



**Operations Committee Meeting**  
**March 9, 2020 10:00 AM**  
**101 Queen City Road, Burlington VT 05401**

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**Present:**

Commissioner Waninger  
Commissioner Sharrow  
Commissioner Chittenden  
Jon Moore, Interim General Manager

Jamie Smith, Director of Marketing and Planning  
Nick Foss, Director of Finance  
Milia Bell, Marketing Coordinator  
Nate Bergeron, Bus Driver

**Open Meeting**

Commissioner Sharrow opened the meeting at 10:00AM

**Adjustment of the Agenda**

None

**Public Comment**

No members of the public present.

**Approval of Committee Minutes**

The committee didn't have a quorum to approve the minutes and tabled the item for later. Commissioner Waninger joined the meeting at 10:03AM. The committee came back to the minutes for approval. Commissioner Waninger noted that the prior month's minutes had her name misspelled. Commissioner Chittenden made a motion to approve the minutes with changes, Commissioner Waninger second. All were in favor and the motion carried.

Mr. Moore took the opportunity to introduce Mr. Bergeron and welcome him onto Operations Committee. Mr. Moore also stated that Mr. Bergeron will also serve on the Hiring Committee for the new General Manager search.

**E-Bus Update**

Mr. Moore gave a brief update on some maintenance challenges with the new electric buses. Proterra has been on-site and responsive to the issues with the new bus. Mr. Moore said Burlington Electric Department contacted GMT to partner on another electric bus purchase. Mr. Moore went through his local match document to outline the potential impacts on the capital budget (none). If GMT is awarded the grant, we would



need a capital budget amendment. The grant application is due the day before the board meeting, Mr. Moore is seeking guidance from Strategy whether we proceed with the application.

### **Standard Operating Procedures (SOP)**

Mr. Moore reviewed a new format of documenting procedures with drivers in an effort to communicate more effectively and consistently with all drivers and work groups (outside Burlington). Mr. Moore reviewed an example of a new SOP concerning the use of the time clock, and discussed how and where drivers can access this type of information moving forward. Commissioner Waninger inquired about where this information will be kept moving forward; how will drivers access it? Mr. Moore responded by saying that all operators have an operations manual where much of this information will go. Additionally, there is a binder located in every break room which contains all of the SOPs. Mr. Moore also stated that it will be the responsibility of the Operations Manager to update the binders and operation manuals with any and all new SOPs. Commissioner Sparrow suggested adding a table of contents as well as a revision history so drivers can more easily find newly updated procedures.

### **Swiftly Pilot Project**

Mr. Moore gave an update on Swiftly, stating that GMT will essentially conduct a pilot program with Swiftly to help produce more accurate information on the Transit app concerning buses en route. The goal is to manually assign buses that regularly travel the same route on order to clarify information transmitting to passengers. Tablets would be installed on a number of buses in the urban system. Roll-out for the pilot is projected for April 1, 2020.

### **Microtransit Discussion**

Mr. Moore gave a brief update concerning microtransit. Mr. Moore stated that he will be participating in the Microtransit Advisory Committee to implement this system in Montpelier. Instead of a scheduled fixed route service, there will be an on-demand zone with a technology solution allowing passengers to request a vehicle on-demand. Mr. Moore explained that it will be a ridesharing service delivery model using public transit funding and not public transit vehicles. Mr. Moore said that GMT would like to be the service provider for microtransit and hopes to have more information to present to the Board next week.

### **Next Meeting Date**

Monday, April 13 at 10:00AM

### **Adjourn**

Commissioner Chittenden made a motion to adjourn, Commissioner Waninger seconded. All were in favor and the meeting adjourned at 11:00AM.