

Approved 08/26/2026

and market analysis (population & employment density and transit propensity index). Examining route frequency and service span – during the weekdays, the highest frequency is provided by the Loops (15-minute service), while most other routes operate on a standard pulse (30 minutes) and Routes 11 and 16 operate at lower frequencies (hourly and four trips per day respectively). Saturday service has no high-frequency routes with the Loops being on a standard pulse and the rest of the routes on lower frequencies (with no service for Route 16). Weekday frequency is generally good for a system of this size, but not on weekends. Service span is generally good for getting people to work who work the traditional 9-to-5, but most service ends around 8 p.m., making it difficult for people working later or outside the typical hours to use transit. Saturday has a low service span; feedback from the public indicates that they want more earlier and later service on Saturdays. Ridership is concentrated around Utah State University campus, the main street corridor, and downtown Logan; the highest ridership stops include the transit center, USU and off-campus housing, main street corridor and the Walmarts, and Bridgerland Technical College. Ridership at the route level is driven by the high frequency Loop Service (46 percent of all system boardings). Routes 9, 7, and 1 are among the higher-performing local routes, while Routes 16, 11, 6, and 3 have the lowest ridership. Route 15 saw an increase in ridership after frequency was improved and is now one of the stronger-performing routes. Productivity looks at boardings per revenue hour and is a measure of how efficiently transit moves people. Despite having the highest ridership, the Loop routes have below average productivity (indicating that there may be more service than warranted), which suggests that there could be an opportunity to more efficiently allocate resources along the Loop routes. Routes 9, 7, and 1 have high productivity in addition to high ridership. On-time performance was also reviewed. Trips are considered early when they depart more than one minute early, late when they arrive more than five minutes late, and on time for trips falling between those thresholds. Most agencies target around 85 percent on-time performance (OTP). The Loops have the lowest OTP because they don't have a schedule (they're frequency based and actively adjusted to avoid bunching); Routes 11 and 16 have notably poor OTP because of the traffic and long distances. Routes 1 and 2 are frequently departing early, so they need to be examined to see what's driving that and what needs to be adjusted. Transit Propensity Index shows densities of the people most likely to ride transit as those who are from low-income households, zero-vehicle households, youth, minorities, and people with disabilities. The highest need areas are generally well served. The key findings are that areas of high need and high demand are both well-served by Connect Transit; ridership is driven by USU, main street corridor, and the high-frequency Loop routes; despite high ridership the Loop routes have below average productivity; on-time performance is notably poor on Loop routes and longer distance services like Routes 11, 12, and 16. The next step is the Board Workshop

on July 15 where we'll discuss tradeoffs and service priorities; feedback from the workshop will be used to develop a prioritization framework which will help build service recommendations. The study will take the data, engagement, and stakeholders and feed it into a prioritization framework and then use that to develop transit network scenarios. The study is on schedule for early 2027 completion. Discussion about the study. The current analysis is based on calendar year 2025, which should provide a large enough sample to minimize the effect of temporary issues such as road construction and the bridge project. When they examine on time performance, they look at every timepoint throughout the route and see if the timepoints or the route needs to be adjusted. While frequency was adjusted for both Routes 12 and 15, Route 12 didn't increase in ridership at the same level as Route 15. Commuter routes don't have the same productivity standards as local routes because they serve different purposes; their purpose is to go into areas with less population density and provide coverage. Denser population areas outperform lower population areas in productivity. Microtransit could replace some existing fixed-route services in some lower-density areas. Ridership and productivity are both important metrics, but they tell different stories. Connect still compares favorably to other transit systems of a similar size with the amount of passengers per revenue hour served.

6. Management Report:

- A. Overview of driver training – Kaylee Foncesbeck, HR Manager: The new hire training program has three main sections: classroom training (about 36 hours), yard work where they drive a bus around cones, and 30 hours of behind the wheel (BTW) training where they're driving one on one with a trainer. The 30-hour requirement for BTW training is lowered to 15 hours if they already have a CDL passenger endorsement. To be a BTW trainer, they must have at least two years of behind the wheel experience and they need to go through an interview process. Drivers need to be at least 21 years or older to receive a passenger endorsement for a CDL. Connect has in-house CDL testers (they're qualified and certified with the state as testers); trainees must take the written test at the DMV first and bring back a permit for the CDL test. After they pass the CDL test, or ride check for those who already have a CDL, they then have to complete cadet training. Cadet trainers don't have to interview to become one and are other drivers; they're selected and given extra training, but any driver can become one if they go through the training. This is helpful to the process because new drivers are being mentored by their coworkers. The new facility has benefits training in a lot of ways. Logistically having a dedicated training room has been great to help get training done; before there was one conference room, so there were times where meetings had to be held off site to keep training going. Pre-trips are now inside instead of outside in the cold (because buses were stored outside under canopies). Until the training course is built, there's limited space for cone training at the new

127 facility; there's a particular issue with right hand trainings because the facility is
128 designed with left hand turns. In 2025, we hired 47 drivers (over 4,000 training
129 hours); in 2026, we've hired 12 drivers so far. There's been better retention and in
130 Fall 2025 we hired more drivers because of the increased frequency on Routes 12
131 and 15. Discussion about the process. It takes about 5 to 7 weeks to train new
132 drivers. Some new drivers find that the job isn't for them (stress of driving in
133 traffic, sitting for hours a day, etc.), but we've only had a few trainees not be able
134 to pass the CDL test. All drivers are hired as part time; they need to drive a
135 minimum of 8 hours a week with some picking up 30 to 35 hours a week during
136 the summer. There's a pretty even split between full-time and part-time drivers
137 (about 50-50). Drivers drive a route for one week and then switch to another route
138 the next week; this has increased safety by helping keep drivers out of autopilot as
139 well as improving cross training on routes. Most routes are driven in 4-hour
140 blocks and there's a 10 hour limit to a shift (CDL restriction). The generational
141 distribution of staff is 15 percent Baby Boomer, 32 percent Gen-X, 24 percent
142 Millennial, and 29 percent Gen-Z.

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144 B. Update on installation of new camera systems on buses – Curtis Roberts,
145 Administration Director: One of the major projects for this year has been
146 upgrading the camera systems on the buses, which was authorized by the Board
147 for this year's budget. In the past, we've had whoever we bought the buses from
148 install the cameras. However, with how long we keep the buses (up to 12 years),
149 those camera systems get old; it also makes it so we're dealing with multiple
150 camera vendors and software. For this project, we've contracted with one camera
151 vendor, so it'll be more standardized (types of cameras, available views, video
152 quality, etc.). The vendor will have the tech upgraded by the end of July.
153 Discussion about the cameras. The video quality will improve, and buses won't
154 have to be removed from service to pull video.

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156 C. Overview of budget timeline – Curtis Roberts, Administration Director: The
157 budget process will start soon for the Board. In the August board meeting,
158 management will bring the budget priorities to bring high level ideas to inform
159 and align with the Board. In the September board meeting, the preliminary budget
160 will be presented, according to the best information at that time. There will be two
161 board meetings in October; at the last board meeting in October, management will
162 bring the employee benefit package for a vote/approval. This is to comply with
163 legal requirements. In the November board meeting, the Board will vote on the
164 tentative budget. Then in December, the Board will vote on the final budget.
165 Because of the holidays in November and December, the board meetings will take
166 place November 18 and December 9. The last three board meetings of the year
167 (October 28, November 18, and December 9) need to have a quorum present to
168 take a vote on the employee benefit package, tentative budget, and final budget

169 respectively. There will be a public hearing on the budget in December to comply
170 with state law.

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172 D. Questions for management: No comments or questions.

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174 7. **Board Chair Report:**

175 A. Recognition of Employee Anniversaries: Employee anniversaries were delayed
176 until next month.

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178 B. Report on City Council Reports: A time to present to the Hyrum City Council has
179 been arranged for July 16, so it'll be talked about in the August board meeting.

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181 C. Report on Transit Day on the Hill: For this year's annual Transit Day on the Hill,
182 agencies took buses up (versus last year where they were inside the capital
183 building with booths in the rotunda). They parked on the south side of the capital
184 building and talked about the importance of transit. Todd spoke at the event. SLC
185 news stations covered the event. State Representatives Jon Hawkins and Michael
186 Petersen, and Senator Chris H. Wilson, stopped by our booth to talk.

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188 8. Public comments: No comments or questions.

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