

42 made a motion that CVTD honor the request from Box Elder County Commissioners
43 and direct the CEO to determine how to provide this service without jeopardizing the
44 District's regular service. Jeannie Simmonds seconded. Opened for discussion. Todd
45 Beutler commented that there are a few challenges in providing service; there are
46 regulations in place that prevent the District from offering service that could be
47 considered charter service. Todd commented that the staff would need to do some
48 research to see if the District could provide service and still comply; however, the
49 District would not be able to charge them any money to provide the service. Todd
50 added that the District can likely do it at an operational level, but the board needs to
51 determine this from a policy level. Craig Wright commented that he likes the idea of
52 working with the folks in Box Elder County, but he is concerned about the potential
53 pushback from Cache citizens; however, if the cost isn't too great they could provide
54 the service. Todd asked Gillian Crozier (a member of staff present at the board
55 meeting) to come and explain what seasonal service entails. Gillian Crozier,
56 transportation service supervisor, explained the resources involved in providing the
57 District's regular seasonal service, including the manpower, buses, and planning
58 involved; in this case there is the additional challenge of providing service to an
59 unfamiliar service area, as well as not being within radio contact of base. Discussion
60 about funding. The District is restricted from any funds exchanging hands. Roger
61 Jones commented that fostering goodwill is important. Roger added that the board
62 should enable the CEO to move forward with providing service if it doesn't
63 jeopardize the regular service, instead of discussing it in the next meeting (August)
64 because of the time sensitivity of it. Jeannie Simmonds added that the board should
65 provide the CEO with a cost ceiling for providing service. Roger Jones amended his
66 motion to include the directive that the CEO can move forward with providing the
67 service if the cost is less than \$10,000 (without jeopardizing the regular service).
68 Jeannie Simmonds seconded. No more discussion. Rodger Pond and Lyle Lundberg
69 opposed; everyone else present was in favor. Motion passed. **Note: the Board would
70 hold the July board meeting to discuss and take action on this agenda item to comply
71 with the Open Public Meetings Act.*

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- 73 7. Board Training – Motions and Minutes – Shaun Bushman, Executive Committee
74 Member: When a board member makes a motion they should speak clearly into the
75 microphone; if the motion is long and unclear the board member needs to restate the
76 motion. The topic is then opened up for discussion before it goes to a vote. The
77 minutes are written and captured via audio. The written minutes approved in the
78 board meetings are permanent records that are posted online.
- 79
- 80 8. General Manager's Report: The District took delivery of four new large buses. The
81 Idaho Department of Environmental Quality purchased one of those buses in full;
82 they'll be coming down in July for some media coverage on that. Todd Beutler asked

83 that Jody Kimball, Operations Manager, come and share about his experience
84 working with a rider to resolve a concern. Jody Kimball said that the rider wished to
85 remain anonymous, so he would refer to him as Mr. Smith. About a year ago, Mr.
86 Smith contacted Jody and he told him that he would not be riding the buses anymore.
87 Mr. Smith is disabled and vision impaired. He told Jody that the bus drivers were
88 doing a poor job of announcing the destinations (only about 50 percent of the time) as
89 they were required to do and that out of all the public transportation he has ridden, he
90 has never seen anybody rectify this situation so he didn't see the point in continuing
91 to use the system. Jody recruited Mr. Smith to work with him on this issue and to call
92 him every time they didn't announce the stops. Mr. Smith called a lot for six months,
93 but progress was being made. Employees were being engaged differently to remind
94 them to announce the stops. Mr. Smith called in the fall of last year and said that the
95 drivers were calling the stops about 80 percent of the time, but that it was still failing
96 in his book. Jody convinced him to stick with him on the process and continue in their
97 efforts. Then in January the District launched a new safety program that included
98 employee video reviews to see how they were doing on their driving (if they passed
99 they'd get a safety incentive); one of the criteria on the evaluation form was ADA
100 announcements. In February, Mr. Smith called to say that 90 percent of drivers were
101 calling their stops. The safety program was starting to do its job; Jody didn't get a call
102 until two weeks ago. Mr. Smith informed Jody that this was a good call; he had been
103 riding the system more than ever and they hadn't missed a stop. Mr. Smith
104 commented that not only was he confident in the system, but he now wanted to train
105 others with his disability on how to ride system.

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- 107 9. Consideration for acceptance first quarter financial information – Glen Schmidt,
108 Audit Committee Chair: Generally, there's not a lot to discuss with the first quarter
109 financial information; Glen Schmidt commented that there were no specific issues he
110 identified. He opened the discussion to the board to ask any questions to the staff. No
111 questions. Holly Broome-Hyer asked for a motion to accept the first quarter
112 financials. Roger Jones moved; Jeannie Simmonds seconded.
- 113
- 114 10. Consideration for approval – Service modifications – Todd Beutler, General
115 Manager: Ridership has been affected by unemployment rates, fuel prices, amount of
116 service provided, service design, and types of service. The unemployment rate has the
117 biggest effect on ridership. The District is focused on things within its control, which
118 is the service design. There have been no significant service changes since 2008.
119 Investment in transit is not growing with the population. Convenience in society is
120 increasing with things like grocery pickup at Walmart; society as a whole is
121 demanding this kind of convenience. The District is competing with car convenience.
122 With the Short Range Transit Plan, the District engages the community every three to
123 five years to see what is going well and what needs to be improved. The District

124 works with multiple groups within the community (mayors, businesses, etc.) to
125 identify community driven transportation solutions. The proposal for Phase 1 includes
126 a few things. One part is an investment in technology that includes an app that is
127 more convenient and paratransit software. The app is user friendly and breaks the trip
128 down into easy steps. The paratransit software aids dispatchers to better assist
129 passengers, efficiently schedule trips, and gives the District the future capability of
130 doing a dial-a-ride system (not like Uber, it groups rides to transport more people).
131 Included in Phase 1 was the paratransit service expansion the board passed in fall of
132 2018. Additionally, Phase 1 proposes to increase the service hours from Richmond to
133 Hyrum an hour and a half longer, so that more people can use it to get to and from
134 work. Lastly, Phase 1 proposes to allocate funds to BRAG's lifeline voucher program
135 and identify various community events that transit can effectively aid with congestion
136 and parking. The voucher program helps get people to and from lifeline appointments
137 (medical or shopping) by reimbursing mileage to people who are taking these
138 individuals to their appointments. It's an affordable way to provide this service and
139 the proposal is to fund the program for BRAG for a year and see if it makes sense for
140 CVTD to take the program on. Phase 1 would keep all of the existing routes as they
141 are. The extended county hours would cost \$56,000 this year (\$150,000 annually);
142 this change has the potential to change the board makeup. The dispatching software
143 would cost \$15,000 to \$25,000 (depending on which features are built into the
144 system); the improved mobile app would cost staff time (but no additional funds); the
145 lifeline voucher program would cost \$25,000 (a budget amendment would be required
146 if implemented in 2019); and community events would cost \$20,000 (the regulations
147 around this service are still being researched). Jeannie Simmonds asked if Phase 1
148 was all or nothing; Todd Beutler responded that the board could approve by line item
149 or approve them all. The proposal for Phase 2 is to implement a new major connector
150 route (nicknamed the Boomerang Route). This route meets multiple needs: it's more
151 direct, more timely, and assists with Mayor Daines' plans to revitalize downtown.
152 The route hits 60 percent of the destinations in one ride, is scalable on frequency and
153 hours of operation, and bi-directional (so an individual doesn't have to ride the full
154 route back to the transit center to get back to their destination). For the initial
155 implementation, the proposal is 30-minute frequency, which is not where this kind of
156 service needs to be but what can be afforded right now. It would fold in the buses for
157 the Routes 1 and 4 peaks (tripper routes could be provided to USU as needed). It will
158 take eight months to implement and the annual operating cost is \$675,000. Factors to
159 consider are a potential recession in 2020 (where revenues could drop by 10 percent
160 or \$500,000), fuel price fluctuations, market shifts with wages, as well as a reduction
161 in frequency of service to USU. Given where the District is at today, it could afford
162 this route. Jeannie Simmonds commented that there is a lot of development being
163 done at the south end of Logan all along the proposed route, so she likes the
164 Boomerang idea. Some discussion around various particulars in the phases. Shaun

165 Bushman made an omnibus motion, to accept all of the Phase 1 changes and accept
166 the moving forward of Phase 2. Gregory Shannon seconded. Lyle Lundberg asked if
167 there were routes that could be looked at and eliminated to lower costs. Todd Beutler
168 responded that when he has brought it up to the board in the past, the board has said
169 not to take away current service and there was a recent discussion where the board
170 said that ridership was a factor, but not the only factor. However, with the software
171 mentioned in Phase 1, it would enable the District to possibly transition areas with
172 lower ridership to a dial-a-ride system. Some discussion about Phase 2 particulars.
173 When a new route is started it needs at least a year to show how it's doing; pilot
174 projects aren't effective because people won't change their lifestyle for something
175 that is undetermined. It's divided into Phase 1 and Phase 2 because of implementation
176 time. Lyle Lundberg opposed; everyone else present was in favor. Motion passed.
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178 11. Board Chair's Report: Holly Broome-Hyer asked that if a board member wants
179 something added to the agenda that they let her know by the 15th of the month.
180 Congressmen Rob Bishop and other congressional staff will be visiting the District in
181 August; they'll be participating in a mini bus rodeo. Board members should be
182 completing their OPMA training in July. The Cache County presentation went well.
183

184 12. **Adjourn:** Board Chair Holly Broome-Hyer adjourned the meeting.