



Operations Committee Meeting Minutes  
Monday, September 10, 2018 at 9:30am, GMT Board Room  
15 Industrial Parkway, Burlington

Present:

Commissioner Barton (Chair)  
Commissioner Chittenden  
Commissioner Waninger  
Commissioner Sharrow  
Commissioner Miles

Mark A. Sousa, General Manager  
Jon Moore Director Maintenance and Planning  
Trish Redalieu, Director of Human Resources  
Matthew Young, Admin Support Specialist

Meeting started 9:38am

1. Adjustment of the Agenda – None
2. Public Comment- None
3. Approval of June 2018 Meeting Minutes – A motion was made to approve the May minutes as presented by Commissioner Chittenden, seconded by Commissioner Waninger. All were in favor and the minutes were approved as presented.
4. Discussion of Performance Improvement Plan (PIP) – Mrs. Redalieu presented the proposed changes to the PIP which included using charts to show trend. Mrs. Redalieu also informed the Committee that the original PIP spreadsheets will still be completed as normal.

The Committee liked the new representation of the PIP data and would like to see it continued to be used.

Mr. Sousa would like to have industry standards added, where applicable, to the charts to show how we compare to other agencies.

Commissioner Waninger suggested adding notes into that charts that explain the peaks and valleys for future staff and commissioners to reference.

Commissioner Barton suggested posting this information on GMTs website when in final form.

5. Strategic Plan update – Mr. Sousa informed the Committee that the Strategy Committee had added a few tasks to the Strategic Plan as well as corrected some grammar in the document.



Commissioner Barton noted that many goals do not have measurable outcomes. How do we know if we are making progress?

Commissioner Waninger suggested the Committee review the Strategic Plan document and ensure that tasks are clear. Commissioner Waninger also suggested adding a completed goals section to the end of the document and moving all completed goals from the body of the document.

6. On-time performance discussion- Mr. Moore reviewed the On-time performance report with the committee. Mr. Moore stated that this report that is run using RouteMatch software still has some bugs that he needs to work out before it can be a reliable resource for the Committee to use. Mr. Moore also informed the Committee that the Planning department is also conducting pen and paper time checks, possibly allowing for information to be cross referenced in the future.
7. Staff Review of Ongoing Projects and next meeting date- Next Operations Committee meeting is Monday October 8th, 2018 at 9:30 AM at 15 Industrial Parkway Burlington.
8. Adjourn- Commissioner Waninger made a motion to adjourn, Commissioner Sharrow Seconded the motion. All were in favor the meeting adjourned at 10:35 am.