

Connect Transit

City of Bloomington Council Update



Transit is an Essential Service



- Connect employees work during pandemic
- Community reliance on transit
 - Grocery clerks, medical staff
 - Essential employees are critical to our community,



COVID-19 Policies and Procedures



RESTORING FULL SERVICE FOR CONNECT TRANSIT

JUNE 2020

- GREEN & LIME EXPRESS RESTORED TO FULL-SERVICE LEVELS
- 6/26 - 10 PERSON PER BUS LIMIT LIFTED
- 6/26 - GATHERINGS OF 50 OR LESS ARE ALLOWED IN PUBLIC, PER "RESTORE ILLINOIS"
- 6/29 - CONNECT TRANSIT OFFICE WILL OPEN TO THE PUBLIC
- REAR BOARDING & FACE COVERING REQUIRED & ENFORCED, PER "RESTORE ILLINOIS"

JULY 2020

- DRIVER BARRIERS WILL BE INSTALLED ON ALL BUSES
- FRONT DOOR BOARDING WILL RESUME ONCE COMPLETE
- FACE COVERING REQUIRED & ENFORCED, PER "RESTORE ILLINOIS"

AUGUST 2020

- FARE COLLECTION SUSPENDED THROUGH 8/2
- *ONE FARE FOR ALL; MOBILE TICKETING & FARE CAPPING WILL LAUNCH WHEN FARE COLLECTION RESUMES
- \$1.25 FOR SINGLE RIDE AND \$40 FOR MONTHLY PASS FOR FIXED ROUTE & CONNECT MOBILITY
- 8/9 - SYSTEM WIDE FULL-SERVICE LEVELS RESTORED
- FACE COVERING REQUIRED & ENFORCED, PER "RESTORE ILLINOIS"

NOTES ARE SUBJECT TO CDC AND ILLINOIS "CONNECT"

- **Bus Cleaning and Disinfecting**
 - Cleaning/disinfecting every 4 hours
 - Increased cleaning cost
 - Operators cleaning buses

- **Passenger Limit**
 - 10 passenger limit on fixed route
 - 3 passenger limit on Connect Mobility

- **Rear-door boarding**
- **Mask or face covering required**
- **Social distancing**
- **COVID-19 Testing Site Service**



Connect to the Future Recommendations

- **Work Group Charge and Scope**
- **Recommendations**
 - One Rate for All
 - Expansion of CM Service to Town and City limits
 - Better Bus Stop Campaign completion 2024
 - Sustainable Funding Detail
 - 1st year \$250,000 investment
 - 2nd year \$500,000 investment
 - Future Action with Additional Funding

Investment of \$250,000 Request

- **Plan Prior to COVID-19**
 - One Rate for All and CM Expansion to City and Town Limits - \$28,946
 - Zero Fare Green Route Pilot - \$20,000
 - Remaining investment would have decreased the federal dollars contributed to the operating budget

- **Revised Investment due to COVID-19**
 - One Rate for All - \$225,000
 - CM Expansion to City and Town Limits - \$25,000

Operations and Budget Challenges

- **Restoring Full-Service and collecting fares**
 - Full-Service is being restored in August
 - Drastic ridership decrease in March and steady rise in June
 - Fare collection suspended since mid-March
 - Must continue to provide essential transit service safely
 - Face coverings and physical distancing
 - Regular cleaning /disinfecting of vehicles
 - Mobile Ticketing
 - Interior Displays

- **Revenue**
 - State (IDOT) revenue is unknown beyond 1st quarter
 - CARES Act (federal) funding will help replace revenue
 - COVID-19 emphasizes the importance of reserve funding

QUESTIONS

Use of Large Buses

- **Myth vs. Fact**
 - Operating smaller buses will not save Connect millions of dollars
 - Operating Small buses
 - Decreased customer satisfaction, increased complaints
 - Potentially increase operating/capital costs
 - Studies conducted in other communities regarding bus size
- **Bus size matches peak ridership demand**
 - Roads are engineered and built for peak demand
 - Standardized fleet to meet peak ridership demand
- **Operating Costs**
 - 75% of the cost of operating a bus is operator wages/benefits
 - No different than any service industry
 - Largest investment is in employees, not equipment

Use of Large Buses



- **Next Bus Order – Battery Electric Buses**
 - Adding 35’ buses into vehicle fleet
 - Extremely quiet and zero emissions
 - Lower operating costs
 - Funding provided by Federal and State grant

