

# Operations Committee Meeting

September 13, 2016 – 9:00 AM

GMT Office  
15 Industrial Parkway, Burlington

Present:

Committee Members: Committee Chair Barton; Commissioners Sharrow and Garabedian (via phone), and Alternate Commissioner Weinstock

Staff: Karen Mark Sousa, Assistant General Manager and Trish Redalieu, Director of Administrative and Support Services

Commissioner Barton welcomed Alternate Commissioner Weinstock to the committee and gave a brief overview of the committee's progress towards achieving goals and the focus on specific analyses outlined in the Performance Improvement Plan (PIP).

## **1. Adjustment of the Agenda**

There were no adjustments to the agenda.

## **2. Public Comment**

No public comment.

## **3. Approval of July Operations Committee Meeting Minutes**

July minutes were approved.

## **4. Review of Performance Improvement Plan (PIP)**

Discussion of the updated Performance Improvement Plan (PIP)

- Discussed age of the bus fleet and increased road calls
- Staff will remove unfounded complaints from the PIP
- Discussed Volunteer Driver strategy and metrics; staff will update PIP to reflect the average number of volunteer drivers, not percentage; staff needs to calculate the percentage of volunteer drivers will be used for 100% of the trips for which a volunteer could be used.
- Staff update Energy Efficiency in Operations, specifically urban passenger per mile; the goal should be the reduction in energy, i.e., depicted in the inverse to the current goal. Staff will research whether there is separate urban and rural data available for the national average of passenger miles per gallon; and how to clarify this goal and metric.
- Updated Category #2 to: Employee Morale/Satisfaction/Development; added the goal, "All employees will participate in annual review and constructive feedback for improvement"; added metrics: number completed, and average time feedback is provided. This data will be provided on a quarterly basis.
- Discussed energy efficiency and creating 5 years of trend data, the need for an energy audit, and having Burlington Electric Department conducting an energy audit to aid in developing an action plan.
- Commissioner Barton discussed having the PIP documents readily available on the website and the possibility of merging the documents (the PIP and graphic displays) into one document.

**5. Discussion of Emergency Plan (SSEP)**

Mark Sousa explained the necessity for separate threat assessments for each facility; the Burlington assessment is complete and the St Albans and Berlin facilities need to be completed. The new plan will be a living document that is updated as required; the current plan is outdated and no longer relevant. Mark Sousa will present the draft plan to the Operations Committee in October.

**6. Strategic Planning Process for the Annual Retreat**

Committee discussed fareboxes, energy efficiency, target populations access to our system, cost per mile/fuel, bus replacement schedule.

**7. Update Committee Work Plan**

Trish Redalieu will send suggestions to Chair Barton on the FY17 Work Plan.

**8. Staff update on Ongoing Projects and Next Meeting Date**

Next meeting is scheduled for October 17, at 9:30 am.

**9. Adjourn**

Commissioner Sharrow made a motion to adjourn, motion was carried. Meeting adjourned at 10:37 am.

DRAFT