,255.47

### Liabilities & Equity

#### Liabilities

Accounts Payable	\$809,731.72
Payroll Liabilities	\$946,772.25
Contracts	\$0.00
Due to Illinois Funds Account	\$2,980,249.22
Deferred Revenue	\$132,239.46
Deficit Funding Advance	\$0.00

**Total Liabilities** \$4,868,992.65

#### 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 \$3,936,317.43

**Total Liabilities & Equity** \$28,059,255.47

# Bloomington Normal Public Transit Income Statement With Approved Budget

Fiscal Year: 2018	Period 4	Division: 98 Operating Profit/Loss		As of: 10/31/2017	
		October - 2017	Jul-2017 Thru Oct-2017 Year To Date	Approved Budget	Approved Budget
<b>Operating Revenue</b>					
Passenger Fares		\$54,261.99	\$224,356.12	35.56%	\$630,850.00
ISU Contract Fare		\$44,853.33	\$178,603.32	33.38%	\$535,000.00
Other Contract Fares		\$4,755.33	\$24,880.32	31.10%	\$80,000.00
Advertising Revenue		\$6,910.00	\$25,880.00	9.08%	\$285,000.00
Miscellaneous Revenue		\$1,144.72	\$3,321.33	166.07%	\$2,000.00
<b>Total Operating Revenue</b>		<b>\$111,925.37</b>	<b>\$457,041.09</b>	<b>29.82%</b>	<b>\$1,532,850.00</b>
<b>Operating Expenses</b>					
Operators Wages		\$437,500.18	\$1,835,158.61	33.44%	\$5,487,225.00
Maintenance Wages		\$86,788.90	\$348,202.20	27.18%	\$1,281,200.00
Administration Wages		\$62,904.06	\$244,640.35	23.91%	\$1,023,100.00
Employer Payroll Tax Expense		\$45,674.80	\$186,577.13	29.44%	\$633,853.00
Retirement Plan		\$23,404.97	\$93,432.21	23.98%	\$389,577.00
Group Insurance		\$114,370.97	\$435,926.95	23.70%	\$1,839,036.00
Uniform Expense		\$3,243.84	\$10,640.30	30.41%	\$34,984.00
Professional Services		\$19,566.34	\$80,015.33	38.30%	\$208,936.00
Outside Repair-Labor		\$2,187.29	\$10,048.33	8.99%	\$111,770.00
Contract Maintenance Services		\$3,524.62	\$13,114.60	10.83%	\$121,100.00
Custodial Services		(\$1,045.44)	\$3,400.99	21.94%	\$15,500.00
Employee Recruiting/Testing/Temp Help		\$621.75	\$1,782.55	8.49%	\$21,000.00
Fuel		\$46,864.74	\$186,132.41	16.74%	\$1,111,995.00
Lubricants		\$2,746.84	\$6,489.83	15.36%	\$42,251.00
Tires		\$7,200.00	\$28,752.30	31.65%	\$90,856.00
Bus Repair Parts		\$15,457.34	\$61,718.96	31.81%	\$194,050.00
Other Materials & Supplies		\$2,111.27	\$10,224.32	17.94%	\$57,000.00
Shelters/Signs/Shop Tools		\$0.00	\$310.96	4.15%	\$7,500.00
Computer and Office Supplies		\$4,932.89	\$15,219.15	10.46%	\$145,500.00
Utilities		\$7,421.17	\$18,686.58	13.43%	\$139,100.00
Corporate Insurance		\$18,801.03	\$75,204.12	27.14%	\$277,100.00
Dues/Subscriptions/Fees		\$1,030.00	\$24,869.42	51.81%	\$48,004.00
Printing/Marketing/Training		\$21,070.28	\$74,269.61	27.71%	\$268,000.00
<b>Total Operating Expenses</b>		<b>\$926,377.84</b>	<b>\$3,764,817.21</b>	<b>27.79%</b>	<b>\$13,548,637.00</b>
<b>Operating Assistance</b>					
Operating Deficit		(\$814,452.47)	(\$3,307,776.12)	27.53%	(\$12,015,787.00)
City of Bloomington Operating Assistance		\$50,833.33	\$203,333.32	33.33%	\$610,000.00
Town of Normal Operating Assistance		\$32,500.00	\$130,000.00	33.33%	\$390,000.00
Illinois Downstate Operating Assistance		\$598,245.00	\$2,430,209.00	27.60%	\$8,806,614.05
FTA 5307 Operating Assistance		\$125,464.00	\$511,703.00	23.16%	\$2,209,172.95
<b>Total Operating Assistance</b>		<b>\$807,042.33</b>	<b>\$3,275,245.32</b>	<b>27.26%</b>	<b>\$12,015,787.00</b>

Connect Transit  
Local Capital and Self-Insurance Fund Balance  
October 2017

<u>Local Capital</u>	<u>Commerce Bank - Cash Balance</u>	
10/01/17	Beginning Balance	\$ 106,452.63
10/31/17	Additions - Interest Income	\$ 139.72
10/31/17	Ending Balance	<u>\$ 1,062,592.35</u>
<b>Total Reserve Capital Account</b>		<u><u>\$ 1,062,592.35</u></u>

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

	<u>FY18 Received</u> <u>10/31/2017</u>	<u>FY18 Receivable</u> <u>10/31/2017</u>
Bloomington	\$ 189,683.32	
Normal	\$ 154,466.64	\$ -
Total YTD	<u>\$ 344,149.96</u>	<u>\$ -</u>

<b><u>Local Capital Reserve Fund Balance - Account Value</u></b>		
<u>10/31/2017</u>	Cash Balance	\$ 1,062,592.35
<u>10/31/2017</u>	Loans to Operating	\$ 2,980,249.22
<u>10/31/2017</u>	Reserve fund for underground storage tank (Cap. I)	\$ (40,000.00)
<u>10/31/2017</u>	Ending Balance	<u>\$ 4,002,841.57</u>

# Financial Reports

## Transit Fare



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	\$104,830	\$107,448	\$111,692	\$103,871								
FY17	\$121,348	\$94,322	\$113,426	\$104,140	\$105,437	\$107,628	\$105,472	\$86,079	\$114,077	\$106,536	\$106,281	\$98,879

Notes: ISU revenue increased \$1,541 in October 2017 from October 2016. Heartland CC contract revenue decreased \$6,078 in October 2017 from October 2016. Total revenue is down in FY 2017 from 2016 because of the Heartland contract. In FY 2016, the Heartland contract was based on a higher ridership projection. Total cash fares increased \$1,811 (5.7%) in October 2017 from October 2016. Total pass fares increased \$2,564 (15.0%) in October 2017 from October 2016.

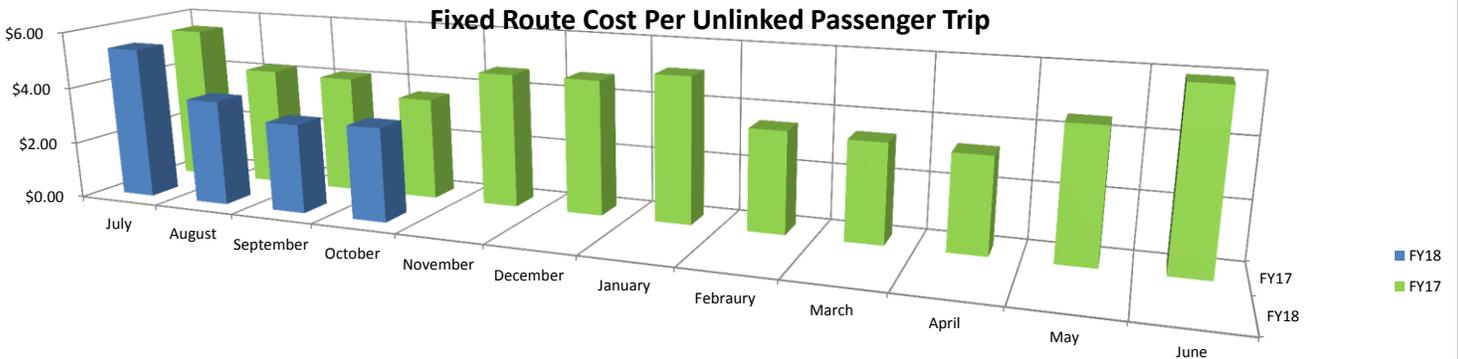
## Operating Expenses



	July	August	September	October	November	December	January	February	March	April	May	June
Actual	\$922,334	\$961,371	\$954,734	\$926,378								
Budget	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,053	\$1,129,054

Notes:

## Fixed Route Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	\$5.36	\$3.71	\$3.14	\$3.29								
FY17	\$5.53	\$4.21	\$4.44	\$3.60	\$4.72	\$4.74	\$5.10	\$3.52	\$3.41	\$3.27	\$4.48	\$5.92

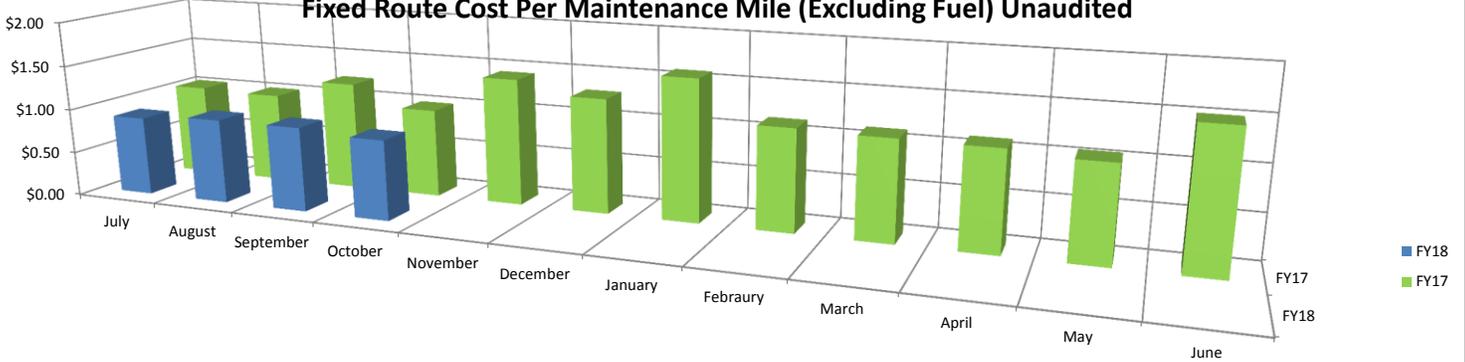
Notes: Expenses decreased \$31,000 in October 2017 from October 2016. Trips increased by 10,367 in October 2017 from October 2016.

### Connect Mobility Cost Per Unlinked Passenger Trip



Notes: Expenses decreased \$6,400 in October 2017 from October 2016. Trips increased by 560 in October 2017 from October 2016. Boardings per hour increased, increasing efficiency.

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



Notes: Fixed Route maintenance expense decreased \$4,700 in October 2017 from October 2016. Fixed Route miles increased 7,400 in October 2017 from October 2016.

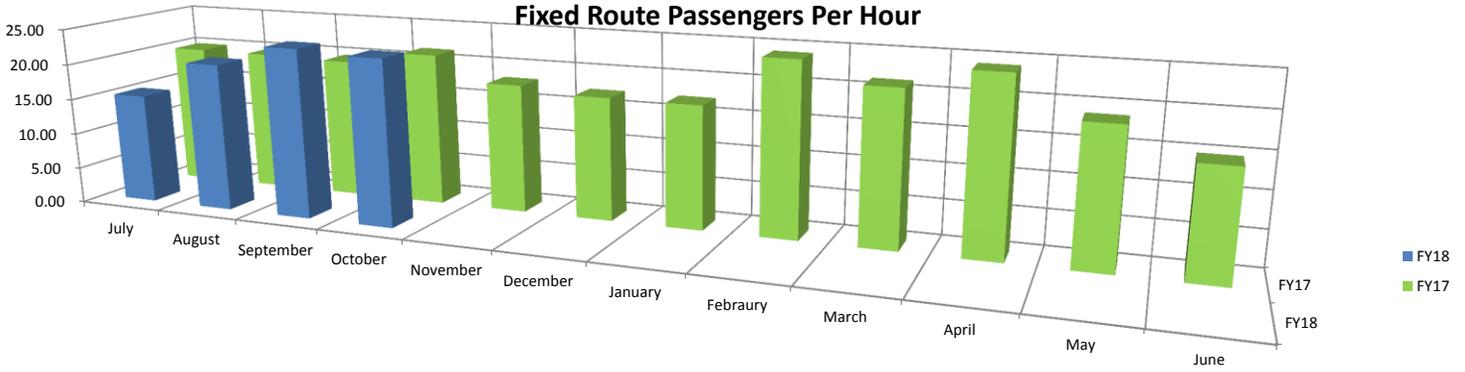
### Connect Mobility Cost Per Maintenance Mile (Excluding Fuel) Unaudited



Notes: Demand Response maintenance expense increased \$400 in October 2017 from October 2016. Demand Response miles increased 200 miles in October 2017 from October 2016.

# Operations Reports

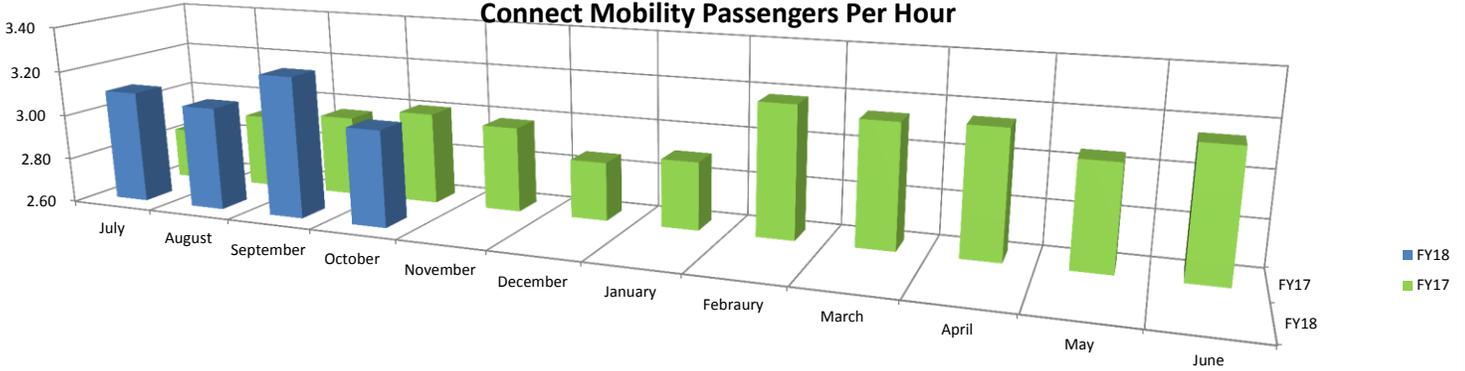
## Fixed Route Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	15.34	20.67	23.70	23.21								
FY17	19.94	19.90	19.67	21.45	18.03	17.22	17.17	24.10	21.34	24.10	18.75	14.81

Notes: Decrease in revenue hours due to service reductions, and increase in ridership.

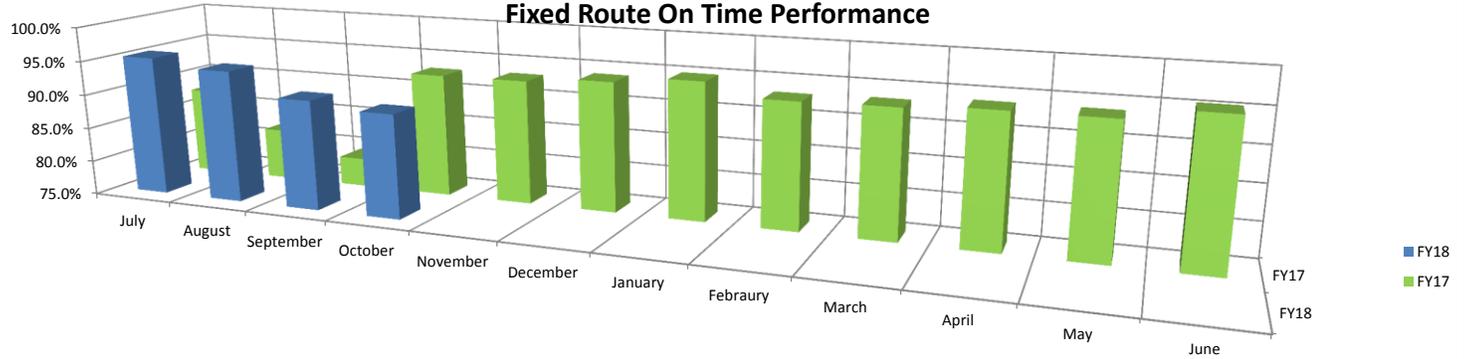
## Connect Mobility Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	3.10	3.06	3.23	3.03								
FY17	2.83	2.93	2.96	3.01	2.98	2.86	2.90	3.18	3.14	3.15	3.05	3.15

Notes: Slight increase in ridership and decrease in revenue hours.

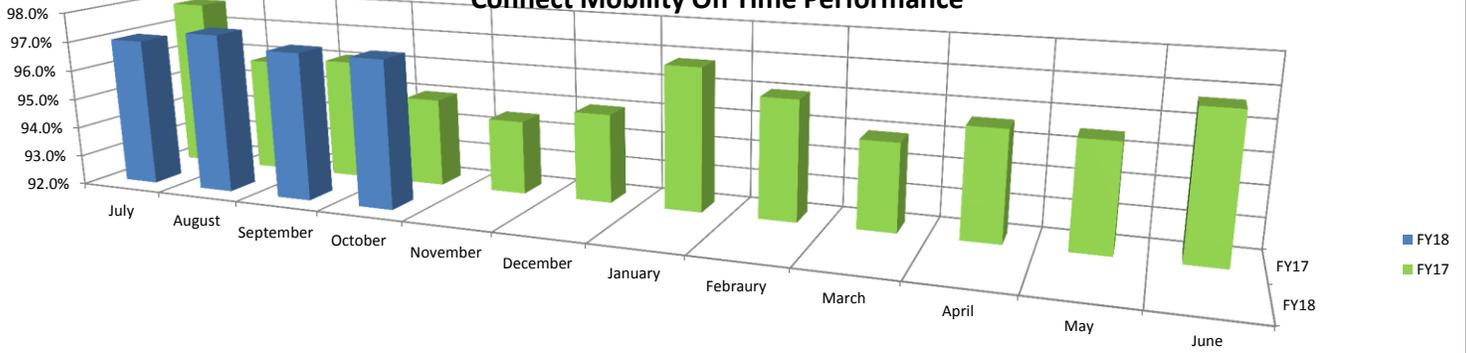
## Fixed Route On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	95.4%	94.3%	91.0%	90.1%								
FY17	87.8%	82.5%	79.2%	93.0%	93.1%	93.9%	94.9%	93.1%	93.3%	93.9%	93.9%	95.5%

Notes:

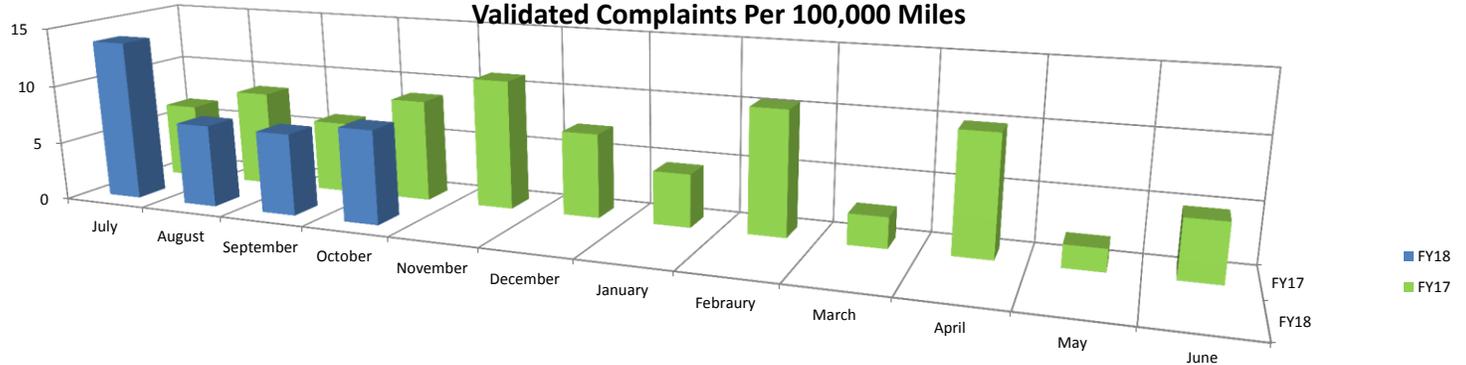
### Connect Mobility On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	97.0%	97.4%	97.0%	97.0%								
FY17	97.8%	95.9%	96.1%	95.0%	94.5%	95.0%	96.8%	96.0%	94.9%	95.6%	95.5%	96.7%

Notes:

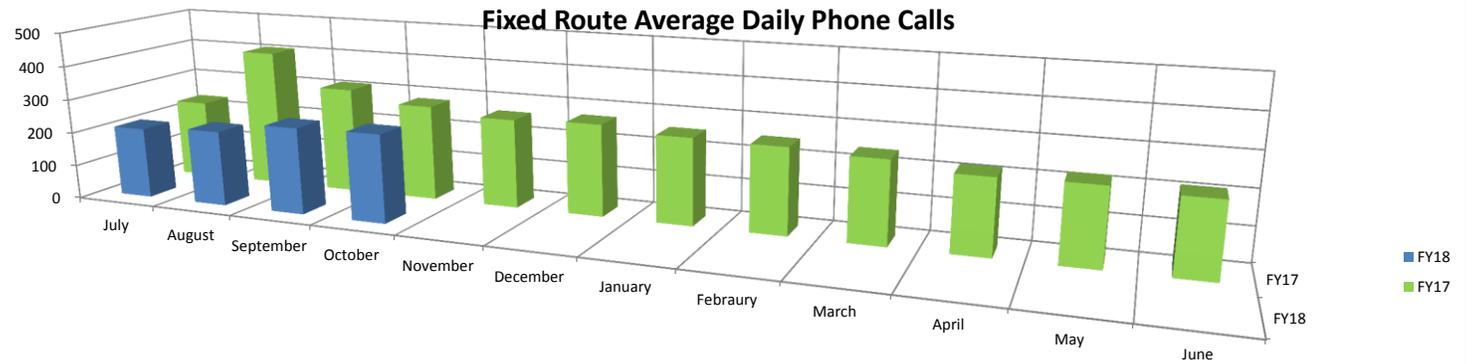
### Validated Complaints Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	14	7	7	8								
FY17	6	8	6	9	11	7	5	10	3	10	2	5

Notes:

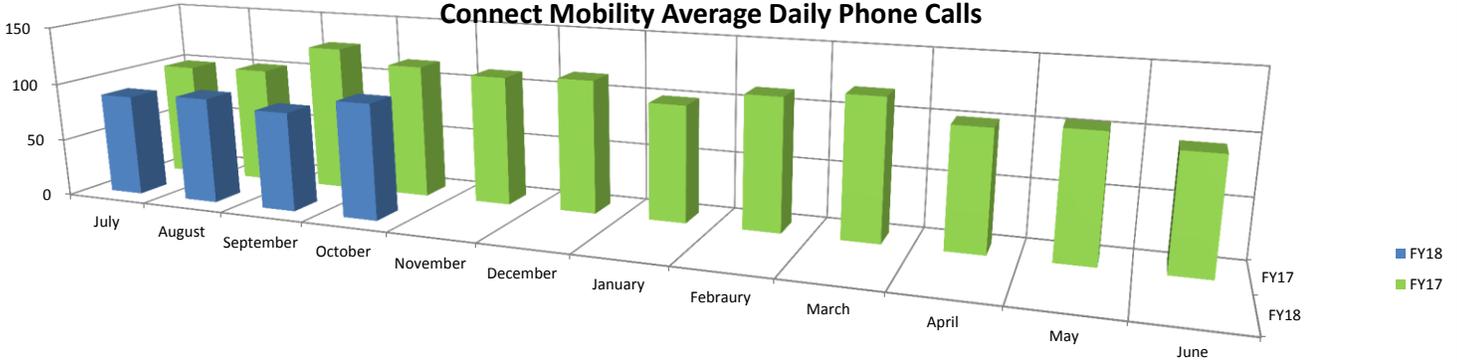
### Fixed Route Average Daily Phone Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	209	222	255	259								
FY17	234	409	314	282	263	271	255	252	242	219	223	214

Notes:

### Connect Mobility Average Daily Phone Calls

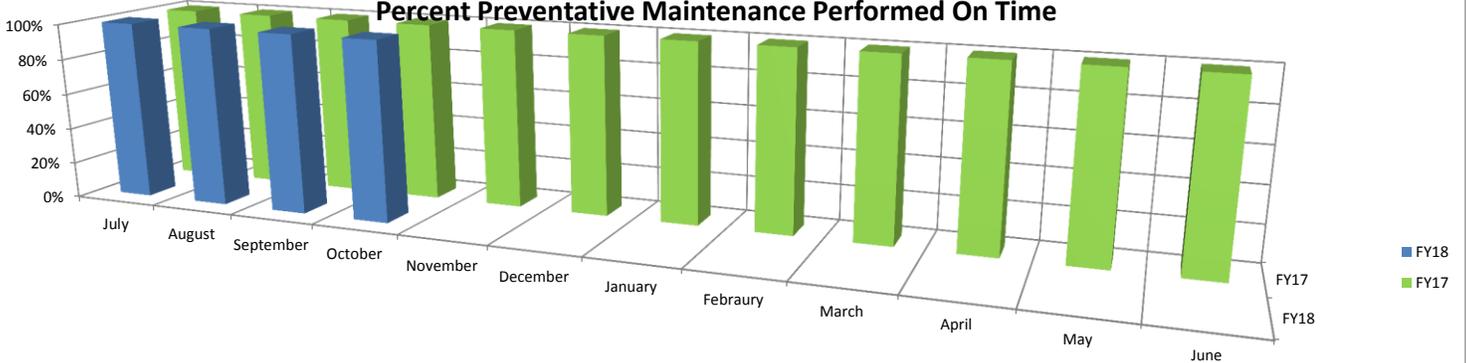


	July	August	September	October	November	December	January	February	March	April	May	June
FY18	88	92	86	100								
FY17	100	102	127	116	112	115	100	113	119	101	105	95

Notes:

### Maintenance Reports

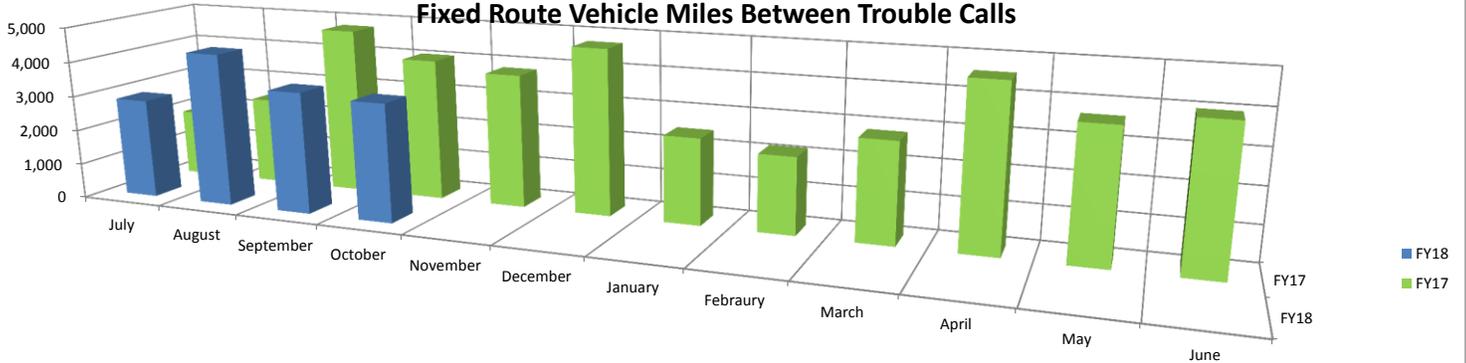
#### Percent Preventative Maintenance Performed On Time



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	100%	100%	100%	100%								
FY17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes:

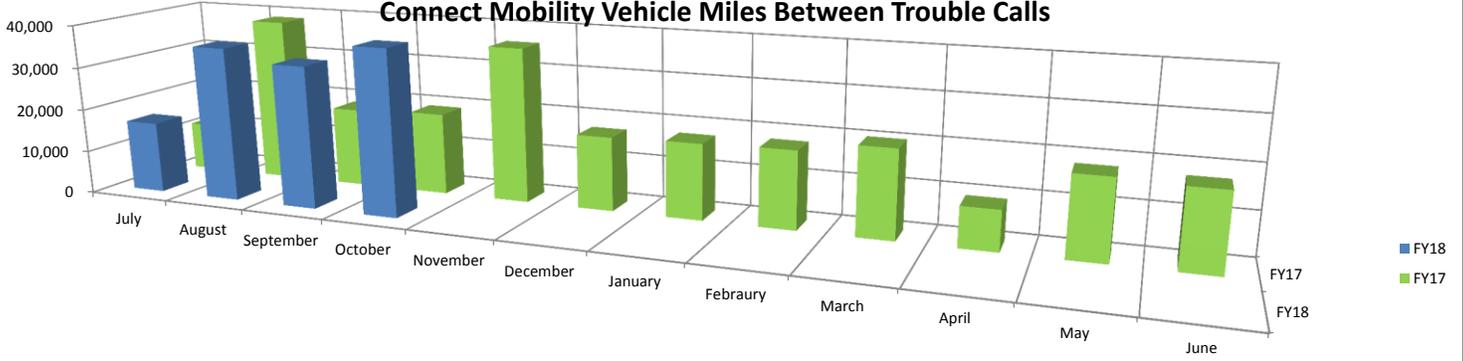
#### Fixed Route Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	2,851	4,365	3,466	3,362								
FY17	1,920	2,507	4,770	4,058	3,815	4,729	2,456	2,176	2,834	4,583	3,670	3,989

Notes:

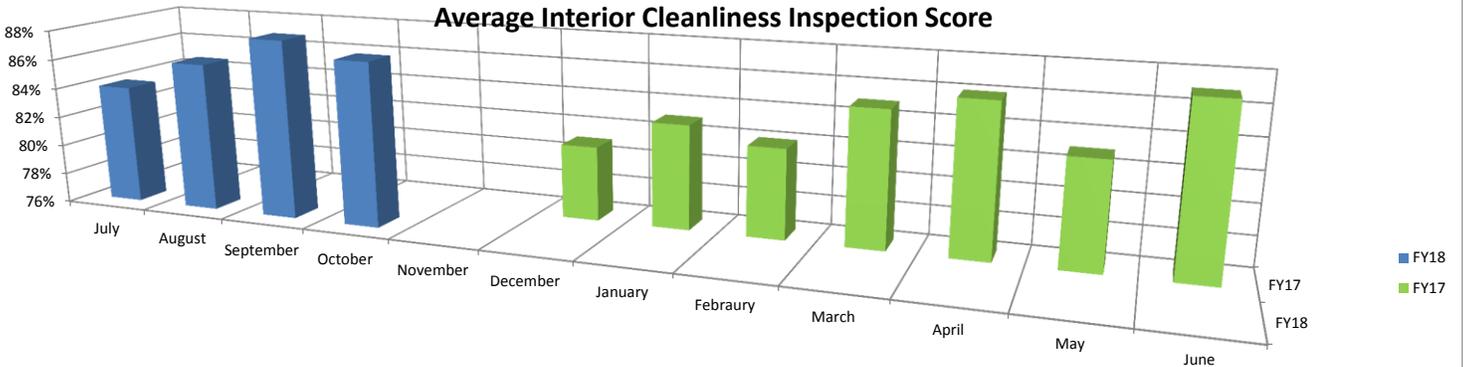
### Connect Mobility Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	16,494	35,689	32,937	38,345								
FY17	11,305	38,538	18,412	19,076	36,034	17,130	17,517	17,926	20,231	9,202	18,200	17,624

Notes:

### Average Interior Cleanliness Inspection Score

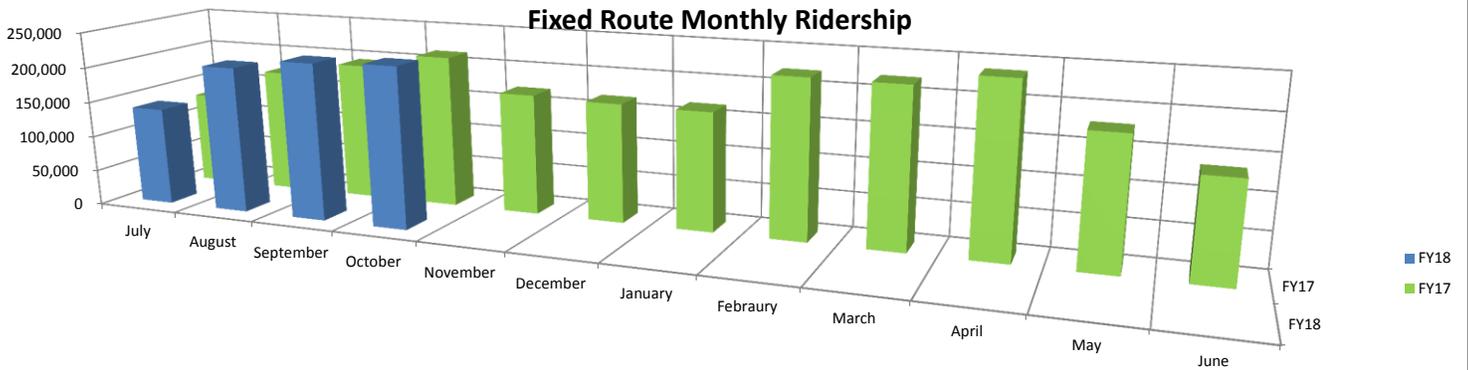


	July	August	September	October	November	December	January	February	March	April	May	June
FY18	84%	86%	88%	87%								
FY17					81%	83%	82%	85%	86%	83%	87%	

Notes: Connect changed our interior cleanliness inspection scoring in December 2016.

## Ridership Reports

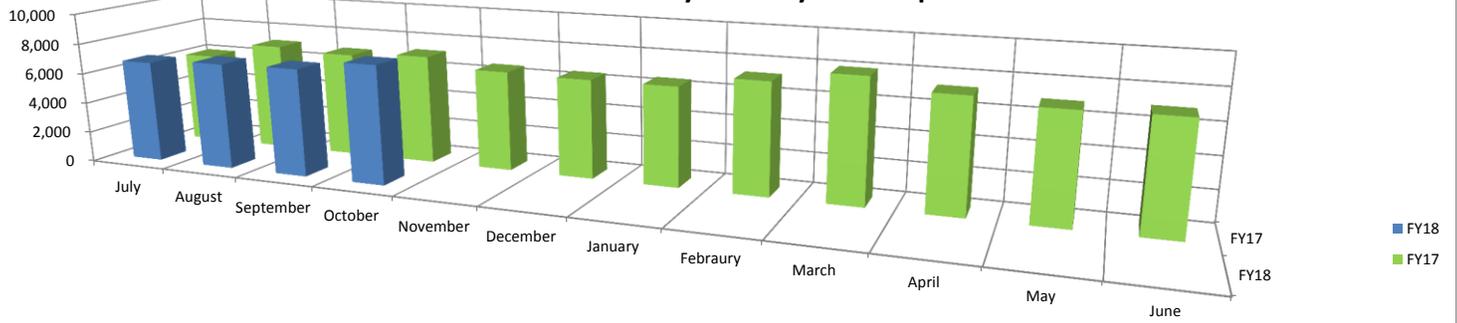
### Fixed Route Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	138,075	206,628	221,247	225,646								
FY17	131,750	175,700	194,961	215,279	170,351	167,469	166,215	221,420	220,804	237,610	179,628	136,454

Notes: Connect Transit had a October ridership increase of 4.8% over October 2016. Over the last seven months (March-September) ridership has increased 7.68%. Year-to-date (July-October) Connect Transit ridership has increased 10.4%. National peer agencies ridership has decreased 5.09% over the last seven months (March-September) and regional transit agencies ridership decreased 5.93% in the same period.

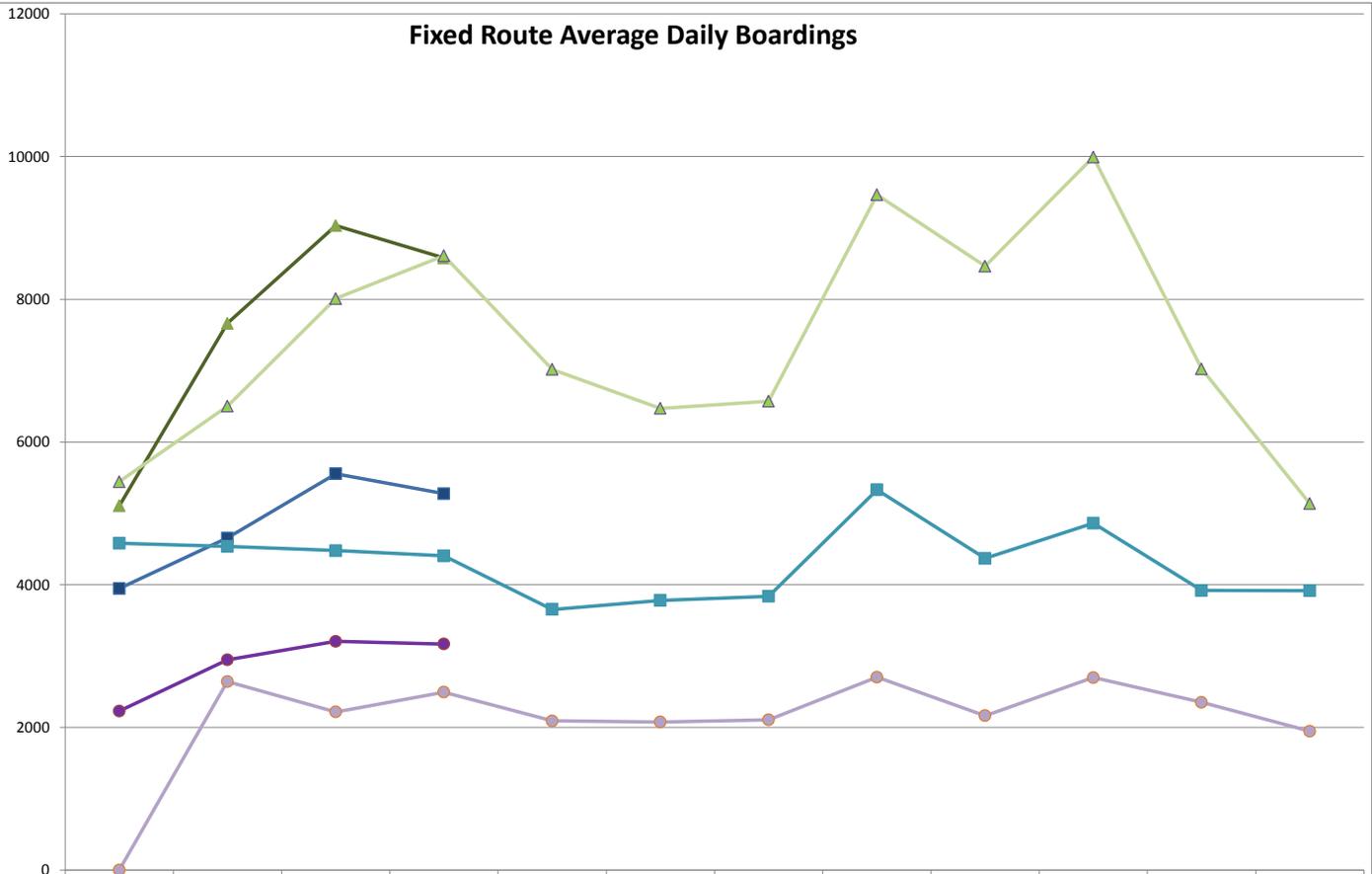
### Connect Mobility Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	6,694	6,987	7,073	7,751	6,572	6,489	6,501	7,266	8,013	7,300	6,936	7,013
FY17	6,075	7,128	6,928	7,191	6,572	6,489	6,501	7,266	8,013	7,300	6,936	7,013

Notes: Connect Mobility had a October ridership increase of 7.8% over October 2016. Year -to-date (July-October) Connect Mobility ridership has increased 4.3%.

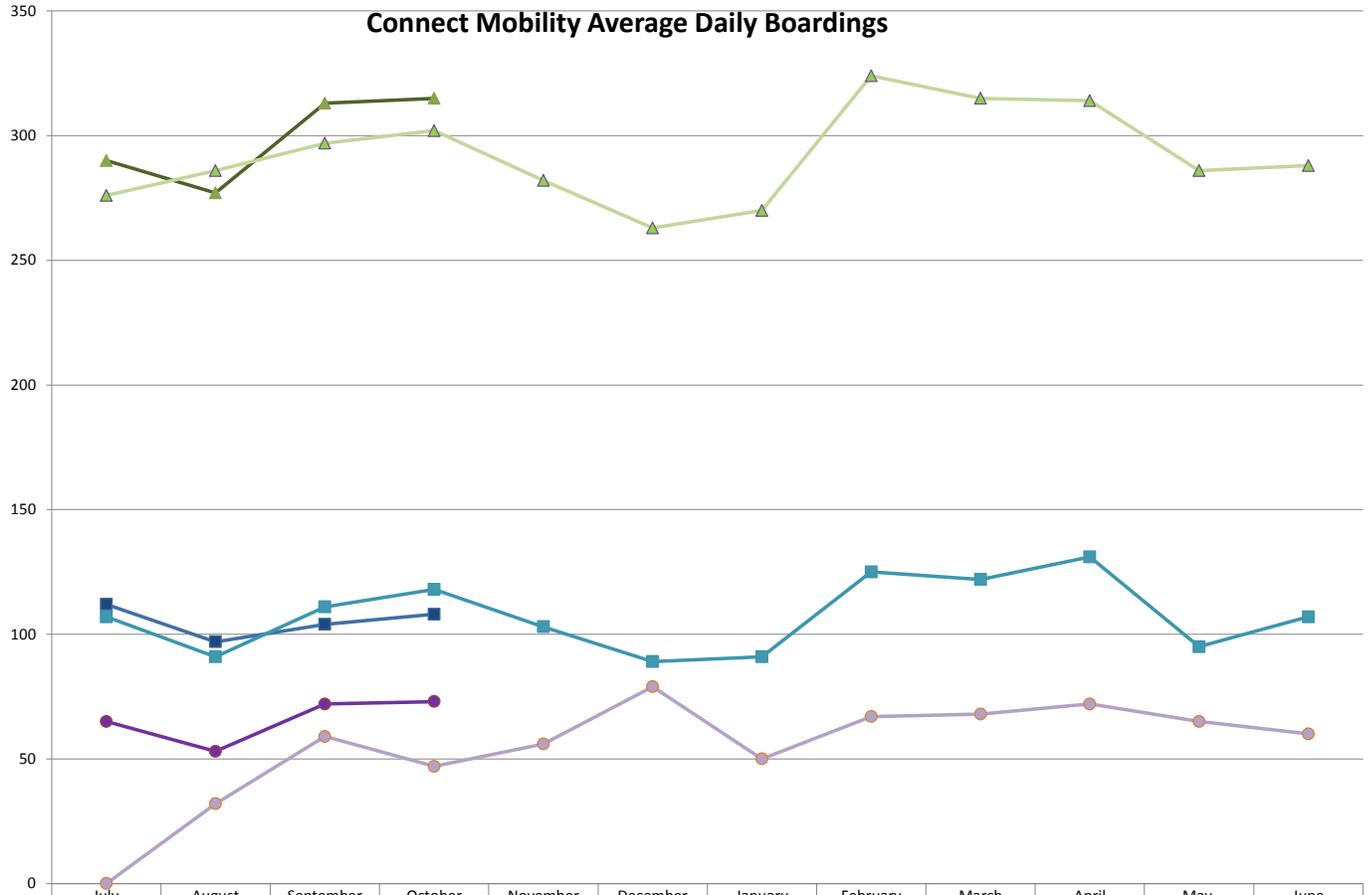
### Fixed Route Average Daily Boardings



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY18	2228	2947	3205	3168	2090	2075	2107	2704	2163	2698	2351	1945
Sunday FY17	0	2641	2216	2494	2090	2075	2107	2704	2163	2698	2351	1945
Saturday FY18	3946	4653	5554	5275	3653	3779	3837	5331	4367	4860	3919	3915
Saturday FY17	4582	4536	4477	4404	3653	3779	3837	5331	4367	4860	3919	3915
Weekday FY18	5105	7662	9033	8578	7017	6470	6570	9464	8464	9991	7024	5137
Weekday FY17	5442	6500	8009	8609	7017	6470	6570	9464	8464	9991	7024	5137

Notes: Weekday boarding in October decreased slightly over October 2016. Saturday and Sunday boarding's increased 19.77% and 27.02% respectively over October 2016.

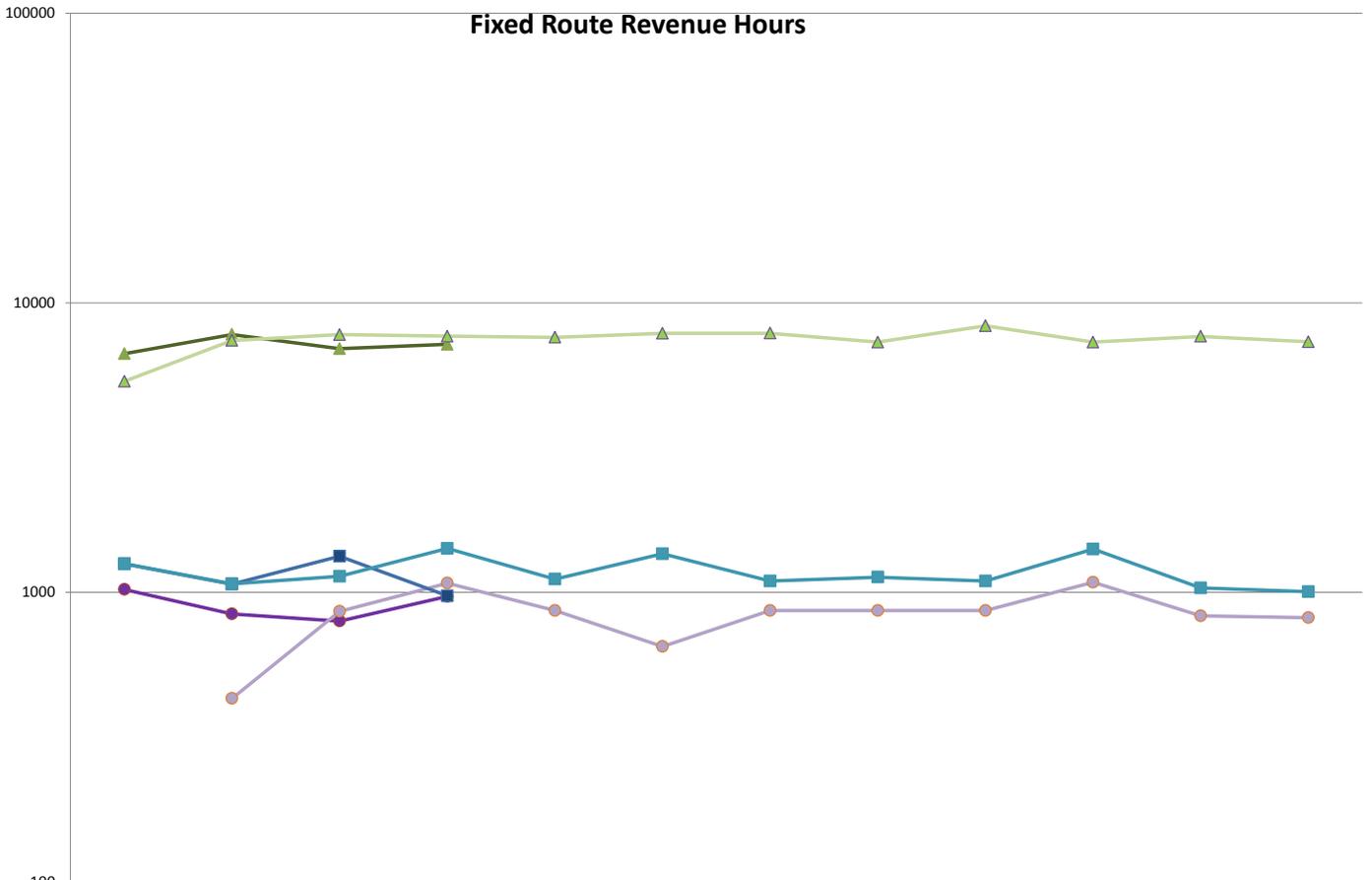
### Connect Mobility Average Daily Boardings



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY18	65	53	72	73								
○ Sunday FY17	0	32	59	47	56	79	50	67	68	72	65	60
■ Saturday FY18	112	97	104	108								
■ Saturday FY17	107	91	111	118	103	89	91	125	122	131	95	107
▲ Weekday FY18	290	277	313	315								
▲ Weekday FY17	276	286	297	302	282	263	270	324	315	314	286	288

Notes:

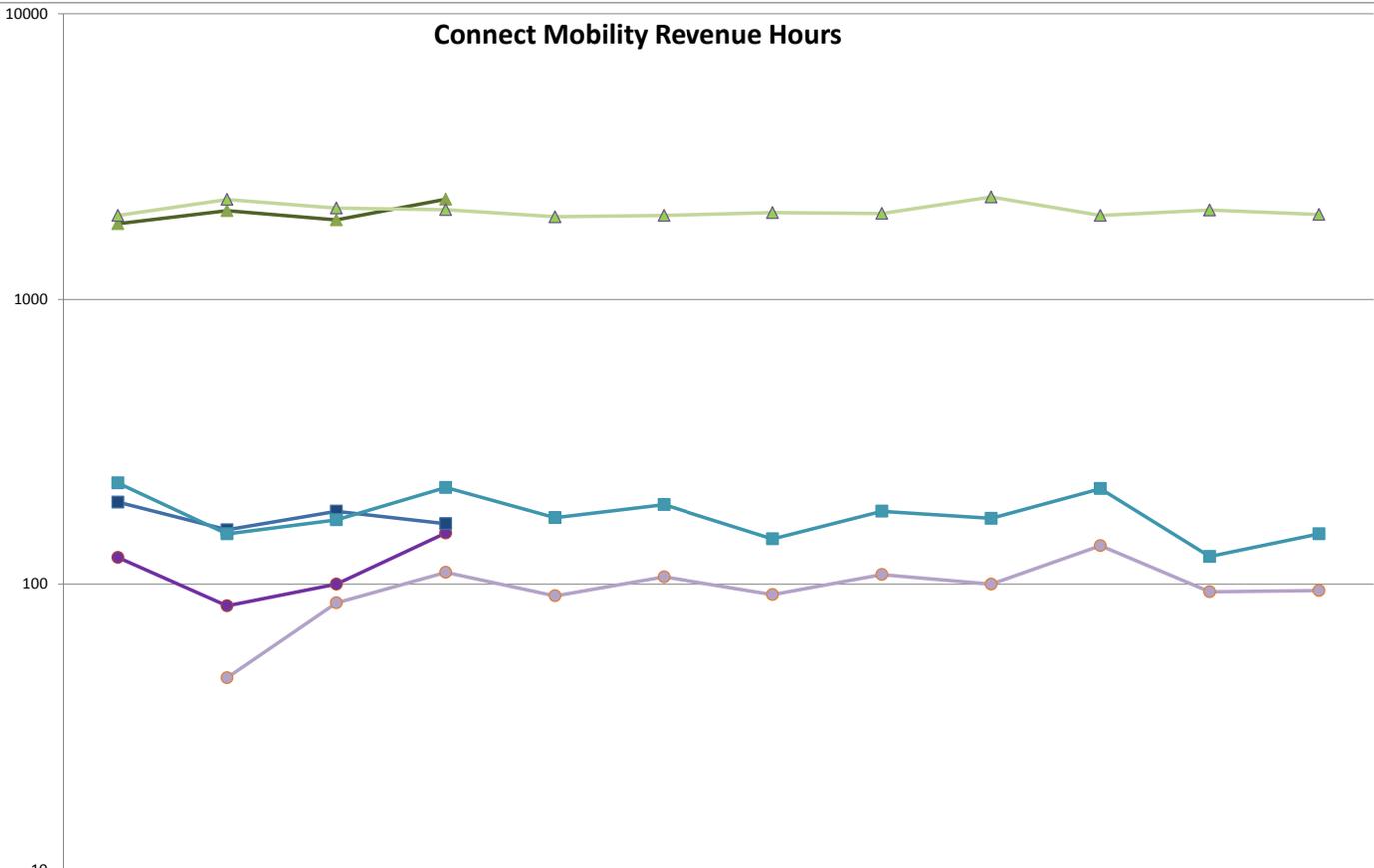
### Fixed Route Revenue Hours



	July	August	September	October	November	December	January	February	March	April	May	June
—●— Sunday FY18	1023	842	796	967								
—●— Sunday FY17	0	430	860	1076	866	650	866	866	866	1083	830	818
—■— Saturday FY18	1255	1066	1333	973								
—■— Saturday FY17	1254	1069	1135	1418	1111	1359	1094	1128	1094	1410	1035	1004
—▲— Weekday FY18	6665	7774	6934	7178								
—▲— Weekday FY17	5352	7407	7758	7659	7593	7842	7849	7308	8322	7308	7653	7332

Notes: Revenue hours decreased 398 or 4.8% in October 2017 over October 2016. The revenue hour decrease was approved by the board for the 2018 fiscal budget.

### Connect Mobility Revenue Hours



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY18	124	84	100	151								
Sunday FY17	0	47	86	110	91	106	92	108	100	136.45	94	95
Saturday FY18	193.6	155	180	163								
Saturday FY17	226	150	168	218	171	190	144	180	170	216	125	150
Weekday FY18	1841	2046	1900	2244								
Weekday FY17	1968	2238	2091	2062	1947	1969	2013	2000	2283	1969	2055	1983

Notes: Revenue hours increased 167 or 7.0% in October 2017 over October 2016. This was due to increased ridership from Connect Mobility and the newly added Connect Mobility premium service.

# Safety Reports

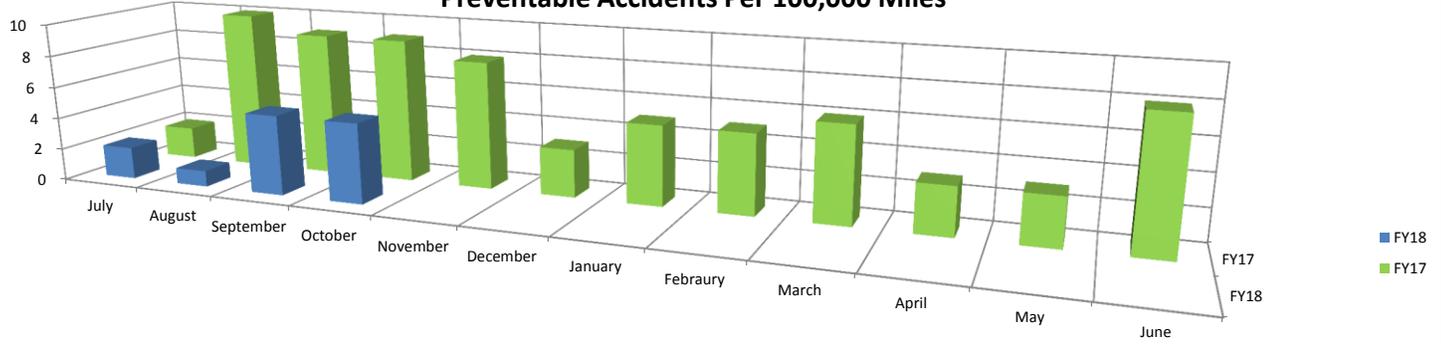
## Safety Related Incidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	10	4	12	17								
FY17	7	20	19	24	18	17	17	9	13	9	16	14

Notes:

## Preventable Accidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY18	2	1	5	5								
FY17	2	10	9	9	8	3	5	5	6	3	3	8

Notes:

Premium Service Overview from October 2017.

Completed Trips	Individuals	Direct Miles	Direct Hours	Fare Collected
496	22	2,594	106.8	\$1,593

Notes: The number of premium service trips increased by 110 from September to October. The cost of the service this month is \$7,659.69 (unaudited).



Statistics	Sep 17				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
<b>Connect Transit</b>								
Green	23,009	8,665	789	29.18	14.6%	-13.4%	-3.0%	18.1%
Red	29,140	13,666	1,254	23.24	15.3%	-0.6%	-3.5%	19.4%
Lime	27,705	14,578	1,288	21.51	46.9%	-2.9%	-4.2%	53.3%
Teal	2,429	3,117	230	10.56	-38.1%	-37.3%	-51.3%	27.1%
Aqua	6,431	2,696	244	26.37	22.2%	-1.2%	-17.6%	48.3%
Orange	4,973	4,612	360	13.81	19.6%	-2.8%	-4.8%	25.6%
Gold	6,375	4,578	404	15.78	46.1%	-11.5%	-6.9%	57.0%
Purple	11,736	12,836	1,023	11.47	13.6%	-17.6%	-25.4%	52.3%
Blue	4,454	4,320	375	11.88	7.1%	-5.7%	-5.1%	12.8%
Brown	5,494	5,000	440	12.49	11.9%	-4.2%	-5.0%	17.8%
Tan	6,592	7,880	647	10.19	18.9%	-5.4%	28.9%	-7.7%
Pink	6,646	3,703	384	17.31	-4.1%	-3.5%	-5.9%	1.9%
Yellow	20,309	8,167	538	37.75	-1.5%	21.7%	12.1%	-12.1%
Olive	3,649	4,310	402	9.09	-7.1%	-3.7%	-7.5%	0.5%
Redbird	58,983	6,924	685	86.11	4.5%	-3.2%	-9.7%	15.8%
Ntripper	-	-	-	-	-100.0%	-100.0%	-100.0%	-
Btripper	-	-	-	-	-100.0%	-100.0%	-100.0%	-
Silver	3,322	3,459	273	12.17	-	-	-	-
<b>Total Fixed Route</b>	<b>221,247</b>	<b>108,512</b>	<b>9,335</b>	<b>23.70</b>	<b>13.6%</b>	<b>-3.3%</b>	<b>-5.2%</b>	<b>19.8%</b>
<b>Demand Response</b>								
Connect Mobility	7,073	27,994	2,187	3.23	2.1%	29.7%	-6.4%	9.1%
Connect Late Night	-	-	-	-	-	-	-	-
<b>Total Demand Response</b>	<b>7,073</b>	<b>27,994</b>	<b>2,187</b>	<b>3.23</b>	<b>2.1%</b>	<b>29.7%</b>	<b>-6.4%</b>	<b>9.1%</b>
<b>SYSTEM TOTALS</b>	<b>228,320</b>	<b>136,506</b>	<b>11,522</b>	<b>19.82</b>	<b>13.2%</b>	<b>2.0%</b>	<b>-5.4%</b>	<b>19.7%</b>



Statistics	Oct 17				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
<b>Connect Transit</b>								
Green	22,703	8,180	841	27.00	2.4%	-18.2%	4.4%	-2.0%
Red	30,756	14,371	1,338	22.99	4.0%	1.4%	0.5%	3.5%
Lime	30,635	15,432	1,364	22.47	39.1%	0.1%	-1.0%	40.6%
Teal	-	-	-	-	-100.0%	-100.0%	-100.0%	-
Aqua	7,057	2,887	207	34.17	8.7%	4.5%	-31.1%	57.6%
Orange	4,111	5,075	388	10.60	-13.2%	6.2%	1.9%	-14.8%
Gold	8,272	5,097	418	19.79	58.6%	-2.4%	-6.1%	68.8%
Purple	8,946	11,452	785	11.39	-26.4%	-26.9%	-43.1%	29.5%
Blue	6,420	4,605	403	15.93	61.2%	-0.3%	1.3%	59.2%
Brown	5,929	5,419	473	12.55	17.1%	3.1%	1.2%	15.7%
Tan	7,056	8,472	687	10.28	20.7%	1.1%	-1.4%	22.4%
Pink	6,478	3,926	394	16.44	-40.9%	0.9%	-4.5%	-38.1%
Yellow	18,244	9,407	638	28.60	-12.3%	40.2%	32.7%	-33.9%
Olive	3,922	4,600	446	8.79	5.3%	3.3%	0.9%	4.4%
Redbird	58,508	8,051	738	79.33	1.0%	12.4%	-3.0%	4.1%
Ntripper	-	-	-	-	-100.0%	-100.0%	-100.0%	-
Btripper	-	-	-	-	-100.0%	-100.0%	-100.0%	-
Silver	6609	7,630	602	10.98				
<b>Total Fixed Route</b>	<b>225,646</b>	<b>114,605</b>	<b>9,720</b>	<b>23.21</b>	<b>4.8%</b>	<b>0.0%</b>	<b>-4.9%</b>	<b>10.2%</b>
<b>Demand Response</b>								
Connect Mobility	7,751	31,686	2,558	3.03	7.8%	-2.5%	7.0%	0.8%
Connect Late Night								
<b>Total Demand Response</b>	<b>7,751</b>	<b>31,686</b>	<b>2,558</b>	<b>3.03</b>	<b>7.8%</b>	<b>-2.5%</b>	<b>7.0%</b>	<b>0.8%</b>
<b>SYSTEM TOTALS</b>	<b>233,397</b>	<b>146,291</b>	<b>12,278</b>	<b>19.01</b>	<b>4.9%</b>	<b>-0.5%</b>	<b>-2.6%</b>	<b>7.7%</b>



Statistics	YTD 18				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
<b>Connect Transit</b>								
Green	86,091	35,813	3,184	27.04	56.3%	39.6%	53.1%	2.1%
Red	113,788	55,981	5,229	21.76	62.7%	56.6%	55.2%	4.9%
Lime	106,262	60,559	5,383	19.74	98.1%	55.4%	54.4%	28.4%
Teal	10,461	13,139	1,178	8.88	-5.1%	2.4%	-3.4%	-1.7%
Aqua	28,496	11,311	1,071	26.61	83.0%	60.2%	39.9%	30.8%
Orange	20,159	19,204	1,506	13.39	69.8%	56.9%	54.4%	10.0%
Gold	27,989	20,394	1,701	16.45	117.8%	52.6%	51.1%	44.2%
Purple	51,212	55,527	4,562	11.23	78.9%	38.2%	28.8%	38.9%
Blue	20,103	18,125	1,571	12.80	89.8%	53.2%	54.0%	23.3%
Brown	23,047	20,890	1,842	12.51	78.2%	55.1%	54.1%	15.6%
Tan	26,680	33,055	2,721	9.81	81.8%	53.9%	83.4%	-0.9%
Pink	25,827	15,439	1,603	16.11	19.1%	55.5%	52.0%	-21.6%
Yellow	67,562	29,727	2,035	33.21	27.1%	73.5%	66.0%	-23.4%
Olve	16,214	17,708	1,668	9.72	63.4%	55.3%	48.5%	10.0%
Redbird	156,883	18,574	1,805	86.94	12.2%	1.0%	-7.6%	21.4%
Ntripper	270	711	41	6.55	14.9%	-17.5%	-23.3%	49.7%
Btripper	621	1,412	83	7.53	303.2%	-22.2%	-22.5%	420.6%
Silver	9931	11089.28	875	11.35				
<b>Total Fixed Route</b>	<b>791,596</b>	<b>438,658</b>	<b>38,055</b>	<b>20.80</b>	<b>10.4%</b>	<b>2.8%</b>	<b>7.5%</b>	<b>2.7%</b>
<b>Demand Response</b>								
Connect Mobility	28,505	115,696	9,189	3.10	6.6%	10.3%	1.0%	5.5%
<b>Total Demand Response</b>	<b>28,505</b>	<b>115,696</b>	<b>9,189</b>	<b>3.10</b>	<b>4.3%</b>	<b>7.2%</b>	<b>-1.3%</b>	<b>5.7%</b>
<b>SYSTEM TOTALS</b>	<b>820,101</b>	<b>554,354</b>	<b>47,244</b>	<b>17.36</b>	<b>10.1%</b>	<b>3.7%</b>	<b>5.7%</b>	<b>4.2%</b>

**Federal Report for Connect Transit**  
**Prepared by Cardinal Infrastructure**  
**November 21, 2017**

**Tax Reform**

The House passed their tax overhaul bill (HR 1), 227-205, which was sent over to the Senate and will be used as a vehicle to pass its own tax proposal. The House Ways and Means Committee marked up HR 1 over a four-day period earlier this month, reporting the bill to the floor by a party-line vote of 24-16. The House bill includes a partial repeal of the state and local tax (SALT) deduction and several financing tools widely used by local governments, including Private Activity Bonds (PABs), Advanced Refunding Bonds, Historic Preservation Tax Credits, and New Markets Tax Credits (NMTCs).

If the Senate is successful in passing its bill, Senate Republican leadership have said they'll form a conference committee to reconcile the differences. This recent House action sets up what will likely be challenging negotiations with the Senate, where the Senate Finance Committee has approved its chairman's mark that includes repeal of the individual mandate in the 2010 health care law, delays the corporate rate cut to 2019 and differs on key issues - such as state and local tax deductions. President Trump, who rallied House Republicans before the tax bill vote, said he wants to sign tax legislation before Christmas.

On November 20th, the Senate Finance Committee released legislative text of the Republican tax plan approved by the committee on November 16th. The committee voted along party lines, 14-12, to forward the proposal on to the full Senate. The Senate is expected to consider the draft bill when it returns from Thanksgiving recess.

**Continuing Resolution**

Congress is likely to consider a short-term spending measure, such as a three-month continuing resolution (CR), when government funding runs out on December 8th. After a meeting with the President last week, Republican lawmakers confirmed this through various statements. House Appropriations Chairman Rodney Frelinghuysen (R-NJ) says he needs a real discretionary spending level "several weeks" before his committee could produce an omnibus. But, with few legislative days left and Republicans focused on a tax bill, he said he expects another stopgap spending bill of a "very, very short duration."

**USDOT Notification of Regulatory Review**

Connect Transit submitted comments to the USDOT "Notification of Regulatory Review." These comments discussed the burden and alternative to environmental review processes in the construction of or improvements to bus shelters. USDOT is reviewing its existing regulations and other agency actions to evaluate their continued necessity and determine whether they are crafted effectively to solve current problems. As part of these reviews, US DOT invites input on existing rules and other agency actions that are candidates for repeal, replacement, suspension, or modification.

**Bus Caucus**

A new Bipartisan Congressional Bus Caucus has formed in the House of Representatives. Connect Transit submitted letters to Congressman LaHood and Congressman Davis requesting they join and participate in the Caucus. Congressman Davis has responded and accepted Connect Transit's request. The mission will be to focus on funding for the bus and bus facility program, especially during the upcoming Reauthorization bill process. In addition, the Congressional Infrastructure Caucus was recently

formed and will focus on investment in the nation's outdated roads, bridges, rails, airports, transit, wastewater systems, and drinking water.

### **USDOT Strategic Plan**

USDOT published its draft Strategic Plan for Fiscal Year 2018-2022. According to USDOT, the "draft reflects [Secretary Chao's] priorities for achieving USDOT's mission through safety, infrastructure investment, innovation and accountability." USDOT anticipates that the final Strategic Plan for will be submitted to Congress and posted in February 2018. The strategy provides: Through competitive, discretionary grant programs DOT will support projects of national significance that support DOT goals, leverage Federal funds, transform how infrastructure is delivered, and promise a high rate of social and economic return. Strategies are further described and detailed in the document, of particular note: streamline the environmental review process; target Federal investments toward transportation projects that address high priority infrastructure needs; and build partnerships with stakeholders to facilitate the financing, development and implementation of multimodal transportation projects.

### **Regulatory Reform Task Force**

The House Oversight and Government Reform Subcommittee on Government Operations held a hearing titled "Regulatory Reform Task Forces Check-In." The purpose of the hearing was to examine various agencies' implementation of the Administration's Executive Orders on regulatory reform. Among those testifying was James Owens, Acting General Counsel of the US Department of Transportation.

Owens discussed USDOT's Regulatory Reform Task Force (RRTF) which consists of senior career and non-career leaders making up two components - a working group and a leadership council. According to Owens, RRTF is guided by three principles: (1) to reduce the regulatory burden on the public without compromising safety; (2) to streamline permitting; and (3) to enable innovation. He remarked, "We anticipate additional deregulatory progress for Fiscal Year 2018 with the Fall 2017 Unified Agenda expected to further increase the number of deregulatory actions to approximately half of all DOT rulemakings. In addition, the RRTF plans to consider potential burdens caused by agency guidance documents. Owens stated that USDOT is at the beginning of this process.

### **Debt Limit**

The Treasury Department reported that it will run out of its ability to pay debts in January- a month or two earlier than was expected based upon September's estimates. Congress is likely to raise the debt limit when it considers the annual funding bill which has a December 8th deadline.

### **Infrastructure Caucus**

Congresswoman Esty (D-CT) recently announced the creation of the Congressional Infrastructure Caucus which will focus on investment in the nation's outdated roads, bridges, rails, airports, transit, wastewater systems, and drinking water. The Co-Chairs of the Caucus will be Congresswoman Esty and Congressman John Duncan, Jr. (R-TN), both members on the Committee on Transportation and Infrastructure. Current membership also includes Congressmen Sean Maloney (D-NY) and Garret Graves (R-LA).

### **Administration Confirmation**

Senate voted 90-7 to approve the nomination of Derek Kan for Under Secretary for Policy at the U.S. Department of Transportation. Under Secretary Kan was previously a general manager for Lyft and a member of Amtrak's board. Earlier in his career, he was a policy advisor to Senate Majority Leader Mitch McConnell (R-KY) and chief economist for the Senate Republican Policy Committee. Before

becoming a Hill staffer, Kan served as a Presidential Management Fellow at the White House Office of Management and Budget.

### **USDOT Nomination Hearing**

The Senate Commerce, Science and Transportation Committee held a hearing on the nomination of Diana Furchtgott-Roth to be Assistant Transportation Secretary for Research and Technology. On the issue of Buy America, she remarked she would support President Trump's push for increased Buy America measures. She once wrote that Buy America provisions that require U.S.-made materials be used in certain industries would create a trade war. She explained to the Committee that she would let data shape her policy recommendations on new technologies such as autonomous vehicles. Furchtgott-Roth also stated she would focus on better understanding the impact of rapidly developing transportation technology and that policy recommendations for Secretary Chao would be based on research and not ideology.



## MEMO

November 28, 2017

TO: Board of Trustees

FROM: Isaac Thorne, General Manager

Subject: Recommendation of IFB 17-07 for Oakland Building Demolition

**RECOMMENDATION:** That a firm fixed price contract in the amount of \$146,000 for the Demolition of 104-106 E Oakland Avenue be awarded to Stark Excavating, Inc., and the General Manager be authorized to execute the necessary documents.

**BACKGROUND:** The former BNPTS facility located on Oakland Ave. was vacated in 2010. It was briefly occupied in 2014 and 2015 as a storage facility for the City of Bloomington. In 2011, the property was appraised, with the building structure given no value. Since being vacated, the building has continued to deteriorate and needs to be demolished.

**DISCUSSION:** Staff released an Invitation for Bid (IFB) and two (2) proposals were received. The following vendors submitted proposals: Stark Excavating, Inc. and Hood Demolition. Staff reviewed the proposals and selected the lowest price, responsible, and responsive bidder. The bid prices received were:

Stark Excavating, Inc: \$146,000

Hood Demolition: \$208,000

The contractor will remove the building and the concrete on the property. Gravel will be used to backfill and will require little lawn maintenance for Connect Transit staff.

**FINANCIAL IMPACT:** Funds for this project will be paid from Local Capital Funds.



## MEMO

November 28, 2017

TO: Board of Trustees

FROM: Isaac Thorne, General Manager

Subject: Recommendation to Amend Connect Transit Substance Abuse Policy and Drug and Alcohol Testing Requirements

**RECOMMENDATION:** That the Connect Transit Substance Abuse Policy and Drug and Alcohol Testing Requirements be amended to be in compliance with Department of Transportation 49 CFR Part 40. The Substance Abuse Policy and Drug and Alcohol Testing Requirements will take effect on January 1, 2018.

**DISCUSSION:** The Department of Transportation (DOT) is amending its drug testing program regulation to add hydrocodone, hydromorphone, oxymorphone, and oxycodone to its drug-testing panel. To be compliant with the DOT requirement Connect is adding these four semi-synthetic opioids to the drug testing requirements (page 4).

**FINANCIAL IMPACT:** Testing for the four semi-synthetic opioids will cost approximately \$200.00 more each year. The drug testing expense is paid out of operating funds.



**Substance Abuse Policy**  
**&**  
**Drug and Alcohol Testing Requirements**

## **Substance Abuse Policy**

Connect Transit is dedicated to providing safe, dependable, and economical transportation services to our customers and to protecting the safety, health, and well-being of all employees. We recognize that alcohol abuse and drug use pose a significant threat to these goals. To assist in meeting these goals and provide a healthy, satisfying working environment for its employees, it is the policy of CONNECT TRANSIT to:

- Assure that employees are not impaired by prohibiting drugs and/or alcohol in their ability to perform assigned duties in a safe and productive manner.
- Create a workplace environment free from the adverse effects of drug abuse and alcohol misuse.
- Prohibit the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances.
- Encourage employees to seek professional assistance for alcohol or drug dependency prior to it adversely affecting their ability to properly perform their duties.
- Certain aspects of the Connect Transit Substance Abuse Policy exceed those guidelines set forth under 49 CFR part 40 and 49 CFR part 655 and are identified in this document by ***ITALICS and ASTERISKS\*\****.

## **Consequences of Drug Use and/or Alcohol Misuse**

CONNECT TRANSIT will not knowingly hire any individual who uses, manufactures, distributes, dispenses, or possess any prohibited drug or who engages in prohibited alcohol related conduct. CONNECT TRANSIT will maintain a pre-employment prohibited drug and alcohol screening program designed to prevent hiring anyone who engages in prohibited drug and alcohol activities.

Any employee who violates this policy will be subject to immediate termination of employment.

## **Policy Purposes**

The purposes of this policy are:

- To protect CONNECT TRANSIT employees, customers, and the general public from the risks associated with the abuse of prohibited drugs and the misuse of alcohol.
- To comply with all applicable Federal regulations governing anti-drug and alcohol programs both in the workplace and in the transit industry.
  - Omnibus Transportation Employee Testing Act of 1991
  - 49 CFR part 655
  - Drug Free Workplace Act of 1988

## **Applicability**

This policy applies to:

- All Connect Transit employees when they are;
  - on CONNECT TRANSIT property,
  - off CONNECT TRANSIT property having been relieved from duty for short break periods (such as a lunch break) when the employee is scheduled to return to work after the completion of the break period,
  - not on CONNECT TRANSIT property, but performing a CONNECT TRANSIT safety-sensitive function,
  - visitors, vendors, and contract employees while on CONNECT TRANSIT property
- Participation in this Substance Abuse Policy is a condition of employment and a condition of continued employment for all CONNECT TRANSIT safety-sensitive employees.
- The Substance Abuse Policy is intended to apply whenever anyone is representing or conducting business for CONNECT TRANSIT.

## **Responsibility**

The Safety and Training Director will be responsible for the administration of this policy, the dissemination of this policy to all CONNECT TRANSIT safety-sensitive personnel, and the maintenance of all required and related records.

## **Definitions**

- Accident – An occurrence associated with the operation of a CONNECT TRANSIT owned or leased vehicle in which:
  - An individual dies
  - An individual suffers a bodily injury which requires immediate medical treatment away from the scene of the occurrence
  - One or more vehicles involved incur disabling damage as a result of the occurrence and is towed or removed from the scene.
- CONNECT TRANSIT Property –All property, to include the premises and vehicles, owned or leased by CONNECT TRANSIT.
- Safety-Sensitive Employee – Any CONNECT TRANSIT employee who operates, works on, or directs the operation of CONNECT TRANSIT property. Safety-sensitive employees includes, but is not limited to, the following personnel:
  - General Manager
  - Transit Operations Director
  - Maintenance Director
  - Assistant Maintenance Director
  - Maintenance Supervisor
  - Safety and Training Director
  - Operations Supervisors
  - Dispatchers
  - Bus Operators
  - Mechanics and Service Technicians
- Safety-Sensitive Function – Any of those on-duty functions as set forth in 49 CFR Part 655.4.

## **Prohibited Conduct**

The manufacture, distribution, dispensation, possession, or use of a prohibited drug or misuse of alcohol by any CONNECT TRANSIT employee is prohibited at all times on all CONNECT TRANSIT property. Law enforcement shall be notified where criminal activity is suspected.

- CONNECT TRANSIT employees shall not use, manufacture, distribute, dispense, or possess any prohibited drug at any time. Employees who violate this provision will be subject to immediate termination of employment.
- CONNECT TRANSIT employees shall not consume alcohol at any time while on duty or while on CONNECT TRANSIT property. Employees who violate this provision will be subject to immediate termination of employment.
- *\*\*CONNECT TRANSIT employees shall not use, manufacture, distribute, dispense, or possess synthetic cannabinoids, synthetic cathinones, or any other products that are designed as an analog to any prohibited drug or intoxicant or to simulate any prohibited drug or intoxicant at any time while on duty or while on CONNECT TRANSIT property. Examples include those items sold or distributed as “bath salts”, “herbal incense”, or “legal marijuana”. Employees who violate this provision will be subject to immediate termination of employment.*
- *\*\*The illegal or unauthorized use of prescription drugs is prohibited. Employees who violate this provision will be subject to immediate termination of employment.*
- Safety-sensitive employees shall not consume alcohol within four (4) hours prior to performing a safety-sensitive function. Employees who violate this provision will be subject to immediate termination of employment.
- A safety-sensitive employee that is involved in an accident which requires a post-accident drug and alcohol test shall not consume alcohol for a period of eight (8) hours following the accident, or until the post-accident test is completed. Employees who violate this provision will be subject to immediate termination of employment.
- Safety-sensitive employees who refuse to test as herein required will be subject to immediate termination of employment.

### **Prescription and Over the Counter Medications**

*\*\*Prescription and Over the Counter medications are not prohibited when taken in a standard dosage and/or according to a physician's prescription. Any employee taking prescribed or over the counter medications will be responsible for consulting the prescribing physician and/or pharmacist to determine whether the medication may interfere with safe performance of their assigned duties. If the use of a medication could compromise the safety of the employee, fellow employees, or the public it is the employee's responsibility to notify their supervisor in order to discuss the use of appropriate personnel procedures (e.g., use of sick time, arranging a leave of absence) in order to avoid unsafe workplace practices.*

### **Notification of Apprehension, Arrest, and/or Conviction**

*\*\*Any employee who is convicted of a criminal drug violation must notify CONNECT TRANSIT in writing within five (5) calendar days of the conviction. Appropriate disciplinary action, to include termination of employment, will be taken against those personnel who are convicted of a criminal drug violation.*

*Any safety-sensitive employee who is apprehended or arrested for driving under the influence (DUI) or apprehended or arrested for suspicion of driving under the influence, and whose driving privileges are suspended or revoked by the State as a result of that apprehension or arrest, will be subject to immediate termination of employment.*

## **Drug and Alcohol Testing Requirements**

### **Drug Testing**

- **CONNECT TRANSIT will require testing for prohibited drugs in accordance with 49 CFR Part 655.21, which includes; Marijuana, Cocaine, Amphetamines, Phencyclidine, and Opioids (to include; Codeine, Morphine, Heroin, Hydrocodone, Hydromorphone, Oxycodone, and Oxymorphone).** All urine specimens shall be split-sample and shall be taken promptly with as little delay as possible. The "primary" sample shall be at least 30ml of urine; the "split" sample shall be at least 15ml of urine. Immediately after the specimen is collected, in the presence of the employee, the specimen shall be divided into two separate containers, labeled, and sealed. The employee is obligated to identify each specimen and initial the specimen containers. The container containing the "primary" sample shall be sent to a Department of Health and Human Services (DHSS) certified testing laboratory on that day or the next normal business day by courier or the fastest practical method available. The "split" sample shall be preserved.
- The employee shall be given an opportunity to have the "split" sample tested at a DHHS certified laboratory of their own choosing and at their own expense within 72 hours of being informed of a positive result by the Medical Review Officer (MRO). An employee shall be reimbursed for the cost of the "split" sample test if the "split" sample test results in a negative finding. Additionally, if the "split" sample test results in a negative finding, the employee will be reimbursed for compensation lost as a result of the "primary" sample positive test.
- The failure of an employee to provide specimens of sufficient quantity, even after a 3 hour second opportunity following drinking up to 40 ounces of water, distributed reasonably through a period, will cause the employee to be referred for a medical evaluation to develop pertinent information as to whether the employee's inability to provide a specimen is genuine or constitutes a refusal to test. This medical evaluation shall be sent to the MRO, who will submit a conclusion in writing to the CONNECT TRANSIT designated Drug and Alcohol Program Manager. While this process is being accomplished the employee shall not be allowed to perform a safety-sensitive function and the employee will be placed on leave without pay. If the MRO concludes that there is a medically valid reason for the employee's inability to produce a specimen, the employee will be reimbursed for lost pay. If the MRO concludes that there is not a medically valid reason for the employee's inability to produce a specimen, the employee's failure will be considered a refusal to test.

- An employee who has a verified positive drug test shall immediately be removed from performing a safety-sensitive function and will be subject to immediate termination of employment. The employee will then be referred to a Substance Abuse Professional (SAP) for evaluation.

### **Refusal to Take a DOT Drug Test**

As an employee, you are considered to have refused to take a drug test if you:

- Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer.
- Fail to remain at the testing site until the testing is complete; Provided that an employee who leaves the testing site before the process commences for a pre-employment test is not deemed to have refused to test.
- Fail to provide a urine specimen for any drug test required by Part 40.191 or DOT agency regulations; Provided that an employee who does not provide a urine specimen because they have left the testing site before the testing process commences for a pre-employment test is not deemed to have refused.
- Fail to permit the observation or monitoring of your provision of a specimen, if so required.
- Fail to provide a sufficient amount of urine when directed, and it has been determined through a medical evaluation, that there was no adequate medical explanation for the failure.
- Fail or decline to take an additional drug test that the employer or collector has directed you to take.
- Fail to undergo a medical examination or evaluation as directed by the MRO as part of the verification process or as directed by the Designated Employee Representative (DER). In the case of a pre-employment drug test, the employee is deemed to have refused to test on this basis only if the pre-employment test is conducted following a contingent offer of employment.
- Fail to cooperate with any part of the testing process. For example: refuse to empty pockets when directed by the collector, behaving in a confrontational way that disrupts the collection process, fail to wash hands after being instructed to do so by the collector.
- Fail to follow the observer's instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around in order to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process. (Direct Observation Tests Only)
- Possess or wear a prosthetic device that could be used to interfere with the collection process.
- Admit to the collector or the MRO that you adulterated or substituted the specimen.

### **Alcohol Testing**

- CONNECT TRANSIT will require alcohol testing in accordance with Federal Transit Administration (FTA) requirements set forth in Part 40. Two breath tests are required to determine if a person has a prohibited alcohol concentration. A "screen" test shall be conducted first. Any result less than .02% alcohol concentration is considered a negative test. If the alcohol concentration is .02% or greater, a second "confirmation" test must be conducted. This test shall be by means of an Evidential Breath Testing (EBT) device that prints out the results, date, time, a sequential test number, and the name and serial number of the EBT. The alcohol test must be conducted by a Breath Alcohol Technician (BAT) who is trained to operate the EBT and is proficient in all breath alcohol testing procedures.
- Employees shall only be tested for alcohol while performing a safety-sensitive function, just before performing a safety-sensitive function, or just after performing a safety-sensitive function.
- In accordance with 49 CFR part 655.35, any test with a result of .02% or greater but less than .04% shall cause the employee to immediately be removed from safety sensitive functions until;
  - The employee's alcohol concentration measures less than .02%,
  - The start of the employee's next regularly scheduled duty period, but not less than eight (8) hours following the administration of the test.
- Employees with a test result of .04% or greater shall immediately be removed from their safety-sensitive function, are subject to immediate termination of employment, and will be referred to a SAP for evaluation.
- Failure of the employee to provide an adequate amount of breath during a breath alcohol test will cause the employee to be immediately referred for a medical evaluation to develop pertinent information concerning

whether the employee's inability to provide the adequate amount of breath is genuine or constitutes a refusal to test. The physician shall submit a written medical evaluation to the MRO, who will submit a conclusion in writing to the CONNECT TRANSIT designated Drug and Alcohol Program Manager. While this process is being accomplished the employee will be placed on leave without pay. If the MRO concludes that there is a medically valid reason for the employee's inability to produce a specimen, the employee will be reimbursed for lost pay. If the MRO concludes that there is not a medically valid reason for the employee's failure to produce a specimen the employee's failure will be considered a refusal to test.

### **Refusal to Take a DOT Alcohol Test**

As an employee, you are considered to have refused to take an alcohol test if you:

- Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer.
- Fail to remain at the testing site until the testing process is complete; Provided that an employee who leaves the testing site before the process commences for a pre-employment test is not deemed to have refused to test.
- Fail to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT agency regulations; Provided that an employee who does not provide an adequate amount of breath or saliva because they have left the testing site before the testing process commences for a pre-employment test is not deemed to have refused a test.
- Fail to provide a sufficient breath specimen and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure.
- Fail to undergo a medical examination or evaluation as directed by the employer as part of the insufficient breath procedures outlined at 40.265(c).
- Fail to sign the certification at step 2 of the ATF (see 40.241(g) and 10.251(d)).
- Fail to cooperate with any part of the testing process.

As an employee, if you refuse to take an alcohol test, you incur the same consequences specified under DOT agency regulations for a violation of the DOT agency regulations.

As a BAT or STT, or as the physician evaluating a "shy lung" situation, when an employee refuses to test as provided in this section, you must terminate the portion of the testing process in which you are involved, document the refusal on the ATF or in a separate document which you cause to be attached to the form. You must immediately notify the DER by a means that ensures the refusal notification is immediately received. You must make this notification directly to the DER.

### **Compliance**

For the purposes of implementing this policy and complying with FTA regulations, all safety-sensitive employees will be required to take and successfully pass urine drug testing and/or breath alcohol testing under the following circumstances. Refusal to submit to such screenings shall be considered a positive test. A positive test will result in disciplinary action up to and including termination of employment. The random drug testing will be continuous and reasonably spread throughout the year on all days and hours during which safety-sensitive functions are being performed.

- **Pre-Employment Testing** – Applicants for safety-sensitive positions will be required to take a drug test, administered in accordance with these policy requirements and resulting in a verified negative before they can be hired for a safety-sensitive position. Employees who wish to transfer from other positions to a safety-sensitive position will be required to take a drug test, administered in accordance with these policy requirements and resulting in a verified negative before they can be transferred to a safety-sensitive position.
- **Reasonable Suspicion Testing** – Employees employed in safety-sensitive positions will be subject to drug and alcohol testing if a CONNECT TRANSIT supervisor, who has been trained in the detection of prohibited drug and alcohol abuse, has reasonable suspicion to believe that the covered employee has used prohibited drugs and/or alcohol. Reasonable suspicion will be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

- **Post-Accident Testing** – Safety-sensitive employees will be required to submit to prohibited drug and alcohol testing subsequent to an accident involving CONNECT TRANSIT owned or leased vehicles in the following instances:
  - Fatal Accidents – As soon as practicable following an accident which involves the loss of human life, each surviving safety-sensitive employee that was operating a CONNECT TRANSIT vehicle involved in the accident will be tested.
  - Non-Fatal Accidents and Property Damage Accidents – As soon as practicable following an accident not involving the loss of human life, each operator of a CONNECT TRANSIT vehicle involved in the accident will be tested:
    - If an individual suffers bodily injury and immediately receives medical treatment away from the scene of the accident
    - In any occurrence in which the CONNECT TRANSIT vehicle involved or one or more vehicles involved incurs disabling damage as a result of the occurrence and such vehicles are transported away from the scene by a tow truck or other vehicle
    - In any occurrence in which the mass transit vehicle involved is a rail car, trolley car, trolley bus, or vessel and the mass transit vehicle is removed from operation.
  - Following an accident which requires employee post-accident testing, employees to be tested must have an alcohol test administered within two (2) hours following the accident. If an alcohol test is not conducted within two (2) hours the employer shall prepare and maintain on file a record stating the reasons for which the alcohol test was not promptly administered. If an alcohol test is not administered within eight (8) hours following the accident, the employer shall cease attempt to administer an alcohol test and maintain the record. Records will be submitted to the FTA up request of the Administrator. Prohibited drug testing will occur within thirty-two (32) hours of the time of the accident. Any employee subject to post-accident testing must refrain from alcohol use for eight (8) hours following the accident or until the employee has completed a post-accident test, whichever comes first.
  - An employee subject to post-accident testing may not leave the scene of an accident without receiving express permission from the employer supervisor. In the event that the employee receives employer supervisor permission to leave the scene, the employee subject to post-accident testing must remain readily available for post-accident testing and keep the employer supervisor advised of their location. An employee who is subject to post-accident testing who leaves the scene of an accident without the express permission of the employer supervisor or who fails to keep the employer supervisor advised of their location prior to submitting to post-accident testing will be deemed to have refused to submit to testing. Nothing in this paragraph should be construed to prohibit the covered employee subject to post-accident testing from leaving the scene of an accident for the period of time necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.
  - You must not collect, by catheterization or other means, urine from an unconscious employee to conduct a drug test under this part. Nor may you catheterize a conscious employee. However, you must inform an employee who normally voids through self-catheterization that the employee is required to provide a specimen in that manner. If, as an employee, you normally void through self-catheterization and decline to do so, this constitutes a refusal to test.
- **Random Testing** – On various occasions throughout the year covered employees may be randomly tested for prohibited drug and/or alcohol use any time while on duty. Random testing will be performed at all hours of the day and all days when safety-sensitive functions are performed. The number of covered employees selected for testing each calendar year will be, at a minimum, an amount equal to the number of employees required to be tested pursuant to FTA regulations. The selection of safety-sensitive employees for random alcohol testing will be made up using a scientifically valid method that ensures each covered employee that they will have an equal chance of being selected each time random selections are made.
  - Safety-sensitive employees selected for a random test must proceed immediately to the test facility following notification of the random test.
- **Return to Duty Testing** – A safety-sensitive employee that has not performed a safety-sensitive function for ninety (90) consecutive days or more, and has been removed from the random pool during this period, must

take a Pre-Employment drug test with a verified negative result prior to returning to duty. If a covered employee's employment has not been terminated by the employer as a result of a refusal to test or as a result of a verified positive prohibited drug and/or alcohol test, before returning to duty a covered employee shall be required:

- To take a return to duty prohibited drug and/or alcohol test with a verified negative result.
- To be evaluated by a SAP to determine whether the covered employee has properly followed the recommendations for corrective action of the prohibited drug and/or alcohol abuse problem including successful completion of a SAP recommended rehabilitation program.
- To receive a determination from the MRO that the employee may return to work.
- To submit to periodic, unannounced follow up prohibited drug and/or alcohol tests for a period of up to sixty (60) months after the employee returns to duty.

### **Drug Test Results**

The prohibited drug test results of employees will be reviewed by the CONNECT TRANSIT testing provider's MRO to determine whether there is any indication of a violation of the CONNECT TRANSIT prohibited drug policy. If an employee test results in a positive result, the MRO will give the person tested an opportunity to discuss the results and provide documentation of legally prescribed medication, which might account for the positive test result. The MRO will release test results to CONNECT TRANSIT, which will maintain them in a secure location with controlled access separate from the employee's personnel records. In the event that an employee's prohibited drug test is positive, the MRO will refer the employee to a SAP. Based on information gleaned by the SAP, the SAP may make additional referrals and recommendations to the employee.

If the MRO informs the employer that a negative test result was diluted, the employer will take the following action:

- Schedule the employee for a retest and ensure that the employee is given the minimum possible advance notice that they must go to the collection site.
- Treat the result of the directed test as the test result of record.
- If the directed test result is negative-dilute, the employee will not be required to take an additional test because the result was dilute.
- If the employee declines to take the directed test, the employee has refused the test for the purpose of this part and DOT agency regulations.

### **Alcohol Test Results**

Alcohol test results shall be provided on forms established by Subpart C40.59 Appendix A. Copy 1 (white) will be retained by the BAT, copy 2 (green) shall be provided to the employee, and copy 3 (blue) shall be transmitted to CONNECT TRANSIT. In the event that an employee's alcohol test is positive, a SAP will discuss the matter with the employee and, based on information gleaned by the SAP, the SAP may make additional referrals and recommendations to the employee.

### **General**

- Test results from all drug and alcohol tests shall be retained by CONNECT TRANSIT in a secured location with controlled access as specified in 49 CFR Part 655.73.
- Test results will not be released to any party without the employee's written consent, except as otherwise required by law.

### **Education Program**

The Drug and Alcohol Program Manager will list and conspicuously post in a location accessible to all employees, a current listing of the names and locations of the following policy facilitators:

- Designated Drug and Alcohol Program Manager
- Designated Prohibited Drug and Alcohol Specimen Collection Service
- Designated Prohibited Drug Testing Facility
- Designated Medical Review Officer Services
- Designated Substance Abuse Professional Services

- Designated Breath Alcohol Technician Testing Services

The Drug and Alcohol Program Manager will ensure that supervisors designated to determine whether reasonable suspicion exists to require a driver to undergo testing under 49 CFR Part 655.14 receive at least sixty (60) minutes of education on alcohol misuse recognition. In the event that an employee is sent for alcohol testing because of a reasonable cause judgment made by a supervisor, a supervisor will transport the employee to the testing facility.

Supervisors are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor who knowingly disregards the requirements of this policy or who is found to deliberately misuse the policy in regard to subordinates shall be subject to disciplinary action up to and including termination of employment.

The Drug and Alcohol Program Manager will ensure that all employees receive at least sixty (60) minutes of education on prohibited drug use.

### **Laws and Regulations**

- All records will be retained as listed in 49 CFR Part 655.71.
- CONNECT TRANSIT will comply with all Federal, State, and Local laws and regulations concerning prohibited drug and alcohol testing as well as violations of prohibited drug and alcohol use in the work place.
- Any safety-sensitive employee is entitled, upon written request, to obtain copies of any records pertaining to the employee's use of prohibited drugs or alcohol as well as test results. Access shall be contingent upon payment for records requested.
- CONNECT TRANSIT shall release information regarding a covered employee's record to any identified person pursuant to a specific written authorization from the employee.

### **Shared Responsibility**

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both management and employees have important roles to play.

- In addition to those responsibilities listed above, management shall also:
  - Observe employee performance.
  - Investigate reports of dangerous practices.
- In addition to being concerned about working in a safe environment, employees are instructed to:
  - Support fellow workers in seeking help for prohibited drug and/or alcohol problems.
  - Report dangerous behavior to their supervisor or any other management employee.

**Designated Facilitators**

**Drug and Alcohol Program Manager and Designated Employee Representative:**

Dave White, Safety and Training Director  
Connect Transit  
351 Wylie Dr.  
Normal, IL 61761  
(Office) 309-829-1129  
(Cell) 309-319-4004

**Alternate Designated Employee Representative:**

Steven Stockton, IT Manager  
Connect Transit  
351 Wylie Dr.  
Normal, IL  
(Office) 309-829-1153  
(Cell) 309-287-7661

**Substance Abuse Professional:**

Bradley Post, LCSW, CADC  
Neurotherapy Institute of Central Illinois  
3020 W. Willow Knolls Drive  
Peoria, Illinois 61614  
309-681-5850

**Drug and Testing Services; Specimen Collection, Medical Review Officer, and Breath Alcohol Collection Locations:**

**Pre-Employment Collections and Physicals:**

OSF St Joseph Occupational Health  
1505 Eastland Dr, Suite 1000  
Bloomington, IL 61701  
309-661-6270  
Medical Review Officer-Dr. Yeoh

**Random, Post-Accident, and Reasonable Suspicion Testing Collections:**

OSF St Joseph Occupational Health  
1505 Eastland Dr, Suite 1000  
Bloomington, IL 61701  
309-661-6270

OSF PromptCare  
2200 Ft Jesse Rd, Suite 230  
Normal, IL 61761  
309-661-6280

OSF St Joseph Hospital  
Emergency Department  
2200 E Washington St  
Bloomington, IL 61701

OSF PromptCare  
OSF St Joseph PromptCare  
1505 Eastland Dr, Suite 1100  
Bloomington, IL 61701  
309-663-2100

OSF PromptCare  
1001 N Mitsubishi Motorway  
Bloomington, IL 61701  
309-828-0806

U.S. Department of Health and Human Services Certified Testing Laboratories:

Quest Diagnostics Incorporated (Following Addresses)

1777 Montreal Circle	400 Egypt Rd	8401 Fallbrook Ave
Tucker, GA 30084	Norristown, PA 19403	West Hills, CA 91304
800-729-6432	877-642-2216	818-737-6370

MedTox Laboratories, Inc.

402 W. County Rd D  
St Paul, MN 55112  
800-832-3244

Additional laboratories may be used as needed or required by the testing facility provided that they certified by HHS under the National Laboratory Certification Program.

Revision History

Initial Version-Peter Weber, General Manager	January 1, 1996
Amended-Gary Gwin, Trans. Superintendent	October 28, 1997
Amended-Gary Gwin, Trans. Superintendent	March 25, 2003
Amended-Gary Gwin, Trans. Superintendent	August 25, 2009
Amended-Gary Gwin, Trans. Superintendent	August 24, 2010
Amended-Dave White, Safety Director	March 1, 2012
Amended-Dave White, Safety Director	August 24, 2012 (System Name Change)
Amended-Dave White, Safety Director	May 20, 2014
Amended-Dave White, Safety Director	June 24, 2015
Amended-Dave White, Safety Director	November 20, 2017

\_\_\_\_\_  
Board Chair, CONNECT TRANSIT

\_\_\_\_\_  
Date



## MEMO

November 28, 2017

TO: Board of Trustees

FROM: Isaac Thorne, General Manager

Subject: Recommendation and Resolution to Approve Title VI Program

**RECOMMENDATION:** That the Connect Transit Title VI Program be approved and the Resolution be adopted.

**DISCUSSION:** Connect is required by the Federal Transit Administration (FTA) to approve a Title VI Program every three years. This allows us to be compliant with the Title VI of the Civil Rights Act of 1964 (FTA Circular C 4702.1B).

Connect Transit is required to provide the following in the Title VI Program:

- Title VI Notice
- Title VI Compliant Procedures
- Title VI Investigation procedures
- Service Standards
- Service Policies
- Limited English Proficiency (LEP) - Language Assistance Plan Four Factor Analysis
- Implementation Plan on Language Assistance

**RESOLUTION OF THE BLOOMINGTON-NORMAL PUBLIC TRANSIT SYSTEM, D/B/A CONNECT  
TRANSIT APPROVING THE 2017 TITLE VI PROGRAM AND POLICES**

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d *et seq* ("the Act) and 49 CFR Part 21, the US Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, as a recipient of federal funds, Connect Transit is required to comply with the requirements of the Act and applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, Connect Transit is required to submit its Title VI program to its governing entity for approval; and

WHEREAS, The Connect Transit Board of Trustees (Board) has considered and determined to approve the agency's 2017 Title Vi Program and policies as set forth in the attached Exhibit A entitled "Title VI Program"; and

Whereas, the Board has the authority under City of Bloomington Ordinance number 2012-12 dated March 12, 2012 and Town of Normal Ordinance number 2012-5434 dated March, 19, 2012 to approve by resolution the "Title VI Program";

NOW THEREFORE BE IT RESOLVED: That the Board hereby approves Connect Transit's 2017 Title VI Program and policies as set forth in the attached Exhibit A entitled "Title VI Program, all of which are set forth therein, and any FTA required changes.

DATED: November 28, 2017

---

CHAIRMAN

ATTEST:

---

SECRETARY

**Title VI Program**



Bloomington-Normal Public Transit System

d.b.a

Connect Transit

November 2017

## **Table of Contents**

Introduction - 3

Title VI Compliance Document - 4

Limited English Proficiency (LEP) Four Factor Analysis - 10

Limited English Proficiency (LEP) Implementation Plan – 18

Appendices - 21

### **Introduction**

This submission will assure that Bloomington-Normal Public Transit System d.b.a and henceforth known as Connect Transit has continued compliance with Title VI of the Civil Rights Act of 1964 and with U.S. Department of Transportation Title VI regulations (FTA Circular C 4702.1B) concerning Federal Transit Administration grants. A Triennial Review was conducted of BNPTS's Title VI program in 2014 and there were no findings.

## Title VI Compliance Document

### **Title VI Notice to the Public**

Connect Transit uses the following message to indicate the organization's ongoing compliance with Title VI:

"Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance (42 U.S.C. Section 200d.) Connect Transit is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with Connect Transit, 351 Wylie Drive, Normal, IL 61761."

This notice is placed in the Connect Transit Rider's Guide (Appendix 1) and in all Connect Transit Fixed Route Buses (Appendix 2), and prominently on the newly redesigned Connect Transit Website (Appendix 3). The Riders Guide is available on all Fixed Route buses and designated locations throughout Bloomington Normal including Connect Transit Headquarters (351 Wylie Dr.), Uptown Station (Normal), Bloomington City Hall, Normal Village Hall, and participating Connect Transit retail partners where passes and ride tokens may be purchased.

### **Title VI Complaint Procedure**

Connect Transit maintains the following Title VI complaint procedure on display on their website:

"TITEL VI COMPLAINT PROCEDURES"

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of color, or national origin in programs receiving federal financial assistance.

#### General

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin as noted below may file a written complaint with Connect Transit System's Equal Employment Opportunity personnel, 351 Wylie Drive, Normal, IL 61761. If the Complainant is dissatisfied with the resolution or the case is not being resolved in a timely manner, the complaint may be submitted to the Federal Transit Administration (FTA). Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI personnel may be utilized for resolutions. The EEO personnel will notify Connect Transit's General Manager of all Title VI related complaints as well as all resolutions.

#### Procedures

1. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be

made. The Complainant will be interviewed by the EEO personnel or official authorized to receive complaints. All complaints must, however, be signed by the Complainant or his/her representative.

- b. Include the date of the alleged act of discrimination when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
    - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
    - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. The Complainant will be provided with a written acknowledgement that Connect Transit has either accepted or rejected the complaint
3. A complaint shall be regarded as meriting investigation unless:
  - a. It clearly appears on its face to be frivolous or trivial.
  - b. Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action.
  - c. Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
  - d. Other good cause for not investigating the complaint exists e.g. respondent is presently under investigation by another Federal agency.
4. In the event that the complainant or respondent has not submitted sufficient information to make determination Connect Transit may request additional information from either party. This request shall be made with 15 working days of the receipt of the complaint and will require that the party submit the information with 60 working days from the date of the designated time frame may be considered good cause for a determination of no investigative merit. Failure of respondent to submit additional information within the designated time frame may be considered good cause for a determination of noncompliance.
5. A written report will be prepared by the responsible investigator at the conclusion of the investigation. The investigative report will include the following:
  - a. Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations.

- b. Citations of relevant Federal, State, and Local Laws, rules, regulations, and guidelines, etc.
- c. Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
- d. A statement of the investigator's findings and recommendations.

Send to:

Connect Transit  
Attn: Julie Dockham  
351 Wylie Drive  
Normal, IL 61761

### **Title VI Complaint Form**

Appendix 4 contains the complaint form that Connect Transit utilizes for any Title VI inquiries.

### **Title VI Investigations, Complaints, and Lawsuits**

Connect Transit currently has no active investigations by the Federal Transportation Administration (FTA) or entities other than the FTA, lawsuits, and/or complaints naming Connect Transit that allege discrimination on the basis of race, color, and/or national origin.

### **Minority Representation on Committees and Councils Selected by Connect Transit**

Connect Transit currently has one nonelected committee/council that has recently been developed since the last Title VI submission, a Community Transportation Advisory Committee (CTAC). Participants were selected from multiple geographic areas with differing ties and roles in the community. We wanted participants who were active riders on both our fixed route as well as our paratransit. We posted on our website as well as relied on community partners for applicant suggestions. Our represented makeup includes large organizations, social services, higher education and independent individuals. The racial makeup of the committee is as follows:

- 1 black male
- 1 black female
- 1 multi-racial female
- 1 white female
- 5 white males
- 1 undisclosed female

### **Public Participation Plan**

Connect Transit is committed to being excellent stewards of transit and community partners within the Bloomington-Normal Community. In accordance with this commitment, Connect Transit has implemented a pro-active public participation policy that solicits the input from the Bloomington-Normal area on a regular basis.

Prior to any change in policy or service, including but not limited to fare increases and a decrease in service hours, Connect Transit will host at least two (2) “engagement sessions” to present the idea to the public. The listening sessions provide the public an opportunity to offer questions, comments, or voice concerns about the proposed changes.

The engagement sessions are marketed on Connect Transit buses, social media, website, and distributed via press release to media outlets and community partners that include those listed below.

The locations of the listening sessions are targeted to offer at least one opportunity in Bloomington or one opportunity in Normal. In some cases, if the proposed change affects a particular area, the listening session may be held in a nearby facility, such as an elementary school or other public building. The goal of the engagement sessions is to solicit as much input as possible from concerned parties, while also allowing for an open dialogue of why the recommendations are being made. The location of each engagement session, being set either in Bloomington or Normal or in a specific area, provides the opportunity for transit access to the forums, but also allows the affected populations, including LEP and minority populations, to participate more easily than at other locations.

Once feedback has been gathered, Connect Transit may use the input to shape or change the recommended item. Feedback gathered in the engagement sessions will also be distributed to Connect Transit’s Board of Trustees prior to any hearing regarding a fare increase or decrease in service hours, as required by Connect Transit’s Procedure’s for Public Comment on Fare Increase and Major Service Changes.

If any policy or service change may affect the community, Connect Transit will also reach out to the business community, nonprofit and community organizations, area universities and colleges, and other governmental agencies in order to communicate the changes and answer any concerns. Relationships and exchanges with organizations that are new or ongoing include, but are not limited:

- City of Bloomington
- Town of Normal
- McLean County
- McLean County Regional Planning
- McLean County School District Unit 5
- Bloomington School District 87
- Illinois State University
- Illinois Wesleyan University
- Heartland College
- Lincoln College –Normal
- State Farm
- Country
- YMCA/YWCA McLean County
- Mid Central Community Action
- Salvation Army
- United Way
- Life Center for Independent Living

Our Community Transportation Advisory Committee (CTAC) also meets for bi-monthly meetings. These meetings have a varying topic but are open forum for any and all discussion.

## Monitoring of Subrecipients

Connect Transit does not have any subrecipients.

## Service Standards

### Vehicle Load Standards

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
30' Standard Bus	29	10	39	1.3
35' Low Floor Bus	31	10	41	1.3
40' Standard Bus	41	10	51	1.2

Larger buses are used on higher ridership routes based on overall boardings per hour. Our long term goal is to have a standardized fleet of only 40' buses.

### Vehicle Headway Standards

Route	Hours of Operation - Monday - Friday	Hours of Operation - Saturday	Hours of Operation - Sunday	Headway
Green	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	15 Minutes
Red	5:45 am - 9:15 pm	6:45 am - 9:15 pm	6:45 am - 7:15 pm	30 Minutes
Purple	5:30 am - 8:30 pm	6:50 am - 8:30 pm	6:50 am - 6:30 pm	60 Minutes (30 Peak)
Pink	6:15 am - 8:45 pm	6:45 am - 8:45 pm	6:45 am - 6:15 pm	30 Minutes
Blue	6:00 am - 8:45 pm	6:30 am - 8:45 pm	6:30 am - 6:45 pm	60 Minutes (30 Peak)
Brown	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	60 Minutes (30 Peak)
Yellow	5:45 am - 9:15 pm	7:15 am - 9:15 pm	7:15 am - 6:45 pm	30 Minutes (15 Peak)
Orange	5:50 am - 8:30 pm	6:50 am - 8:30 pm	6:50 am - 6:30 pm	60 Minutes (30 Peak)
Lime	5:35 am - 9:30 pm	6:35 am - 9:30 pm	6:35 am - 7:30 pm	30 Minutes
Aqua	5:40 am - 8:50 pm	6:40 am - 8:50 pm	6:40 am - 6:50 pm	60 Minutes (30 Peak)
Gold	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	60 Minutes
Olive	6:00 am - 9:00 pm	7:00 am - 9:00 pm	7:00 am - 7:00 pm	60 Minutes
*Redbird	7:00 am - 12:00 am	7:00 am - 12:00 pm	7:00 am - 7:00 pm	20 Minutes (5-7 Peak)
Silver	5:45 am - 8:45 pm	6:45 am - 8:45 pm	6:45 am - 6:45 pm	60 Minutes (30 Peak)
Tan	5:55 am - 9:30 pm	7:00 am - 9:30 pm	7:00 am - 7:30 pm	60 Minutes (30 Peak)

* Redbird only runs when ISU is in session
--------------------------------------------

Headway is based on boardings per hour, density, coverage and connectivity. Maximum headway is 60 minutes while 30 minutes is the mean.

## **On Time Performance**

Connect Transit strives to run ninety (90) percent of its transit vehicles on time, which means within 5 minutes of the scheduled/published timetables. Connect Transit continuously monitors on-time performance and system results are published and posted as part of monthly performance reports to the Board of Trustees. Timespoints are established along the route as the earliest depart time to ensure buses do not run ahead of schedule.

## **Service Availability Standards**

Connect Transit has adopted a new fixed stop structure in the last 3 years. The minimum stop spacing along each route is ¼ Mile. This distance is the industry standard and ensures that most passengers will be within a 2-5 minute walk of a stop without degrading service quality. Geographic coverage requires at least 3 households per acre or 5 jobs per acre, contiguous with existing service area, to justify hourly fixed-route service.

## **Service Policies**

### **Transit Amenities**

Connect Transit's installation of amenities is currently limited to two (2) designated transfer centers, a transfer hub at both Walmarts and a number of stops related to commercial activity and/or multi-family housing. Connect Transit currently has nineteen (19) shelters and a plan to install ten (10) each year for the next few years. The City of Bloomington and the Tool Library recently partnered with Connect to build and install five (5) benches along Market St.

### **Vehicle Assignment**

The process for morning pull out and bus route assignments rotates on a daily basis. This rotation is designed to aid in maintaining a good state of repair on all company owned vehicles. Buses are assigned specific parking rows based on bus size and fleet continuity. Buses that are scheduled for maintenance and repairs are held in the maintenance garage or in a designated "out of service" row. Those not being held in for maintenance are parked in their designated rows and available for revenue service. Each morning, Dispatch is given a list of where each bus is parked and which bus should be used for each run. Heavy ridership routes will receive 40' buses. Once all routes are filled and pull out has occurred the remaining buses in the parking garage are pulled forward and ready to be used as spares or the next morning pull out and assignment.

All buses are equipped with air conditioning, automated passenger announcements, and other similar amenities.

**Limited English Proficiency (LEP) – Language Assistance Plan Four Factor Analysis**

**Factor 1**

**Factor 1, Step 1**

Connect Transit’s experiences with Limited English Proficiency (LEP) Individuals have been infrequent and limited. While it is clear that Connect Transit serves riders with LEP in the Bloomington-Normal area is becoming increasingly diverse, interactions where translation services are required have been limited to a couple instances a year.

Operations Supervisors, who supervise Bus Operators, Dispatchers and Customer Service Representatives, indicate that all of Connect Transit’s interfaces with LEP individuals have been with Spanish speaking riders. Interactions, although very rare, typically occur when the bus is in service between the operator and the rider. Connect Transit has had no instances of LEP individuals contacting dispatchers over the phone for items such as customer service, Connect Mobility paratransit services, or otherwise. Connect Transit employs a number of Spanish speaking staff that can handle translation when required. When instances requiring translation do occur while buses are on route, they are handled via radio to a Connect Transit employee who then translates.

Connect Transit has not received any written correspondence or electronic inquiries where LEP services would be required.

**Factor 1, Step 2A**

Currently, Connect Transit’s service area is defined by the city limits of Bloomington and Normal.

**Factor 1, Step 2B**

Data from the 2008-2012 American Community Survey estimates the population of Bloomington and Normal over the age of 5 and the language that is spoken at home as follows:

<b>2011-2015 American Community Survey, Language Spoken at Home for Population 5 years and over</b>						
	<b><u>Bloomington, IL</u></b>		<b><u>Normal, IL</u></b>		<b><u>Combined Bloomington and Normal, IL</u></b>	
	<u>Total</u>	<u>%</u>	<u>Total</u>	<u>%</u>	<u>Total</u>	<u>%</u>
<b>Population 5 years and over</b>	72,655		51,846		124,501	
<b>English only</b>	65,139	88.3%	48,279	93.1%	112,418	90.3%
<b>Language other than English</b>	8,516	11.7%	3,567	6.9%	12,083	9.7%
<b>Speak English less than "very well"</b>	3,053	4.2%	954	1.8%	4,007	3.2%
<b>Spanish</b>	2,832	3.9%	1,051	2.0%	3,883	3.1%
<b>Speak English less than "very well"</b>	924	1.3%	161	0.3%	1,085	0.9%
<b>Other Indo-European languages</b>	2,529	3.5%	1,153	2.2%	3,682	3.0%

Speak English less than "very well"	1,072	1.5%	418	0.8%	1,490	1.2%
Asian and Pacific Islander languages	2,800	3.9%	1,106	2.1%	3,906	3.1%
Speak English less than "very well"	1,015	1.4%	390	0.8%	1,405	1..1%
132	90	0.2%	257	0.5%	389	0.3%
Speak English less than "very well"	28	0.0%	21	0.0%	49	0.0%

Factor 1, Step 2C

According to the ACS data above, 4,007 individuals speak English less than “very well” which equals about 3.0% of the population. The languages where individuals speak English less than “very well” are more or less equally proportioned among Spanish (1,085), Other Indo-European Languages (1,490), and Asian and Pacific Islander Languages (1,405).

This is a noticeable uptick from 2008-2012 Census Data for Indo-European and Asian Pacific Islander, and a decrease in Spanish speaking individuals with Limited English Proficiency.

Factor 1, Step 2D

Connect Transit’s service area currently provides service in and/or adjacent to the following Census Tracts in Bloomington-Normal:

McLean County, Illinois Census Tracts: 1.02, 1.04, 1.05, 2, 3.01, 3.02, 4, 5.01, 5.02, 5.04, 5.05, 11.03, 11.04, 11.05, 11.06, 12, 13.01, 13.02, 13.03, 14.02, 14.03, 14.04, 15, 16, 17, 18, 21.01, 51.01, 54, 58, 59.

Using the ACS 2008-2012 5 Year Data, the area average for percentage of the population 5 years and over that speaks English less than “very well” is 2.9%. Using this baseline, the highlighted census tracts exceed the 2.9% average.

ACS 2011-2015 5 YearData Estimates	
Census Tract	% of Population 5 Years and over that Speak English Less than "Very Well"
1.02	0.4%
1.04	3.8%
1.05	1.2%
2	2.9%
3.01	1.3%
3.02	1.0%
4	0.4%
5.01	0.0%
5.02	0.6%
5.04	2.7%

5.05	3.5%
11.03	5.7%
11.04	5.6%
11.05	4.0%
11.06	7.2%
12	0.0%
13.01	2.5%
13.02	1.4%
13.03	0.8%
14.02	1.0%
14.03	0.4%
14.04	6.8%
15	3.4%
16	1.0%
17	5.8%
18	1.1%
21.01	7.9%
51.01	7.5%
54	0.2%
58	7.3%
59	1.4%

Using the same data source, the language with the largest number of speakers over the age of 5 that speak English less than “very well” for each of the highlighted census tracts are as follows:

- 1.04 – Portuguese
- 5.05 – Other Asian Languages
- 11.03 – Hindi
- 11.04 – Gujarati
- 11.05 – Other Asian Languages
- 11.06 – Other Asian Languages
- 14.04 – Spanish
- 15 – Spanish
- 17 – Spanish
- 21.01 – Spanish
- 51.01 – Indic
- 58 – Other Asian Languages

From the data, Other Asian Languages appears to be the most widely dispersed LEP language followed by Spanish.

### Factor 1, Step 3

Using the National Center for Education Statistics, the estimated population for LEP individuals enrolled in both school districts within Connect Transit’s service area (Unit 5 and District 87) is as follows:

#### [CDP02.9] LANGUAGE SPOKEN AT HOME

Dataset: ACS 2011-2015 Profile  
 Geography: Bloomington School District 87, IL  
 Population Group: Relevant Children - Enrolled (Public and Private)

	Estimate	Margin of Error	Percent	Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	6,380	+/-474	n/a	n/a
English only	5,985	+/-459	93.8%	+/-2.2
Language other than English	395	+/-149	6.2%	+/-2.2
Speak English less than "very well"	35	+/-29	0.5%	+/-0.5
Spanish	245	+/-133	3.8%	+/-2.0
Speak English less than "very well"	15	+/-16	0.2%	+/-0.3
Other Indo-European languages	75	+/-51	1.2%	+/-0.8
Speak English less than "very well"	0	+/-23	0.0%	+/-0.4
Asian and Pacific Islander languages	75	+/-50	1.2%	+/-0.8
Speak English less than "very well"	25	+/-27	0.4%	+/-0.4
Other languages	0	+/-23	0.0%	+/-0.4
Speak English less than "very well"	0	+/-23	0.0%	+/-0.4

#### [CDP02.9] LANGUAGE SPOKEN AT HOME

Dataset: ACS 2011-2015 Profile  
 Geography: McLean County Unit School District 5, IL  
 Population Group: Relevant Children - Enrolled (Public and Private)

	Estimate	Margin of Error	Percent	Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	15,525	+/-561	n/a	n/a
English only	14,020	+/-579	90.3%	+/-1.9
Language other than English	1,510	+/-310	9.7%	+/-2.0
Speak English less than "very well"	270	+/-120	1.7%	+/-0.8
Spanish	840	+/-273	5.4%	+/-1.7
Speak English less than "very well"	135	+/-89	0.9%	+/-0.6
Other Indo-European languages	210	+/-153	1.4%	+/-1.0
Speak English less than "very well"	75	+/-92	0.5%	+/-0.6
Asian and Pacific Islander languages	455	+/-137	2.9%	+/-0.9
Speak English less than "very well"	60	+/-52	0.4%	+/-0.3
Other languages	0	+/-26	0.0%	+/-0.2
Speak English less than "very well"	0	+/-26	0.0%	+/-0.2

From the data, only 2.2% of individuals included in the ACS 2011-2015 profile speak English less than “very well” with Spanish being the majority at 1.1%. This population percentage does not merit translation of vital documents at this time. Oral interpretation and written translations will be available on request.

#### Factor 1, Step 4A

LEP persons are served by many organizations in the community, college, and university campuses in Bloomington-Normal. Connect Transit has relationships with organizations that are new or ongoing include, but are not limited to:

- McLean County
- City of Bloomington
- Town of Normal
- Illinois State University
- Illinois Wesleyan University
- Heartland Community College
- Lincoln College
- State Farm
- Country Insurance
- YMCA/YWCA McLean County
- Mid Central Community Action
- Salvation Army

#### Factor 1, Step 4B

The following organizations that are involved with serving LEP populations have been contacted by Connect Transit:

- Heartland Community College
- Illinois State University
- Illinois Wesleyan University
- Lincoln College
- YMCA McLean County
- YWCA McLean County
- Salvation Army
- Bloomington Public Library
- Mid Central Community Action
- State Farm
- Conexiones Latinas de McLean County
- McLean County Indian Association
- Normal Public Library
- McLean County Human Services
- Western Avenue Community Center
- United Way

### Factor 1, Step 4C

Connect Transit has submitted a phone and email survey to the list in Factor 1, Step 4b to which multiple responses were received. The results indicated that social services had little interaction with LEP individuals, once or twice a month to 3-5 a year, while the library and local colleges have daily interactions. The local colleges indicated they provide training on how to ride during orientation. No agencies reported know barriers for LEP individuals and all provided services they use such as staff and paid translators.

In the day to day operations and dealings of Connect Transit and its existing relationships, the LEP populations who speak Spanish and Indo-European languages are the most likely to utilize transit and require LEP services.

## **Factor 2**

### Factor 2, Step 1

Connect Transit operates fixed-route and paratransit service in the community, with the vast majority of its customers utilizing the fixed route service. The two most important areas in the use of fixed route service, which involve language skills, are in trip planning and trip information. To utilize the bus service, an individual needs to determine the bus route, time, and location to catch the bus. During the trip, an LEP person may not require speaking or understanding English, however, it may be required to deal with unusual situations.

Paratransit service has a different set of requirements. In order to be eligible for service, an individual must submit an application and attend an in person assessment with Life Center for Independent Living to be approved. English language skills are necessary for this process, but many agencies provide assistance in this process. In addition, family members provide assistance in this process for many applicants. Once approved, an individual must make a telephone reservation for each trip. Language skills are required for this process, but another person, such as a family member or agency, can make this reservation on behalf of the user. No language skills are necessary during the trip. The service is designed to provide transit for people with a wide variety of disabilities, including persons with severe cognitive disabilities who do not speak or understand any language. Pick-up and drop-off locations are provided to the driver during the reservation process.

### Factor 2, Step 2

Based on the process indicated in Task 1, Step 4C, Connect Transit received information; the results indicated that while the organization does serve LEP populations, the frequency of the encounter varies, along with uncertainty of any known barriers to service. All respondents indicated ways of providing translation help whether it's by staff or paid translators.

### **Factor 3**

#### Factor 3, Step 1

Connect Transit's most critical services are its fixed routes services. If limited English proficiency is a barrier to using this service, an LEP person's mobility without access to a vehicle, may be limited.

Critical information may include route and schedule information, fare and payment information, how to ride, public service announcements, and communications affecting route detours.

#### Factor 3, Step 2

Concentrations of Spanish-speaking and other Indo-European Language riders use Connect Transit fixed route service. Based on the information collected, Spanish speaking riders are more spread throughout the service area, with Indo-European language riders concentrated in the southeast section of Connect Transit's service area, focused around the State Farm campuses. These populations are most frequent on the Purple and Orange routes.

### **Factor 4**

#### Factor 4, Step 1

Connect Transit's website includes translation capabilities for more than 50 languages. This effectively translates all information on the website, which includes rider's guides, schedules, detour information, news, and much more.

The cost to maintain this measure is marginal as the website provides this service as a standard component.

#### Factor 4, Step 2

Given the relatively small population of LEP individuals, Connect Transit will continue to monitor how it offers critical information for languages other than English. With the hiring of additional bi-lingual staff, Connect Transit will be able to translate additional materials into Spanish as necessary or requested by Community Organizations or groups.

Connect Transit will also work closer with the South Asian population and identify organizations that serve them such as State Farm and the McLean County Indian Association in Bloomington Normal to determine what information should be translated, if necessary, and what language it should be translated into, given the diverse linguistic background for people of that origin.

Issues related to LEP persons should be included in the training of Bus Operators, Dispatch and Customer Service staff, as well as administration.

#### Factor 4, Step 3

Given the current situation of LEP populations in Bloomington Normal, most of the cost associated with translation services or items can be internalized into existing operations and staff members. Given the large institutional presence and spirit of partnership with in Bloomington Normal, partnerships with Universities and large employers can help defray one-time translation costs for printed materials, such as rider's guides.

As additional needs are brought to the attention of Connect Transit, resources will be allocated as deemed necessary to serve LEP populations and provide access.

#### Factor 4, Step 4

As mentioned in Step 3, Connect Transit is fortunate to be in an area with large universities and employers that can help provide assistance with written and possible oral translation assistance. Continued communication and outreach among community partners will be key in order to identify additional opportunities to serve LEP populations.

## Implementation Plan on Language Assistance

Connect Transit has conducted this analysis to meet the requirements under the Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground of race, color, or national origin, be excluded for participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

### Step 1

According to the ACS data above, 4,007 individuals speak English less than “very well” which equals about 3.0% of the population. The languages where individuals speak English less than “very well” are more or less equally proportioned among Spanish (1,085), Other Indo-European Languages (1,490), and Asian and Pacific Islander Languages (1,405).

Similarly, from the “Four Factor Analysis” Connect Transit’s experiences with Limited English Proficiency (LEP) Individuals have been infrequent and limited. While it is clear that Connect Transit serves many riders with LEP and the Bloomington-Normal area is becoming increasingly diverse, interactions where translation services are required have been limited to a couple instances a year.

Operations Supervisors, who supervise Bus Operators, Dispatchers and Customer Service Representatives, indicate that all of Connect Transit’s interfaces with LEP individuals have been with Spanish speaking riders. Interactions, although very rare, typically occur when the bus is in service between the operator and the rider. Connect Transit has had no instances of LEP individuals contacting dispatcher or customer service representatives over the phone for items such as customer service, Connect Mobility paratransit services, or otherwise. Connect Transit employs a number of Spanish speaking staff that can handle translation when required. When instances requiring translation do occur while buses are on route, they are handled via radio to a Connect Transit employee who then translates.

Connect Transit has not received any written correspondence or electronic inquiries where LEP services would be required.

### Step 2

There are numerous language assistance measures currently available to LEP persons, including both oral and written language services. There are also various ways in which Connect Transit staff responds to LEP persons, whether in writing or by telephone.

Available language assistance measure includes:

- Website that may be translated into over 50 languages;
- Language assistance for Spanish Speaking LEP persons via Connect Transit bus operator and staff help;
- Network among local organizations and institutions that provide services to LEP individuals and seek opportunities to provide information on Connect Transit printed materials.

Staff members who encounter LEP individuals via telephone typically rely on family of LEP individuals to translate for the concerned party. Spanish speaking LEP individuals can also be forwarded to staff with Spanish language skills.

Written correspondence that requires translation can be worked out among Connect Transit's network of community partners, especially those in the academic community.

Vehicle operators who encounter LEP customers also may utilize dispatch and customer service to communicate the issue and try to troubleshoot, especially if the user is Spanish speaking. If this is not possible, or the individual does not speak Spanish, the Operator may resort to utilizing another passenger with language skills or indicate on printed material relevant route or schedule information.

Although Connect Transit has not documented a situation where an LEP customer required language assistance aside from Spanish, Connect Transit will continue to evaluate services such as a Language Line, if other LEP populations continue to face difficulty accessing transit.

#### Step 3A

Connect Transit will incorporate a variety of methods to communicate with transit users and the public about language assistance. Connect Transit will continue to develop and network with community partners that provide services to LEP person. Connect transit will place statements of notice that interpreter services are available for meetings, with seven days' notice. Notice can also be made through signs and handouts available in vehicles, press releases, and information tables at local events.'

#### Step 3B

Connect Transit will also include language assistance information on its website, and on new communications where LEP populations may be affected.

#### Step 3C

Connect Transit will also make the language assistance information available to local community organizations that provide services to LEP populations.

#### Step 4A

The Connect Transit staffs most likely to encounter LEP populations are the bus operators, dispatchers and customer service representatives. Although administration and management are not likely to come in to contact with LEP populations, they will also be made aware of the LEP plan. Dispatch and customer service representatives are given a copy of "I Speak" cards as well as contact information for translation help through Illinois State University or paid translators.

#### Step 4B

Training opportunities for staff, especially bus operators, can be tied to training of new drivers, which typically happens about once a year. By having this type of training yearly, it allows for drivers,

dispatcher, customer service representatives and management to cycle in and stays abreast of any changes to the LEP possibilities.

#### Step 4C

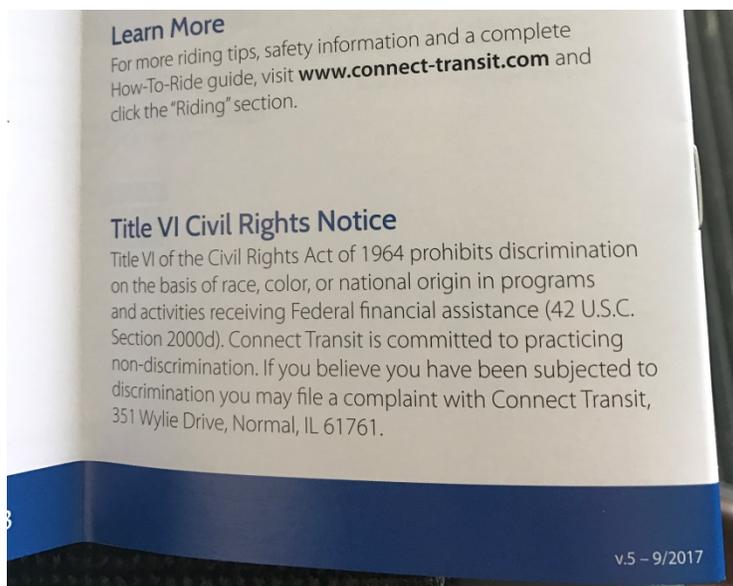
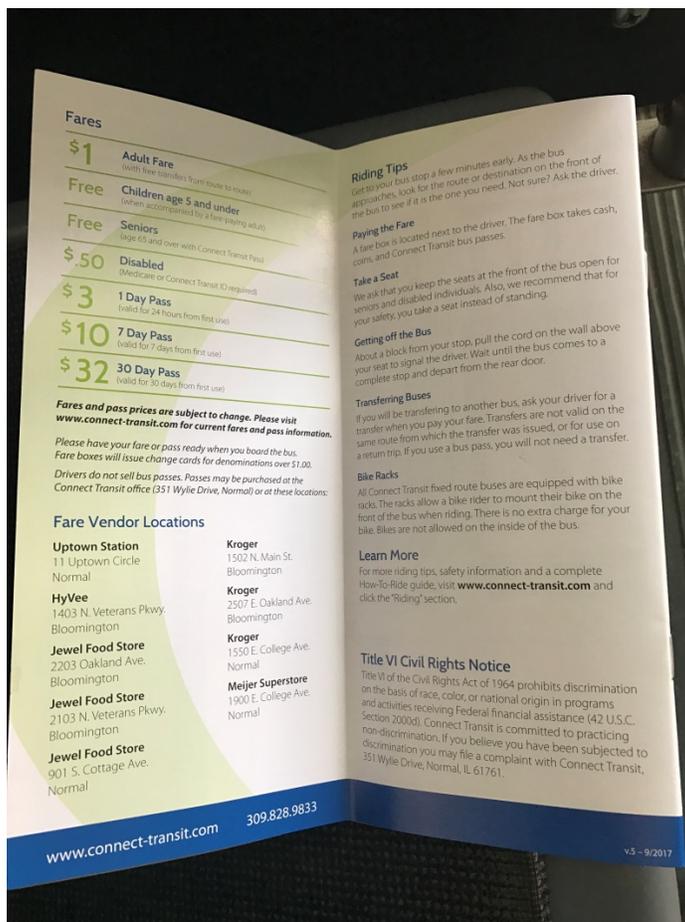
Staff will monitor LEP guidelines that emphasize Connect Transit's responsibilities under the DOT LEP guidance, the current plan for interacting with LEP populations, and provide a grounds for interaction between those who may interact with LEP populations most frequently and management, who can design and adjust the LEP populations training.

#### Step 5

All new hires will receive training on Title VI Policy and LEP responsibilities. Title VI is then covered during required yearly training sessions. All dispatchers and customer service representatives have "I Speak" cards to help identify and address an LEP situation.

## Appendices

### Appendix 1 – Title VI Civil Rights Notice from Rider’s Guide (Page 9)



## Appendix 2 – Title VI Civil Right Notice posted in Fixed Route Buses



## Appendix 3 – Title VI Civil Rights Notice on Connect Transit Website

Home » About » Diversity » Title VI & Title VII

Email Print

### Navigation

- Diversity Home
- Diversity Council
- Title VI & Title VII

### Community Happenings

### News and Media Info

### Share Your Story

## Title VI & VII

Connect Transit is committed to providing equal opportunity and service equity to its customers as protected by Title VI and Title VII of the Civil Rights Act of 1964 ("Title VI" and "Title VII") meaning the Connect Transit does not discriminate on the basis of actual or perceived race, color, or national origin as required by federal law. Connect Transit has also adopted a non-discrimination policy that include in addition to race, color, and national origin, Connect Transit does not discriminate on the basis of creed, religion, sex, gender identity, marital status, national origin, sexual orientation, ancestry, age, military status, and physical or mental disability and any other basis protected by state or local law.

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a complaint with Connect Transit. A complaint must be filed within 180 days after the date of the alleged discrimination.

Please click [HERE](#) to view the complaint procedure and [HERE](#) to access the Title VI complaint form, to file a complaint with Connect Transit, or contact Julie Dockham at 309-829-1122.

In addition to your right to file a complaint with Connect Transit, you have the right to file a Title VI or Title VII complaint with the, Federal Transit Administration Headquarters, 1200 New Jersey Ave SE, Washington, D.C. 20590.

Please **click below** to view our additional title VI and VII resources.

- EEO Policy Statement (26.7 KB)
- Non Discrimination Statement (47.6 KB)
- Title VI Program (650.5 KB)

**Appendix 4 – Title VI Complain Form**



**TITLE VI Complaint Form  
Connect Transit  
Office of Civil Rights**

Connect Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filled within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If required any assistance in completing this form, please contact the Title VI Coordinator by calling (309) 829-1122. The completed form must be returned to Isaac Thorne, Connect Transit General Manager, 351 Wylie Dr, Normal, IL 61761.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Street Address: \_\_\_\_\_ Alt Phone: \_\_\_\_\_  
City, State & Zip Code: \_\_\_\_\_

Person(s) discriminated against (if someone other than complainant):

Name(s): \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State & Zip Code: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Which of the following best describes the reason for the alleged discrimination to place?

- (Circle one)  
 Race  
 Color  
 National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and title of all Connect Transit employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space required.

---

---

---

---

---

---

---

---



Have you filled a complaint with any other federal, state, or local agencies? (Circle one)

Yes / No

If so, list agency / agencies and contact information below:

Agency: Contact Name:

Street Address, City, State & Zip Code: Phone:

Agency:  
Street Address,  
Phone:

Contact Name:  
City, State & Zip Code:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature:

Date:

Print or Type Name of Complainant

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

CONNECT TRANSIT  
SHORT RANGE TRANSPORTATION PLAN  
SCOPE OF WORK

**1. Rider survey**

- Origin and Destination
- Demographic and socioeconomic characteristics
- Customer satisfaction

**2. Existing and Future Conditions**

Document existing conditions with regard to transit use (origin-destination), transit ridership, transit ridership characteristics (with particular attention to the needs of youth, students, seniors, and other transit dependent populations as well as low-income workers), characteristics of potential future transit riders and travel markets (particularly as they relate to land use and economic development needs and demands). Identify primary travel corridors and markets, and key areas of roadway congestion where transit improvements may have the potential to help reduce automobile trips.

Connect can rely partially on the existing conditions analyses completed as part of the Comprehensive Operational Analysis.

**3. Develop Recommendations for the Future Bus Network**

Building on the work already completed in the 2016 Comprehensive Operational Analysis, recommendations will include improving connectivity, frequency, and other new services as necessary. Additionally, improving first and last mile issues, reducing transit travel times, facilitating land use and economic development goals and objectives, and improving access, particularly for low-income communities.

**4. Develop a Policy Framework and Performance-Based Methodology for Prioritizing Corridors and Transit Investments**

Develop and implement a methodology for prioritizing corridors and transit investments (capital and operating) to build the network over time that is based on ridership, operating capital cost, constraints, connectivity, bus network functionality, land use, business and economic development needs, origin and destination demands, as well as other potential factors. Transit coverage and “lifeline” type service should also be addressed.

**5. Develop Near-Term Bus Network Recommendation**

Using the policy framework and performance-based methodology developed in 2016 COA and previous task, evaluate the recommended alternatives for the near-term transit network and select a final network alternative. This may be a repetitive process in terms of evaluating different corridors and transit modes and their effects on various

performance measures. Evaluate the effects on future transit ridership of different capital and operating investments.

**6. Develop a Complementary ADA Paratransit Strategy**

Evaluate the proposed near-term transit network's effect on the cost and provision of ADA paratransit service. Identify opportunities and strategies to more effectively meet ADA paratransit and other accessibility needs in conjunction with transit network implementation.

**7. Develop Design Guidelines and Identify Transit-Supportive Infrastructure Improvements**

Identify specific transit-supportive infrastructure improvements that will be needed to support transit investments as well as better integration/coordination, particularly on high-frequency corridors. Build on existing design guidelines and incorporate other best practices for complete street design and transit oriented development within Bloomington-Normal community.

**8. Develop an Implementation and Financial Plan**

The implementation plan will focus on the phasing of improvements (both transit improvements as well as any necessary transit-supportive improvements) and will identify responsible parties/lead agencies and recommendations for monitoring progress and improvements. It will also identify potential barriers to implementation and recommendations (focused on policy, legislation or other means) for addressing those barriers. The financial plan will consist of a capital and operating plan that includes cost estimates as well as potential funding sources. Capital costs for transit-supportive infrastructure improvements will also be included. The financial plan will seek to coordinate and align funding priorities at the local, state and federal level with regard to transit service and related infrastructure.

**9. Stakeholder Input and Public Outreach**

Develop and implement a public and stakeholder outreach strategy that provides for diverse way of participation and is as inclusive as possible.