



Operations Committee Meeting
November 28, 2016 – 9:30 AM
GMT Office
15 Industrial Parkway, Burlington

Present – Committee Chair Barton, Commissioners Sharrow and Mile; Karen Walton, General Manager, Mark Sousa, Assistant General Manager, Trish Redalieu, Director of Administrative and Support Services.

Adjustment of the Agenda: none

Public Comment: none

Approval of October Operations Committee Meeting Minutes: approval for minutes were tabled until the next meeting.

Discussion of Safety and Security Emergency Preparedness Plan (SSEPP): Chair Barton requested that staff update the preface and the Table of Contents. Hard copies of the SSEPP will be distributed to General Manager, Assistant General Manager, Director of Urban Operations, Director of Rural Operations, and the Director of Maintenance. To protect the sensitive information in the SSEPP, an electronic copy of the SSEPP will be on the server in a password protected file. Staff will explore the possibility of making an electronic version of the document available to the Board of Commissioners, at a secure website or in a secure document. Commissioner Sharrow suggested distributing copies of the SSEPP to fire and police departments in Burlington, Berlin, and State Emergency personnel. Staff will document distribution of the document. Once the SSEPP is finalized, staff will conduct training and tabletop drills. There was a discussion regarding bomb threats and dialogue regarding the Customer Service staff. There is a protocol for Customer Service staff should GMT receive a threat. Discussion ensued regarding suspicious packages, biohazards (already part of Operations and Maintenance training), and major epidemics. Karen Walton has policies for major epidemics. In the event of an emergency, Karen Walton will notify the Board, and Mark notify the senior staff. The org chart will be added and the phone tree will be updated in the SSEPP. The goal is to have the plan approved by Board in December.

Review of Performance Improvement Plan (PIP): on-time performance and how long until the data from RouteMatch we see data? Staff will extract on-time performance data from RouteMatch and present it at the next committee meeting. PIP graphics will be available for the Board December meeting, with edits: thinner bars and graphics. Updated ADA information will also be ready in December for the 1st quarter of FY17.





Discussion of FY17 Strategic goals 3 and 6:

- Maintenance negotiations begin in March 2017
- Improving GMT's performance; integrating RouteMatch data
- Bridj pilot program
- System analysis – contract to be signed shortly.
- Integrate data sources (this will be a long-term strategy)

Update FY17 Committee Work Plan

Trish will update FY17 work plan to include results of Employee Survey for the January 2017 meeting, add 1 Industrial Parkway and the Driver Manual to the work plan for January.

Staff update on ongoing projects and Next Meeting Date Next Operations Committee meeting will be January 9, 2017.

Adjourn Meeting adjourned at 9:36 am.

DRAFT

