

- 42 C. Report from Steering Committee – Shaun Bushman, Committee Chair: Emily
43 Fletcher, Ron Bushman, Shaun Bushman make up the Steering Committee.
44 Connect hired Nelson\Nygaard Consulting Associates for a study that will be
45 completed by the end of the year. The study will include input from riders,
46 nonriders, elected officials, business owners, etc. They’ll be working with
47 management and the Board’s Steering Committee throughout the process.
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- 49 D. Continued consideration of CEO compensation – Lieren Hansen, Board Chair:
50 Lieren Hansen motioned to rescind the motion on CEO Compensation passed in
51 the December 10, 2025, Board Meeting. Shaun Bushman seconded. Vote
52 unanimous. A brief summary of the compensation process is that according to
53 policy the Board Executive Committee conducts a market assessment every 5
54 years – a consultant is involved and makes a recommendation. HRCC was the
55 consultant hired to conduct the assessment. The funding to cover the salary
56 adjustment was approved in the FY2026 Budget. The consultant conducted a local
57 and regional salary survey; the consultant recommends that the CEO should
58 receive salary in a new range to keep it generally competitive in the middle
59 market. The CEO’s salary was increased below the average in recent years. The
60 CEO is also highly proficient at his job, which should be factored into
61 considerations as well. Given that context, the Board Executive Committee
62 proposes that the CEO’s salary be adjusted to \$185,786 dollars annually.
63 Discussion about CEO compensation. The pay/salary range goes from “learning
64 the job” at the minimum end, to a midpoint of “proficient in the job,” to a
65 highpoint of “mastered the job”; the new salary amount is in the “mastered the
66 job” area near the midpoint. The specific amount was decided so that it worked
67 with payroll (the first proposed amount was \$2 more but the recommended
68 amount divides evenly). Glen Schmidt motioned that the CEO’s salary be
69 adjusted to \$185,786 dollars, based on the report by HRCC, and that the amount
70 be retroactive to January 1, 2026. Emily Fletcher seconded. Vote unanimous.
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72 **6. Management Report:**

- 73 A. Introduction of new Operations Manager – Todd Beutler, CEO: Gillian Crozier
74 has been hired as the new Operations Manager. She’s been with Connect for 19
75 years in April; she started as a driver then moved on to become a dispatcher and
76 then a supervisor. She has been involved in a lot of service planning, as well as a
77 lot of the technology we’ve brought into Connect. It was a very tough decision,
78 with multiple people applying both internally and externally, but we’re super
79 excited that she has accepted this promotion.
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- 81 B. Report on transition to new on-demand software – Gillian Crozier, Operations
82 Manager: Prior to this transition, Connect was using Ecolane. After going through
83 the procurement process, we selected Via. We decided to switch for multiple

84 reasons, one being to improve on-time performance. We wanted to achieve a 95
85 percent onsite performance; aside from a few days at the beginning, we reached
86 that goal within the first month of switching. Another reason for the switch was to
87 improve ease of use both internally and externally. The new system has improved
88 ease of use for dispatchers, drivers, and passengers. Dispatchers previously had
89 difficulty tracking vehicles in real time and had to continually refresh their
90 screens; now they can map it and know they're getting accurate data. They can
91 also restrict unsafe areas to limit certain driving maneuvers and input detours.
92 Drivers previously had to switch between multiple apps and interact frequently
93 with tablets; the new interface consolidates these functions reducing unnecessary
94 interaction. Passenger booking has also improved significantly. Under the
95 previous system, booking—particularly for Pool riders—was difficult and not
96 map-based. The new app allows Pool riders to select specific pickup and drop-off
97 points directly from a map. Riders can also adjust their trips in multiple ways.
98 Pool trips are same-day only, while CAR (paratransit) trips can be booked up to
99 two weeks in advance. Riders receive phone and text alerts when vehicles are on
100 the way and can track the bus in real time, which has helped reduce no-shows.
101 Passengers are now able to rate trips, which helps staff identify strengths and
102 areas for improvement. Another reason for the change was to get reliable
103 customer support. Previously, support was handled by email with no ticket
104 tracking, and responses could take weeks. Via provides a dedicated webpage
105 where staff can see all open tickets and interaction history. During
106 implementation, Connect had a single point of contact for setup and training of
107 drivers and dispatchers. After launch, support transitioned to a “partner” who’s
108 focused on ongoing success. Via’s broader experience as a global company has
109 also been beneficial resource. Public outreach accompanied the transition.
110 Information was posted at all Pool bus stops, on buses, and on the website;
111 handouts were provided to passengers. The new app information is also included
112 in new CAR passenger welcome packets. The accessibility section of the website
113 was also updated. We also disabled the app to encourage passengers to call us so
114 we could educate them about the new app. The differences between Pool and
115 CAR services is that CAR is an ADA paratransit service for individuals whose
116 disabilities prevent them from using fixed-route service; riders must complete an
117 application process, and the service provides origin-to-destination trips within the
118 service area (aside from Lewiston which is a commuter service). Pool is an on-
119 demand, shared-ride micro transit service operating in Millville, Providence, and
120 River Heights. It replaced fixed routes in those areas that had low ridership. To
121 maintain consistency with other public transit and to manage demand, we offer
122 service to designated stops and transfers occur at the transit center. The service is
123 designed as a shared public transportation rather than direct competition with
124 Uber or Lyft, as an overly convenient service model can increase demand beyond
125 budget capacity. The reporting for Via is also great, and we are already seeing

126 areas to adjust to improve service. Overall, since the change, the feedback has
127 been positive.

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129 C. Recognition by Logan City – Todd Beutler, CEO: Todd turned it over to Gillian
130 to talk about. Connect Transit was invited to a recent Logan City Council meeting
131 where we were recognized (and presented with a plaque) with 7 other agencies for
132 assisting in the funerals of the two fallen police officers. They asked that we
133 provide 8 buses for a shuttle service for the funerals; this isn't something Connect
134 would normally do, but it was a special circumstance. The organization came
135 together to get extra driving shifts covered and to make sure all of the buses were
136 available. It was the first time in the history of our service that all buses have been
137 in service on the road (and hopefully the last time). Typically, we have buses in
138 maintenance or to swap if a bus breaks down in service. Overall, there was only
139 minimal impact to passengers.

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141 D. Accomplishment of 2025 – Todd Beutler, CEO: In 2025, we increased both
142 Revenue Hours and Revenue Miles (nearly 1.4 million miles in 2025). We added
143 more service to Routes 12 and 15. We provided over 1.5 million trips, which is
144 pretty significant for a system of our size. We completed 31 procurements, which
145 is a lot for one year. We hired and trained 48 people and provided almost 4,000
146 hours of training for new hires. We provided 308 preventative maintenance
147 vehicle inspections. We now employ 138 people (33.3% Gen Z, 27.5%
148 Millennials, 15.2% Baby Boomers). For new service and projects, we moved into
149 our new facility in April, added frequency to Routes 12 & 15 in August, provided
150 bus service to the fallen officers' funerals in August, disposed of our previous
151 facility in September, and did public outreach at 14 community events. The
152 additional frequency on Routes 12 and 15 increased ridership every month since
153 implementation. Some takeaway observations of 2025 Route Utilization to
154 consider as we engage with planning efforts in 2026 is that frequency increases
155 utilization; routes serving key destinations and that limit transfers have the most
156 use; housing density increases utilization; and coverage performs and connects
157 passengers. We'll have to balance competing priorities and figure out what the
158 right mix of service should be.

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160 **7. Board Chair Report:**

161 A. Recognition of employee anniversaries – Lieren Hansen, Board Chair: Employee
162 anniversaries include 19 years for Curtis Roberts (Administration Director), 9
163 years for Roger Beus (driver), and 6 years for Joshua Achatz (driver).

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165 8. Public comments: No comments or questions.

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167 9. **Adjourn:** Board Chair Lieren Hansen adjourned the meeting.