

**CONNECT TRANSIT ADVISORY COMMITTEE MEETING**  
**July 11, 2018**

The Connect Transit Advisory Committee meeting was held at the Connect Transit Board Room #135, 351 Wylie Drive, Normal, Illinois 61761 on July 11, 2018 at 4:00 p.m.

MEMBERS PRESENT: Dakota Horn  
Emory Davis  
Noha Shawki  
Shirley Craig  
Linda Foster  
Evelyn Johnson  
Elaina VonQualen  
John Corey  
Wayne Layton

STAFF PRESENT: General Manager, Isaac Thorne  
Transit Operations Manager, Martin Glaze  
Marketing Manager, Jeff Holtke

General Manager, Isaac Thorne opened the meeting with rollcall. Members approved the *Minutes* of the last meeting held on May 23, 2018 by Motion of Member Evelyn Johnson which was seconded by Member Wayne Layton.

There were no public comments.

**SUGGESTIONS OR FEEDBACK**

Member Evelyn Johnson stated that other riders have pointed out to her that on S. Main and Bissel there is about a six (6) block gap between bus stops. This gap is on the Orange and Aqua and she requested that Connect look into adding another bus stop between those two (2) points.

Jeff Holtke, Connect Transit's Marketing Director updated the Members regarding the 5-5-5 Policy by stating that June was a trial or soft rollout month. Connect Transit is still keeping track of the late cancellations and no-shows and will send out letters and personally call each of those individuals that may have fallen into the violation range, working with the individual on why it is occurring and what, if anything, we can do to help out our riders who have fallen into the violation range. Those letters will start going out on July 12<sup>th</sup> and Connect is finishing up and performing quality control checks. He also reported that 15 people have incurred violations. No-shows have dropped almost in half. Delayed cancellations are still a little high but not nearly as high as it was prior to the new policy. Anyone that violates in the month of

July will get a warning letter similar to the warning letter for the roll out. The new policy officially began July 1.

#### Better Bus Stops Campaign (Discussion)

General Manager, Isaac Thorne, informed the Members that two (2) shelters were installed at Wal-Mart this week which kicked off Connect's *Better Bus Stops Campaign*. Later this week Connect will issue a *Request for Procurement* ("RFP"), an invitation for bids for each new shelter; six (6) benches; and four (4) ADA landing pads as part of the *Better Bus Stops Campaign* for FY 2019. There will be a lot more shelters in the community and will give us a total of 28 shelters in the community. All of the concrete should be poured by the end of September and following the placement of the concrete, the shelters and benches will be built. Connect is working with an engineer looking at each stop to meet all ADA requirements.

#### Performance Dashboard and Blog (Discussion)

General Manager, Isaac Thorne, explained that two (2) new items are being added to our website for information on how Connect Transit is doing.

Connect's Marketing Manager, Jeff Holtke, presented the new Performance Dashboard to the Members. It is located on the website – going to "Routes" and under that "Connect Transit Dashboards". Connect will soon add an interactive FAQ page that will answer some of the common questions the community and ridership may have. On the main page of the website, another aspect rolling out soon is an "e-notify" on the Dashboard/Blog for receipt of Connect Transit's monthly newsletter highlighting certain activities, meetings and events.

General Manager, Isaac Thorne, shared with the Members that Connect has taken one of the old buses and gave it to its mechanics in our shop and they took it and ran with it. This is what we call the Connect Transit "Community Bus". The outside has a non-traditional "Connect Transit" look. The handicapped seats in front were taken out and made booths for one-on-one meetings and conversations. We're looking forward to using it for voter registration drives and various other things. Quite of bit of space is in the front. Connect has talked to the Health Department about a "mobile market" for the food deserts in town as well. The bus also has a TV and an audio hookup. It has been out on the road acting as a cooling station in partnership with the Health Department who supplied bottled water, hand sanitizer and *OFF* bug wipes, and we will continue to do as the temperatures heat up. Once winter comes, it will become a warming station and a shelter from the cold weather.

#### Adjournment

Member John Corey moved that the meeting adjourn which was seconded by Member Linda Foster.

Meeting adjourned at 4:35 p.m.