



OPERATIONS & STRATEGY
JOINT COMMITTEE MEETING MIMUTES

MONDAY FEBRUARY 12TH, 2018
8:30 A.M.
CCTA BOARD ROOM
15 INDUSTRIAL PARKWAY

Committee Members present (Strategy): Committee Chair Buermann; Commissioners Holland, Spencer (via phone); (Operations): Committee Chair Barton, Commissioners Sharrow, Chittenden, Miles, and Waninger.

Staff present: Mark Sousa, General Manger, and Trish Redalieu, HR Director

Meeting opened at 8:33 am

AGENDA

1. Adjustment to the agenda - none
2. Public Comment - none
3. Approval of the committee minutes.
 - A. Approval of the December 4th, 2017 Operations Committee minutes - John Sharrow suggested minor changes; Commissioner Chittenden motioned to accept, and Chair Barton seconded. Motion carried.
 - B. Approval of the January 13th, 2018 Strategy Committee minutes - Mark Sousa suggested minor changes; Commissioner Currier Holland approved, Spencer Seconded. Motion carried.

4. Strategic Goals Discussion

Strategic Goal # 3, Increased Ridership (Operations Committee/Strategy)

There was a discussion of adding NextGen recommendations to goal # 3 or whether it should remain under goal #8. Suggested language to add to goal #8 *Improved system wide delivery effectiveness and efficiency (Operations/Strategy)*: Commissioner Chittenden suggested adding to goal #8: "implement NextGen recommendations as approved by board; Commissioner Waninger also proposed the following language: Implement route changes to increase effectiveness and efficiency of routes. There was a discussion regarding the Marketing and public Affairs Plan. The Strategy committee reviewed and approved the FY18 plan. It was agreed that Strategy would be involved with development of plan, and Operations would be involved in implementation of the plan. Discussion of Goal #3 (C) *Improved passenger amenities, ITS (information*

technology systems), parking, and public communication. It was agreed that this goal will remain with both Strategy and Operations committees. Goal#3 (D): *Improved multi modal connections – Planning:* Commissioner Spencer suggested adding language addressing land-use issues and transit-oriented development, as this is absent from the FY18 Strategic Goals document. Staff to recommend where these shall be added to the document.

Staff to recommend measure for the objectives.

Mark Sousa updated the committees on Goal #6, *Operate Efficient and Accessible Paratransit and Medicaid Services (Operations/Strategy).* There was a discussion of goal #6 and its importance as a stand-alone goal.

There was a discussion of goal # 8 This goal will remain with Strategy's; Operations will have a role in it after the recommendations have been approved. Commissioner Chittenden recommended adding the objective, "Assess opportunities for continuous improvement and system-wide change."

Mark Sousa stated whether or not the goals have been met will be a good topic for the Retreat in September. There was a discussion of adding measures or specific checkpoints for the year; what is the next step to reach the next goal, timeframe etc.

Meeting adjourned at 9:33 am.

Approved