



Operations Committee Meeting
March 12, 2018: 8:30 am
GMT Office, 15 Industrial Parkway, Burlington, VT 05401

Committee Members present: Committee Chair Barton, Commissioners Chittenden, Waninger, Sharrow, and Miles.

Staff present: Trish Redalieu, HR Director.

Agenda

1. Adjustment of the Agenda - approval of December 2017 minutes was removed from the agenda as the minutes were approved at the February 12, 2018 meeting.
2. Public Comment – none.
3. Approval of February 12, 2018 committee minutes – Commissioner Miles requested her name be added to those in attendance. Commissioner Waninger requested adding the word “change” to item 4, paragraph 4, “Strategic Goals Discussion. Commissioner Chittenden motioned to approve, Commissioner Waninger seconded; motion carried. Agenda times were updated to reflect the 8:30 am start (not 9:30 am).
4. Discussion of Performance Improvement Plan (PIP) - Trish Redalieu suggested removing the “cost for demand response ride” as it is difficult to calculate; the committee asked for recommendations from staff on another metric to measure Volunteer Driver Recruitment. There was a discussion of the On-time Performance (OTP) data including the “early bus” metric, a timeline for accurate OTP data and what the Board can do to ensure RouteMatch meets the scope of work. Commissioner Chittenden expressed interest in collecting RouteShout data from users. The committee requested staff present data on the average/mean age of the bus fleet at the next committee meeting. Commissioner Waninger requested staff make a note on the PIP of when 1 Industrial Parkway began using energy.
5. FY18 Strategic plan review and discussion - Increase ridership (Goal #3): Marketing and Public Affairs Plan (objective A): The Committee would like an update on the plan when practicable. Improved passenger amenities (objective C); Commissioner Sharrow informed the committee that there will be a new park and ride in Milton and he will work with GMT on this. There was a discussion of bringing RouteMatch before the Board RE incentivizing passengers to use RouteShout.
 - a) Operate efficient and accessible paratransit and Medicaid services (Goal #6); tabled until Mark Sousa can provide an update.
 - b) Improve energy efficiency (Goal #7); Strategy will develop energy efficiency plan.
 - c) Improved system-wide delivery effectiveness and efficiency (Goal #9): route changes/NexGen: on-time performance added to goal 3; Strategy Committee agreed to take on the task of reviewing the charter; add language to goal 9; there was a discussion of targeting specific goals, to address the strategic plan, and detail of objective. The



committee would like to address customers service feedback, fleet age, and ridership specifically in the next meeting.

6. Employee Satisfaction Survey Results - discussed results and ways to improve participation (double bar graph to show number of employees in a work group).
7. Staff Review of Ongoing Projects (HR updates) and next meeting date - the committee welcomed Rachel Kennedy; tentative meeting dates: April 16th or May 7th
8. Adjourn - Commissioner Chittenden made a motion to adjourn, Commissioner Miles seconded it, meeting adjourned at 9:57 am.

Approved