

Zero-Fare

Basis for operating zero-fare and other options

NelsonNygaard consultant Linda Rhine reviewed the 2012 fare analysis with the Board. At the highest fare prices, the District would still lose significant income from reduced ridership.

Local leaders and the public were invited to attend Rhine's review. Leaders requested that the Board engage the public to understand Cache Valley's sentiment on fare policy, and emphasized the important sentiment of those who do not regularly ride CVTD. The Board did so through the following:

Survey of 400 registered voters - An outside survey firm conducted a statistically valid survey of registered voters. Results included 62% of respondents stating it was extremely important to stay zero-fare, another 20% stating it was somewhat important, 6% being somewhat opposed, and 9% being strongly opposed to zero-fare.

Seeking public comment online - Social media and radio ads sought input through directing consumers to comment submission forms. 398 comments were received with 89% in favor of zero-fare and 11% being pro-fare.

Public hearing - The Board received over 60 minutes of input, resulting in 43 zero-fare comments and three pro-fare comments.

Board members reported that the loss of ridership from a fare policy would contradict the Board's mission of reducing dependency on the automobile and of supporting efforts to improve air quality.

The Service Committee reported that charging a fare would not enable any substantial service improvements.

The Board weighed the above information and concluded that while there may come a point when it makes sense to charge a fare in order to offer better service or to raise funds, it is not prudent at this time. The Board unanimously voted to maintain the zero-fare policy, with the commitment to review fare policy with, at a minimum, every Short Range Transit Plan.

Utah State University's Assistant Director of Parking Transportation, Joe Izatt, reported to the Board that Aggie Shuttle and CVTD have consistently met for several years for discussions which have included combining USU's services and CVTD. However, CVTD has to abide by rules and regulations that USU is not subjected to.



In summary, the CVTD Board felt an internal review of CVTD operations was needed and they are satisfied with the results. The Board sought outside professional input to make informed, objective decisions, and adjustments made were approved by the Board. The Board is pleased to report that the District continues to function well, and provides services to our community in an efficient and prudent manner.



Internal Review

2015

754 W 600 N
Logan, UT 84321
www.cvtdbus.org



In November 2014, the Cache Valley Transit District (the District) Board of Trustees passed a resolution to initiate an internal review of District operations; the Board did this in response to questions, concerns, and criticism by some elected officials and citizens. This report summarizes facts, findings, and conclusions from the review, and is to be shared with the legislative bodies within District boundaries, as well as the citizens of Cache County.



History, mission, and value statements of the organization

In 1990 the voters of Logan, Utah established public transit service. This service was fare free to encourage usage and to help the poor, elderly, and those with disabilities that did not have transportation. In 2000, voters in communities outside of Logan established the Cache Valley Transit District.

The Board directed the creation and review of a handout summarizing key points of the District's history and organizational statistics.

The mission of the Cache Valley Transit District is to "become the premier public transportation agency serving the Cache Valley region, with excellence and the highest quality of service." Board Members agree the mission is still relevant.

The Public Engagement and Policy (PEP) Committee reviewed and re-prioritized the District's value statements, which were adopted by the entire Board.

Functions and accountability of the Board of Trustees

Board members were trained on responsibilities, given specific assignments, and reported back to the Board.

Examples include, but are not limited to: reporting to city councils, reviewing documents and reports, and participating in both committee meetings and group discussions.

Value Statements

The Cache Valley Transit District is committed to maintaining and enhancing the region's quality of life by:

- A. Delivering safe and reliable public transit services
- B. Supporting efforts to improve air quality
- C. Offering innovative services that reduce dependency on the automobile
- D. Providing leadership for the region's transportation needs

Policies, procedures, and practices

The PEP Committee reviewed and updated the Board bylaws after seeking legal counsel and requesting input from Board members; the entire Board adopted the revised bylaws.

The PEP Committee is in the process of reviewing the Board policies.

The Budget and Audit Committee is reviewing what human resource procedures will be audited by a contracted internal auditor.

Board and staff compensation

HRCC compensation consultant Katie Busch reported to the Board on the most recent, 2013, compensation review of Executive compensation. She answered questions both by the Board and members of the public. The review included local compensation data.

The Board directed the General Manager to present findings of a market study completed on staff positions.

Based on the compensation review and market study, the Board agreed that staff compensation is appropriate at this time.

Revenues and expenses, past and present

Mike Kidman represented the auditing firm Jones Simkins and reported a summary of previous external audits to the Board. He stated that CVTD has had a history of no findings, has a Certified Public Accountant on staff, and needs no additional scrutiny.

The Board reviewed a history of revenues and expenditures and examined various projections with regards to funding. Management reviewed the capital plan under the direction of the Board, and explained that in years when there are excess revenues, money is put away in reserve funds to prepare for future bus replacements and other capital needs.

