



Operations Committee Meeting Minutes
August 7, 2017 9:30 AM
GMT Office
15 Industrial Parkway, Burlington

Attendance: Chair Barton, Commissioners Miles, Sharrow, and Waninger; Mark A Sousa, General Manager, Trish Redalieu, HR Director.

1. Adjustment of the agenda

Chair Barton added work plan discussion to item # 8.

2. Public comment

No public comment.

3. Approval of May and June Meeting Minutes

A motion was made to approve May and June meeting minutes; motion carried.

4. Energy efficiency discussion

Discussion of have trend data, external audits, but no plan, Mark Sousa is meeting with VEIC staff and other organizations to develop an energy efficiency plan; No timeframe has been set. Energy efficiency will be a discussion item at the annual meeting in September. Staff will identify who, within the management structure will be responsible for the energy efficiency plan. Staff explore the ability to separate the 1 Industrial Parkway energy usage from 15 Industrial Parkway.

5. Discussion of Performance Improvement Plan (PIP) and integration of performance reports.

There were discussions of adding explanation for data outliers, what is our level of compliance with performance reviews? And that the goal should be 100% compliance in each division, adding an additional metric of percentage of the quarterly and the annual evaluations completed, prioritizing which metrics are most which are the most complicated to gather, and adding an indicator of financial health. Staff will develop suggestions on what should be reported on the PIP and when to report to the board.

6. Communications with customers

There was a discussion on how do we solicit customer input; Mark Sousa stated the marketing plan covers social media and outreach. The plan was presented to the Strategy Committee.

7. On-time performance

Staff now has the ability to produce on-time performance (OTP) reports and the first draft was presented. The reports still need to be altered to correct the variances in the OTP report; PIP report metric 90%; discussion of annual report and marketing impact peppered with data.

8. Staff review of ongoing projects and FY18 work plan



Added ADA fare-free discussion and the PIP to FY18 strategic goals in a later today.

September's meeting. Staff is discussing the

9. Next meeting date and location work plan updated

Chair Barton will poll committee members to discuss the best time to meet in September with the possibility of meeting in Berlin.

10. Adjourn

Motion was made to adjourn meeting; motion carried. Meeting was adjourned.

Draft