



Operations Committee Meeting Minutes  
February 20, 2017 – 9:30 AM  
GMT Office  
15 Industrial Parkway, Burlington

**Present:** Chair Barton, Commissioners Sharrow and Miles; Mark Sousa, Interim General Manager, Jon Moore, Director of Operations, Trish Redalieu, Director of Administrative and Support Service

**Adjustment of the Agenda:** Chair Barton added discussion of General Manager's (GM's) Job Description and the proposed org chart; remove VT Gas Energy Audit and employee survey in the interest of time (agenda items 7 and 9, respectively).

**Public Comment:** none

**Approval of January Meeting Minutes:** John Sharrow made a motion to approve the minutes, Katherine Miles seconded, motion is passed.

**Human Resources- Urban Driver Manual:** (addition of GM job description and org chart. Jon Moore informs the committee suggestions at the January Meeting were incorporated into the Driver Manual. Staff will work to have the final document ready for the Board meeting.

Job Description: committee discussed updates to the job description at the Leadership Committee; Operations Committee reviewed the update description and will recommend approval of it to the Board.

Org chart: discussion of Mark Sousa's proposed org chart: creates a flatter organization; discussion about driver training. There was a discussion about the protocol in an emergency situation, if Mark is unavailable. Mark explained any member of the Executive Team could be appointed. Chair Barton remarks that it is important to make sure the staff are aware of the protocol. Chair Barton states the new job descriptions based on the organizational changes need to be presented to the Committee. The organization changes will occur within 30 – 45 days of the GM's appointment.

There was a discussion about how often the organization performs Customer Service Surveys. Jon Moore explains GMT conducts a phone survey every other year but was not certain the last time it was conducted. Staff will research and report back to the Committee.





**Status of GMT Performance Improvement (PIP):** discussion of increase in rural Accidents and complaints (complaints were primarily about Stowe and how the traffic affected the service; increases in accident were primarily weather-related) ADA: still trying to get a handle on the metric, looking at performance vs. cost metrics. The three ADA certification cycle not yet completed.

**Staff Review of Ongoing Projects:** 1 Industrial Parkway: costs to renovate were higher than anticipated. Since the Call Center is upstairs relocated to the second floor of the Burlington office and is doing well, there is no urgent need to renovate.

Mark and Michelle Daley had a meeting with Burlington Electric (BED). BED wants to partner with GMT and is considering paying for four electric buses but there is a \$200,000 gap in the funds needed. If the project moves forward, BED will build the 4-bay charging station.

RouteMatch: still working on on-time performance metrics and bay signs at the DTC. General on-time performance data is available but not stop level data.

**7. VT Gas Energy Audit** (*removed from agenda*)

**8. Update Work Plan and Next Meeting Date:** Next meeting will be in March 13<sup>th</sup> Additions to the work plan: employee survey, marketing, RM on-time performance; and potentially the BED audit report.

**9. Adjourn.** Meeting adjourned at 10:41 am.

