**Operations Committee Meeting Notes**

**September 13, 2021, 2021 10:00 AM**

**101 Queen City Road, Burlington VT 05401**

*The mission of GMT is to promote and operate safe, convenient, accessible, innovative, and sustainable public transportation services in northwest and central Vermont that reduce congestion and pollution, encourage transit-oriented development, and enhance the quality of life for all.*

**Present:**

Commissioner Sharrow

Commissioner Waninger

Jon Moore, General Manager

Jamie Smith, Director of Marketing and Planning

Connie Englert, Director of Transportation

Alec Robinson, Maintenance Coordinator

**Open Meeting**   
Chair Sharrow opened the meeting at 10:02AM.

**Adjustment of the Agenda**  
None

**Public Comment**

None

**Approval of Committee Minutes (June 7, 2021)**

No action was taken due to the committee not having a quorum.

**Performance Dashboard Review and Discussion**

Director Englert gave a presentation that included dashboard metrics that current exist and proposed new metrics to track. The new metrics are more industry standard and provide better insight into the operations at GMT.

Commissioner Waninger asked if the issues that GMT is experiencing at the DTC are a result of poor construction or over use of the facility? GM Moore said it’s a mix of both. There are elements of the DTC that were designed for commercial use and are not meant to withstand the daily use of a transit facility. GM Moore noted that the DTC has become one of the only public restrooms in the northern end of the Church Street area.

Commissioner Sharrow asked about preventative maintenance metrics, and why they have been relatively high in the past and suddenly those numbers have dropped? GM Moore noted that in the past, staff has reported on oil changes and Director Englert is reporting more in-depth preventative maintenance metrics. Commissioner Sharrow asked if drivers are carrying mask on-board for passengers who do not have them. Director Englert said that a majority of them do.

**Electric Bus Fleet Performance**

Director Englert discussed the electric bus performance noting that utilization of the electric buses is up 130% over June metrics. Staff has begun long distance testing of the electric vehicles, including LINK Express runs.

GM Moore gave kudos to the operations and maintenance staff for their dedication to the electric bus program.

Commissioner Sharrow observed that the issues were with door electronics and asked if the maintenance staff is properly trained to identify these issues should the arise again? Director Englert explained that the issues seen with the electric vehicles are standard in any bus, diesel or otherwise. The challenges to date are not specific to the electric bus and are more likely the result of a newer generation of parts.

Commissioner Sharrow asked where GMT is on procuring electric cutaway vehicles for the rural fleet. GM Moore said that staff is working on the procurement through VPTA and one vendor submitted a proposal. Their vehicles are not Altoona tested, which they need to be before federal funds can be used to purchase.

**Organizational Staffing Discussion**

Director Englert discussed Operations/Maintenance staffing challenges as part of the operations presentation.

GM Moore discussed additional vacancies within the organization and outlined some of the challenges GMT is experiencing. To date, GMT has received 9-10 applications for the Director of Human Resources position. Several candidates were over qualified and the remainder lacked experience working in a municipal and labor relations environment. At this time, GMT is looking to work with a Human Resources consultant to recruit the right candidate.

GM Moore noted that Karen Plante has taken on the HR Coordinator responsibilities as well as continuing her responsibilities in payroll. GMT has recently entered into a contract with Hickok and Boardman to assist with some key items, such as OSHA reporting and workers compensation.

GM Moore gave an update on seasonal driver recruitment. Despite the rate increase to $21.75, there have still only been 3 applicants. GM Moore discussed the additional recruitment strategies that staff is using, including posting on additional job boards.

Chair Sharrow asked if the two long-term employees who left were given exit interviews and if those were provided to the Board Chair? GM Moore said they were both given an exit interview and at this time, those have not been given to the Board Chair. Staff is happy to provide them.

GM Moore gave a final update on recruiting for safety sensitive positions. The legalization of marijuana has resulted in recruitment challenges for some positions that are in the safety sensitive pool. By definition, some positions at GMT that are currently safety sensitive, don’t need to be. Staff may be bringing a proposal to the full Board in the near future to discuss removing some positions from that pool.

**Seasonal Service Levels**

Due to staffing challenges, GMT is working with our seasonal partners to determine a level of service that can be reliably staffed. GM Moore noted that last year GMT offered a high level of service and due to recruitment challenges, those service levels needed to be scaled back at several points throughout the season. Service changes throughout the season are disruptive to the service and it’s hard to get up-to-date information to passengers in time.

Commissioner Sharrow asked for an update on the Berlin facility? GM Moore said that GMT is awaiting appraisals for two properties.

**Adjourn**

The meeting adjourned at 10:52AM.