Board of Trustees

Regular Session

May 23, 2023

Mission Statement

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

Agenda

- Call to Order
- Roll Call
  - Attendance by Other Means/Virtual – Roll Call Vote
- Pledge of Allegiance and Mission Statement
- Public Comments

Consent Agenda

- Approval of April 25, 2023, Annual Meeting Minutes
- Approval of April 25, 2023, Regular Session Minutes
- Approval of Financial Information for April 2023
- Monthly Statistical Reports for April 2023
- Cardinal Infrastructure Federal Report
- Cornerstone – Illinois Weekly Update
  - Roll Call Vote

New Business

- **Recommendation for FY24 Property & Casualty Insurance Renewal – Roll Call Vote**
- Recommendation of Microtransit Service Zone – Roll Call Vote
- Recommendation for Microtransit Vehicle Purchase – Roll Call Vote
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- **Chairman's Report**

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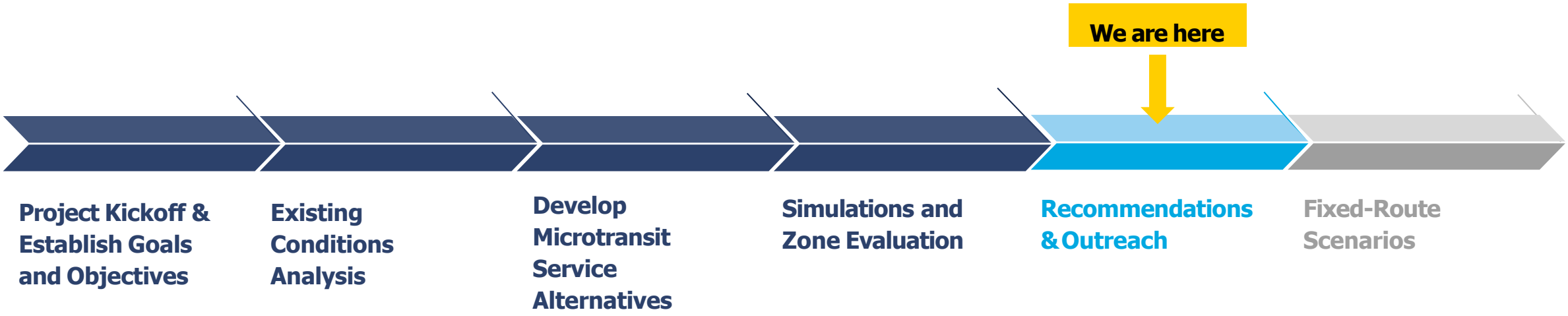
Connect Transit Service Planning Study

Board of Directors Meeting

May 23, 2023

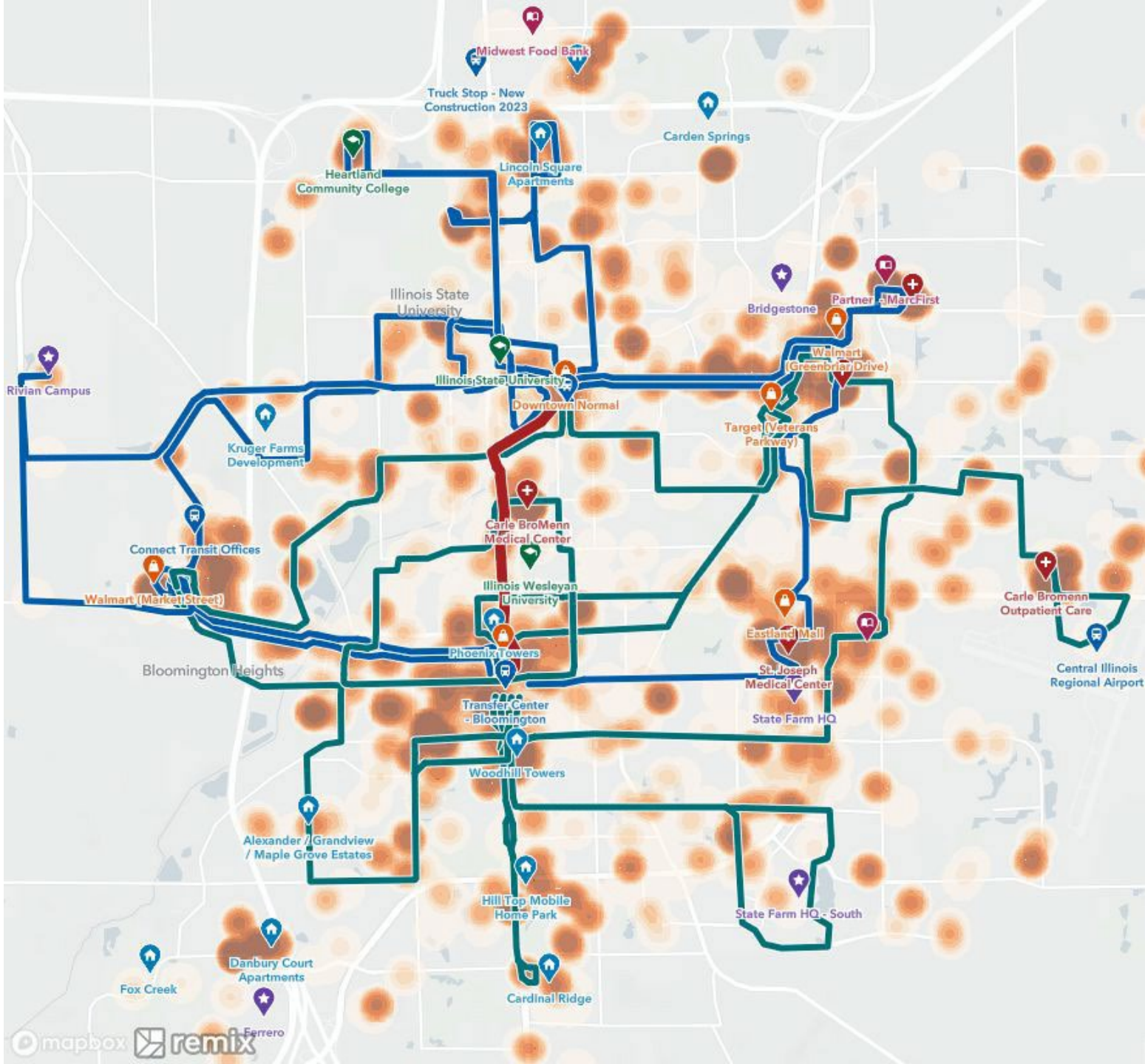
Study Overview



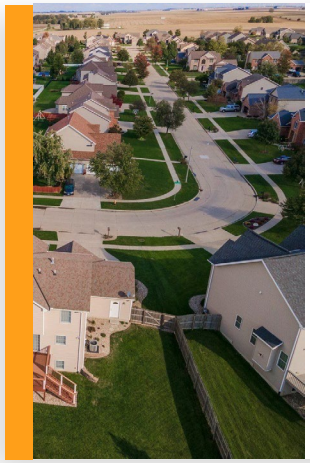
Indicators of Unmet Mobility Needs

Data reviewed included:

- Demographics (e.g., car-free households, seniors, minority, high-poverty areas)
- Key destinations
- Fixed-route ridership by stop
- ADA paratransit travel patterns
- Productivity of service
- On-time performance

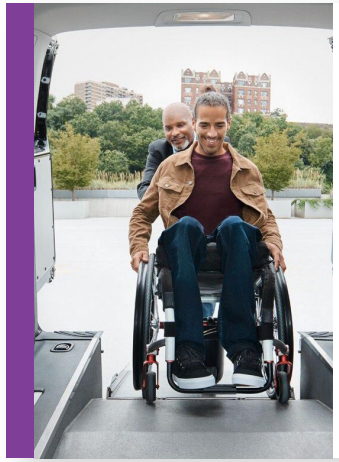


Goals for Microtransit in Bloomington-Normal



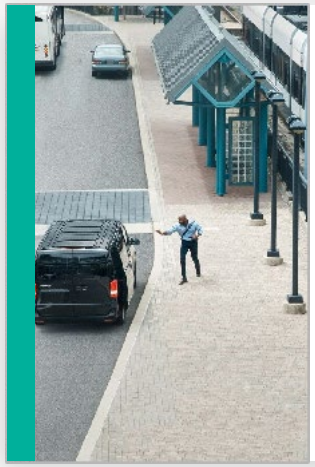
Improve access in lower-density areas

- Extend the reach of transit network to suburban areas less suitable for fixed-route service (e.g., isolated apartment communities)



Improve ADA paratransit service

- Reduce demand for paratransit by providing a same-day travel option for those with disabilities
- Commingling between ADA and microtransit service could serve both rider groups with shared vehicle fleet and software



Provide first- and-last mile connections

- Help riders get from key transfer points to their final destination
- Riders can connect to bus routes to travel beyond the microtransit zone

Adjust underperforming bus routes or segments

- Simpler, more direct fixed-route service reduces wait times and operating costs
- Some coverage-oriented segments operating on neighborhood streets can be reallocated to main streets

Proprietary & Confidential.

How Do We Select Microtransit Zone Boundaries?

Successful microtransit zones should:

Include a range of destinations to generate/attract ridership

Include a mix of land uses and types of development

Provide connections to key bus transfer points

Serve shorter, locally-oriented trips --- very long trips are better served by fixed-route

Service Design and Ridership

Supply

- Number of vehicles
- Available seats
- Operating hours
- ...

Demand

- Current ridership
- Car ownership
- Population
- Activity centers
- ...

Service Quality

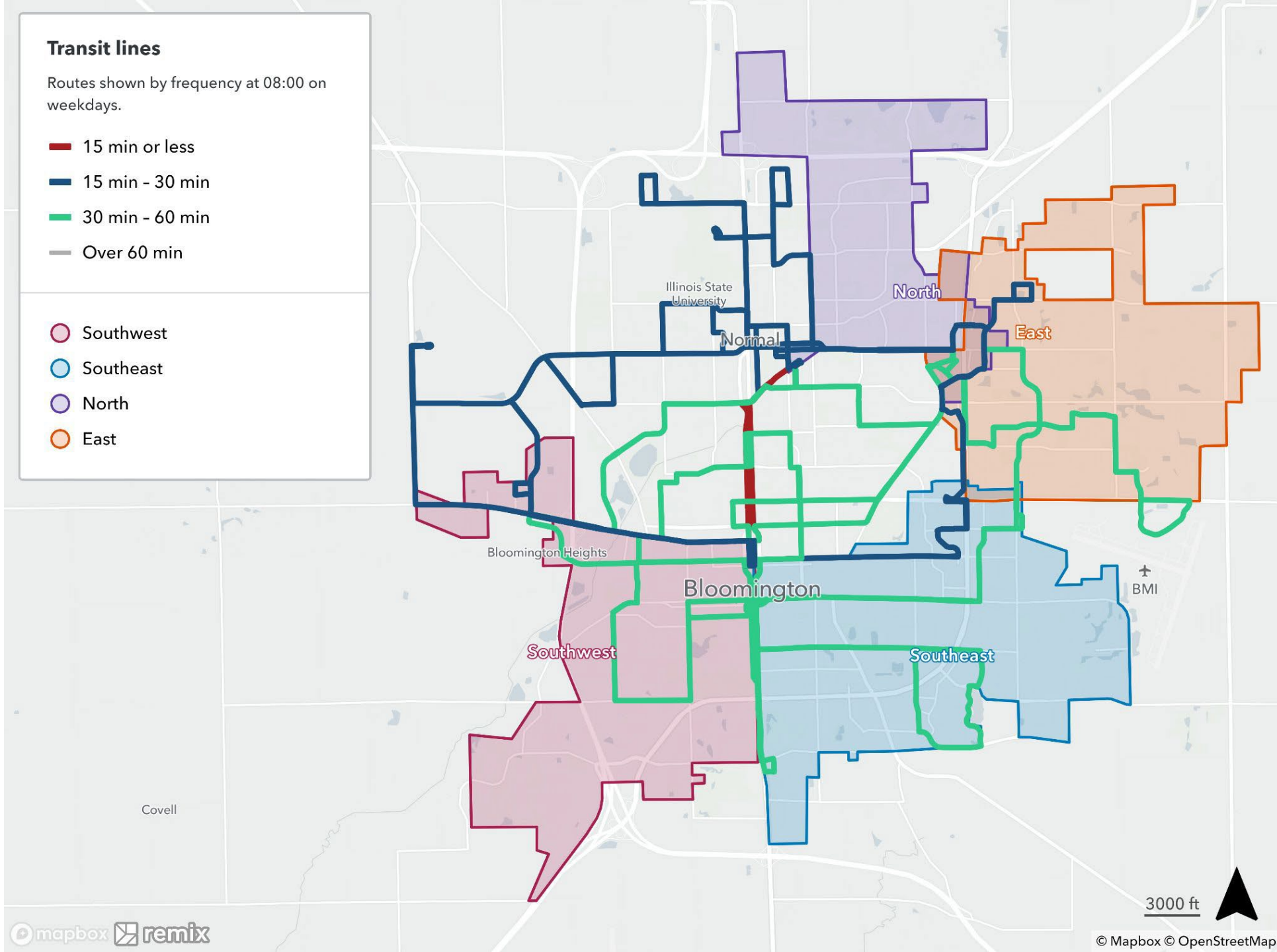
- Walking distance
- Meet demand
- Detour
- Wait time
- ...

Zone Selection

Zone Boundaries

Four potential zones under consideration:

- **Southwest**
- **Southeast**
- **North**
- **East**



On-Demand Ridership Estimates by Zone

Zone		Weekday Boardings			Weekly	Annual
		Low	Medium	High	Medium	Medium
1	Southwest[1]	70	115	170	650	33,800
2	Southeast[1]	85	135	195	760	39,400
3	North[2]	30	45	70	270	14,100
4	East[2]	50	75	110	430	22,600

Service span assumed based on the operating hours for fixed-route services in each potential zone:

1. Assumes weekday service provided from 5:30 AM to 8:30 PM, and weekend service provided from 8:00 AM to 6:30 PM.
2. Assumes weekday service provided from 5:30 AM to 10:00 PM, and weekend service provided from 6:00 AM to 7:00 PM.

Zone Comparison (Medium-Demand Scenario)

Best performing zone

	Southwest	Southeast	North	East
Performance				
Fleet Size at Peak *Vehicles required at peak (excl. spares)*	**2**	**3**	**2**	**2**
Avg. Utilization *Boardings / Vehicle Hour*	**3.7 - 4.3**	**2.9 - 3.5**	**1.4 - 2.0**	**2.2 - 2.7**
Est. Annual Ridership *Passenger Boardings*	34,000	39,000	14,000	33,000
Operating Cost per Trip *Base Cost (from NTD): $123 / Rev. Hour*	$31	$39	$75	$49
Weekday Revenue Hours *Budget: 36 revenue hours / day*	29	42	28	31
Equity				
Zone Coverage Expansion *Pop & jobs unserved by existing routes*	**7,400**	**12,200**	**4,600**	**17,500**
Residents below Poverty Line *Percent of Residents*	20%	12%	14%	5%
Zero-Vehicle Households *Percent of Households*	11%	9%	4%	4%

Next Steps

- Select zone for service launch
- Launch timeline of ~6 weeks for software development and testing
- Examine fixed-route impacts and potential changes within selected microtransit zone
- Continue public outreach and marketing to support launch
- Implement future microtransit zones and/or changes to affected fixed-route segments

New Business

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- **Chairman's Report**

Zone Recommendation

Potential Microtransit Zones

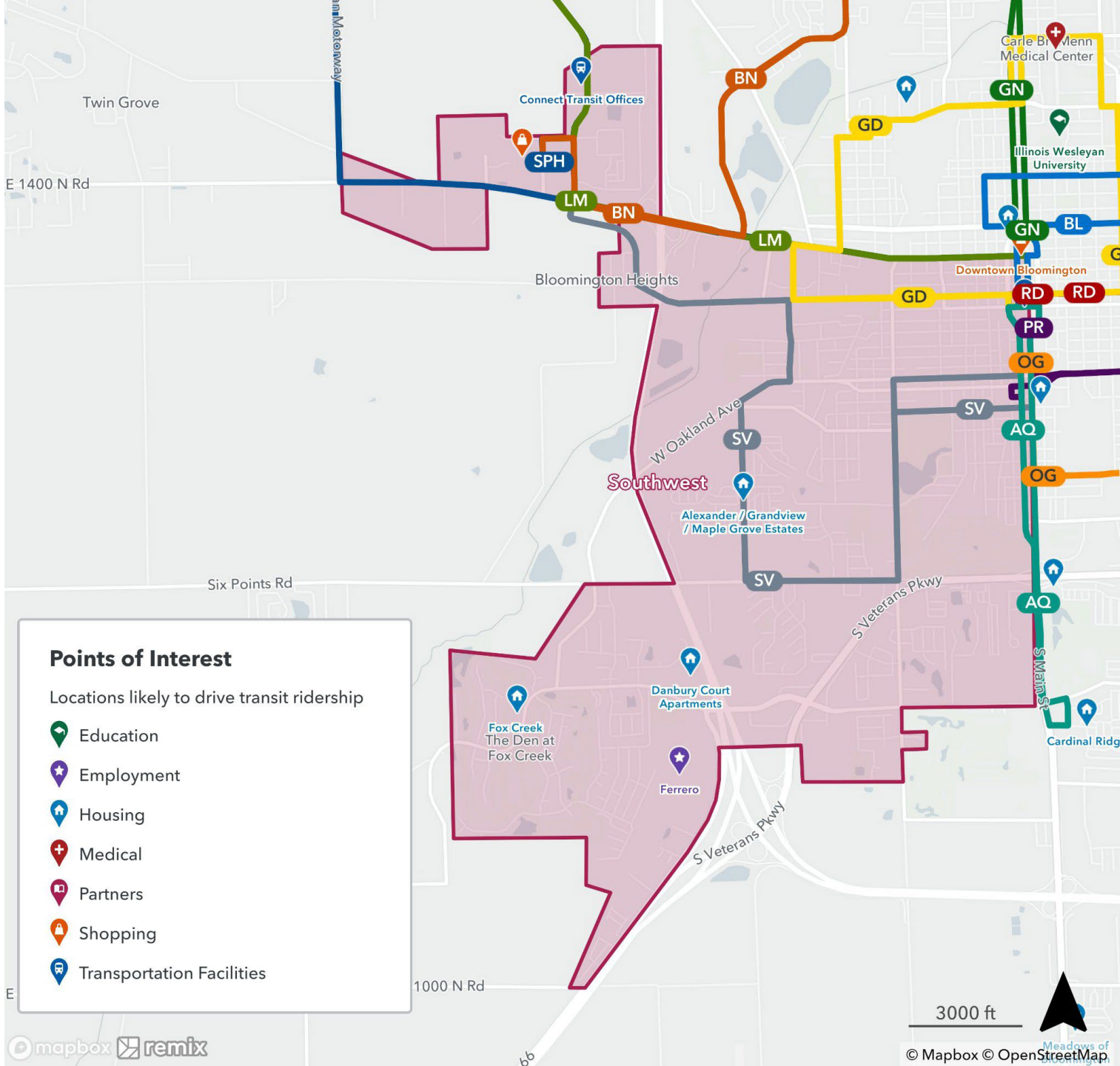
1 - Southwest

Population: 17,700
Jobs: 4,100
Area: 7 mi^2

Summary: This zone extends coverage south and west of the Silver Line, connecting riders to downtown Bloomington and Walmart.

Key Demand Generators:

- Bloomington Transfer Center
- Walmart (Market Street)
- Connect Transit Offices
- Alexander / Grandview Estates
- Danbury Court Apartments
- Fox Creek
- Ferrero Chocolate Factory



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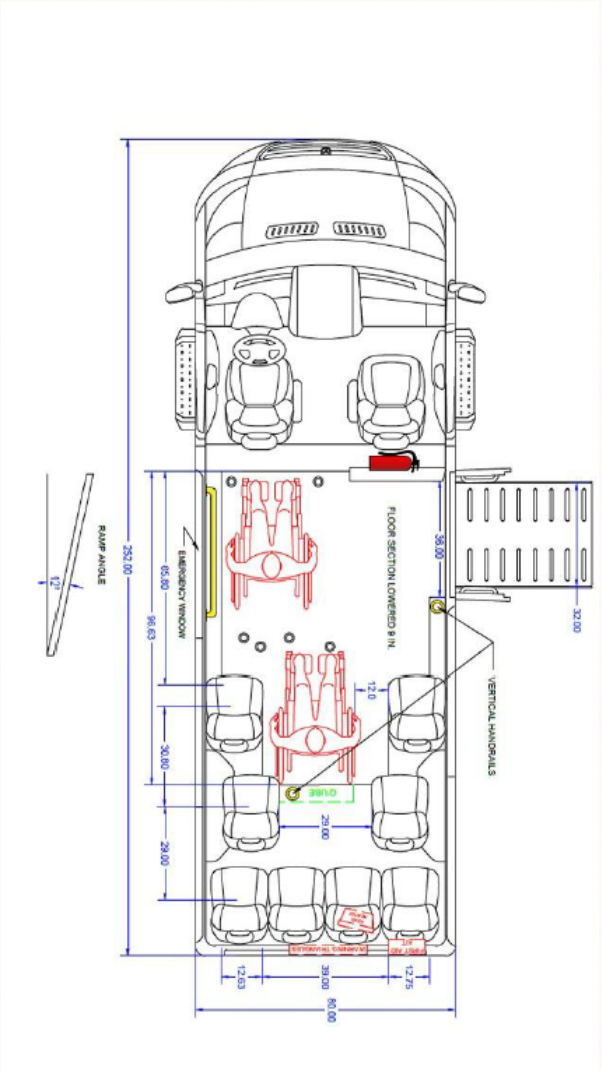
Microtransit Vehicle

- Five 2022 BraunAbility ProMaster 3500



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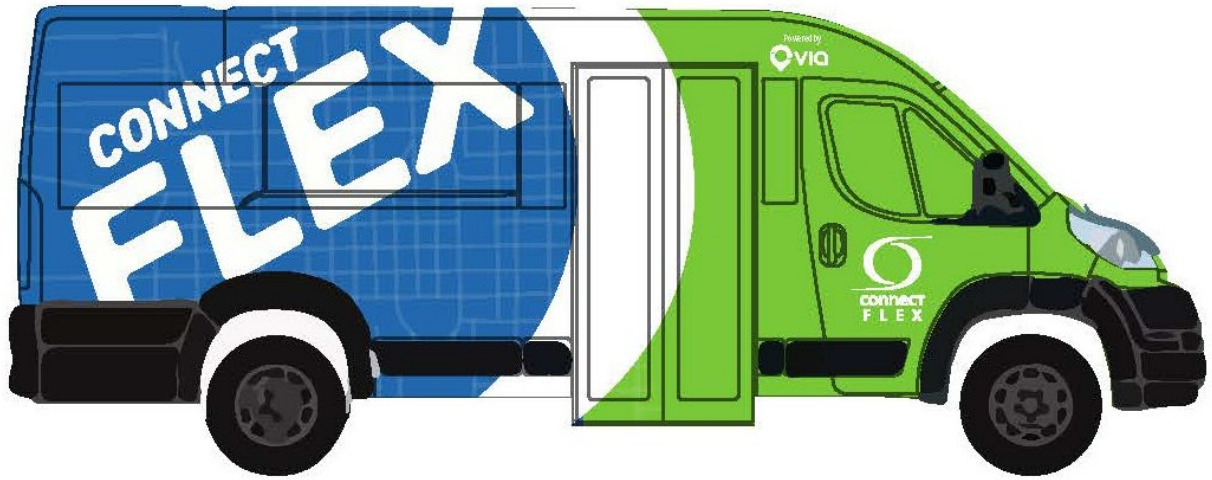
Microtransit Branding

Connect FLEX Logo Suite

Vehicle Wrap Design



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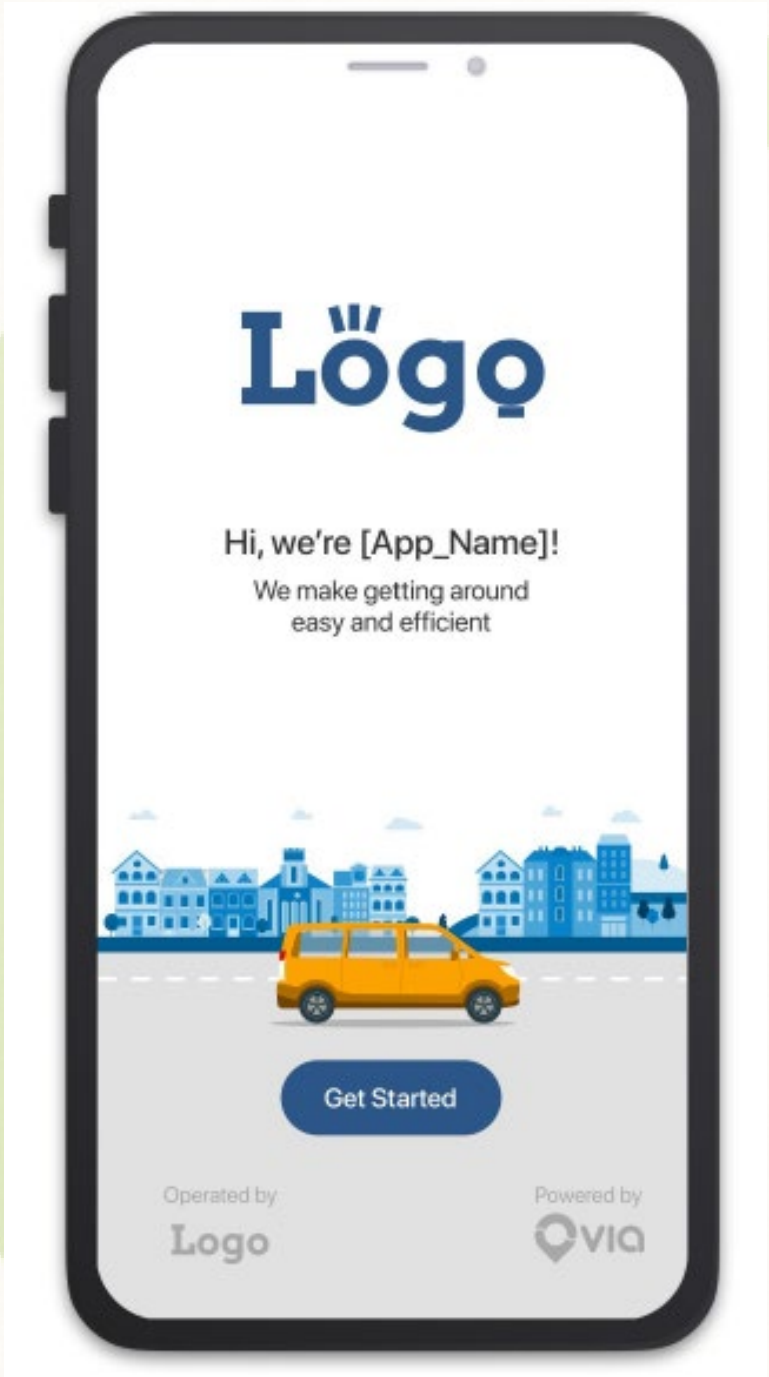
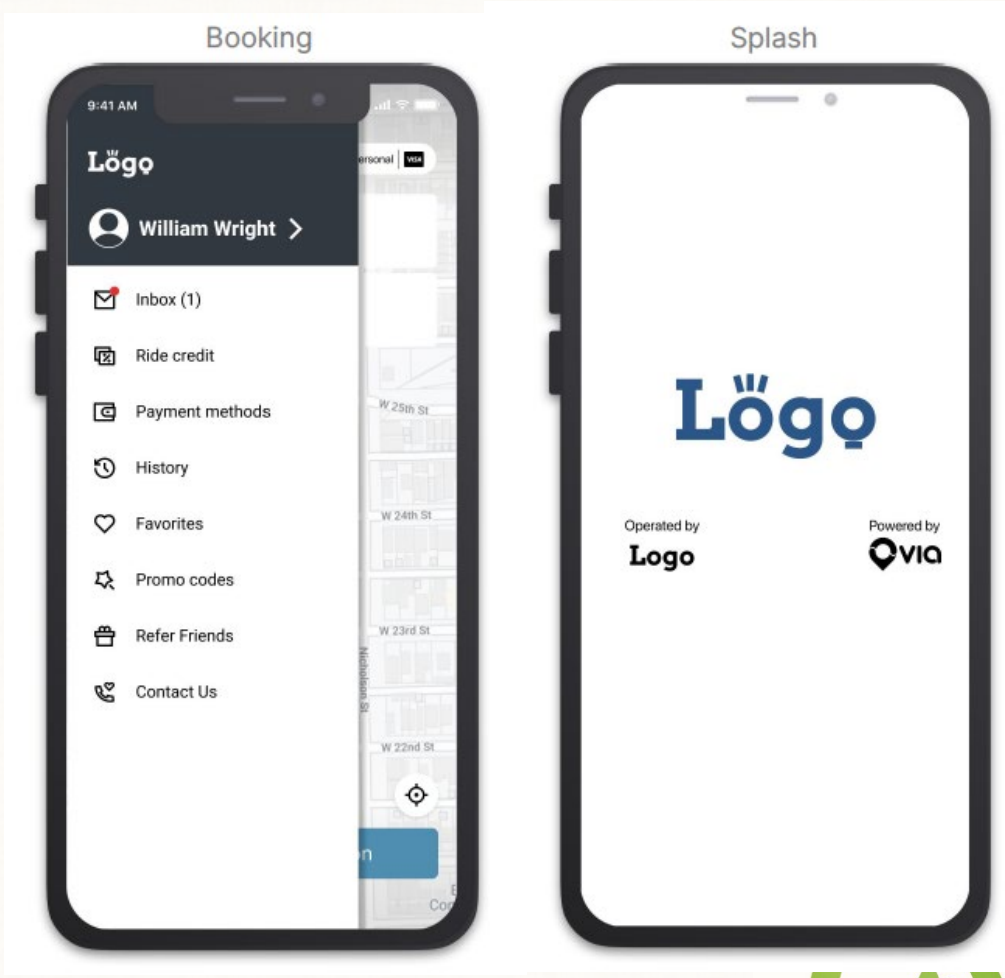
App Customization





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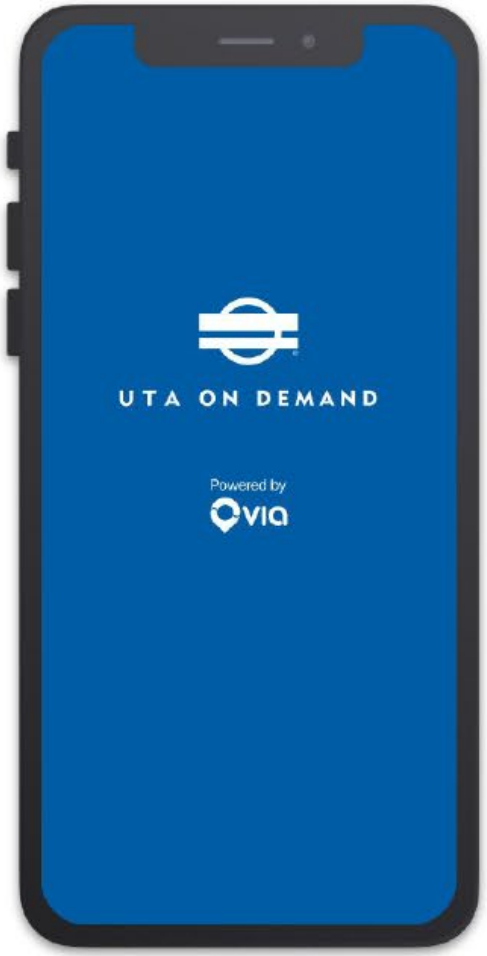
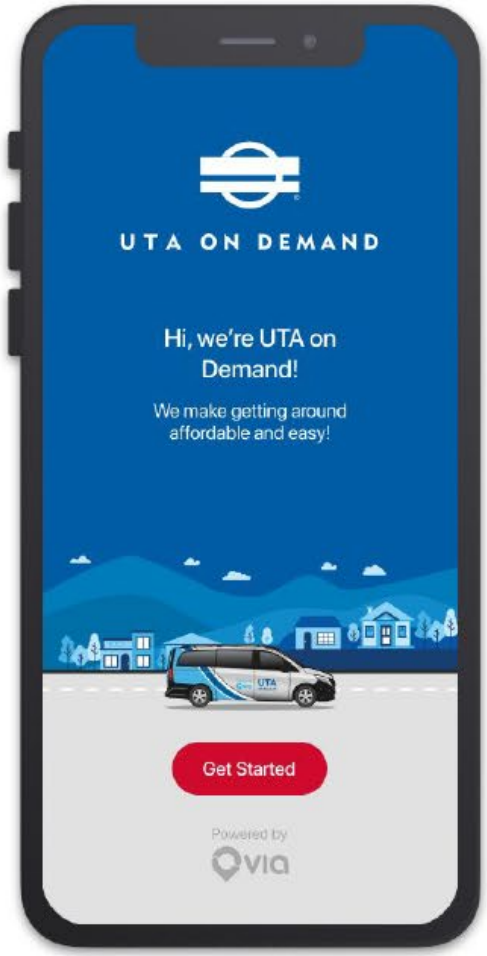
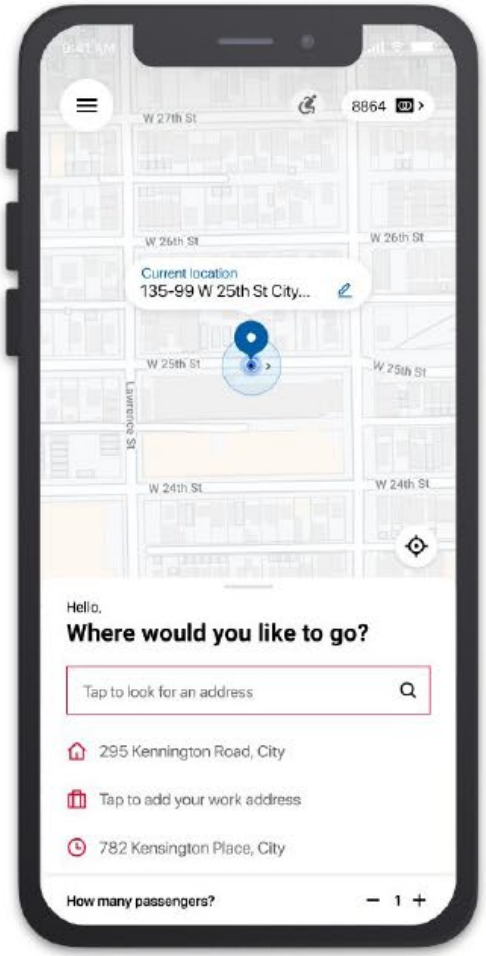
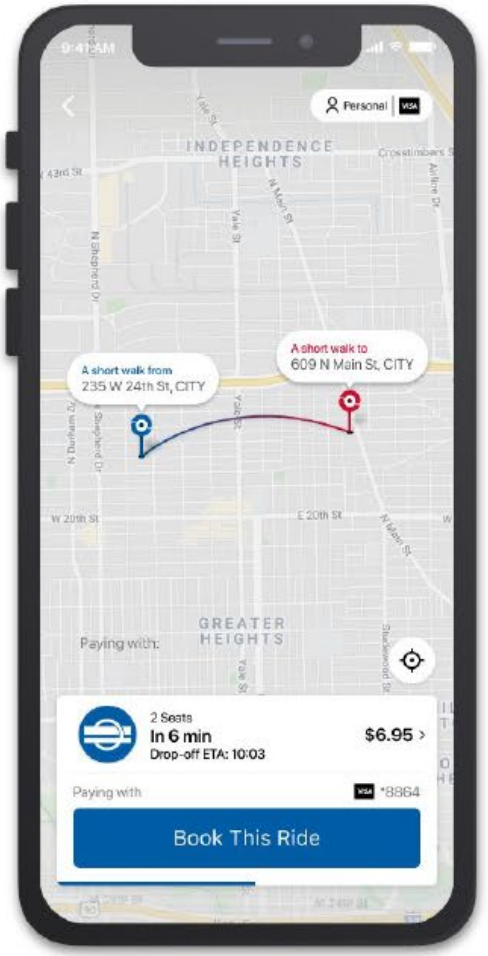
Example of App Customization









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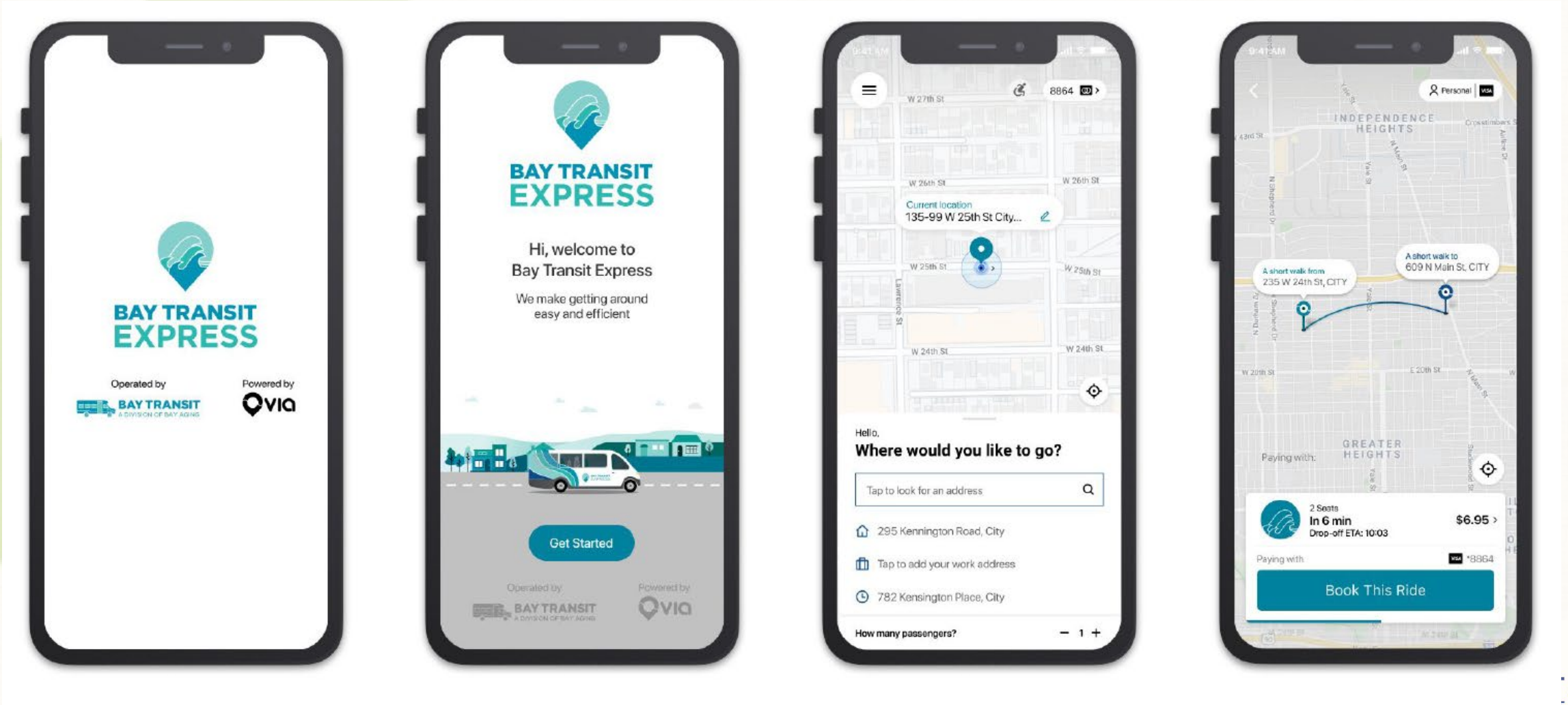

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- **General Manager's Report**

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General Manager's Report
Community

Update

- Fair Housing Fair – 52 used the bus; 5 unhoused

Outreach

- Twin City Showcase
- BHS Career Fair
- Best Buddies Friendship Walk
- BeContent Senior Expo
- Councilman Andy Byars Visit
- Heartland Child Development "BBQ & Bus" Day
- MCAA Job Fair
- Low Vision Fair

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General Manager's Report
Employee Development

- Class 2304 is at the midway point of training and will be completed on or around June 9.
- CDL testing for Service Technicians and new Bus Operators will be completed by May 26.
- Virtual annual HR related training for all employees has begun and will be completed by August 31.
- Dave White conducted Intervention and De-escalation training for Management personnel.
  - This training prepares Managers and Supervisors for situations in which they may need to intervene in a disturbance on or related to our operations.
  - Various de-escalation techniques were discussed.

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General Manager's Report
Employee Development

- Chestnut Health Systems trained our Management personnel and several Supervisors on the use of Nalaxone (Narcan) in situations where there is a suspected opioid overdose.
  - Chestnut HCS will train additional staff whenever we need it.
  - Training was provided free of charge by Chestnut Health Systems. They are also providing the Narcan at no charge.
  - This enables supervisors and other staff to respond to possible overdose situations when they are on the road or out and about in public. For example, a supervisor conducting spot checks on routes sees a pedestrian in duress, exhibiting signs of a possible overdose, can stop and check on the person, administer Narcan (if needed), and request medical assistance from trained first-responders.

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General Manager's Report
Recruiting

- **Positions Filled**
  - Bus Operator (5)
  - Scheduler (1)

- **Positions Open**
  - Bus Operator (8)
  - Customer Service Rep. (1)
  - Dispatcher (2)
  - Executive Assistant for Procurement (1)
  - Marketing Assistant (1)
  - Service Technician (3)

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Agenda

- Trustee Comments
- Executive Session – N/A
- Adjournment
  - Roll Call Vote
- Next Meeting: June 27, 2023