

## Green Mountain Transit (GMT) Board Minutes

Date: February 20, 2018  
Time: 7:30 AM  
Place: GMT Board Room  
15 Industrial Parkway  
Burlington, VT 05401

### **Present:**

Chapin Kaynor, Chair, Williston  
Tom Chittenden, Vice Chair, South Burlington  
Denis Barton, Secretary, Shelburne  
Catherine Dimitruk, Treasurer, Franklin County  
Katherine Miles, Commissioner, Burlington  
John Sharrow, Commissioner, Milton  
Bob Buermann, Commissioner, Grand Isle County  
Phil Pouech, Commissioner, Hinesburg  
Paul Bohne, Commissioner, Essex  
Chapin Spencer, Commissioner, Burlington (phone)  
Bonnie Waringer, Commissioner, Washington County (phone)  
Dan Currier, Alternate Commissioner, Washington County (phone) – voting  
Robert Millar, Alternate Commissioner, Winooski

Mark A. Sousa, General Manager  
Bob Young, Director of Operations  
Jon Moore, Director of Maintenance and Planning  
Trish Redalieu, Director of Human Resources  
Michelle Daley, Director of Finance and Grants  
Jordan Nellé, Controller  
Kimberly Wall, Grants Manager  
Matthew Kimball, Capital Projects Manager  
Katie Lavallee, Marketing Coordinator  
Christopher Loyer, Public Affairs Coordinator

### **Members of the Public:**

Karla Munson, Alternate Commissioner, Hinesburg  
Amy Brewer, Alternate Commissioner, Williston  
Ron Smith, RHR Smith & Company  
Ross MacDonald, Vermont Agency of Transportation (VTrans)

### **Not Present:**

Robert Moore, Commissioner, Lamoille County

### **1. Open Meeting**

Chair Kaynor opened the meeting at 7:35 AM. A quorum of the Board was present.

### **2. Adjustment to the Agenda**

There were no adjustments to the agenda.

### **3. Public Comment**

No public comment.

#### **4. Consent Agenda**

Commissioner Bohne made a motion to accept the Consent Agenda with the holding of the ridership report, seconded by Commissioner Barton and all were in favor.

Commissioner Bohne thanked Ms. Daley, Director of Finance and Grants, and staff for correcting the ADA ridership report.

*Commissioner Spencer entered via phone at 7:38 AM.*

Alternate Commissioner Munson asked if Addison County Transit Resources (ACTR) 116 Commuter (#46) ridership was included in the ridership report, allowing for a full picture. Mr. Moore, Director of Maintenance and Planning, stated the ridership report is currently reflective of the trips GMT operates, but we can start displaying all 116 Commuter (#46) ridership in future Board Reports.

Chair Kaynor stated that in the urban area, ridership continues to decline, though at a decreasing rate. Rural ridership dipped and is currently on an upward trajectory.

Secretary Barton made a motion to approve the consent agenda as amended, seconded by Commissioner Sharrow and all were in favor.

*Commissioner Waninger and Alternate Commissioner Currier entered via phone at 7:42 AM.*

#### **5. 2017 Audit Report**

Ms. Daley was pleased to say that the auditors proposed no adjustments. Mr. Smith of RHR Smith & Company stated that FY17 is a good benchmark to utilize as a point of comparison and Chittenden County Transportation Authority (CCTA) is well prepared going into the triennial. Secretary Barton expressed his appreciation for a job well done to Ms. Daley and her staff on the clean FY17 Audit Report. Commissioner Buermann thanked Mr. Smith for his presence at the meeting.

Mr. Smith discussed the statewide indirect cost allocation plan that will be coming out. Mr. MacDonald from VTrans clarified that there will be no general cost allocation requirement over and above what CCTA is currently doing. VTrans and GMT Management need to work together to ensure VTrans is properly allocating funds.

Commissioner Chittenden inquired about auditor rotation. Mr. Smith cited the Government Finance Officers Association best practice that audit firm consistency is good practice, and that the firm should rotate staffing on a consistent basis to provide for new conversations and approaches.

Commissioner Waninger inquired as to why the Department of Vermont Health Access (DVHA) overpayment to CCTA was not an finding in the FY17 Audit Report. Mr. Smith stated that the overpayment was a software error and it was fully resolved in FY17.

Secretary Barton made a motion to accept the FY17 Audit Report, seconded by Treasurer Dimitruk and all were in favor. Secretary Barton made a second motion to accept the Management Letter, seconded by Commissioner Miles and all were in favor.

#### **6. NextGen Update**

Mr. Moore asked the NextGen Advisory Committee and Board of Directors to provide feedback on service scenarios in the coming weeks. Feedback will be incorporated into

service recommendations. Final service recommendations will be presented and further feedback sought. Mr. Moore will ask for approval and adoption of the NextGen Transit Plan recommendations at the April 2018 Board Meeting. Commissioner Waninger asked if a Barre service scenario meeting was conducted to provide Barre residents an opportunity to weigh in. Mr. Moore stated he would work on scheduling it.

Mr. Moore said it is industry standard to have one fare across a system; but we are unique and he sees Nelson Nygard's fare structure analysis as a menu of options.

Alternate Commission Munson asked if ACTR has been consulted. Mr. Moore said he would be working with Chittenden Area Transportation Management Association (CATMA) to best match employer schedules with bus service.

#### **7. Treasurer Election**

Treasurer Dimitruk made a motion to resign as Treasurer and nominated Commissioner Bohne for Treasurer Commissioner Sharrow seconded and all were in favor.

Chair Kaynor thanked Commissioner Dimitruk for her consistency and ever steady presence on the GMT Board of Commissioners.

#### **8. Jeffersonville Commuter**

Depending on the results of Town Meeting Day, Chair Kaynor reiterated that GMT might be faced with the same situation as last year: the Jeffersonville Commuter (#36) will have to be funded from reserves if we are to continue operating it. Mr. Sousa will be presenting at the Underhill Alternative Transportation Committee's Commuter Bus Informational Meeting on February 26, 2018. Chair Kaynor will be attending Cambridge Town Meeting in Jeffersonville and a staff or Board presence at Underhill Town Meeting would be beneficial.

Commissioner Dimitruk pointed out that Commuter and LINK Express buses, including the Jeffersonville Commuter, also serve urban communities. Should we consider adding them to the urban assessment and seek a local match in those communities?

#### **9. Employee Survey**

Ms. Redalieu, Director of Human Resources presented the results of the Employee Satisfaction Survey conducted in February 2018. The survey focused on communication, employee engagement and job satisfaction. While the response rate was lower than anticipated, those who responded were candid. To incentivize employees to respond, The Executive Leadership team offered to cook breakfast for any location that had an 80% or higher participation rate. St. Albans had 83% participation in the survey.

The next steps include communicating the results, employing an action plan, checking-in and evaluating and benchmarking. The survey will be conducted again in June 2018.

*Commissioner Spencer exited the meeting at 8:58 AM.*

Commissioner Sharrow asked if a customer survey has been conducted. If we can identify and work on our weaknesses, it could be a great opportunity to increase ridership. Mr. Moore said an urban customer survey was conducted in Fall 2017 and results would be presented at the next Board Meeting. Mr. Sousa would like to expand this survey to include our rural service areas.

## **10. Medicaid Discussion**

Ms. Daley directed the committee to the chart in the packet showing the Medicaid trips provided from 2016-2018. The data was collected to be provided to VPTA for their presentation with DVHA regarding the contract for Medicaid transportation.

Ms. Daley stated that unique "clinic" passengers average 40 trips per month. Unique riders inclusive of "clinic" passengers average 13 rides per month and that number drops to an average of 10 rides per month if you back out the unique "clinic" passengers. We are reimbursed the same sum per unique passenger regardless of how many rides they take per month. "Clinic" rides need to be funded differently or we need to ask DVHA for additional funds to recoup the costs.

Commissioner Dimitruk has presented the data to a few individuals in the Vermont State Legislature.

## **11. GM & Committee Reports**

### General Manager Update

Beacons are now operational at the Downtown Transit Center. Route Shout 2.0 is nonoperational for real time data due to a faulty data import. We are actively working with Route Match to rectify the issue.

The Downtown Transit Center experienced a leak around a skylight. The issue was remedied and will be addressed again in the spring. The roof is under a twenty-year warranty.

An operation and maintenance agreement needs to be drawn up prior to the ground breaking of the Montpelier Transit Center this spring.

The name change legislation has been put on the TBill at the General Assembly.

The Relationship by Objective (RBO) recent training was excellent: last training there were 200 plus issues to discuss, this time there were less than 60. Cindy Jeffries is transferring down to Florida in April 2018 and Annie Rutsky will be taking her place.

### Finance Committee

Finance Committee discussed Medicaid.

### Leadership Committee

Leadership Committee discussed the General Manager Evaluation.

South Burlington has a new Alternate Commissioner, Tim Barritt. Chair Kaynor provided a reminder that Officers of the Board are up for election, effective July 1, 2018. Please communicate interest to Chair Kaynor.

### Operations Committee

Commissioner Barton said there was a Joint Operations and Strategy Committee meeting to discuss the allocation of duties within the Strategic Plan.

### Strategy Committee

There was a Joint Operations and Strategy Committee meeting.

Commissioner Comments and Announcements

Vice Chair Chittenden made motion to enter Executive Session for personnel matters at 9:22 AM, seconded by Commissioner Miles and all were in favor. Secretary Barton made a motion to exit Executive Session at 9:50 AM, seconded by Commissioner Bohne and all were in favor.

**12. Adjourn**

Commissioner Bohne made a motion to adjourn and was seconded by Commissioner Buermann. All were in favor of the meeting adjourned at 9:54 AM.

Respectfully Submitted,



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Denis Barton, Secretary