

Connect Transit Board of Trustees
November 28, 2023, 4:30 p. m.
351 Wylie Drive, Normal, IL 61761 – Board Room
Regular Session Minutes – Approved at 1/23/24 Meeting

Chairman Ryan Whitehouse called the meeting to order at 4:30 p. m.
Board Clerk, Janice Crago, recorded attendance via roll call.

Trustees Present: Trustee Judy Buchanan (4:35)
Trustee Linda Foster
Vice Chair Julie Hile
Secretary Tim McCue
Trustee Mandava Rao
Trustee Barbara Singer (4:37, Virtual)
Chairman Ryan Whitehouse

Trustees Absent: None

City Managers Present: City Manager Pam Reece (4:32)
City Manager Tim Gleason (4:32)

Staff Present: David Braun, General Manager
Aubrey Staton, Marketing Manager
Brady Lange, Procurement Director
Charlie Busse, Maintenance Manager
Jacob Smith, Transportation Planner,
Janice Crago, Board Clerk (Remote)
Pat Kuebrich, Finance Director
Shelly Moss, Operations Director
Stephanie Butler, HR Manager,
Jon Spratt, Data Management Specialist

Guest(s) Present: Jennifer Schmid, Dovetail
Dr. Charles Leonard, Creative Entourage

Trustee Foster led the Board in the Pledge of Allegiance and Chairman Whitehouse read the Connect Transit Mission Statement.

PUBLIC COMMENT:
None

CONSENT AGENDA:

- a. Approval of Regular Session Minutes for October 24, 2023
- b. Approval of Executive Session Minutes for October 24, 2023
- c. Approval of Financial Information for October 2023
- d. Monthly Statistical Reports for October 2023
- e. Cardinal Infrastructure Federal Report
- f. Cornerstone – Illinois Weekly Update

Chairman Whitehouse called for a Motion to Approve the Consent Agenda.

Trustee Foster motioned; seconded by Secretary McCue.

Discussion:

David Braun, General Manager, stated that the Financial Information reflects routine expenses, and explained that the \$123,270.82 expense to Cummins Sales and Service was for a mid-life overhaul previously approved by the Board. He also stated our budget to date shows we are at 30% three months into the fiscal year, which is right where we should be.

Mr. Braun stated the Performance Report reflects that we are tracking a little higher in Mobility, but that Ridership to Date continues to increase and is currently at 12.74% for the system; 10% for fixed route; and a 27% increase for year to date in Mobility. He stated we budgeted for a 12.75% increase in Mobility ridership.

Chairman Whitehouse stated he spoke with Mr. Braun about this 27% increase and how it appears to cost more money. However, when you look at the other areas, the System Efficiencies and Mobility Ridership Revenue Hour under Year to Date shows 2.52. We budgeted for 2.5, so we aren't too far off. Chairman Whitehouse stated he is concerned that if we continue to see this type of increase, we will have to increase budgets going forward to make sure we can keep that ridership and level of service. He stated it is our most expensive service and looking long term financially, we want to be fair, equitable for all, yet find ways to manage the cost.

Mr. Braun stated we will do a regular ridership update in January to show how each route is performing and include Mobility, and at that time he can give a good understanding of how the system is doing for the first six months of the year and make projections for the next year.

Trustee Foster asked what this means for our community and if we would scale it back? Mr. Braun stated we cannot scale it back because it is an ADA requirement that we meet the needs of the community.

Chairman Whitehouse stated we could look at other ways to provide the service, perhaps through fixed route or FLEX, and that we would be looking at those.

Vice Chair Hile requested that the January report include a breakout of subsidy per passenger by service type because it will help the Board appreciate the expense of Mobility and FLEX. She stated that this is a good problem to have because solving it will make us a better system, and it is connected to how effectively we message to our ridership and taxpayers of the community that we are an integrated system and so the types of service that we provide are all connected to one another. Vice Chair Hile encourages the Trustees to make sure that we are encouraging riders to use the fixed route system.

Trustee Buchanan encouraged Trustees to also be cautious that we don't send a message that Mobility is not valued.

Vice Chair Hile stated that the messaging should be that we are all protecting Mobility and FLEX because those are parts of the system that really strengthen the fixed route system.

Trustee Buchanan stated that as we message about the big system and its value, let's also protect the entire system and not single any one part out.

Mr. Braun stated that the fixed route system is the most convenient because it shows up on a set schedule, you know when and where it will be; Mobility is probably the least convenient because it has to be scheduled at least a day in advance; FLEX is somewhere in the middle.

Rollcall Vote:

AYE: Trustee Buchanan, Trustee Foster, Vice Chair Hile, Secretary McCue, Trustee Rao, Chairman Whitehouse

NAY: None

Consent Agenda was **approved**.

Chairman Whitehouse called for a motion to approve virtual attendance for Trustee Barbara Singer due to reason one – personal illness, as stated in the by-laws.

Trustee Buchanan motioned; seconded by Trustee Rao.

Discussion:

There was no discussion.

Rollcall Vote:

AYE: Trustee Buchanan, Trustee Foster, Vice Chair Hile, Secretary McCue, Trustee Rao, Chairman Whitehouse

NAY: None

Motion to approve Trustee Singer to attend virtually **was approved**.

NEW BUSINESS:

a. Messaging Consultant Update – Informational

Discussion:

Aubrey Staton, Marketing Manager, explained in September 2022, this Board approved staff to move forward with strategic messaging consultant services provided by Dovetail and their subconsultant Creative Entourage, who would engage community partners, build public confidence in Connect Transit, establish a positive value image that may lead to increased ridership, and maintain or improve positive public perception. In June 2023, an update was provided to the Board detailing completed and next steps in the consulting process.

Dovetail and Creative Entourage have completed the information gathering and research process. They have also started developing messaging and creating deliverables to be used by Connect Transit.

Completed steps:

- Identified key stakeholders
- Conducted key stakeholder interviews

- This process was delayed by two weeks as we struggled to identify times when those who were willing to share their perception of Connect Transit were available.
- Developed input session discussion guide
- Identified input session participants
- Conducted input sessions
 - An additional six weeks were added to the project timeline as we struggle to identify participants and common availability to host these sessions.
- Developed phone survey
- Conducted 401 phone surveys
- Reviewed input session and phone survey results
- Created rider survey questions
- Conducted rider survey on vehicles and online
 - This process was scheduled to take two weeks but required six weeks because the method used for the survey did not yield an appropriate number of survey responses to provide a well-rounded sampling of our rider's opinions. Typical posting to our website and on-board vehicles garnered 100 survey responses. Rider alerts placed at stops and cards handed out on board the vehicle resulted in an additional 300 responses.

Unforeseen scheduling delays with key interviewees and public input sessions required an additional three to four months in the beginning steps of phase one. This delay caused a further delay in the rider survey, which we asked not to be done in the summer months when colleges were not in session. A lack of responsiveness during the rider survey slowed this project down even further than expected.

Creative Entourage and Dovetail will present results and updates, answer questions, and explain next steps during the November 28 Board of Trustees meeting.

As of September 2023, Dovetail has invoiced 28% of the total project not to exceed value of \$150,000 as approved by the Board.

Dr. Charles Leonard with Creative Entourage and Jennifer Schmid with Dovetail shared a presentation onscreen that is available as part of the General Manager's Presentation and available online.

Vice Chair Hile asked if the presentation would be available to the Trustees? Mr. Braun stated it would be part of his General Manager's Presentation available online.

Vice Chair Hile asked if people are interested in an expansion of the on demand service if it is included in the one fare for all system? Ms. Staton shared the survey did not ask that but the question she gets asked most is what the cost is going to be for the service once we start charging a fare, so the expectation is there.

Trustee Buchanan asked for an update on the key stakeholder interviews, how many were done and when we are likely to get feedback on those. Ms. Staton stated those interviews were done as virtual interviews with a variety of representatives from nonprofits, universities, and other places we work with in the community. The answers from those interviews were used to develop the questions for the phone interviews and rider surveys. Ms. Schmid from Dovetail explained they were able to conduct nine stakeholder interviews.

Trustee Buchanan asked how the key stakeholders were identified. Ms. Staton said they were selected by Mr. Braun, herself, and they asked for input from the Board. The interview invite list included people from the Economic Development Council, the Chamber of Commerce, the universities and colleges, Easter Seals, YouthBuild, and other nonprofits and business within the community.

Trustee Buchanan asked how the phone interviewees were identified. Ms. Staton stated they were a random sampling from the Bloomington-Normal community.

Trustee Buchanan stated she hoped the survey included some nonriders because they are the people we want to reach with our campaign.

Dr. Leonard stated this was a random phone survey where the computer picks phone numbers, much like a political survey.

Vice Chair Hile asked Dr. Leonard if they were likely to have captured nonriders in the sample? Dr. Leonard stated he didn't have the exact numbers in front of him but that the percentage of riders in the survey was low.

Vice Chair Hile asked how many stakeholders were interviewed and if more information could be shared. Ms. Staton said nine stakeholders were interviewed and many more had been invited but that more information could not be shared publicly. Vice Chair Hile stated that while she didn't want names, that going forward this process is the kind of education they would like to have to be a more effective Board.

Secretary McCue stated he feels like this presentation is very high level and asked what the concepts are going to look like for Connect? Ms. Staton said the concepts will come in book form and include the messages, who we should target, what platform we should use, and visuals we can plug and play into our assorted needs. Ms. Schmid stated the next presentation will be more exciting because the messaging will come to life.

Chairman Whitehouse asked when the next presentation will happen? Ms. Schmid stated they are hoping to present at our January Board meeting and get that public facing messaging to Connect.

Chairman Whitehouse asked when the campaign will go to the public? Ms. Staton shared that we can start the campaign as soon as we get the deliverables, as long as our internal timeline is amenable.

Trustee Buchanan stated that it sounds like we anticipate the work being complete with a presentation in January. Ms. Staton said that is the goal, with Ms. Schmid and her team here live in January.

Vice Chair Hile stated she is excited to see the detail in January and asked if the contract includes the roll out strategy or are we left to our own devices to handle the roll out? Ms. Schmid stated they will make recommendations but not include the tactics.

Trustee Buchanan stated that we will receive the actual content and language, and suggestions but not be told when to roll it out or who to roll it out through, is that correct? Ms. Staton confirmed.

Dr. Leonard thanked Connect for the opportunity to complete this project and stated Connect should feel good about the numbers in the surveys. He stated the challenge Dovetail faces is pushing highly positive numbers even higher.

Vice Chair Hile stated the challenge isn't so much to push the numbers higher, but to expand the high numbers more broadly to an increased ridership, which is a different kind of daunting challenge.

Mr. Braun reminded the Trustees that the goal of the messaging campaign isn't just to increase ridership. The goal is to change perception, which would potentially drive ridership. He stated if it were a direct ridership campaign, he wasn't sure we would be going through this level of exercise. We're looking at a much broader message, such as it is good to ride the bus for various reason, which translates to Connect Transit is benefitting the community whether you use it or not. Then, it becomes we're benefitting the community so ride the bus.

Trustee Foster stated she is looking forward to the partnership and collaboration with Dovetail.

b. Fare Discussion – Informational

Chairman Whitehouse stated that Mr. Braun is going to share some information but that no proposal would be made tonight because a process has to be followed. He stated the discussion would be centered around modernization and simplification of our fare structure.

Discussion:

David Braun, General Manager, shared that when staff introduced Connect FLEX, one of the main challenges was how to collect a fare. The large GFI/Genfare boxes on our other services would not fit on a FLEX van without impacting seating capacity and wheelchair movement.

At the same time, we were considering how to collect fares on FLEX, we had issues with the Transit and Mobility fareboxes that prevented us from collecting fares for over a month. We quickly recognized that Connect Transit's current fare collection system is costly to maintain and affects the reliability of our service.

Upon researching other fare collection systems, we discovered capabilities that would improve the passenger experience that weren't available when we purchased our existing system and would require a substantial upgrade to our existing fareboxes were we to implement them.

Additionally, our fare structure is somewhat complicated and difficult for new riders to use. The cost of the fare is not the issue, but the understanding of how to use the farebox, how and where to purchase a pass, or what the fare will be is an impediment to riding.

After months of consideration and continued research, staff have developed a proposal that would modernize our fare collection system and make riding easier for cash riders and pass users alike. Finally, the proposal improves the efficiency of our fare collection process and improves service reliability.

If the Board agrees to move forward with the proposal, staff will conduct a series of public meetings, as required by the Federal Transit Administration, for any fare change. Public engagement will be sought in person, and through an on-line portal describing the changes, and allowing for comments from the public from December through mid-February. Once we have received and reviewed public comment, we will provide a recommendation to the Board at its February meeting.

Mr. Braun shared an onscreen presentation that is available as part of the General Manager's Presentation and available online.

Chairman Whitehouse asked if the rider would have to use their same credit card for payment to receive the cap? Ms. Staton said it would be charged to their account so it would not matter which credit card is used, depending on who wins the RFP.

Trustee Buchanan asked if there would still be transfers? Mr. Braun stated there will not be transfers, and we would go to a pay per ride system.

Trustee Foster asked what will prevent us from having to go back to a \$1.25 fare? Mr. Braun stated that the system has experienced many changes since COVID. We have received CARES and ARPA funds, our financial standing has improved, we will make it easier to use the bus, and then promote the ease of using the bus through our messaging campaign, which will attract more riders to the bus. Mr. Braun stated he could not explain how the \$1.25 was decided upon because he was not there but it was likely a financial decision. He explained the \$1.00 fare would build a ridership base that would then carry to the future.

Trustee Foster explained the decision to charge \$1.25 came out of the Connect to the Future group holding many meetings and weighing the options for many different rates. She stated her concern that the funding we are receiving now would stop and then we would have to revisit a new fare, causing a lot of back and forth for our customers. Mr. Braun stated that right now we are in a good position for the next 5-10 years, but that no one can guarantee funding. Mr. Braun further explained that fares are only 8-10% of our entire revenue, so a slight loss in fares would not be a significant loss to the total budget. He stated we do not want to lose our entire fare revenue, but that a fare simplification will make it easier and more understandable to ride as we expand into other areas of the community.

Chairman Whitehouse stated he would like to get through the presentation because while everyone seems to see a possible loss, staff has prepared more proposals that show potential gains in other areas.

Trustee Singer stated she understands that Mr. Braun is showing we could lose \$87,505,. However, she shared a concern that of the Administration changing and no longer having these funds coming in. Mr. Braun stated that he keeps that in mind when looking at these proposals and his budget. Mr. Braun also shared that these proposals do not show the potential increased ridership, because we do not know what that will or will not be. Mr. Braun shared Administration changes typically impact our capital budget and that as he goes through the rest his presentation Trustees will see this is not a loss of \$87,505.

Mr. Braun resumed his onscreen presentation.

Trustee Buchanan asked for clarification on the ADA eligible passengers, in that if they choose to ride fixed route they will not be charged a fare. Mr. Braun confirmed they would not be charged a fare. He explained the reason is because the cost to provide fixed route service is significantly lower than providing paratransit service, so we are incentivizing them to choose fixed route over paratransit. If they choose paratransit, they will have to pay the exact same fare.

Trustee Buchanan asked why we wouldn't charge the ADA eligible passengers the same rate as other fixed route passengers? Mr. Braun stated that if they have the choice of using paratransit, which picks them up at their door and drops them off at the door of their final destination. Without using the fixed route service for the same price, he believes they would use the paratransit service. By offering the ADA eligible passengers the zero fare on fixed route we are trying to incentivize them to choose the fixed route service.

Trustee Buchanan stated they are being given a break. Mr. Braun stated only when they use fixed route. He stated very few ADA passengers use fixed route, and that we estimate it would be approximately a \$1,500.00 reduction.

Trustee Buchanan asked if we anticipate many of the paratransit riders will ride fixed route as a result of this? Mr. Braun stated that right now they are not choosing fixed route and choosing to use paratransit. He believes it is because there is a payment to use fixed route and no incentive for them to use fixed route, this will give them another option.

City Manager Reece stated that in order to get the paratransit riders to use fixed route we are going to give them a 'pass' on the fare so they will ride fixed route, which is the more cost effective service for us. Mr. Braun stated that a paratransit rider choosing to use fixed route saves Connect \$40.00 a trip.

Trustee Singer states she does not think the ADA passengers should be given a 'pass' and that they should be charged the same rate and treated like everyone else. Mr. Braun shared in budget terms, the fixed route is going to run with or without riders because it is a fixed route and fixed schedule. He explained for every person who gets picked up on Connect Mobility there is an additional cost, because we are adding miles and hours, and that cost is over \$40 per trip, per person. He stated that if we can save \$40 per person when that person rides fixed route, we will lose \$1.00 in the fare they are not being charged but saving \$40 in them not using the Connect Mobility service, so the net gain is \$39 per person who chooses to use the fixed route service over the Connect Mobility service.

Trustee Singer said she understands the cost savings but that she doesn't agree with giving them a special deal or making an exception for them.

Mr. Braun explained there are very few ways to manage demand and one of those ways is by what you charge someone.

City Manager Reece stated the only other option would be to charge more for Connect Mobility, but we cannot do that, so our options are limited for incentives or disincentives to manage demand.

Trustee Singer stated she does understand the reasoning behind the proposed idea and will think about it further, but that she feels we should not make any exceptions because it is insulting.

Vice Chair Hile suggested Mr. Braun review the Connect to the Future report that includes all of the fare research data, so he understands how the \$1.25 fare came to be. She stated her concern for the sustainability of the system in the long term and the possibility of having to change the fare again in the future, and how taking that step back will impact the community and explained that is some of the caution Mr. Braun is receiving. Vice Chair Hile also explained the culture of one fare for all is very strong in the community so if we change our fares, the messaging will have to be very clear and transparent. She also asked about the range of the transfers estimated annual increase of \$0 - \$116,554.00 and asked for clarification. Mr. Braun explained that we currently have 116,554 annual transfers and if each of those people paid cash, that would be \$116,554.00. If those riders decide to use a pass, there would be no transfer charge.

Vice Chair Hile stated that all of the things we are facing as a Board have to do with big questions for our system, and we are not only talking about how we simplify fares – we are also trying to figure out how the Board can responsibly sign on for what can feel like a reduction in one area without knowing for sure that we are going to be responsibly paying our way somewhere else in the system. Vice Chair Hile shared that increasing ridership is very important, and she further challenged the Board to take a better position in the messaging campaign to also improve ridership because we have a long term need for more riders.

Mr. Braun resumed his onscreen presentation.

Chairman Whitehouse asked if the Trustees were ready to move forward with fares or did they need more time.

The Trustees collectively asked for more time to consider fares.

Chairman Whitehouse stated they would now pause this discussion and Mr. Braun would reach out to each Trustee to schedule one on one fare discussions with each of them. Chairman Whitehouse urged each Trustee to respond to the invitation and to share their thoughts with Mr. Braun so they can move forward with the process.

Vice Chair Hile agreed with Chairman Whitehouse and stated that she would reference processes often and the need for following them in issues as large as these.

Trustee Singer asked if the fixed route fare simplification numbers of -\$89,279.00 to \$27,275.00 were based on actual numbers or an estimate. Mr. Braun stated they were based on FY23 actual ridership numbers.

Vice Chair Hile asked to hold the one on one meetings as soon as possible. Mr. Braun stated he would like to have them all complete before Christmas.

Trustee Buchanan asked if the timeline presented in Mr. Braun's onscreen presentation would remain the same now that we are pausing? Chairman Whitehouse stated the timeline would not be the same, and that the Board will come back in January to further discuss fares.

Chairman Whitehouse stated he appreciates the fare work done by the Connect to the Future group and acknowledges how much they put into it. He stated that while it is valuable, things have changed dramatically since COVID and in recent years.

c. General Manager's Annual Pay Increase – Roll Call Vote

Chairman Whitehouse called for a Motion to Approve the General Manager's Pay Increase by 4% back dated to October 25, 2023.

Vice Chair Hile motioned; seconded by Secretary McCue.

Discussion:

There was no discussion.

Rollcall Vote:

AYE: Trustee Buchanan, Trustee Foster, Vice Chair Hile, Secretary McCue, Trustee Rao, Trustee Singer, Chairman Whitehouse

NAY: None

Motion to Approve the General Manager's Pay Increase was **approved**.

CHAIRMAN'S REPORT:

Chairman Whitehouse wished everyone a happy holiday season.

GENERAL MANAGER'S REPORT:

Mr. Braun shared his monthly General Manager report.

Community:

Outreach

- 10th Grade BACC Career Expo
- Coleen Hoose Trunk or Treat
- Downtown Bloomington Trunk or Treat
- ISU Tailgate
- Chamber of Commerce Job Fair at Heartland CC
- Stuff the Bus at Donny B's
- Tour for Unit 5 Class
- Tour for Professional Engineers Group
- Local Hero Expo at Grossinger Arena
- Stuff the Bus at Keg Grove
- BabyFold Festival of Trees
- November 27 - December 2 - Stuff the Bus Week

Morale

- Halloween Potluck
- Thanksgiving Potluck

Professional Development:

APTA Expo and Conference Recap

- October 9–11, 2023 – Orlando, Florida; eight Staff and one Board Member attended
- Expo
 - Public Information Displays (PIDS) and Wayfinding – Our technology in Normal and even our bus stops is outdated. Technology has taken great leaps forward since we installed our PIDS in Uptown. Solutions vary, and most focus on easy-to-read displays using a “paperwhite” technology to reduce glare and clarify the letters and numbers.
 - We saw several opportunities for better digital signage and communication to passengers all running off one solar panel at the stop. Major stops could potentially have updated route information, real-time bus tracking, and advertising/educational opportunities.
 - Other wayfinding solutions offer messaging and communication to passengers, providing more accurate and easier to use bus tracking. Our CAD/AVL system is also getting outdated and will likely need to be replaced in the next few years.
 - **Fare Collection systems** - Most companies provide the same level of functionality, and most can support open loop, RFID read capabilities, QR read capabilities, and an app to manage accounts. The differentiator will be the ability to integrate with other technology on-board the vehicle, the back-end processing and functionality, and the fee structure of the card processing.
 - **EV Microtransit Vehicles and features** – Manufacturers are working to retro-fit existing chassis with electric components and batteries, while others are building new vehicles as small EVs. We discovered a vendor that has an electric van very similar to our current FLEX vehicles that can potentially be purchased off a State of Georgia contract which can help expedite the procurement of those vehicles.
- **Conference**
 - **AI is the future** – Not for customer service bots or self-driving vehicles, but for system efficiencies, including scheduling, data entry, alert systems, predictive maintenance and more. Jon and Steve are going through some classes on our learning management system, Udemy, to see what would be beneficial to Connect.
 - **Cybersecurity continues to be the primary concern for IT and Procurement** - We heard presentations from multiple agencies who had been infected with ransomware and how they dealt with it and how they prepared to prevent it in the future. We also learned about many system utilities available from CISA (Cybersecurity & Infrastructure Security Agency) that can help us establish best practices, evaluate our cybersecurity readiness, and train our users. In addition, agencies must focus on including cybersecurity requirements in future procurements, especially those related to software.
 - **Keynote Address: AI is Not Your Enemy, Duncan Wardle** – Few staff indicated that the keynote speaker sparked a shift in mindset, introspection and inspiration that encouraged them to view their strategies and plans through a new, more reflective lens. The speaker helped drive home the point that great ideas sometimes come from the least expected places and people. Employee engagement is the key to a successful organization.
 - **Telling our story** – We learned about the importance of telling our successes and challenges to our Senators and Representatives (and staff) in DC and in their local offices. They need to hear progress towards projects and the importance of what their financial support does for our services and our community.
 - We were urged to consider different approaches to encouraging participation from elected officials. Finding out what their passions are and who they enjoy serving and

then finding stories within your transit system that can support those passions. We were also encouraged to communicate frequently, at least annually, to demonstrate our needs and show success in the projects our elected officials supported.

- **Employee Attraction and Retention** - We learned about the new things transit systems are doing to attract and retain workers, including childcare assistance. Several agencies are looking for ways to assist parents who may want to work but have childcare issues. From providing onsite support to giving stipends, this benefit is on the rise.
- **Diversity, Inclusion and Equity** - Conversations are more on the forefront with employers than before. From all gender restrooms to using preferred pronouns, many employees and/or applicants are being more conscious about the workplace environments they are choosing to work in.
- **Solar Project Support** – We received information about some potential Department of Energy (DOE) grants for solar or charging infrastructure related to grid and charging resiliency.
- **Fare Collection Processes** - “Just because your riders are currently using cash does not mean that they will continue to after a new fare collection method is provided. Determine their why. Why do they choose to pay with cash?” This thought resonated with some staff because we so frequently think of ways that we can serve certain demographics/groups because we know their behavior. But we don’t always understand WHY they behave that way. If they had a better alternative, they might change their behaviors.
- **Reconsidering Mobility Policy** – It has been over 30 years since the ADA was introduced, however, many systems are still providing the bare minimum required for the passengers who need it. Some policies impact passengers’ ability to have the freedom they need and sometimes limit it. Technology has improved as has our understanding of ADA eligibility, and our policies and practices should be reviewed to see if they should be improved as well.

Recruiting:

- **Positions Filled**
 - Bus Operator (1)
 - Brian Greer
 - Dispatcher (1)
 - Ashley Walls
 - Service Technician (1)
 - David McKenzie
- **Positions Open**
 - Bus Operator (5)
 - Dispatcher (2)
 - Maintenance Supervisor (1)
 - Mechanic (1)
 - Microtransit Operator (1)
 - Operations Analyst (1)
 - Service Technician (2)

TRUSTEE COMMENTS:

Vice Chair Hile thanked staff and Mr. Braun for the work that goes into the kinds of presentations given at our meetings. She also thanked the Board for sticking with discussions until they truly understand what is being discussed.

Trustee Foster thanked everyone for their work in preparing for the meeting, especially not knowing what is going to be asked or thrown back at them.

Trustee Rao shared the fare presentation was well done.

City Manager Gleason shared he appreciated Trustee Singer's sharing her feelings on the fare simplification.

EXECUTIVE SESSION:


N/A

ADJOURNMENT:

Chairman Whitehouse called for a Motion to Adjourn.

Trustee Foster motioned; seconded by Trustee Rao.

Meeting adjourned by consensus at 6:37 p.m.



Trustee Tim McCue, Board Secretary



Janice Crago, Board Clerk

[SEAL]

