



AGENDA

Meeting of the Connect Transit Board of Trustees

July 22, 2014

4:30 P.M.

Board Room

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

- A. Call to Order
- B. Roll Call
- C. Public Comments
- D. Consent Agenda
 - 1. Approval of Minutes of Previous Meeting of June 24, 2014 and Executive Session of May 27, 2014.
 - 2. Disbursements for Month of July, 2014
 - 3. Monthly Statistical Report for month of June, 2014
- E. Old Business
- F. Executive Session 5 ILCS 120/2(c)(1) Personnel Matters
- G. New Business
 - 1. Proposed Amendment to FY 2015 Operating Budget
 - 2. Code of Conduct
 - 3. Health Insurance Renewal
- H. General Manager
 - 1. Strategic Plan Update July 2014
- I. Trustee
- J. Adjournment



June 2014

Financial and Statistical Reports

Disbursements to be Approved
July 22, 2014

Payee	Goods Purchased	Amount
A.T.U. - C.O.P.E.	Payroll Deduction	\$ 195.27
Action Equipment Sales Company Inc.	Supplies	\$ 518.20
Advocate Medical Group	Drug Testing	\$ 231.00
Airgas USA, LLC	Welding Supplies	\$ 213.15
Ally	Car Lease	\$ 82.00
AlphaCard	Supplies	\$ 312.05
Amalgamated Transit Union Local 752	Payroll Deduction	\$ 5,432.43
American Public Transportation Assoc.	Dues	\$ 16,199.00
Andrew Johnson	Car Allowance	\$ 500.00
Assurance Agency, Ltd.	Insurance	\$ 77,767.00
Barker Motor Co.	Bus Parts	\$ 388.72
Bea Corbin	Photography	\$ 1,000.00
BlueLine Rental	Equipment Rental	\$ 637.50
BlueTarp Financial	Maintenance Equipment	\$ 2,399.98
Brian Sprouse	Uniform Reimbursement	\$ 23.12
Brinks US	Armored Services	\$ 247.43
Carl Knuth	Uniform Reimbursement	\$ 22.00
Cavalry Portfolio Services, LLC	Payroll Deduction	\$ 558.00
CDS Office Technologies	Office Supplies	\$ 51.91
Central Illinois Regional Broadband Netw	Internet	\$ 347.84
Central Illinois Trucks Inc.	Bus Parts	\$ 1,124.24
Chris Wold	Expense Reimbursement	\$ 25.85
City of Bloomington	Utilites	\$ 584.35
Clark Baird Smith, LLP	Legal Service	\$ 885.00
CliftonLarsonAllen LLP	Audit Services	\$ 5,250.00
Comcast Cable	Internet	\$ 399.85
Comcast Spotlight	Commercial Advertising	\$ 2,000.00
Corn Belt Energy Corp.	Utilites	\$ 4,561.33
Cummins Crosspoint	Bus Parts	\$ 166.57
David Calhoon	Uniform Reimbursement	\$ 131.33
Dean of Students	ISU Event Registration	\$ 35.00
Dennison Corporation	Outside Repair	\$ 4,712.10
Dish Network	Television Service	\$ 120.00
Don Owen Tire Service, Inc.	Bus Parts	\$ 295.00
Employee	Health Insurance Reimbursement	\$ 161.72
Employee	Health Insurance Reimbursement	\$ 295.35
Employee	Health Insurance Reimbursement	\$ 100.00
Evergreen FS	Fuel	\$ 72,564.26
Fastenal Company	Bus Parts	\$ 4,596.65
Fleet-Net Corporation	Software & Tech Support	\$ 1,555.00
Four Seasons Association	Payroll Deduction	\$ 536.00
Frontier	Telephone	\$ 984.51

G&K Services	Cleaning Uniforms & Rugs	\$ 833.16
Gateway Industrial Power, Inc.	Bus Parts	\$ 1,262.56
GE Capital C/O Ricoh USA Program	Copiers	\$ 516.00
Gillig LLC	Bus Parts	\$ 8,608.40
Health Alliance Medical Plans	Insurance	\$ 77,055.00
Heritage Machine & Welding, Inc.	Bus Parts	\$ 125.53
ICMA Retirement Trust - 457	Pension Plan	\$ 35,670.46
Idaho Child Support Receipting	Payroll Deduction	\$ 190.00
Illinois Department of Revenue	Payroll Deduction	\$ 19,363.79
Illinois Oil Marketing Equipment, Inc.	Gas Pump Maintenance	\$ 713.08
Illinois State Disbursement Unit	Payroll Deduction	\$ 2,131.44
Isaac Thorne	Expense Reimbursement	\$ 825.00
IWIN	Employee Physicals	\$ 94.00
James Riordan	Uniform Reimbursment	\$ 20.00
James Staley	Uniform Reimbursment	\$ 22.00
James Turner	Uniform Reimbursment	\$ 29.04
Jason Garmon	Uniform Reimbursment	\$ 42.08
Jeff Erdman	Uniform Reimbursment	\$ 40.96
John H. Germeraad, Trustee	Payroll Deduction	\$ 960.00
Jonathon Teske	Uniform Reimbursment	\$ 65.01
Judd Fink	Uniform Reimbursment	\$ 22.00
Lincoln National Life Insurance Co.	Dental Insurance	\$ 3,047.06
MCS Office Technologies	Web Site Hosting	\$ 35.00
Michelin North America, Inc	Tires	\$ 6,376.58
Miller Janitor Supply	Maintenance Supplies	\$ 576.26
Minerva Promotions	Uniforms	\$ 1,791.00
Morris Avenue Garage	Bus Testing	\$ 260.00
Mutual of Omaha	Life, AD&D,STD & LTD	\$ 6,872.61
Nicor Gas	Utilites	\$ 2,814.61
NMHG Financial Services	Sweeper Lease	\$ 813.63
Oberlander Alarm Systems, Inc.	Security Alarm Serv Fee	\$ 197.00
Orkin Pest Control	Pest Control	\$ 81.00
Paige Williams	Expense Reimbursement	\$ 213.12
Pat Kuebrich	Expense Reimbursement	\$ 45.00
Payroll - Net		\$ 146,140.96
Petty Cash	Reimbursement	\$ 75.77
Piercy Auto Body	Bus Repairs	\$ 3,644.66
Pixelpushers, Inc	Website	\$ 11,196.00
Ricoh USA, INC	Copier	\$ 627.91
Rilco, Inc.	Oil, Anitfreeze	\$ 3,378.50
Roy Rickert	Expense Reimbursement	\$ 153.44
Southtown Wrecker Service, Inc.,	Towing	\$ 450.00
Staples	Office Supplies	\$ 297.90
Steve Stockton	Expense Reimbursement	\$ 7.48
Ted Vulgamott	Uniform Reimbursment	\$ 22.00
Terrance Davis	Uniform Reimbursment	\$ 37.77
TeVuert Auto Electric, Inc.	Bus Parts	\$ 1,162.63

Timothy Trunnell	Uniform Reimbursement	\$	37.73
Truck Centers, Inc.	Bus Parts	\$	3,104.06
U.S. Postal Service	Stamps	\$	106.00
Verizon Wireless	Mobile Data Terminals for SS	\$	2,775.51
Visa - Commerce Bank	Travel & Meetings	\$	2,175.96
Visa - Commerce Bank	Office Supplies	\$	188.22
Visa - Commerce Bank	Mngmnt Pub & Memberships	\$	185.00
Visa - Commerce Bank	Safety/Training	\$	107.74
Visa - Commerce Bank	Public Notices	\$	115.00
Visa - Commerce Bank	General Building Supplies	\$	225.95
Visa - Commerce Bank	Web Site	\$	801.90
Visa - Commerce Bank	Shop Tools	\$	818.60
VSP Of Illinois	Vision Insurance	\$	560.11
WGLT	Radio Advertising	\$	750.00
Winkle Environmental Service	Cleaning Supplies	\$	85.00
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Total Operating		\$	<u><u>559,154.89</u></u>

Statistics	June 2014					June 2015					% Change				
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour		Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour		Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	
Connect Transit															
Green A (2 buses)	26,998	9,847	710	38.03		19,526	9,505	708	27.58		38.3%	3.6%	0.3%	37.9%	
Red B (2 buses)	18,260	9,500	729	25.05		14,135	9,225	727	19.44		29.2%	3.0%	0.3%	28.8%	
Purple C (2 buses)	15,915	8,717	724	21.99		12,151	9,425	723	16.81		31.0%	-7.5%	0.2%	30.8%	
Pink D (1 bus)	7,992	4,473	342	23.36		5,424	4,485	341	15.89		47.3%	-0.3%	0.2%	47.0%	
Blue E (1 bus)	7,188	5,247	374	19.23		4,868	5,230	374	13.03		47.7%	0.3%	0.1%	47.6%	
Brown F (2 buses)	11,872	10,255	755	15.72		8,703	10,215	753	11.55		36.4%	0.4%	0.2%	36.1%	
Yellow G (2 buses)	19,585	10,579	744	26.32		15,113	9,995	742	20.36		29.6%	5.8%	0.2%	29.3%	
Orange H (2 buses)	17,856	9,893	741	24.09		14,778	9,955	739	19.99		20.8%	-0.6%	0.3%	20.5%	
Lime I (2 buses)	21,676	12,581	724	29.93		17,448	12,365	724	24.09		24.2%	1.6%	0.0%	24.2%	
Teal J (1 bus)	5,299	5,731	338	15.66		2,050	9,165	364	5.64		158.5%	-37.5%	-7.0%	177.9%	
Aqua K (1 bus)	10,775	5,864	373	28.86		6,953	5,955	373	18.64		55.0%	-1.5%	0.1%	54.8%	
Heartland Exp (1 bus)	-	-	-	#DIV/0!		-	-	-	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
ISU Tri Towers (2 buses)	-	-	-	#DIV/0!		-	-	-	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
ISU College Station (2 buses)	-	-	-	#DIV/0!		-	-	-	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Nite Ride (2 buses)	-	-	-	#DIV/0!		-	-	-	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Total Fixed Route	163,416	92,668	6,555	24.93		121,150	95,520	6,569	18.44		34.9%	-3.0%	-0.2%	35.2%	
Demand Response															
Connect Mobility	5,002	23,404	1,853	2.66		4,120	19,855	1,569	2.63		21.4%	17.9%	20.0%	1.2%	
Connect Late Night	425	2,542	302	1.41		578	3,038	298	1.94		-26.5%	-16.3%	1.3%	-27.4%	
Total Demand Response	5,427	25,946	2,155	2.48		4,698	22,893	1,867	2.52		15.5%	13.3%	17.0%	-1.3%	
SYSTEM TOTALS	168,843	118,614	8,740	19.32		125,848	118,413	8,436	14.92		34.2%	0.2%	3.6%	29.5%	

		Month: June 2014			
	Target	FY2014	FY2013	% Change	
Effectiveness	Total Boardings per Revenue Hour	15.0	19.3	14.9	29.5%
	Total Boardings per Capita	1.0	1.3	1.0	34.2%
	Total Boardings per Revenue Mile	1.0	1.4	1.1	33.9%
Safety	Total Preventable Accidents (Fixed Route and Demand Response)	0.0	2	2	0.0%
	Preventable Accidents per 100,000 Miles	0.0	2	2	0.2%
Efficiency	Farebox Recovery Ratio	13.3%	50.0%	50.0%	0.0%
	Average Fare	\$ 0.68	\$ 0.00	\$ 0.00	-25.5%
	Cost per Revenue Hour	\$ 74.22	\$ 0.00	\$ 0.00	-3.5%
	Cost per Customer	\$ 5.10	\$ 0.00	\$ 0.00	-25.5%
	Operating Assistance Investment per Customer	\$ 4.42	\$ 0.00	\$ 0.00	-25.5%
Base Statistics for Calculations	Total Customers		168,843	125,848	34.2%
	Total Revenue Hours		8,740	8,436	3.6%
	Total Revenue Miles		118,614	118,413	0.2%
	Total Bloomington-Normal Population (per the 2010 US Census)		129,107	129,107	0.0%
	Total Operating Expense		\$ 2.00	\$ 2.00	0.0%
	Total Operating Revenue (includes all directly-generated revenue such as Universal Access)		\$ 1.00	\$ 1.00	0.0%

Analysis & Interpretation

Statistics	FY14 April - June 2014				FY13 April - June 2013				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit												
Green A (2 buses)	90,452	30,309	2,185	45.55	67,184	29,309	2,185	36.66	34.6%	3.4%	0.0%	24.2%
Red B (2 buses)	63,718	28,767	2,244	33.64	52,916	28,461	2,243	29.42	20.4%	1.1%	0.0%	14.3%
Purple C (2 buses)	48,083	26,793	2,229	20.75	38,101	29,077	2,233	15.83	33.2%	-7.9%	-0.2%	31.1%
Pink D (1 bus)	26,172	13,758	1,053	26.82	19,929	13,833	1,053	23.16	31.3%	-0.5%	0.0%	15.8%
Blue E (1 bus)	22,530	16,144	1,151	19.21	15,402	16,106	1,151	14.14	46.3%	0.2%	0.0%	35.9%
Brown F (2 buses)	37,837	31,531	2,325	16.06	28,369	31,527	2,325	12.66	33.4%	0.0%	0.0%	26.8%
Yellow G (2 buses)	63,347	32,870	2,291	28.82	49,178	30,835	2,291	23.42	28.8%	4.0%	0.0%	23.1%
Orange H (2 buses)	58,320	30,454	2,282	26.44	47,740	30,791	2,282	21.91	22.2%	-1.1%	0.0%	20.7%
Lime I (2 buses)	68,453	38,457	2,231	31.44	54,335	38,053	2,231	24.64	26.0%	1.1%	0.0%	27.6%
Teal J (1 bus)	15,241	17,647	1,042	13.59	6,194	28,269	1,125	5.60	146.1%	-37.6%	-7.4%	142.8%
Aqua K (1 bus)	32,603	18,029	1,150	27.08	21,651	18,363	1,150	18.98	50.6%	-1.8%	0.0%	42.7%
HCC Express (1 bus) (NCWHS)	2,160	1,204	190	17.28	95	156	8	13.95	2173.5%	671.8%	2395.1%	23.9%
ISU Tri Towers (2 buses)	72,339	6,193	580	137.28	43,501	6,384	569	87.00	66.3%	-3.0%	1.9%	57.8%
ISU College Station (2 buses)	13,558	9,396	710	20.22	11,321	9,720	588	17.63	19.8%	-3.3%	20.6%	14.7%
Nite Ride (3 buses)	12,695	7,422	556	21.58	9,587	7,755	563	17.29	32.4%	-4.3%	-1.2%	24.8%
Total Fixed Route	627,507	308,176	22,217	28.24	463,503	318,639	21,996	21.07	35.4%	-3.3%	1.0%	34.0%
Demand Response												
Connect Mobility	15,742	74,417	6,004	5.21	13,532	67,818	4,869	2.66	16.3%	9.7%	23.3%	95.7%
Connect Late Night	1,644	9,864	751	5.44	1,861	10,652	908	2.82	-11.7%	-7.4%	-17.3%	92.7%
Total Demand Response	17,386	84,281	6,755	2.57	15,393	78,470	5,777	2.66	12.9%	7.4%	16.9%	-3.4%
SYSTEM TOTALS	644,893	392,457	28,972	22.26	478,896	397,109	27,773	17.24	34.7%	-1.2%	4.3%	29.1%

		Month: FY14 April - June 2014			
		Target	FY2014	FY2013	% Change
Effectiveness	Total Boardings per Revenue Hour	15.0	22.3	17.2	29.1%
	Total Boardings per Capita	1.0	5.0	3.7	34.7%
	Total Boardings per Revenue Mile	1.0	1.5	1.2	36.3%
Safety	Total Preventable Accidents (Fixed Route and Demand Response)	0.0	2	8	-75.0%
	Preventable Accidents per 100,000 Miles	0.0	8	32	-75.3%
Efficiency	Farebox Recovery Ratio	13.3%	50.0%	50.0%	0.0%
	Average Fare	\$ 0.68	\$ 0.00	\$ 0.00	-25.7%
	Cost per Revenue Hour	\$ 74.22	\$ 0.00	\$ 0.00	-4.1%
	Cost per Customer	\$ 5.10	\$ 0.00	\$ 0.00	-25.7%
	Operating Assistance Investment per Customer	\$ 4.42	\$ 0.00	\$ 0.00	-25.7%
Base Statistics for Calculations	Total Customers		644,893	478,896	34.7%
	Total Revenue Hours		28,972	27,773	4.3%
	Total Revenue Miles		392,457	397,109	-1.2%
	Total Bloomington-Normal Population (per the 2010 US Census)		129,107	129,107	0.0%
	Total Operating Expense		\$ 2.00	\$ 2.00	0.0%
	Total Operating Revenue (includes all directly-generated revenue such as Universal Access)		\$ 1.00	\$ 1.00	0.0%

Analysis & Interpretation



Statistics

	FY14 YTD				FY13 YTD				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
Connect Transit												
Green A (2 buses)	385,140	119,984	8,684	44.35	285,836	118,380	8,715	32.80	34.7%	1.4%	-0.4%	35.2%
Red B (2 buses)	261,474	113,581	8,917	29.32	229,931	113,191	8,942	25.71	13.7%	0.3%	-0.3%	14.0%
Purple C (2 buses)	185,977	108,243	8,857	21.00	146,521	115,546	8,901	16.46	26.9%	-6.3%	-0.5%	27.6%
Pink D (1 bus)	101,077	54,730	4,186	24.15	80,412	54,970	4,203	19.13	25.7%	-0.4%	-0.4%	26.2%
Blue E (1 bus)	89,508	64,116	4,574	19.57	61,911	64,006	4,587	13.50	44.6%	0.2%	-0.3%	45.0%
Brown F (2 buses)	146,390	125,377	9,238	15.85	111,127	125,188	9,266	11.99	31.7%	0.2%	-0.3%	32.1%
Yellow G (2 buses)	246,835	126,062	9,103	27.12	209,408	122,648	9,133	22.93	17.9%	2.8%	-0.3%	18.3%
Orange H (2 buses)	236,276	121,361	9,067	26.06	196,173	122,576	9,101	21.56	20.4%	-1.0%	-0.4%	20.9%
Lime I (2 buses)	260,883	152,528	8,866	29.43	220,860	152,422	8,896	24.83	18.1%	0.1%	-0.3%	18.5%
Teal J (1 bus)	56,038	78,327	4,177	13.42	24,952	113,069	4,489	5.56	124.6%	-30.7%	-6.9%	141.4%
Aqua K (1 bus)	124,355	71,954	4,569	27.22	85,287	72,972	4,581	18.62	45.8%	-1.4%	-0.3%	46.2%
HCC Express (1 bus) (NCWHS)	9,539	4,788	754	12.65	357	612	30	11.97	2571.9%	682.0%	2428.0%	5.7%
ISU Tr Towers (2 buses)	299,115	33,857	3,170	94.36	215,816	33,835	3,088	69.88	38.6%	0.1%	2.6%	35.0%
ISU College Station (2 buses)	67,565	51,516	3,873	17.44	92,030	51,516	3,644	25.26	-26.6%	0.0%	6.3%	-30.9%
Nite Ride (3 buses)	51,482	42,397	3,180	16.19	48,643	43,038	3,126	15.56	5.9%	-1.5%	1.7%	4.0%
Holiday Express	310	1,675	83	3.73	-	-	-	-	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total Fixed Route	2,521,963	1,270,497	91,297	27.62	2,009,264	1,303,969	90,699	22.15	25.5%	-2.6%	0.7%	24.7%
Demand Response												
Connect Mobility	58,444	285,136	20,717	2.82	50,358	242,450	17,514	2.88	16.1%	17.6%	18.3%	-1.9%
Connect Late Night	6,821	37,836	2,662	2.56	7,475	39,991	3,077	2.43	-8.7%	-5.4%	-13.5%	5.5%
Total Demand Response	65,265	322,972	23,379	2.79	57,833	282,441	20,591	2.81	12.9%	14.4%	13.5%	-0.6%
SYSTEM TOTALS	2,587,228	1,593,469	114,676	22.56	2,067,097	1,586,410	111,290	18.57	25.2%	0.4%	3.0%	21.5%



MEMO

Date: July 22, 2014
To: Board of Trustees
Subject: Proposed Amendment to FY2015 Operating Budget

BACKGROUND: Connect Transit has gone through a tremendous amount of change in the last three years, resulting in its transformation into a truly effective transportation option in the community. In FY2014, Connect Transit provided a record 2.59 million passenger trips which is an increase of 40% over ridership levels three years ago. A large amount of new technology has been added to the transit system as well, such as GPS bus tracking and fleet management tools. At the same time, Federal and State regulation has grown as well, resulting in more complicated operating and reporting procedures.

With all this growth, Connect Transit staffing levels have had to grow as well and strategic additions have been made over time. Staffing levels are generally determined during the annual budget process, but occasionally there is a need to make an adjustment outside of that annual process. Due to conditions unanticipated in the budgeting process, Connect Transit management has identified the need for two additional positions necessary to continue the positive momentum and success of the organization:

Chief Operating Officer

There is currently not a clearly defined position on staff that directly manages day to day operations of the Transportation and Maintenance departments and also is able to step in for the General Manager in his absence. A recent medical leave by the GM brought this issue to the forefront and prompted discussion of the lack of a management succession plan. In reviewing the organizational structures of many other transit systems, it was found that the creation of a position like this will immediately address the issue. This will establish a true succession plan that ensures consistency in the event of the departure or prolonged absence of the GM, and will also allow the GM to focus less on routine daily operational tasks and focus more on strategic initiatives that will continue to move Connect Transit forward as a major transportation component important to the long term growth and success of the community.

Procurement Specialist

The Connect Transit Procurement Director is, at any given time, managing 25 or more purchases. As the transit system has grown, the procurements have also grown in volume, scale and complexity. Currently, the Director is leading an eight-state joint bus procurement for 360 buses worth over \$200 million and writing grants to pay for bus fleet replacement and construction of new transfer point buildings. At the same time he is also managing daily parts, materials and supplies purchases. On the horizon are more large procurements, such as a new electronic fare collection system and construction of a new transfer center in Downtown Bloomington. Each procurement at Connect Transit is heavily regulated by the federal and/or state government. Failure to comply with regulations could result in the loss of funding for a non-compliant project.



The volume, scale and complexity of these procurements increases the chance of mistakes being made when only one person is managing the entire workload. The addition of a Procurement Specialist to the staff will ensure a more realistic workload for the department and continue Connect Transit's outstanding record of procurement regulatory compliance.

BUDGET INFORMATION: The Chief Operating Officer is expected to incur a salary of \$90,000 with \$18,000 in benefits, for a total of \$108,000. The Procurement Specialist is expected to incur a salary of \$50,000 with \$13,000 in benefits, for a total of \$63,000. The grand total of \$171,000 represents 1.6% of the current \$10,450,000 FY2015 budget. However, our insurance broker has recently negotiated new health insurance rates that are significantly lower than what was budgeted, resulting in a \$117,000 savings. After applying that savings to the personnel changes, the resulting net impact is a \$54,000 increase to the budget. \$35,100 of this amount will be covered by state funds already in place for the fiscal year. The remaining \$18,900 will be funded through rental income from the Oakland property and/or bus advertising revenue.

These positions will provide immediate impact when filled and are directly in line with achieving Connect Transit's strategic goals of Funding, Expanded Services, Awareness and Education and Key Relationships/Partnerships.

PROPOSED ACTION: That the Budget Amendment be approved.



MEMO

Date: July 22, 2014
To: Board of Trustees
Subject: Code of Conduct

BACKGROUND: For some time, it has been a major goal of Connect Transit management to establish a framework of accountability for Connect Transit employees. The transit system does not currently have a code of conduct for employees and as a result, does not properly define the expectations for employee performance and behavior. In a customer service focused organization with responsibility to the taxpayers, this is serious issue. To correct this omission, management studied other transit systems and also received input from the Amalgamated Transit Union to create the Connect Transit Code of Conduct. This Code provides a desired general framework for accountability for transit system employees. It properly tracks performance, allowing management to identify negative employee performance trends and provide the necessary coaching and training that will quickly enable the employee to return to a successful performance trajectory.

PROPOSED ACTION: That the Code of Conduct be approved.

Connect Transit- Code of Conduct

(7/2014)

In order for Connect Transit to provide exceptional independence, added value, and service to our customers, it is imperative that each employee is consistent in providing the same level of quality service. This code of conduct serves as a guideline to assist employees in adhering to the high standards of performance that our community expects and deserves.

Connect strives to implement disciplinary actions that are prompt, equitable and consistent. To the extent possible, Connect will seek to impose discipline to correct a problem, prevent recurrence, and prepare the employee for satisfactory service in the future. Disciplinary action may call for any of five steps – verbal warning, written warning, one day suspension, three day suspension, or termination of employment – depending on the severity of the problem and the number of violations. Connect recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or termination of employment, without going through the usual progressive discipline steps.

The following are examples of conduct which may serve as the basis for discipline. This list is intended to be representative of the types of activities that may result in disciplinary action. This is not an exhaustive list:

Safety Violations

- Violation of any traffic laws
- Unsafe operation of a motor coach
- Unauthorized and/or unsupervised /escorted visitors
- Misuse of Connect Transit Equipment
- Possession of dangerous weapons on the premises or on Connect Transit vehicles

Employee Conduct

- Failure to obey or follow proper order, instruction, directive or request from management or designee
- Failure to follow Connect Transit policy or procedures
- Violation of the Anti-Harassment and/or Equal Employment Opportunity Policies
- Violation of the Alcohol or Drug Policy
- Violation of the CBA
- Insubordination
- Theft or Dishonesty
- Larceny, destruction, or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of the Company
- Falsification of records
- Theft of time, including but not limited to falsification of time keeping records

- Gross negligence
- Unauthorized possession, use or copying of any records that are the property of Connect Transit
- Unauthorized posting or removal of notices from bulletin boards
- Fighting or serious breach of acceptable behavior
- Gambling or conducting games of chance on the premises or during work hours
- Sleeping on duty

Performance

- Failure to follow standard operating procedures
- Undue and unauthorized absence from duty during regularly scheduled work hours
- Failure to perform duties as assigned or directed
- Attendance/CBA violations
- Discourtesy to passengers, public, employees, etc.



MEMO

Date: July 22, 2014
To: Board of Trustees
Subject: Renewal of Health Insurance policy with Health Alliance.

BACKGROUND: The current Employee health insurance policy with Health Alliance is set to renew on September 1, 2014. Staff received renewal responses from Health Alliance, United Healthcare, Humana, and Starmark.

PROPOSED ACTION: Staff proposes that Connect Transit renew with our current provider Health Alliance and continue with the same plan. The total percentage increase will be 5.47%.



A Benefits Proposal for: Connect Transit

Renewal Date:
9/1/2014

	Inforce			Renewal			Revised Renewal			Alternative			Alternative		
	Health Alliance AM Best Rating: B++ POS-C 500			Health Alliance AM Best Rating: B++ POS-C 500			Health Alliance AM Best Rating: B++ POS-C 500			Health Alliance AM Best Rating: B++ QHDHP 2500 100/50			Health Alliance AM Best Rating: B++ HMO Q 1750 0%		
Medical	In Network		Out Network	In Network		Out Network	In Network		Out Network	In Network		Out Network	(Participating Provider)		
Benefits	POS/HMO		POS/HMO	POS/HMO		POS/HMO	POS/HMO		POS/HMO	PPO		HMO			
	Unlimited		Unlimited	Unlimited		Unlimited	Unlimited		Unlimited	Unlimited		Unlimited	Unlimited		
Provider Network															
Lifetime Maximum															
Individual Deductible	\$0		\$5,000	\$0		\$5,000	\$0		\$5,000	\$2,500		\$5,000	\$1,750		
Family Deductible	\$0		\$10,000	\$0		\$10,000	\$0		\$10,000	\$5,000		\$10,000	\$3,500		
Embedded or Non-Embedded Ded										Embedded			Aggregate		
Coinsurance	70%		50%	70%		50%	70%		50%	100%		50%	100%		
Individual Out of Pocket (Incl. Ded)	\$2,500		\$10,000	\$2,500		\$10,000	\$2,500		\$10,000	\$2,500		\$10,000	\$1,750		
Family Out of Pocket (Incl. Ded)	\$5,000		\$20,000	\$5,000		\$20,000	\$5,000		\$20,000	\$5,000		\$20,000	\$3,500		
Inpatient - Hospital / Physician	\$500 Copay then		50% Aft. Ded.	\$500 Copay then		50% Aft. Ded.	\$500 Copay then		50% Aft. Ded.	100% Aft. Ded.		50% Aft. Ded.	\$100		
	70%			70%			70%								
Inpatient Hospital Deductible	\$0		\$0	\$0		\$0	\$0		\$0	\$0		\$0	\$0		
Preventative/Well Child Care	100%		50% Aft. Ded.	100%		50% Aft. Ded.	100%		50% Aft. Ded.	100%		50% Aft. Ded.	100%		
Physicians Services	\$20 Copay		50% Aft. Ded.	\$20 Copay		50% Aft. Ded.	\$20 Copay		50% Aft. Ded.	100% Aft. Ded.		50% Aft. Ded.	100%		
Specialist Copay	\$40 Copay		50% Aft. Ded.	\$40 Copay		50% Aft. Ded.	\$40 Copay		50% Aft. Ded.	100% Aft. Ded.		50% Aft. Ded.	100%		
Diagnostic Lab & X-Ray	70% Aft. Ded.		50% Aft. Ded.	70% Aft. Ded.		50% Aft. Ded.	70% Aft. Ded.		50% Aft. Ded.	100% Aft. Ded.		50% Aft. Ded.	100%		
Emergency Room	\$175 Copay			\$175 Copay			\$175 Copay			100% Aft. Ded.			100%		
Retail Rx Benefit	\$15/30/50		50% Aft. Ded.	\$15/30/50		50% Aft. Ded.	\$15/30/50		50% Aft. Ded.	100% Aft. Ded.		50% Aft. Ded.	100%		
# Days Supply	30 Days			30 Days			30 Days			30 Days			30 Days		
Mail-Order Rx Benefit	\$41.25/82.5/137.5		N/A	\$41.25/82.5/137.5		N/A	\$41.25/82.5/137.5		N/A	100% Aft. Ded.		N/A	100%		
# Days Supply	90 Days			90 Days			90 Days			90 Days			90 Days		
Additional Information															
Health - PPO	EE	Rate	Total	EE	Rate	Total	EE	Rate	Total	EE	Rate	Total	EE	Rate	Total
Employee:	52	\$496.00	\$25,792.00	52	\$543.00	\$28,236.00	52	\$523.00	\$27,196.00	52	\$432.00	\$22,464.00	52	\$486.00	\$25,272.00
Employee + Spouse:	8	\$1,134.00	\$9,072.00	8	\$1,242.00	\$9,936.00	8	\$1,196.00	\$9,568.00	8	\$988.00	\$7,904.00	8	\$1,111.00	\$8,888.00
Employee + Child(ren):	14	\$839.00	\$11,746.00	14	\$919.00	\$12,866.00	14	\$885.00	\$12,390.00	14	\$731.00	\$10,234.00	14	\$822.00	\$11,508.00
Family:	13	\$1,477.00	\$19,201.00	13	\$1,617.00	\$21,021.00	13	\$1,558.00	\$20,254.00	13	\$1,286.00	\$16,718.00	13	\$1,447.00	\$18,811.00
Total Monthly:	87		\$65,811.00	87		\$72,059.00	87		\$69,408.00	87		\$57,320.00	87		\$64,479.00
Total Monthly:			\$65,811.00			\$72,059.00			\$69,408.00			\$57,320.00			\$64,479.00
Total Annually:			\$789,732.00			\$864,708.00			\$832,896.00			\$687,840.00			\$773,748.00
Annual Difference:						\$74,976.00			\$43,164.00			-\$101,892.00			-\$15,984.00
Percent Difference:						9.49%			5.47%			-12.90%			-2.02%
Notes:															



Strategic Plan Update – July 2014

Following the adoption of the Connect Transit Strategic Plan, staff has been directed to provide quarterly updates on progress toward the goals set in the plan. Those goals and progress to date is listed below:

Funding

- Staff submitted an FTA TIGER Grant application to fund the Front Street Transfer Center.
- Staff is preparing an FTA Ladders of Opportunity grant to fund the purchase of 16 new heavy-duty buses.
- Connect Transit hosted Rep. Rodney Davis at the transit system facility to increase his awareness of public transportation in Bloomington-Normal and gain support for capital project funding.

Expanded Services

- A request for proposals (RFP) for a comprehensive operational analysis (COA) of the transit system is in the state review phase and should be released soon. The COA will review all current services and provide recommendations for improvements.
- Bus stop study RFP was released and will be awarded in August 2014.
- Converted funding originally designated for flex-route service to instead fund bus stop and shelter projects.

Awareness and Education

- New Connect Transit radio advertising campaign is underway
- Connect Transit publicly celebrated Dump the Pump Day and Earth Day

Key Relationships/Partnerships

- Staff created a pilot employee pass project with Country Companies that will expand awareness of public transportation for their employees and create new revenue opportunities for the transit system.
- Staff met with leaders of the Chamber of Commerce and the Economic Development Council to promote partnerships and ensure that Connect Transit is prominently featured when trying to attract and retain businesses and citizens in the community.
- Staff met with the United Way to explore mutually beneficial partnership opportunities.



- Partnered with the Normal Cornbelters to create a Tim McGraw concert ticket contest that promotes Connect Transit ridership.