



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

Present – Committee Chair Barton, Commissioners Garabedian (via phone), Sharrow, Miles, Mark Sousa, Assistant General Manager, Trish Redalieu, Director of Administrative and Support Services, and John Moore, Director of Urban Operations

Adjustment of the Agenda: Chair Barton added discussion on GMT's drug and alcohol testing policy and on-time performance measurements to the agenda.

Public Comment: none

Approval of October and November Meeting Minutes: Chair Barton asked that Commissioner Miles last name be spelled correctly. With this correction, Commissioner Sharrow made a motion to accept the minutes and Commissioner Miles accepted.

Discussion of Urban Driver Manual: Jon Moore discussed the changes to the manual and the changes, it will be a comprehensive resource for bus operations and a guide source for new trainees. The driver manual integrates well with the new training manual and the four week Bus Driver training program. It solidifies practices, sets clear expectations, provides consistency to procedures and the approach to the bus driver position, while coordinating with GMT's HR policies. The manual was given to the shop stewards and they agreed with the necessity to update the manual and also provided feedback on the content. Commissioner Sharrow asked if this was a live document Jon Moore replied it is and there will be an index in the back and a sign-off to acknowledge receipt. Chair Barton asked if the manual will be available electronically and it will be. Commissioner Garabedian complimented Mr. Moore on the effort and asked about document control, table of abbreviation and acronyms, vehicle idling policy and fuel efficient driving. Jon replied that fuel efficiency is covered in the Smith System training and that GMT is refining the idling policy and working with Mark Sousa and Bill McCarty on these items. Jon will add the idling policy to the drivers' manual, and a page of acronyms and abbreviations. Commissioner Garabedian asked that Jon send along the edits once completed. Chair Barton asked about emergencies. Jon explained that the dispatchers and/or Operations Supervisors are the most expedient in response to emergency situations. Chair Barton asked that reference to the Safety Security Emergency Preparedness Plan (SSEPP) and inclement weather plan be made in the driver manual. He also requested that a reference to our Employee Assistance Program (EAP) be included. Commissioner Garabedian asked that more information regarding GMT's Drug and Alcohol policy be included in the manual to reinforce the significance of this policy. These edits will be made and once completed, the updated manual will be sent to Operations Committee electronically for review. Once approved by the Operations Committee, minor changes will be made to the manual for the rural operations.



Discussion of on-time performance: Jon Moore discussed that with our new RouteMatch software platform all the raw data is available, and GMT now has to figure out how to extract the data and put it into a reportable format. Chair Barton asked if a 96% on-time metric was realistic. Jon Moore discussed the new scheduling software, its integration with RouteMatch, and the addition of stand-by driver positions will help GMT achieve the goal. Chair Barton made a recommendation to talk in the future about revising this goal while Jon Moore will work towards stop level report functionality. There was a discussion of the RouteMatch data, the metrics and access to the on-time performance data via RouteMatch. Staff will work on outlining a plan, detailing the steps to extract the data, and present the plan to the committee for review. The comprehensive systems analysis will be another tool to increase on-time performance. The new scheduling software has produced more efficient bids, significantly reducing the number of open runs and the necessity to force drivers.

Discussion of GMT's drug and alcohol testing policy: no major changes to this; GMT has changed the Drug and Alcohol Program Manager (DAPM) from Jamie Smith to Jonathan Mabee; and updated the Name and logo.

Status of GMT Performance Improvement (PIP) and Strategic Plans: Chair Barton brought up that urban road calls are high. Trish Redalieu will verify the number. Preventive maintenance on the rural is a little high – we're keeping an eye on it; journey man and apprentice and relatively new and slows down the number of PMs. A discussion about the ADA data and entering information into the PIP Chair Barton asked that the data be entered to show the shift in conditional v. unconditional eligibility.

Update FY17 Committee Work Plan and Priorities: committee work plan was updated to include for February: 1 Industrial Parkway, On-time performance data, and results of the employee survey. For the March meeting: maintenance contract, strategic goal #6 (increase ridership) and Marketing's efforts to date, integration of performance reports. The SSEPP will be password protected and sent out to the Board next week for review.

Staff Review of Ongoing Projects and Next Meeting Date – next meeting date, February 13th, at 9:30 am.

Meeting adjourned at 10:54 am.