



Operations Committee Meeting
December 4th, 2017 at 8:30am
GMT Berlin Facility
6088 VT Rt12, Berlin, VT

Present:

Mark Sousa, General Manager
Trish Redalieu, Director of Human Resources
Jamie Smith, Operations Manager
Denis Barton, Secretary
Katherine Miles, Commissioner
John Sharrow, Commissioner
Tom Chittenden, Vice-Chair
Bonnie Waninger, Commissioner
Alma Hebib, Executive Assistant

Agenda

Meeting opened at 9:31 am.

1. Adjustment of the Agenda

No adjustments made to the Agenda.

2. Public Comment

No public comment.

3. Approval of October meeting and amending September Minutes

Commissioner Miles made a motion to approve the October and September minutes, with the edits from Secretary Barton and Commissioner Sharrow seconded. The minutes were approved with the edits.

4. Discussion of Performance Improvement Plan (PIP)

The committee discussed the performance improvement plan. Mr. Redalieu discussed that GMT has hired two new mechanics with one employee who will be retiring December 31st after 40 years of employment at GMT. The Committee discussed the PM's in both urban and rural areas. Jamie Smith, Operations Manager, discussed the rural maintenance procedures.

5. FY18 Strategic plan review and discussion

There was a discussion and review of the FY18 strategic plan. GMT Staff have added input to the strategic plan. There was a discussion on issues with Route Match which Mr. Sousa explained the solutions. Commissioner Waninger stated that we need to do something to help people understand that Route Match is still working on improvement. Mr. Smith shared some of the issues with Route Match in the Rural areas.

6. Staff Review of Ongoing Projects (CSR-DTC Customer Service Manual, Discounted Card Program, policy committee)

Ms. Redalieu discussed the new customer service manual and the staff proposed discounted card program. She stated that with the DTC facility it will be easier for applicants to access the discounted card program. She explained that the discounts are for 60 years or older, children between the ages of 6-17 and anyone disabled would qualify for the discounted card program.



Mr. Sousa discussed the bus buddy program that GMT is starting. He also updated the committee stating that he started a policy committee meeting to go over all of the policies of GMT. There is one person appointed from every department that will attend the policy committee meeting. He stated that there are two policy books that need review and the committee will suggest modifications to current policies. He stated that this will take 3-6 months to implement.

7. Next meeting date and location:

Next meeting date is set for February 12th at 8:30 am at the GMT facility.

8. Adjourn

Meeting Adjourned at 10:44 am. Committee members toured the Berlin Facility.

DRAFT