



Operations Committee Meeting Minutes  
May 8, 2017 – 9:30 AM  
GMT Office  
15 Industrial Parkway, Burlington

**Present:** Chair Barton, Commissioner Miles Commissioners Sharrow (via phone), Mark Sousa, General Manager, John Robinson, Human Resources Coordinator, Trish Redalieu, Director of Administrative and Support Service (Via Phone)

**Adjustment of the Agenda:** None

**Public Comment:** None

**Approval of April's Meeting Minutes:** Chair Barton made a motion to approve the minutes with a few grammatical edits under Customer Service Surveys and GMT Volunteer Program. Commissioner Miles seconded the motion. All were in favor and April's minutes were approved with the adjustments.

**Maintenance Contract Negotiation Discussion:** Mr. Sousa informed the committee that language on the adjustments to the Maintenance Contract have been discussed with the Maintenance Business Representative. Sit downs will begin May 22<sup>nd</sup> with a follow up on May 24<sup>th</sup>. At this time Mr. Sousa has no real concerns and he believes the scheduled timeframe of July 1<sup>st</sup> will be reached.

**Employee Handbook/Driver's Manual/Employee Volunteer Program:** Ms. Redalieu gave an overview of the policy changes that will be added to the employee handbook. She reviewed the mission statement's updated customer service philosophy, the general employment information's updated equal opportunity employment and the office hours. In addition, she highlighted the security camera policy and the adjustment to reflect the approved combined-time-off policy in place of the PTO policy. The Driver's manual reflected a change back to the pervious cell phone policy and the approved absentee policy. The committee reviewed the changes to the volunteer policy as suggested by the Board. Examples have been removed and now each case will be reviewed on its own to determine whether it is an acceptable cause. The committee recommended it be brought to the Board for approval.

**Status of the GMT Performance Improvement (PIP):** The Committee reviewed the current PIP and spoke on a few concerns that appeared to them, such as the Rural preventative maintenance checks being done on time. Mr. Sousa did explain that these numbers are most likely skewed due to inaccurate records. With the new Director of Maintenance coming on board this month Mr. Sousa hopes to have accurate data moving ahead. The Committee also wishes to review the time in which this report takes to compile the data needed at the next meeting.



**Integration of Information Reports:** Mr. Sousa reviewed the new report he hopes to use going forward as a snap shot of where the agency is year-to-date over the previous year. The report focuses on key areas of Board interest and with the comparison to the prior year it shows great trend analysis. Mr. Sousa explained that Finance is still working on a chart to best represent their standings as well. After the Committee discussed the chart they felt it would be beneficial if there was an area where HR could report too. Both Mr. Sousa and Ms. Redalieu have already started brain storming on what information would be best to report on.

**Update FY17 Committee Work Plan and Next Meeting Date:** The Committee decided that a meeting in the month of June would be beneficial after updating the Operations Committee Work Plan to discuss the Maintenance contract, integration of information report, and the review of the PIP. The Committee would also like to bring back the energy efficiency long term strategy discussion. Next meeting will be June 12<sup>th</sup>, 9:30 AM.

**Adjourn:** Commissioner Miles motioned to end the meeting and was seconded by Chair Barton. Meeting adjourned at 10:24 am.

DRAFT