



Operations Committee Meeting
March 13, 2017 – 9:30 AM
GMT Office
15 Industrial Parkway, Burlington VT

Present – Committee Chair Barton, Commissioners Miles and Sharrow, Mark Sousa, General Manager, Trish Redalieu, Director of Administrative and Support Services

Adjustment of the Agenda: none

Public Comment: none

Approval of February Meeting Minutes: Commissioner Sharrow made a motion to approve, Commissioner Miles seconded; motion carried.

Human Resources- Absentee policy, Job Descriptions, and Employee Survey: the committee reviewed the absentee policy and will recommend absentee policy to the Board; discussion of the job descriptions, adding an additional Operations Supervisor and Public Affairs Coordinator in the rural area. Mark, Jamie Smith, David Armstrong, and Alain Hirsch are available for urban outreach. The committee reviewed the job descriptions and agree they are in line within the new organization. Employee survey: rank and file are the most valuable employees we have. Discussed way to make the survey results available to the staff. Committee suggested distributing the survey results to staff and provide an opportunity to comment on the survey results. Mark discussed the administrative staff meeting (aka the Town Hall Meeting). It went well, received several good suggestions from staff, and the tone was positive.

Status of GMT Performance Improvement (PIP): discussion of fluctuations of trend data in natural gas and electricity usage at BTV. Includes 1 Industrial.

Customer Service Survey Discussion: discussed ways to gather information from passengers: now that the DTC is open and the partnership with BT, staff has the ability to have a survey on the website when logging in to Wi-Fi. Another suggestion was to have a staff member on the platform, surveying people while they are waiting for the bus. Mark suggested that we could also provide paper surveys on the bus. Commissioner Sharrow suggested using Front Porch Forum to solicit potential riders and/or after a snowstorm to get feedback. Staff will explore options and report back to the committee.





Performance Measures Discussion: consolidate the PIP and performance report. Mark presented an example of a performance report from another transit agency; there was a discussion about simplifying the performance report.

Update FY17 Committee Work Plan and Next Meeting Date: updated work plan, the next meeting date, tentatively scheduled for 4/17/17, dependent upon committee members availability.

Adjourn: meeting adjourned at 10:46 am.

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