

AGENDA
Green Mountain Transit Board of Commissioners
March 20th 2018, 7:30 a.m.
15 Industrial Pkwy, Burlington, VT 05401

The mission of GMT is to promote and operate safe, convenient, accessible, innovative, and sustainable public transportation services in northwest and central Vermont that reduce congestion and pollution, encourage transit oriented development, and enhance the quality of life for all.

- 7:30 a.m. 1. Open Meeting
- 7:31 a.m. 2. Adjustment of the Agenda
- 7:36 a.m. 3. Public Comment
- 7:40 a.m. 4. Consent Agenda*
- February 20th, 2018 Board Meeting Minutes (pages 3-7)
 - Check Register (pages 8-17)
 - Finance/Grants and Capital Projects Report (pages 18-27)
 - ADA and Broker Services Report (pages 28-29)
 - Maintenance Report (page 30)
 - Operations Report (page 31)
 - Planning Report (pages 32-46)
 - Marketing and Public Affairs Report (pages 47)
 - IT Support, Human Resources and Training Report (page 48)
 - Ridership Reports (pages 49-50)
- 7:35 a.m. 5. Employee Introductions
- 7:40 a.m. 6. NextGen Update
- 8:00 a.m. 7. Medicaid Discussion
- 8:20 a.m. 8. Employee Survey Follow-up
- 8:30 a.m. 9. Town Voting Day Results
- 8:50 a.m. 10. Audit RFP and Contract* (pages 51-60)

8:50 a.m. 11. GM & Committee reports

- *General Manager Update*
- *Finance Committee: Next scheduled meeting is April 10th @ 8:30 am.*
- *Leadership Committee: Next scheduled meeting is April 12th @ 9 am.*
- *Operations Committee: Next scheduled meeting is tentatively April 16th or May 7th.*
- *Strategy Committee: Next schedules meeting is April 9th @ 8:30 am.*
- *Commissioner Comments and Announcements*

9:05 a.m. 12. GM Evaluation* – Possible Executive Session

9:30 a.m. 13. Adjourn

Next GMT Board meeting date: April 17th, 2018 @ 7:30 am.

NOTES:

- * Indicates an action agenda item.
- Persons with disabilities who require assistance or special arrangements to participate in programs or activities are encouraged to contact John Robinson at 802-540-1746 at least 48 hours in advance so that proper arrangements can be made. Hearing disabled patrons can contact GMT through the Vermont Relay Service (711).
- Free transportation to and from GMT Board Meetings is available within the GMT service area. To make advance arrangements, please call GMT's Customer Service Representatives at 802-864-2282.
- Municipal Clerks: Please post this public meeting notice pursuant to Act 78 of the Acts of the 1979 Vermont Legislature. Thank you.

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 Waninger, 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 Lavalley, 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.

Chair 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.

Chair Kaynor 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 asterisk 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 Chair Kaynor 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 every steadying 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 Jeffersonville Town Meeting 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. Reddieu, 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,

Denis Barton, Secretary

Document Date	Vendor ID	Vendor Name	Document Number	Document Amount	
1/15/18	V1467	Charles Schwab	V1467 2018 0115	93,133.43	Employer Quarterly Match
1/29/18	V1467	Charles Schwab	V1467 2018 0129	14,904.16	Retirement
1/29/18	V265	ICMA	V265 2018 0129	1,497.55	Retirement
1/29/18	V266	IRS - EFTPS	V266 2018 0129	96,003.05	Federal Payroll Taxes
1/29/18	V364	Vermont Dept of Taxes	V364 2018 0129	11,396.69	Vermont Payroll Taxes
1/30/18	V545	Pitney Bowes - Leasing	09445	75.00	
2/2/18	V1423	Alling, Andrew	84146	51.24	
2/2/18	V1025	Alter, Charles	84147	311.77	Volunteer
2/2/18	V156	Anthony, Peter	84148	704.26	Volunteer
2/2/18	V1482	Cady, Duane	84149	49.06	
2/2/18	V1353	Coburn, John	84150	44.70	
2/2/18	V471	Constantine, Julia	84151	470.42	Volunteer
2/2/18	V1573	Fairbanks, Dori	84152	56.69	
2/2/18	V168	Fay, Carol	84153	61.96	
2/2/18	V1494	Hansen, Linda	84154	21.80	
2/2/18	V203	Ladd, Joyce	84155	80.14	
2/2/18	V1397	McGinnis, Devan	84156	578.94	Volunteer
2/2/18	V1594	McHugh, Daniel	84157	226.75	Volunteer
2/2/18	V181	Owen, Helen	84158	1,632.45	Volunteer
2/2/18	V1604	Pecor, Jessica	84159	30.52	
2/2/18	V853	Wilson, Thomas	84160	40.33	
2/2/18	V1566	Wisell, David	84161	70.32	
2/2/18	V944	Woodward, Patricia	84162	387.55	Volunteer
			84163	Void	printer problems
			84164	void	
			84165	Void	
			84166	Void	
			84167	Void	
			84168	Void	
2/2/18	V1487	Chamberlin, Justin	84169	64.46	
2/2/18	V117	Guyette, Howard	84170	667.47	FSA
2/2/18	V1285	Loyer, Chris	84171	41.42	
2/2/18	V100	Raymond, Kerry	84172	24.27	
2/2/18	V868	Town, Justin	84173	195.50	Shoe Reimbursement
2/2/18	V1296	Young, Matthew	84174	20.00	
2/2/18	V1541	Young, Robert	84175	305.20	Mileage Reimbursement
2/2/18	V656	Zhu, Michael	84176	100.00	Shoe Reimbursement

2/2/18	V257	Gillig Corp.	84177	472,626.00	Bus
2/2/18	V1558	Aella Consulting Group, Inc.	84178	2,547.55	Security Consulting
2/2/18	V217	Airgas USA, LLC	84179	73.80	
2/2/18	V415	Amazon	84180	1,126.58	10 It and Maintenace Invoices
2/2/18	V219	Aubuchon C/O Blue Tarp Financial, Inc.	84181	172.74	
2/2/18	V590	Barrett Trucking Co., Inc.	84182	384.02	
2/2/18	V223	Bond Auto Parts	84183	27.96	
2/2/18	V226	Burlington Public Works-Water	84184	283.14	
2/2/18	V228	C.I.D.E.R., Inc.	84185	2,162.18	E & D
2/2/18	V220	Class C Solutions Group	84186	456.73	
2/2/18	V239	Cummins Northeast LLC	84187	12,141.90	8 Part Invoices
2/2/18	V241	D & W Diesel, Inc.	84188	1,756.45	4 Part Invoices
2/2/18	V245	DRIVE	84189	42.00	
2/2/18	V250	Fisher Auto Parts	84190	439.59	
2/2/18	V394	Formula Ford Inc.	84191	8,996.33	1 Repair Invoice
2/2/18	V259	Grainger	84192	73.73	
2/2/18	V260	Green Mountain Kenworth, Inc.	84193	2,040.59	4 Part Invoices
2/2/18	V261	Green Mountain Power	84194	140.45	
2/2/18	V1266	Greenshades	84195	148.06	
2/2/18	V702	Lincoln National Life Insurance Company, The	84196	12,091.99	Insurance
2/2/18	V1191	Lucky's Trailer Sales Inc.	84197	350.06	
2/2/18	V278	Mohawk Mfg. & Supply Co.	84198	751.82	
2/2/18	V792	Myers Container Service Corp.	84199	119.66	
2/2/18	V284	New G.H. Berlin Oil Company	84200	2,092.09	1 Part Invoice
2/2/18	V863	P & P Septic Service, Inc	84201	3,818.75	2 Pumping
2/2/18	V290	Peterson Consulting, Inc.	84202	1,171.50	Shelter Consulting
2/2/18	V296	Rouse Tire Sales	84203	4,153.68	2 Tire Invoices
2/2/18	V297	Safety-Kleen Systems, Inc.	84204	266.03	
2/2/18	V298	Sanel Auto Parts Co.	84205	52.57	
2/2/18	V299	SB Collins, Inc.	84206	43,270.95	Fuel
2/2/18	V300	Seven Days	84207	1,166.50	Job Advertising
2/2/18	V686	Shearer Chevrolet	84208	65.79	

2/2/18	V308	Steadman Hill Consulting, Inc.	84209	655.74	
2/2/18	V312	Stowe, Town of	84210	1,580.66	Fuel
2/2/18	V718	Transit Resource Center	84211	3,600.00	New Bus Inspections
2/2/18	V1030	UniFirst Corporation	84212	317.47	
2/2/18	V315	United Parcel Service	84213	83.29	
2/2/18	V391	Verizon Wireless	84214	7,135.72	Tablets for Vol. Drivers
2/2/18	V352	Wiemann-Lamphere Architects Inc.	84215	3,261.32	A & E Berlin
2/2/18	V796	Yipes Auto Accessories	84216	253.00	
2/2/18	V257	Gillig Corp.	84217	3,575.45	5 Part Invoices
2/2/18	V153	Alburgh Taxi	EFT000000012877	1,883.80	Volunteer
2/2/18	V974	Baker, Kristina	EFT000000012878	210.41	Volunteer
2/2/18	V55	Boudreau, James	EFT000000012879	756.64	Volunteer
2/2/18	V1007	Bova, Wendy	EFT000000012880	580.47	Volunteer
2/2/18	V1150	Bruley SR, Mark	EFT000000012881	1,150.10	Volunteer
2/2/18	V548	Burnor, David	EFT000000012882	564.15	Volunteer
2/2/18	V1291	Callan, Linda	EFT000000012883	450.28	Volunteer
2/2/18	V1575	Dudley, Myron	EFT000000012884	236.04	Volunteer
2/2/18	V60	Farr, Delores	EFT000000012885	764.75	Volunteer
2/2/18	V1586	Gross, Robert	EFT000000012886	378.80	Volunteer
2/2/18	V1117	Hall, John	EFT000000012887	402.26	Volunteer
2/2/18	V170	Hertz, Kenneth	EFT000000012888	483.48	Volunteer
2/2/18	V67	Jewett, Sheryl	EFT000000012889	140.65	Volunteer
2/2/18	V174	Langlois, Paulette	EFT000000012890	570.07	Volunteer
2/2/18	V1420	Lawyer, Ronald	EFT000000012891	278.57	Volunteer
2/2/18	V70	LeClair, Raymond	EFT000000012892	341.22	Volunteer
2/2/18	V71	Lightholder, Stephen	EFT000000012893	311.23	Volunteer
2/2/18	V74	Markham, Laurel	EFT000000012894	481.30	Volunteer
2/2/18	V75	Martin, Ronald	EFT000000012895	647.55	Volunteer
2/2/18	V1440	Menard, Leighanne	EFT000000012896	310.14	Volunteer
2/2/18	V1018	Metivier, Shelli	EFT000000012897	719.40	Volunteer
2/2/18	V1570	Murphy Sandra	EFT000000012898	210.38	Volunteer
2/2/18	V82	Parah, Donna	EFT000000012899	304.70	Volunteer
2/2/18	V83	Parah, Maurice	EFT000000012900	887.35	Volunteer
2/2/18	V86	Pike, Gail	EFT000000012901	870.99	Volunteer
2/2/18	V89	Sayers, Gail	EFT000000012902	885.20	Volunteer
2/2/18	V1236	Sayers, James	EFT000000012903	510.82	Volunteer
2/2/18	V93	Timm, Marta	EFT000000012904	731.48	Volunteer
2/2/18	V522	Turcotte, S Jeanette	EFT000000012905	93.75	

2/2/18	V97	Yandow, Dennis	EFT000000012906	396.28	Volunteer
2/2/18	V11	Asper, Sheryl	EFT000000012907	319.04	FSA
2/2/18	V14	Bruce, Judith	EFT000000012908	39.80	
2/2/18	V25	Frechette, Normand	EFT000000012909	30.00	
2/2/18	V1185	Gibson, Andrew	EFT000000012910	989.94	FSA
2/2/18	V29	Hirsch, Alain	EFT000000012911	70.00	
2/2/18	V49	Lyford, Frank	EFT000000012912	250.00	FSA
2/2/18	V35	McDonald, Pam	EFT000000012913	30.00	
2/2/18	V38	Moore, Jon	EFT000000012914	469.20	Mileage And Dcap
2/2/18	V747	Nassau II, Jason	EFT000000012915	195.45	FSA
2/2/18	V814	Nelle, Jordan	EFT000000012916	204.69	FSA
2/2/18	V141	Riley, Shawn	EFT000000012917	25.00	
2/2/18	V486	Scholten, Sara	EFT000000012918	79.99	
2/2/18	V39	Sweeney, Cecil	EFT000000012919	76.97	
2/2/18	V1446	M T Wallets, LLC	EFT000000012920	2,700.00	Lease
2/2/18	V303	SSTA	EFT000000012921	52,642.85	E & D , Tilley Drive Invoices
			84218	Void	
			84219	void	
2/8/18	V279	ABC Bus Companies-Muncie	84220	2,802.09	5 Part Invoices
2/8/18	V727	Addison County Transit Resources	84221	591.25	
2/8/18	V217	Airgas USA, LLC	84222	116.88	
2/8/18	V384	American General Life Insurance Company	84223	675.00	
2/8/18	V214	AT&T Mobility	84224	151.71	
2/8/18	V590	Barrett Trucking Co., Inc.	84225	199.40	
2/8/18	V248	Bay State Elevator Company	84226	449.79	
2/8/18	V1571	Bloomfire, Inc.	84227	450.00	
2/8/18	V1481	Blue Flame Gas	84228	1,302.12	1 Propane bill
2/8/18	V223	Bond Auto Parts	84229	1,073.74	5 Part Invoices
2/8/18	V226	Burlington Public Works-Water	84230	1,788.59	2 Water Sewer Bills
2/8/18	V1369	Capitol City Auto Mart Inc dba	84231	262.45	
2/8/18	V231	Casella Waste Mgt., Inc.	84232	43,744.00	Soil Removal
2/8/18	V1038	Central Vermont Economic Development Corp	84233	100.00	
2/8/18	V851	Champlain Medical	84234	200.00	
2/8/18	V293	Charlebois, R.R Inc.	84235	875.00	
2/8/18	V235	Clark's Truck Center	84236	634.00	
2/8/18	V220	Class C Solutions Group	84237	472.14	

2/8/18	V374	Clear Choice Auto Glass, A	84238	415.00	
2/8/18	V600	Cody Chevrolet	84239	1,199.98	4 Part Invoices
2/8/18	V236	Colonial Supplemental Insurance	84240	34.95	
2/8/18	V928	Conway Office Solutions	84241	1,772.26	3 Office Supply Invoice
2/8/18	V239	Cummins Northeast LLC	84242	449.28	
2/8/18	V163	D & M Petroleum, Inc.	84243	209.84	
2/8/18	V250	Fisher Auto Parts	84244	2,330.95	23 Part Invoices
2/8/18	V252	FleetPride, Inc	84245	1,415.39	2 Part Invoices
2/8/18	V253	FleetWave Partners, LLP	84246	3,168.00	3 Radio Invoices
2/8/18	V799	Gauthier Trucking Company, Inc.	84247	297.96	
2/8/18	V259	Grainger	84248	716.61	
2/8/18	V260	Green Mountain Kenworth, Inc.	84249	4,827.09	8 Part Invoices
2/8/18	V446	Janek Corporation, The	84250	75.00	
2/8/18	V328	Kirk's Automotive Inc.	84251	1,529.94	2 Part Invoices
2/8/18	V197	KnowledgeWave Training	84252	1,290.00	Training
2/8/18	V826	LaRoche Towing & Recovery	84253	350.00	
2/8/18	V1509	Lawson Products, Inc	84254	484.53	
2/8/18	V267	Lincoln Financial Group	84255	10.21	
2/8/18	V273	MCI	84256	2,696.80	3 Part Invoices
2/8/18	V274	McMaster-Carr	84257	29.90	
2/8/18	V283	Neopart LLC	84258	927.98	
2/8/18	V996	New England Air Systems	84259	18,640.00	Heating System
2/8/18	V611	Northwestern Occupational Health	84260	115.00	
2/8/18	V1484	Parsons Environment & Infrastructure Group Inc.	84261	35.36	
2/8/18	V993	Paws Trucking, LLC	84262	350.00	
2/8/18	V291	Prevost Parts	84263	121.67	
2/8/18	V492	R&J Trucking	84264	880.00	
2/8/18	V295	Ribbon Recyclers	84265	435.60	
2/8/18	V296	Rouse Tire Sales	84266	581.60	
2/8/18	V297	Safety-Kleen Systems, Inc.	84267	187.71	
2/8/18	V686	Shearer Chevrolet	84268	334.32	
2/8/18	V301	Sovernet	84269	1,110.13	It Invoice
2/8/18	V302	Sports & Fitness Edge Inc.	84270	957.50	
2/8/18	V308	Steadman Hill Consulting, Inc.	84271	21,279.86	Consulting
2/8/18	V311	Teamsters Local 597	84272	8,597.00	Union Dues
2/8/18	V977	TransitTalent.com LLC	84273	135.00	
2/8/18	V1030	UniFirst Corporation	84274	513.42	

2/8/18	V315	United Parcel Service	84275	110.93	
2/8/18	V334	Vanasse Hangen Brustlin, Inc.	84276	4,480.52	Professional Service
2/8/18	V876	Vehicle Maintenance Program, Inc.	84277	2,471.73	7 Part Invoices
2/8/18	V391	Verizon Wireless	84278	498.60	
2/8/18	V410	Vermont Gas Systems, Inc.	84279	914.68	
2/8/18	V385	Vermont Offender Work Program	84280	810.00	
2/8/18	V336	W.B Mason Co., Inc.	84281	798.92	
2/8/18	V352	Wiemann-Lamphere Architects Inc.	84282	4,375.00	Consulting
2/8/18	V796	Yipes Auto Accessories	84283	43.95	
2/8/18	V257	Gillig Corp.	84284	1,006.10	4 Part Invoices
2/9/18	V303	SSTA	EFT000000012922	42,256.91	E And D
2/9/18	V10	Office of child support	Eft000000012923	746.44	
2/12/18	V1609	Century House Hotel, LLC, The	84285	4,311.74	Training RBO
2/12/18	V1467	Charles Schwab	V1467 2018 0209	16,341.58	Retirement
2/12/18	V265	ICMA	V265 2018 0209	1,477.79	Retirement
2/12/18	V266	IRS - EFTPS	V266 2018 0209	84,654.89	Federal Payroll Taxes
2/12/18	V364	Vermont Dept of Taxes	V364 2018 0209	10,844.82	State Payroll Taxes
2/14/18	V257	Gillig Corp.	84287	4,716,282.00	10 New Buses
2/16/18	V1004	Marcu, Daniel	84288	100.00	Shoe Reimbursement
2/16/18	V1606	Massey, Brian	84289	27.54	
2/16/18	V1608	Mustafic, Nusret	84290	100.00	Shoe Reimbursement
2/16/18	V367	Siebenaler, Sherry	84291	76.95	
2/16/18	V906	Wright, Eugene	84292	50.00	
2/16/18	V1541	Young, Robert	84293	206.39	Mileage & Meal Reimbursement
2/16/18	V1025	Alter, Charles	84294	322.05	Volunteer
2/16/18	V1480	Andrews-Ford, Sheri	84295	164.62	Volunteer
2/16/18	V156	Anthony, Peter	84296	554.34	Volunteer
2/16/18	V1099	Barnett, Wendy	84297	245.52	Volunteer
2/16/18	V1607	Berry, Steve	84298	644.86	Volunteer
2/16/18	V1482	Cady, Duane	84299	31.62	
2/16/18	V1353	Coburn, John	84300	44.70	
2/16/18	V471	Constantine, Julia	84301	391.40	Volunteer
2/16/18	V1450	English, Leslie	84302	93.74	
2/16/18	V1573	Fairbanks, Dori	84303	141.20	Volunteer
2/16/18	V168	Fay, Carol	84304	107.93	Volunteer
2/16/18	V1516	Gagnon, Chaz	84305	213.48	Volunteer
2/16/18	V203	Ladd, Joyce	84306	40.34	
2/16/18	V1397	McGinnis, Devan	84307	246.40	Volunteer
2/16/18	V1594	McHugh, Daniel	84308	79.05	
2/16/18	V181	Owen, Helen	84309	1,648.26	Volunteer
2/16/18	V1138	Pease, Charles	84310	205.92	Volunteer
2/16/18	V1604	Pecor, Jessica	84311	37.61	
2/16/18	V1588	Provost, Meaghan	84312	41.40	
2/16/18	V1324	Wales, David	84313	30.52	
2/16/18	V1595	Waller, Marlys	84314	146.09	Volunteer

2/16/18	V1549	Ware, Michael	84315	127.34	Volunteer
2/16/18	V962	Williams, Kenneth	84316	48.96	
2/16/18	V853	Wilson, Thomas	84317	63.24	
2/16/18	V944	Woodward, Patricia	84318	408.25	Volunteer
2/16/18	V1563	Young, Louis	84319	76.32	
2/16/18	V279	ABC Bus Companies-Muncie	84320	894.83	
2/16/18	V316	Able Paint, Glass & Flooring Co.	84321	1,019.00	Glass Replacement
2/16/18	V1248	Abolox LLC	84322	326.10	
2/16/18	V1305	Allegiant Care	84323	213,611.50	Insurance
2/16/18	V218	Atlantic Detroit Diesel - Allison LLC	84324	3,033.24	3 Part Invoices
2/16/18	V1334	Background Investigation Bureau, LLC	84325	115.00	
2/16/18	V1481	Blue Flame Gas	84326	8.34	
2/16/18	V223	Bond Auto Parts	84327	455.90	
2/16/18	V785	Bridge Community Media, Inc.	84328	139.00	
2/16/18	V227	Burlington Telecom	84329	2,057.73	IT Bill
2/16/18	V293	Charlebois, R.R Inc.	84330	1,065.00	2 Tow Invoices
2/16/18	V235	Clark's Truck Center	84331	4,271.43	7 Part Invoices
2/16/18	V220	Class C Solutions Group	84332	1,612.25	3 Part Invoices
2/16/18	V1240	ClearChoiceMD	84333	380.00	
2/16/18	V238	Crystal Rock Bottled Water	84334	68.02	
2/16/18	V239	Cummins Northeast LLC	84335	7,933.60	6 Part Invoices
2/16/18	V241	D & W Diesel, Inc.	84336	7,076.67	4 Part Invoices
2/16/18	V417	Dion Security, Inc.	84337	86.65	
2/16/18	V403	Firetech Sprinkler Corp.	84338	226.11	
2/16/18	V250	Fisher Auto Parts	84339	7.60	
2/16/18	V256	Genfare	84340	2,385.69	2 Bus Ticket Invoices
2/16/18	V257	Gillig Corp.	84341	3,646.05	7 Part Invoices
2/16/18	V261	Green Mountain Power	84342	1,619.10	1 Electric Bill
2/16/18	V262	Hall Communication, Inc.	84343	2,028.00	Job Ad
2/16/18	V264	IBF Solutions, Inc.	84344	865.09	
2/16/18	V1204	Interstate Batteries	84345	227.44	
2/16/18	V328	Kirk's Automotive Inc.	84346	164.97	
2/16/18	V473	Limoge & Sons Garage Doors, Inc.	84347	205.95	
2/16/18	V268	Loomis	84348	219.59	
2/16/18	V270	Lowe's	84349	873.28	
2/16/18	V1455	Mag & Sons Clothing	84350	259.20	
2/16/18	V273	MCI	84351	2,744.65	4 Part Invoices
2/16/18	V278	Mohawk Mfg. & Supply Co.	84352	1,605.24	1 Part Invoice
2/16/18	V950	Northern ToyotaLift	84353	73.48	
2/16/18	V1379	Paw Prints Press Inc.	84354	175.79	

2/16/18	V291	Prevost Parts	84355	196.03	
2/16/18	V465	Queen City Printers, Ins.	84356	898.00	
2/16/18	V295	Ribbon Recyclers	84357	111.90	
2/16/18	V296	Rouse Tire Sales	84358	95.00	
2/16/18	V1251	RouteMatch Software, Inc.	84359	15,166.50	2 Software Invoices
2/16/18	V854	S2Technology	84360	253.75	
2/16/18	V299	SB Collins, Inc.	84361	19,509.56	Fuel
2/16/18	V300	Seven Days	84362	359.00	
2/16/18	V312	Stowe, Town of	84363	437.21	
2/16/18	V451	Stowe, Town of Electric Department	84364	320.49	
2/16/18	V309	Stride Creative Group	84365	704.00	
2/16/18	V186	Tech Group, The	84366	75.00	
2/16/18	V1030	UniFirst Corporation	84367	17.05	
2/16/18	V315	United Parcel Service	84368	76.86	
2/16/18	V876	Vehicle Maintenance Program, Inc.	84369	291.12	
2/16/18	V68	Vermont Agency of Transportation	84370	52,185.64	Grant Over Payment
2/16/18	V1459	Vermont Information Consortium LLC	84371	270.00	
2/16/18	V707	Westward Equipment Service	84372	378.00	
2/16/18	V251	Wex Fleet Universal	84373	29,133.04	Fuel
2/16/18	V395	Williston Publishing & Promotions	84374	275.00	
2/16/18	V796	Yipes Auto Accessories	84375	82.50	
2/16/18	V59	Armstrong, David	EFT000000012924	695.86	FSA Reimbursement
2/16/18	V19	Delphia, Pam	EFT000000012925	567.59	FSA Reimbursement
2/16/18	V29	Hirsch, Alain	EFT000000012926	51.94	
2/16/18	V35	McDonald, Pam	EFT000000012927	578.00	FSA Reimbursement
2/16/18	V38	Moore, Jon	EFT000000012928	212.31	DCAP AND FSA
2/16/18	V137	Plante, Karen	EFT000000012929	140.00	FSA Reimbursement
2/16/18	V153	Alburgh Taxi	EFT000000012930	1,860.80	Volunteer
2/16/18	V974	Baker, Kristina	EFT000000012931	139.54	Volunteer
2/16/18	V55	Boudreau, James	EFT000000012932	824.22	Volunteer
2/16/18	V1007	Bova, Wendy	EFT000000012933	575.08	Volunteer
2/16/18	V1150	Bruley SR, Mark	EFT000000012934	859.57	Volunteer
2/16/18	V548	Burnor, David	EFT000000012935	635.00	Volunteer
2/16/18	V1291	Callan, Linda	EFT000000012936	603.97	Volunteer
2/16/18	V1575	Dudley, Myron	EFT000000012937	163.52	Volunteer
2/16/18	V60	Farr, Delores	EFT000000012938	595.21	Volunteer
2/16/18	V1586	Gross, Robert	EFT000000012939	678.57	Volunteer
2/16/18	V1117	Hall, John	EFT000000012940	533.04	Volunteer
2/16/18	V170	Hertz, Kenneth	EFT000000012941	271.45	Volunteer
2/16/18	V67	Jewett, Sheryl	EFT000000012942	148.24	Volunteer
2/16/18	V174	Langlois, Paulette	EFT000000012943	447.99	Volunteer
2/16/18	V1420	Lawyer, Ronald	EFT000000012944	285.10	Volunteer
2/16/18	V70	LeClair, Raymond	EFT000000012945	374.49	Volunteer
2/16/18	V71	Lightholder, Stephen	EFT000000012946	140.09	Volunteer
2/16/18	V74	Markham, Laurel	EFT000000012947	486.20	Volunteer

2/16/18	V75	Martin, Ronald	EFT000000012948	537.49	Volunteer
2/16/18	V1440	Menard, Leighanne	EFT000000012949	228.95	Volunteer
2/16/18	V1018	Metivier, Shelli	EFT000000012950	719.40	Volunteer
2/16/18	V1570	Murphy Sandra	EFT000000012951	225.09	Volunteer
2/16/18	V82	Parah, Donna	EFT000000012952	475.85	Volunteer
2/16/18	V83	Parah, Maurice	EFT000000012953	1,055.77	Volunteer
2/16/18	V86	Pike, Gail	EFT000000012954	843.21	Volunteer
2/16/18	V1605	Rinaldi, Michelle	EFT000000012955	12.00	
2/16/18	V691	Rogers, Robert	EFT000000012956	55.08	
2/16/18	V89	Sayers, Gail	EFT000000012957	722.22	Volunteer
2/16/18	V1236	Sayers, James	EFT000000012958	128.13	Volunteer
2/16/18	V1523	Smith, Erika	EFT000000012959	146.54	Volunteer
2/16/18	V93	Timm, Marta	EFT000000012960	935.35	Volunteer
2/16/18	V522	Turcotte, S Jeanette	EFT000000012961	98.10	
2/16/18	V97	Yandow, Dennis	EFT000000012962	435.53	Volunteer
2/16/18	V303	SSTA	EFT000000012963	94,483.23	ADA
2/16/18	V303	SSTA	EFT000000012964	35,905.50	E & D Tilley Drive
2/23/18	V158	Action Towing Service	84376	1,050.00	2 Tow Bills
2/23/18	V1558	Aella Consulting Group, Inc.	84377	2,100.00	Security Consulting
2/23/18	V742	AHC Corp	84378	1,628.72	Repaired Shop lift
2/23/18	V415	Amazon	84379	1,138.11	IT and Office supplies 10 Invoices
2/23/18	V590	Barrett Trucking Co., Inc.	84380	403.01	
2/23/18	V1481	Blue Flame Gas	84381	6,070.43	4 Propane Invoices
2/23/18	V1610	Bolduc Auto Salvage, Inc.	84382	800.00	
2/23/18	V223	Bond Auto Parts	84383	4.29	
2/23/18	V225	Burlington Electric Department	84384	1,738.45	1 Electric Bill
2/23/18	V362	Burlington Free Press	84385	32.87	
2/23/18	V228	C.I.D.E.R., Inc.	84386	18,825.65	E & D Medicaid transport
2/23/18	V231	Casella Waste Mgt., Inc.	84387	15,570.30	Soil Removal
2/23/18	V293	Charlebois, R.R Inc.	84388	315.00	
2/23/18	V235	Clark's Truck Center	84389	2,212.01	2 Part Invoices
2/23/18	V220	Class C Solutions Group	84390	520.72	
2/23/18	V1357	CleanPro, Inc	84391	599.46	
2/23/18	V600	Cody Chevrolet	84392	10,396.58	11 Part Invoices
2/23/18	V1612	Control Technologies, Inc.	84393	660.00	
2/23/18	V238	Crystal Rock Bottled Water	84394	140.00	
2/23/18	V239	Cummins Northeast LLC	84395	2,342.74	2 Part Invoices
2/23/18	V240	D & M Fire and Safety Equipment	84396	498.00	
2/23/18	V250	Fisher Auto Parts	84397	2,256.53	26 Part Invoices
2/23/18	V252	FleetPride, Inc	84398	1,522.29	1 Part Invoice
2/23/18	V256	Genfare	84399	2,722.50	Bus Tickets
2/23/18	V257	Gillig Corp.	84400	4,398.62	5 Part Invoices
2/23/18	V259	Grainger	84401	134.73	

2/23/18	V260	Green Mountain Kenworth, Inc.	84402	129.60	
2/23/18	V261	Green Mountain Power	84403	423.00	
2/23/18	V263	Heritage Ford	84404	168.00	
2/23/18	V1509	Lawson Products, Inc	84405	972.14	
2/23/18	V1191	Lucky's Trailer Sales Inc.	84406	48.92	
2/23/18	V427	Lynn Publications	84407	187.16	
2/23/18	V278	Mohawk Mfg. & Supply Co.	84408	1,039.99	2 Part Invoices
2/23/18	V996	New England Air Systems	84409	3,028.51	2 Repair Invoices
2/23/18	V284	New G.H. Berlin Oil Company	84410	1,162.37	1 Part Invoice
2/23/18	V863	P & P Septic Service, Inc	84411	360.00	
2/23/18	V289	People's United Businesscard Services	84412	4,475.76	5 Credit Cards
2/23/18	V545	Pitney Bowes - Leasing	84413	126.27	
2/23/18	V976	PrintTech	84414	985.76	
2/23/18	V296	Rouse Tire Sales	84415	1,381.36	2 Tire Invoices
2/23/18	V297	Safety-Kleen Systems, Inc.	84416	155.57	
2/23/18	V298	Sanel Auto Parts Co.	84417	58.10	
2/23/18	V299	SB Collins, Inc.	84418	40,062.06	6 Fuel Invoices
2/23/18	V300	Seven Days	84419	359.00	
2/23/18	V686	Shearer Chevrolet	84420	3,008.94	2 Part Invoices
2/23/18	V1560	State Industrial Products Corporation	84421	117.70	
2/23/18	V1030	UniFirst Corporation	84422	821.05	
2/23/18	V391	Verizon Wireless	84423	1,017.25	IT Bill SSTA
2/23/18	V410	Vermont Gas Systems, Inc.	84424	8,929.01	6 Gas Invoices
2/23/18	V336	W.B Mason Co., Inc.	84425	605.23	
2/23/18	V352	Wiemann-Lamphere Architects Inc.	84426	4,263.46	Consulting Architect and Design
2/23/18	V395	Williston Publishing & Promotions	84427	390.00	
2/23/18	V1446	M T Wallets, LLC	EFT000000012965	2,700.00	Lease
2/23/18	V10	Vermont Office of Child Support	EFT000000012966	746.44	

To: GMT Board of Commissioners

From: Michelle Daley, Director of Finance
Jordan Nelle, Controller
Kim Wall, Grants Manager
Matt Kimball, Capital Projects Manager



Date: March 14, 2018

RE: Finance/Grants/Capital Projects

The finance department is in a slow period currently. With all of the year end reporting requirements issued, it has been business as normal for us. We have been fielding employee questions and making changes, as requested by employees, to tax withholdings which is typical this time of year. As always, the finance department has been assisting the grant department in their needs as they prepare for their reviews, discussed in more detail below.

The finance and grants department along with Paul Bohne, Treasurer of the Finance Committee, evaluated the bids for the Audit RFP and have recommended to the Finance Committee that we award the bid to RHR Smith & Company based on unanimous results of the evaluation. The results of this RFP and the recommendation are detailed in a memo included in this board packet. The Finance Committee approved recommendation to the full board at their meeting on Tuesday, March 13, 2018.

Karen Plante, our Payroll Administrator, will be attending a meeting of the Green Mountain Payroll Association this week. Karen has been a member of this association for several years and has volunteered for a two year position as Meeting Coordinator. We wanted to take the opportunity to commend Karen for her involvement in this association as it is a valuable learning tool and her take-aways from these meetings are seen as valuable information for the finance department and often our understanding of laws that effect both payroll and human resources.

The Vermont Agency of Transportation (VTrans) sent us the rural management review information request. This is a 3-year review conducted by the State that mirrors the triennial review process. The documents are due on March 30, 2018 with the on-site review in May. Grant staff has also been responding to follow-up requests for information from the triennial reviewers regarding the Authorities DBE program. We expect there will be more follow-up questions before the on-site review in July.

VTrans has sent us the timeline for the FY19 State grants. If all goes according to this time line applications will be published and available for completion on March 16, 2018. Applications are due by April 27, 2018 to VTRANS with funding awards announced by May 28, 2018. The FY18 federal certifications and assurances have been published. They need to be reviewed and approved by our lawyers and then Mark will PIN them in TrAMS (the federal grant management website). The FY18 federal funding has not yet been announced by the FTA so we cannot apply for FY18 5307. A \$500,000 portion of the FY18 federal transfer grant from VTrans for preventative maintenance is available. Grant staff is working on completing the grant for this funding.

We have submitted GMT's FY19 indirect cost rate calculation for approval, which has been calculated as 9.15%. For comparison, our approved indirect cost rate for FY18 is 9.865% and in FY17 the rate was 9.55%.

Attached are the January 31, 2018 financials for your review. The total reconciled balance of the operating cash balance for the month ended January 31, 2018 is \$3,000,519. For comparison, the balance at December 31, 2017 was \$1,497,162. We use a spreadsheet to

allocate receipts and expenditures of cash as either Urban or Rural. By reviewing this spreadsheet, it was clear that a large portion of this cash balance is directly attributable to several drawdowns of our Federal Funds as well as deposits from the State of Vermont for grant funding in January. The Urban operations are often operating with a negative cash balance due to the reimbursement basis of the grant funding. Because the rural side receives the majority of its funding up front we are able to leverage that funding to keep our urban operations moving without the need for a grant anticipation note. The reconciled cash balance at the end of January represents the net of a positive cash balance of \$3,402,279 on the Rural side and a negative \$401,760 on the urban side. Large inflows and outflows of cash occur every month and the Urban side typically fluctuates between positive and negative more than once each month as funds are requested and paid out.

The aged trade Accounts Receivable balance for January 31, 2018 was \$6,435,273. This balance is broken out as \$6,042,227 attributable to the Urban Program and \$393,046 attributable to the Rural Program. For comparison, the aged trade Accounts Receivable balance on December 31, 2017 was \$6,605,556. The large balance for the Urban receivable is directly attributable to the amount receivable from VTrans for the Gillig buses (paid as of the date of this memo). The combined aging details are as follows:

	Current Month	As of 12/31/17
Current	\$2,039,864	6,545,305
30-60 Days	4,366,943	23,658
61-90 Days	7,772	16,230
91 and Over	20,694	20,363

As of the date of this memo, we have collected 35.93% in subsequent payments on the aged receivables in the 61 days and over categories. Balances remaining in those categories, after taking these payments into consideration, are as follows:

Villa Rehab*	3,234.17	}	Total due as of the date of this memo \$18,238.38
VTrans	15,004.21		

**Villa Rehab is a facility in St. Albans that has had some financial difficulties, we have been in touch with the Executive Director and assured that they will pay this balance in full, it will take them some time as they reorganize their business model. We have been receiving small payments periodically. The last payment was on 2/26/2018 in the amount of \$2,194.*

As we review the revenues and expenses for the month ended January 31, 2018, we use a benchmark to determine how well we are following our budget. We calculate this benchmark as the percentage of the budget that we'd expect to be earned/spent if all revenues and expenses were spent/earned equally over twelve months. Therefore we would expect to see budgets at 58.34% for the Fiscal Year to date January 31, 2018.

The Federal, State and Local Revenues for the Urban system are tracking within the budgeted revenues. Other State grants for the Urban system appear low because GMT hadn't executed the grant with the State until mid-December and therefore had not had a chance to bill for FY18 prior to the date of execution. We are currently in the process of preparing this billing now that the books are closed through December 31, 2017 and we expect to see this number come in line with the benchmark shortly. The Urban operating budget is adjusted at the end of each month to reflect a net of zero, which is due to our Federal Urban Formula Grant (5307) which, at best allows us to breakeven. This is the only other grant revenue for the Urban system that is outside the expected benchmark, but due to the nature of the grant, that is not unexpected.

The Rural operating budget does not have a similar grant to break even, and since the Rural grants are prepaid, each month we recognize the revenue as it is earned based on the earnings percentages from the previous year, "catching up" when the actual billing is reported. The trend for Rural grants has typically been lower earnings at the beginning of the fiscal year, with higher earnings in the winter months, which is perfectly aligned with what these statements are reflecting. We expect these revenues to come in line with the benchmark the closer we get to the end of the fiscal year.

The Rural system is currently showing deficit spending of approximately \$383K. Approximately a fourth (1/4) of this deficit spending is due to the fact that the Medicaid program is losing money. In the first six months of the year it is estimated that this program has lost approximately \$85K. VPTA is working with the DVHA (Dept of VT Health Access) to show the cost of Medicaid transportation is not being met by the current reimbursement model. Mark and VPTA are optimistic that DVHA will grant a rate increase for the state to help fill the deficit in the program. The remaining amount of \$298K, is from our other rural transportation programs. In December we did a projection of program spending for 5311 Operating and CMAQ and we are targeting a year end deficit in the amount of \$188K by year end. In our current budget we projected a shortfall (usage of fund balance reserves) in the amount of \$149K. Staff has been working with VTrans on a mid-year grant amendment, however the only changes are related to E&D and capital. We expect to have that mid-year amendment soon to review and execute.

The Urban system is not showing a deficit, however the Federal Formula Grant is projecting at this time of year to be drawn down to 75% of the projected grant. At this time of year, we typically see this well below the benchmark for the month of 58%.

For both the rural and urban systems we know that the maintenance department is struggling to keep the vehicles running. With the influx of the 12 new vehicles in the urban system we are hoping to see the stress on the fleet decrease some in the next few months. However, the same cannot be said for the Rural system. Based on the current age of the fleet averaging at 92% of its useful life, it is fair to say we are barely keeping our head above water to make pullout. We should've replaced 10 cutaways in FY18, with an additional 9 in FY19, unfortunately the funding at the state was not available so we are faced with a serious crisis with our aging fleet.

Areas of note for the Operating Revenues include:

- Fares are trending slightly below the benchmark in both the Urban and Rural System. Rural fares will likely come in way under the budget this year, as will the urban system. With the 12 new buses going into service, we experienced some hiccups with the new fareboxes. The new fareboxes in the new busses were not able to read our fare media and therefore operated fare free for a number of days in December. The fareboxes were not fully functioning until the beginning of February. It has also been noted that there are several nonfunctioning fareboxes in the Rural system and fares are frequently not collected as a result of this.
- Advertising – It is not expected that Advertising revenue will meet budget projections and will therefore fall way short this year. The Marketing Department is working on a mailer and some hand out information to give out at mixers, as well as expanding advertising opportunities to include spaces at the DTC to bolster more interest.
- Planning Revenue – For the Rural system this revenue is exceeding the budget by \$8,000. We learned after the budget was approved that we'd received funds from the Central VT Regional Planning Commission (CVRPC) for our Customer Service Survey that we were not anticipating at the time of the budget.

- Interest, miscellaneous & Sales of Equipment revenue – These are all trending below the benchmark for the Urban system. This is due to timing issues and the unpredictability of these types of revenues. The high balance on the sale of equipment for the rural system is due to insurance proceeds on Bus 366 which was totaled in a winter weather accident.
- Warranty Revenue is well exceeding its budget. This is due to losses sustained on Bus #282 and the insurance proceeds received to cover the warranty work.

For the operating expenses, most of the variances are timing issues since many expenses are not evenly spent throughout the year. While we recognize that there are several variances from the benchmark of 58.34% in the expense categories of the attached report, our focus for explanations below will be those of note, rather than those solely due to timing:

- Employee Development – These expenses appear to be over the benchmark for the Urban system and below the benchmark for the Rural system, however over all they are in line with the benchmark. We have a reimbursement grant for Rural training expenses that we have not yet billed for FY17. Due to the nature of our operations several of our administrative employees who are deemed to be Urban for our cost allocation plan also work on Rural tasks. After all true Rural employees are billed to this grant, we can also charge off training expenses for those administrative employees who also work on Rural aspects of the system. These expenses are coded to Urban and then reconciled as billing progresses, so we tend to look at this number as a whole when measuring it against the benchmark.
- Admin Supplies and Expenses – This is high for the Urban system due to purchases of ergonomic office equipment for several staff members. We are working with the manager in charge of this budget to re-code the ergonomic furniture to the capital line item, as of the date of this memo no adjustments have been made.
- Recruiting Expenses – This is low for the Urban system and slightly high for the Rural system. Urban drivers are fully staffed currently so our recruiting needs have been low. For the Rural system we actively recruited for the Mountain season during October and into November. Now that the season is nearing an end, we are starting to see this expense align more closely with the budget forecast.
- Dues and Subscriptions – While these are timing issues we wanted to draw attention to them as the variances from the benchmark are so high. In the Urban system we generally incur the majority of the dues expense at the beginning of the fiscal year, including our annual APTA dues of \$20,304 which make up the vast majority of the budget. For the Rural system our dues are typically invoiced more heavily toward the end of the fiscal year, so we expect this expense to trend below the benchmark for the majority of the fiscal year.
- Travel and Meetings, Computer Services Expense and Legal Fees – These are as needed expenses and due to the nature of them they are difficult to budget and anticipate spending throughout the fiscal year.
- Audit Fees – The final invoices for the audit of FY17 have been paid, In May, we will have about 3 days of preliminary testing work for the FY18 audit.
- Background Checks & DOT Testing – These expenses are tied to hiring, and with the seasonal hiring and the annual background checks needing to occur for the Medicaid contract, expenses are always higher in the beginning of the fiscal year.

- Drug & Alcohol Testing – Subsequent to setting the initial budget for this expense category we determined that there would be cost savings in joining the State of Vermont's Drug & Alcohol Program. Our drivers are now tested as part of the larger State Driver Pool and the State incurs the expense. We were the only Transit Agency in the State of Vermont that was funding our own Drug & Alcohol Program. The approved budget is adjusted to reflect this change.
- Employee Recruitment Program – This is a variable expense incurred as current employees recommend new employees who are hired and subsequently are retained for certain lengths of time. This has proven to be a valuable recruitment tool for GMT and difficult to predict.
- Driver's Uniforms – Large uniform orders are placed seasonally so this line is not expected to conform to monthly benchmarks.
- Other Planning Expenses and MPO Planning Expenses – These are high compared to their budgets due to the Comprehensive Service Analysis (CSA) discussed in the revenue section above. This project is carrying over from FY17 and is anticipated to be completed in FY18.
- Maintenance Expenses – In discussions with the Director of Maintenance our vehicle maintenance costs have been rising in recent years because of the inability to replace vehicles, especially in the rural area. We will be working closely with VTRANS for the FY19 grant application to ensure we receive replacement buses, until then we are having to manage our current fleet the best we can with what we have.
 - Parts Expense – These expenses are due to timing and need for parts, as well as mid-life engine overhauls required on aging buses. Since we have finally worked out our Capital grant award with the State and there are funds awarded to maintenance for parts invoices will begin to be coded to the capital line items until fully utilized.
- Marketing Expenses – many of these expenses are below the budget benchmark due to the focus of the marketing department at the end of FY17 and the beginning of FY18 being on our rebrand. We had capital funds set aside for the projects associated with the rebrand, so operating marketing expenses have not been the focus of their spending. These will come in line with the benchmark as new bus map & guides are issued and focus shifts to other marketing campaigns.
- Debt Service – This expense is complete for the year. We make a yearly payment on 7/1 for the 12 year capital lease. The FY18 payment is the fifth payment on this lease. This expense is a component of the Member Assessment formula.

The following is an update of the ongoing capital projects staff continue to work on:

☆ **Passenger Shelters:**

- **Urban:** Working with Town of Jericho staff to coordinate the construction of a new pad and installation of stored shelter on Route 15. Continuing to evaluate bus stops within the service area for the installation of shelters, benches, and bike racks during the spring and summer.
- **Rural:** Working with planning to identify potential locations for a shelter that is in storage. Also looking into solar lighting possibilities for existing shelters in the rural area.

☆ **Downtown Transit Center:**

- Continuing to coordinate with VHB to ensure that pile is properly maintained and that DEC is appraised of the soil status. Looking into alternatives to disposal for any soil that potentially would not be reused in the ramp project.
- A second power source has been installed in the IT room which will improve functionality of the space. Working with VT Electric to update breaker directories to capture any changes that have occurred since the facility opened.
- Continuing to look into ventilation possibilities in the IT closet to help regulate heat during warmer days. There is limited available wall space between the IT room, so finding a space for vents is difficult.
- Getting an updated design and quote from Enseicom to convert one of the glass shelters to covered bike storage.

☆ **Industrial Parkway Driveway Ramp:**

- Working with VHB to update ramp design with a reduced grade. Test pits are being dug to get a sense of how much ledge can be removed. Goal is to have the ramp design finalized within the next week so that the wastewater permit can be signed and submitted. Coordinating with staff and VHB to finalize site work designs to be incorporated into local permits. Working to have an IFB ready to be issued in April.

☆ **GMTA Facility Renovation:**

- Continuing to work with security design consultant and project architect to finalize the budget estimates. Working with the consultants to have this completed by the end of the month.

☆ **Decommissioning of Former Cherry Street Terminal:**

- No recent developments. Still planning to get someone secured to finish the prep work in early spring.

☆ **Facility Security Upgrades:**

- Working with the security design consultant to finalize the specification documents following design review that occurred with staff. A new IFB should be advertised before the end of the month.

☆ **Electric Bus Buy:**

- Continuing to work with staff and VEIC to finalize the electric bus specification and RFP. A completed draft was sent to VEIC for comment, and VEIC has since responded with feedback. Currently incorporating VEIC comments into specification to complete draft. Working with Maintenance to ensure that GMT build specs and requirements are incorporated as much as feasible while not conflicting with electric bus builds. Goal is to have an RFP ready for release in March.

Chittenden County Transportation Authority
Statement of Net Assets
As of 1/31/2018

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	As Of 2018	As Of 2017
ASSETS		
Current Assets:		
Cash and Investments	3,507,434.91	2,598,015.03
Receivables:		
Grant	1,316,767.98	3,123,034.70
Other	6,491,764.38	2,694,535.20
Deferred Cost Pool	(296,662.85)	(110,424.02)
Inventories	640,143.51	636,870.82
Prepaid Expenses	459,668.32	348,907.41
Total Current Assets	<u>12,119,116.25</u>	<u>9,290,939.14</u>
Noncurrent Assets:		
Land, Structures And		
Equipment - net of accumulated depreciation	<u>32,021,062.55</u>	<u>28,836,224.15</u>
TOTAL ASSETS	<u><u>44,140,178.80</u></u>	<u><u>38,127,163.29</u></u>
LIABILITIES AND FUND EQUITY		
Current Liabilities:		
Accounts Payable	5,857,953.07	1,302,785.53
Accrued Payroll Expenses	152,669.57	335,499.91
Other Accrued Expenses	51,623.01	42,843.02
Deferred Revenue	3,135,309.90	4,326,216.35
Total Current Liabilities	<u>9,197,555.55</u>	<u>6,007,344.81</u>
Long-Term Liabilities:		
Accrued Compensated Absences	<u>768,383.29</u>	<u>698,901.05</u>
Total Long-Term Liabilities	<u>768,383.29</u>	<u>698,901.05</u>
Total Liabilities	<u>9,965,938.84</u>	<u>6,706,245.86</u>
Fund Equity:		
Invested in capital assets, net of related debt	28,031,330.04	29,537,091.88
Restricted	1,547,481.95	1,484,414.58
Unrestricted	2,220,486.83	1,999,581.05
Current Year Change in Net Assets	2,374,941.14	(1,600,170.08)
Total Fund Equity	<u>34,174,239.96</u>	<u>31,420,917.43</u>
TOTAL LIABILITIES AND FUND EQUITY	<u><u>44,140,178.80</u></u>	<u><u>38,127,163.29</u></u>

Chittenden County Transportation Authority
and CCTA dba Green Mountain Transit
Urban Rural Budget Vs. Actuals
For the Seven Months Ending Wednesday, January 31, 2018

REVENUES

FEDERAL, STATE AND LOCAL REVENUE

Municipal Member Assessments
Municipal Paratransit Assessments
Local Operating Assistance
Federal Urban Formula Grant
Federal Rural Operating Grant
State Regular Subsidy Operating Grant
E&D Grants and Local Match
Other State Grants
Other Federal Grants
Fund Balance Reserves
Capital Reserve Revenue

Total Federal, State and Local Revenues

OPERATING REVENUE

Passenger Revenue
Paratransit Passenger Fares
Advertising Revenue
Planning Revenue
Interest Earnings
Miscellaneous Revenue
Sales Of Equipment
Medicaid Purchase Of Svc
Purchase of Service
Warranty Revenue

Operating Revenue

Total Revenue

EXPENSES

SALARIES AND WAGES

Other Wages
Driver/Operator Wages
Vehicle Repair Wages

Salaries and Wages

PERSONNEL TAXES AND BENEFITS

Payroll Taxes (FICA/MC)
Unemployment Tax Exp
Medical Insurance/HRA
Pension Plan Expenses
Employee Development
Other Employee Benefits

Personnel Taxes and Benefits

	Current Fiscal Year To Date			FY18 Adjusted Budget Approved Dec 2017			Budget Variance			Prior Year Actuals Total
	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	
1,329,834.80	0.00	\$1,329,834.80	2,279,715.00	0.00	\$2,279,715.00	58.33%	0.00%	0.00%	58.33%	2,182,179.99
366,279.62	0.00	366,279.62	627,908.00	0.00	627,908.00	58.33%	0.00%	0.00%	58.33%	691,231.00
48,445.88	230,972.16	279,418.04	78,050.00	421,725.00	499,775.00	62.07%	54.77%	54.77%	55.91%	469,209.40
2,036,024.61	0.00	2,036,024.61	2,706,098.00	0.00	2,706,098.00	75.24%	0.00%	0.00%	75.24%	2,298,273.00
0.00	649,000.00	649,000.00	0.00	1,180,000.00	1,180,000.00	0.00%	55.00%	55.00%	55.00%	1,220,850.57
1,421,940.00	495,000.00	1,916,940.00	2,437,612.00	900,000.00	3,337,612.00	58.33%	55.00%	55.00%	57.43%	3,237,179.00
0.00	636,705.09	636,705.09	0.00	1,117,698.00	1,117,698.00	0.00%	56.97%	56.97%	56.97%	1,192,836.10
13,409.45	6,505.97	19,915.42	72,122.00	18,000.00	90,122.00	18.59%	36.14%	36.14%	22.10%	121,649.71
1,494,551.79	369,192.04	1,863,743.83	2,536,427.00	853,118.00	3,389,545.00	58.92%	43.28%	43.28%	54.99%	3,479,637.07
0.00	0.00	0.00	0.00	148,614.00	148,614.00	0.00%	0.00%	0.00%	0.00%	0.00
102,841.67	11,666.67	114,508.34	176,300.00	20,000.00	196,300.00	58.33%	58.33%	58.33%	58.33%	310,671.00
6,813,327.82	2,399,041.93	9,212,369.75	10,914,232.00	4,659,155.00	15,573,387.00	62.43%	51.49%	51.49%	59.15%	15,203,716.84

1,254,005.42	57,587.33	1,311,592.75	2,320,000.00	123,000.00	2,443,000.00	54.05%	46.82%	46.82%	53.69%	2,340,516.14
57,130.00	0.00	57,130.00	115,000.00	0.00	115,000.00	49.68%	0.00%	0.00%	49.68%	99,511.25
46,739.00	600.00	47,339.00	200,000.00	50,000.00	250,000.00	23.37%	1.20%	1.20%	18.94%	158,671.35
264,717.72	38,000.00	302,717.72	362,106.00	30,000.00	392,106.00	73.11%	126.67%	126.67%	77.20%	371,918.18
466.27	2,595.29	3,061.56	3,000.00	4,000.00	7,000.00	15.54%	64.88%	64.88%	43.74%	5,326.42
3,360.50	90.57	3,451.07	19,000.00	0.00	19,000.00	17.69%	0.00%	0.00%	18.16%	14,886.24
481.00	7,932.00	8,413.00	11,000.00	3,000.00	14,000.00	4.37%	264.40%	264.40%	60.09%	16,165.15
0.00	823,460.53	823,460.53	0.00	1,540,000.00	1,540,000.00	0.00%	53.47%	53.47%	53.47%	1,564,826.44
30,145.91	118,744.23	148,890.14	43,844.00	225,716.00	269,560.00	68.76%	52.61%	52.61%	55.23%	252,992.12
5,310.00	0.00	5,310.00	2,000.00	2,000.00	4,000.00	265.50%	0.00%	0.00%	132.75%	1,911.39
1,662,355.82	1,049,009.95	2,711,365.77	3,075,950.00	1,977,716.00	5,053,666.00	54.04%	53.04%	53.04%	53.65%	4,826,724.68

8,475,683.64	3,448,051.88	11,923,735.52	13,990,182.00	6,636,871.00	20,627,053.00	60.58%	51.95%	51.95%	57.81%	20,030,441.52
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1,018,955.93	553,931.63	1,572,887.56	1,714,621.00	984,255.00	2,698,876.00	59.43%	56.28%	56.28%	58.28%	2,633,587.32
2,454,997.05	798,534.51	3,253,531.56	4,226,302.00	1,499,979.00	5,726,281.00	58.09%	53.24%	53.24%	56.82%	5,503,191.45
522,468.96	84,251.05	606,720.01	960,901.00	163,784.00	1,124,685.00	54.37%	51.44%	51.44%	53.95%	998,243.36
3,996,421.94	1,436,717.19	5,433,139.13	6,901,824.00	2,648,018.00	9,549,842.00	57.90%	54.26%	54.26%	56.89%	9,135,022.13

308,536.64	109,978.43	418,515.07	527,990.00	202,573.00	730,563.00	58.44%	54.29%	54.29%	57.29%	688,868.02
11,369.13	9,424.67	20,793.80	22,000.00	20,000.00	42,000.00	51.68%	47.12%	47.12%	49.51%	38,274.06
962,908.75	384,242.91	1,347,151.66	1,519,767.00	557,226.00	2,076,993.00	63.36%	68.96%	68.96%	64.86%	2,050,012.08
170,275.18	39,454.62	209,729.80	287,116.00	60,904.00	348,020.00	59.31%	64.78%	64.78%	60.26%	334,839.35
29,284.56	10,743.06	40,027.62	35,500.00	32,500.00	68,000.00	82.49%	33.06%	33.06%	58.86%	49,794.18
155,018.70	60,004.34	215,023.04	250,407.00	92,030.00	342,437.00	61.91%	65.20%	65.20%	62.79%	349,990.34
1,637,392.96	613,848.03	2,251,240.99	2,642,780.00	965,233.00	3,608,013.00	61.96%	63.60%	63.60%	62.40%	3,511,778.03

Chittenden County Transportation Authority
and CCTA dba Green Mountain Transit
Urban Rural Budget Vs. Actuals
For the Seven Months Ending Wednesday, January 31, 2018

	Current Fiscal Year To Date			FY18 Adjusted Budget Approved Dec 2017			Prior Year Actuals Total		
	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined
								Budget Variance	
Admin Supplies and Expenses	31,470.34	7,572.55	39,042.89	43,740.00	21,600.00	65,340.00	71.95%	35.06%	59.75%
Recruiting Expenses	8,481.70	7,769.50	16,251.20	18,400.00	12,000.00	30,400.00	46.10%	64.75%	53.46%
Dues and Subscriptions	26,654.00	4,685.25	31,339.25	27,838.00	10,033.00	37,871.00	95.75%	46.70%	82.75%
Travel and Meetings	1,237.06	1,087.54	2,324.60	3,500.00	3,500.00	7,000.00	35.34%	31.07%	33.21%
Board Development	0.00	0.00	0.00	2,000.00	2,000.00	4,000.00	0.00%	0.00%	0.00%
Communications	29,880.53	18,740.68	48,621.21	58,880.00	28,336.00	87,216.00	50.75%	66.14%	55.75%
Computer Service Exp	32,801.85	7,170.62	39,972.47	124,320.00	57,164.00	181,484.00	26.39%	12.54%	22.03%
Legal Fees	3,675.76	327.90	4,003.66	10,000.00	3,000.00	13,000.00	36.76%	10.93%	30.80%
Insurance	482,994.39	204,201.25	687,195.64	758,412.00	305,132.00	1,063,544.00	63.68%	66.92%	64.61%
Audit Fees	7,245.00	3,105.00	10,350.00	19,425.00	8,325.00	27,750.00	37.30%	37.30%	37.30%
Consulting Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00%
General and Admin Expenses	624,440.63	254,660.29	879,100.92	1,066,515.00	451,090.00	1,517,605.00	58.55%	56.45%	57.93%
OPERATIONS EXPENSES									
Background Checks	1,363.00	9,860.00	11,223.00	1,900.00	8,325.00	10,225.00	71.74%	118.44%	109.76%
Drug & Alcohol Testing	558.00	527.00	1,085.00	13,755.00	7,898.00	21,653.00	4.06%	6.67%	5.01%
DOT Testing	4,495.00	4,045.00	8,540.00	5,850.00	7,920.00	13,770.00	76.84%	51.07%	62.02%
Employment Recruitment Program	1,200.00	0.00	1,200.00	800.00	400.00	1,200.00	150.00%	0.00%	100.00%
Driver's Uniforms	18,823.49	7,577.83	26,401.32	24,996.00	20,170.00	45,166.00	75.33%	37.57%	58.47%
Safety Expense	936.53	0.00	936.53	2,050.00	1,700.00	3,750.00	45.68%	0.00%	24.97%
Misc. Operating Exp	2,125.47	56.17	2,181.64	7,100.00	2,675.00	9,775.00	29.94%	2.10%	22.32%
Operations Expenses	29,507.49	22,066.00	51,573.49	56,451.00	49,088.00	105,539.00	52.27%	44.95%	48.87%
PLANNING EXPENSES									
Other Planning Expenses	0.00	75,239.08	75,239.08	0.00	60,000.00	60,000.00	0.00%	125.40%	125.40%
MPO Planning Expenses	123,275.58	0.00	123,275.58	150,000.00	0.00	150,000.00	82.18%	0.00%	82.18%
Planning Expenses	123,275.58	75,239.08	198,514.66	150,000.00	60,000.00	210,000.00	82.18%	125.40%	94.53%
VEHICLE/BUILDING MAINTENANCE EXP (15 Industrial)									
Parts Expense - Non-Revenue Vehicles	5,518.00	1,040.80	6,558.80	7,000.00	4,800.00	11,800.00	78.83%	21.68%	55.58%
Parts Expense - Revenue Vehicles	451,234.30	223,256.33	674,490.63	408,394.00	191,000.00	599,394.00	110.49%	116.88%	112.53%
Tires	54,732.44	22,508.14	77,240.58	90,000.00	30,000.00	120,000.00	60.81%	75.03%	64.37%
Facility Maintenance	61,250.06	35,347.62	96,597.68	70,000.00	79,200.00	149,200.00	87.50%	44.63%	64.74%
Passenger Facility Expenses	14,234.08	0.00	14,234.08	42,988.00	1,000.00	43,988.00	33.11%	0.00%	32.36%
Cleaning Expense	7,500.00	7,227.22	14,727.22	58,000.00	7,200.00	65,200.00	12.93%	100.38%	22.59%
Repeater Fees	16,218.00	12,150.00	28,368.00	21,600.00	16,200.00	37,800.00	75.08%	75.00%	75.05%
Light, Heat and Water	83,586.39	22,187.03	105,773.42	115,000.00	55,000.00	170,000.00	72.68%	40.34%	62.22%
Fuel - Vehicles	491,346.97	207,221.02	698,567.99	971,584.00	313,408.00	1,284,992.00	50.57%	66.12%	54.36%
Maintenance Tools/Supplies/Uniforms	56,837.50	10,709.61	67,547.11	91,075.00	12,544.00	103,619.00	62.41%	85.38%	65.19%
Misc Maint Expenses and fees	4,867.55	773.45	5,641.00	5,000.00	1,350.00	6,350.00	97.35%	57.29%	88.83%
Vehicle/Building Maintenance Exp	1,247,325.29	542,421.22	1,789,746.51	1,880,641.00	711,702.00	2,592,343.00	66.32%	76.21%	69.04%
									2,487,065.78

Chittenden County Transportation Authority
and CCTA dba Green Mountain Transit
Urban Rural Budget Vs. Actuals
For the Seven Months Ending Wednesday, January 31, 2018

	Current Fiscal Year To Date			FY18 Adjusted Budget Approved Dec 2017			Rural Budget Variance			Prior Year Actuals Total		
	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined
CONTRACTOR EXPENSES												
ADA/SSTA Paratransit	682,209.66	0.00	682,209.66	1,266,007.00	0.00	1,266,007.00	53.89%	0.00%	0.00%	53.89%		1,156,939.31
Partner Local Share	9,916.50	0.00	9,916.50	19,833.00	0.00	19,833.00	50.00%	0.00%	0.00%	50.00%		19,833.00
Functional Assessment Costs	5,160.41	0.00	5,160.41	10,000.00	0.00	10,000.00	51.60%	0.00%	0.00%	51.60%		9,274.56
Volunteer Drivers	0.00	299,851.51	299,851.51	0.00	600,000.00	600,000.00	0.00%	49.98%	0.00%	49.98%		575,416.34
Other Transportation (incl Cabs)	6,824.10	373,205.93	380,030.03	21,331.00	700,000.00	721,331.00	31.99%	53.32%	52.68%	52.68%		824,032.68
Contractor Expenses	704,110.67	673,057.44	1,377,168.11	1,317,171.00	1,300,000.00	2,617,171.00	53.46%	51.77%	52.62%	52.62%		2,585,495.89
MARKETING EXPENSE												
Bus Tickets/Fare Media	12,881.81	55.34	12,937.15	20,000.00	2,400.00	22,400.00	64.41%	2.31%	2.31%	57.76%		14,583.92
Marketing Expense	10,768.07	10,981.28	21,749.35	52,000.00	45,840.00	97,840.00	20.71%	23.96%	22.23%	22.23%		50,567.84
Public Information	6,366.00	8,526.06	14,892.06	37,000.00	23,000.00	60,000.00	17.21%	37.07%	24.82%	24.82%		63,836.36
Marketing Expense	30,015.88	19,562.68	49,578.56	109,000.00	71,240.00	180,240.00	27.54%	27.46%	27.51%	27.51%		128,988.12
OTHER EXPENSES												
Debt Service/Capital Reserve	46,442.51	0.00	46,442.51	50,000.00	0.00	50,000.00	92.89%	0.00%	0.00%	92.89%		46,442.51
Capital Match	102,841.67	11,666.67	114,508.34	176,300.00	20,000.00	196,300.00	58.33%	58.33%	58.33%	58.33%		651,542.00
Other Expenses	149,284.18	11,666.67	160,950.85	226,300.00	20,000.00	246,300.00	65.97%	58.33%	65.35%	65.35%		697,984.51
TOTAL EXPENSES	8,541,774.62	3,649,238.60	12,191,013.22	14,350,682.00	6,276,371.00	20,627,053.00	59.52%	58.14%	59.10%	59.10%		20,377,318.22
Current Year Deferred Costs	(116,143.96)	0.00	(116,143.96)	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		(61,937.58)
ALLOCATIONS BETWEEN PROGRAMS	182,234.94	(182,234.94)	0.00	360,500.00	(360,500.00)	0.00	50.55%	50.55%	0.00%	0.00%		0.00
Balance Of Operating Budget	(0.00)	(383,421.66)	(383,421.66)	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		(408,814.28)
Capital Revenue												
Federal Revenue	4,299,665.92	71,398.77	4,371,064.69	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		3,154,183.69
State Revenue	584,099.43	8,793.02	592,892.45	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		460,196.29
Paratransit Lease Revenue	0.00	3,735.60	3,735.60	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		55,056.77
Local Match Revenue	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		340,871.00
Total Capital Revenue	4,883,765.35	83,927.39	4,967,692.74	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		4,010,307.75
Capital Expenses												
Vehicles	5,720,782.82	59,128.00	5,779,910.82	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		890,164.41
Maintenance Parts and Equipment	177,447.01	7,919.62	185,366.63	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		347,679.83
Passenger Amenities	41,646.60	5,780.20	47,426.80	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		373,703.52
Facility Repairs and Improvements	118,602.50	67,765.70	186,368.20	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		1,678,378.39
Total Capital Expenses	6,058,478.93	140,593.52	6,199,072.45	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		3,289,926.15
Balance of Capital Budget	(1,174,713.58)	(56,666.13)	(1,231,379.71)	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		720,381.60
Transfer of Purchases to Fixed Assets	5,722,128.80	120,967.84	5,843,096.64	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		1,795,589.03
Deferred Costs	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		883.00
Depreciation Expense	(1,481,415.33)	(371,938.80)	(1,853,354.13)	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		(3,329,828.04)
Subtotal	4,240,713.47	(250,970.96)	3,989,742.51	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		(1,533,356.01)
Current Change in Net Assets	3,065,999.89	(691,058.75)	2,374,941.14	0.00	0.00	0.00	0.00%	0.00%	0.00%	0.00%		(1,221,788.69)

To: GMT Board of Commissioners



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From: Michelle Daley, Director of Finance
Donna Gallagher, Broker Services Manager
Jordan Posner, ADA Coordinator

Date: March 14, 2018

RE: ADA and Broker Services

We recently updated the information for VPTA for the Statewide Medicaid Program. VPTA will be meeting with DVHA officials next week to discuss the program costs and revenues. For the first six months of the year we are losing \$85K. For the six months this fiscal year we have scheduled 33,208 trips at an average of 11.75 trips per unique passenger, on average we have 470 unique passengers a month. On average YTD we serve 63 unique "clinic" passengers per month whom average 34 trips per unique rider.

Medicaid trips account for 65% of all trips we coordinate which is a large portion of the work we perform. On average we handle 3,300 calls per month amongst four (4) CSRs that is over 41 calls per day each. This is only what is handled in the call center and excludes the numerous calls handled at the two local offices in our rural areas.

For the month of January we reported the following stats to VPTA as part of our monthly reporting for Medicaid.

Total Rides Scheduled	8491	Total # of calls	3666
Total Rides Provided	6600	Total # of calls abandoned	154
Total No Shows	538	Total # of calls trnsf to VM	302
Total Cancelled Trips	1476	Number of MDCD Complaints	4

We completed the training of the volunteers on the use of the tablets in the Central VT office. That day we rolled out 5 tablets and have since added an additional 5. We are excited that every volunteer in CV will be utilizing a tablet to perform the volunteer trips. We are still in the "teaching" phase with most of them, but can already see benefits with the implementation.

We met with Hinesburg Rides and Neighbor Rides to try and get a better sense of the issues around usage of volunteers with SSTA. Monday, March 12, 2018 we met with Murray Benner and Don Bradley to discuss ways of helping to improve the usage of the volunteers to help offset costs for the E&D program. Staff is going to SSTA on Friday to meet with the front line staff to better understand the in taking of trips and how they are handled and triaged for scheduling. After which we hope to have a clearer understanding of the process to see if there are any ways to address the concerns of the Chittenden County local partners.

We met with Central VT local E&D partners this last month as well, they are on target to spend down there E&D funds this year without overspending their already reduced allocation. There was good conversation about existing services and how to make them more streamlined and productive. Jeanne Kern and our planning staff will be discussing these ideas for FY19 changes.

The ADA trip report again shows that ridership overall is aligned with FY17 total trips. The highest increase in ridership is still out of Colchester, while the biggest decrease in ridership is attributable to Winooski and South Burlington.

ADA Ridership Report (by Town) : FY18

Total Rides												
% increase/(decrease) from prior year												
CITY/TOWN	July	August	September	October	November	December	January	February	Total FY18 YTD	Total FY17 Rides	% of FY18 YTD compared to FY17	
BURLINGTON	1,282	1,229	1,170	1,275	1,186	1,133	1,180	1,219	9,674	14,398	67%	
	-0.93%	-11.58%	-4.96%	0.79%	10.12%	8.21%	3.33%	10.72%				
COLCHESTER	116	103	97	107	100	99	150	100	872	1,037	84%	
	87.10%	17.05%	42.65%	46.58%	21.95%	19.28%	31.58%	26.58%				
ESSEX	288	288	278	317	300	317	302	317	2,407	3,751	64%	
	19.01%	-6.80%	-23.20%	-11.20%	3.09%	-1.25%	-4.73%	-4.80%				
OTHER	9	9	4	6	12	9	29	28	106	207	51%	
	-62.50%	-70.97%	-69.23%	-62.50%	33.33%	28.57%	93.33%	100.00%				
SHELBURNE	252	276	229	261	250	226	306	266	2,066	3,271	63%	
	-1.95%	3.76%	6.02%	5.67%	-3.47%	-22.87%	5.52%	-8.59%				
SO. BURLINGTON	963	1,092	1,091	1,204	1,132	1,105	1,083	902	8,572	13,829	62%	
	1.48%	6.33%	-3.71%	-4.90%	2.54%	-2.81%	-4.16%	-19.61%				
WILLISTON	96	101	75	62	76	100	118	78	706	1,126	63%	
	-21.31%	-8.18%	-41.86%	-32.61%	-20.00%	21.95%	26.88%	-13.33%				
WINOOSKI	392	456	449	439	448	442	461	473	3,560	5,761	62%	
	-12.11%	-11.28%	-11.26%	1.86%	-5.88%	-15.00%	-12.52%	7.74%				
TOTAL	3,398	3,554	3,393	3,671	3,504	3,431	3,629	3,383	27,963	43,380	64%	
Cost to Members	\$ 84,904.23	\$ 89,416.24	\$ 86,067.45	\$ 93,902.23	\$ 89,303.77	\$ 88,176.72	\$ 93,488.04	\$ 86,252.49	\$ 711,511.18			
Cost/Trip	\$ 24.99	\$ 25.16	\$ 25.37	\$ 25.58	\$ 25.49	\$ 25.70	\$ 25.76	\$ 25.50	\$ 25.44			

Benchmark for comparison is 67%



Monthly Maintenance Performance Report

Month: February 2018

Urban Data	Data	Notes
Miles Operated:	146,707	Revenue Vehicles
Major Road Calls:	9	Failure prevented a vehicle from completing or starting a scheduled revenue trip
Major Road Calls/100,000 Miles:	6.1	
Minor Road Calls:	3	Vehicle physically able to continue in revenue service without creating a safety concern (i.e. fare box, HVAC)
Total Road Calls/100,000 Miles:	8.20	
"C" PM's Completed:	36	"C" PM is a major inspection consisting of a PM checklist, brake inspection, chassis grease and engine oil change, performed every 6,000 miles
"C" PM On-time %	100%	Within 10% of the scheduled mileage per the FTA
Active Fleet Avg. Age	7.43 years	Transit buses have a 12 year life expectancy
Rural Data		Notes
Miles Operated:	111,934	Revenue Vehicles
Major Road Calls:	10	Failure prevented a vehicle from completing or starting a scheduled revenue trip
Major Road Calls/100,000 Miles:	9.2	
Minor Road Calls:	5	Vehicle physically able to continue in revenue service without creating a safety concern (i.e. fare box, HVAC)
Total Road Calls/100,000 Miles:	13.50	
"C" PM's Completed:	19	"C" PM is a major inspection consisting of a PM checklist, brake inspection, chassis grease and engine oil change, performed every 5,000 miles
"C" PM On-time %	84%	Within 10% of the scheduled mileage per the FTA
Cut-away Active Fleet Avg. Age	4.74 years	Cut-away buses have a 5 year life expectancy

Motor Coach Industries (MCI) will be on-site in Burlington the week of 3/19 to provide training to the urban mechanics.

Cody Holm has been promoted to a Master Mechanic in Burlington. Cody was previously the Lead Mechanic in Berlin. We are currently recruiting to replace Cody's position in Berlin, a mechanic in Burlington and a custodian position in Burlington.

To: GMT Board of Commissioners
From: Bob Young, Director of Operations
Mev Bahonjic, Urban Operations Manager – Burlington
Rich Gorton, Rural Operations Manager – FGI
Jamie Smith, Rural Operations Manager - Berlin
Date: 03/15/18
RE: GMT Operations Report

Operations team was involved with a successful training of “Relationship By Objective” (RBO) training with the Urban and Rural Stewards, and Executive GMT Management. Which was conducted by the Federal Mediation and Conciliation Service, and was in the Albany NY area. Everyone that attended came out with positive learning and listening skills of how to work together in solving issues. Also, it was advantageous for all of us to spend time together outside of the office atmosphere. We are working together with a trusting relationship of working together for quality results.

Enacted new driver bid work schedules for both urban and rural (Berlin) started on February 19th with success. We’ve made adjustment to the process as to have both doing this at the same time.

As mention previously, the weather conditions have made business for our Mountain Routes very active, as the ski areas are having a successful season.

Our team of drivers for all routes urban and rural have done an outstanding job of being safe and professional with all conditions that we receive with Vermont weather.

Stay safe!

Date: March 20, 2018
 To: GMT Board of Commissioners
 From: Jon Moore, Director of Maintenance & Planning
 Re: March Planning Report

Senior Transit Planner: Rachel Kennedy has been hired as GMT's Senior Transit Planner and started at GMT on March 12th. Rachel will be very involved with the completion of the Nextgen study and will take the lead on the implementation phase once the Board adopts the study recommendations. Rachel will also be very involved with municipal and RPC communications and general public outreach.

Rachel has an M.A in Urban and Regional Planning from the University of Hawaii at Manoa and has worked for the Peace Corps in Albania as well as on community outreach projects in Hawaii. Rachel is a native Vermonter who grew up in the Mad River Valley. Please welcome Rachel to GMT when you get a chance to meet her, we are very excited to have her on-board.

Customer Service Survey: GMT conducted an on-board urban Customer Service Survey in the fall of 2017 in an effort to learn more about passenger background, incomes, need for transit and overall satisfaction with the current services provided by GMT. Please see attached for the results of the survey.

Scheduling Committee: The urban Scheduling Committee had its first meeting for the development of the June bid on March 14th. The goal of the committee is to improve upon the June 2017 bid that resulted in 82% full time bids and was generally well received by urban operators. Possible changes that will be analyzed in the June 2018 bid include one-hour lunch breaks on all qualifying shifts, four hour minimum blocks on select routes that do not serve the DTC (#10, 11 & 12) and extra layover time on shifts that operate multiple #5 & #8 trips to improve on-time performance.

Meetings & Outreach:

- Staff met with management from the Vermont Teddy Bear Company and the Town of Shelburne Planning Staff on 2/21 to discuss the Nextgen service scenarios.
- Staff met with staff from Burlington DPW, Planning & CEDO to discuss Burlington service scenarios in the Nextgen study.
- Staff met with staff from Barre City on 3/7 to discuss the Nextgen service scenarios.
- Staff held a public meeting in Barre on 3/7 to present the Nextgen service scenarios. Meeting minutes can be found at: http://ridegmt.com/wp-content/uploads/GMTNextGenMinutesBarre_2018_03_07.pdf
- Staff met with staff from St.Albans town on 3/9 to discuss Nextgen service scenarios.

GMT Urban Customer Service Rider Survey Results

During the fall of 2017, GMT surveyed approximately 6.1% of its urban weekday riders (486 completed surveys from around 7,938 weekday trips) in an effort to learn more about their background, incomes, need for transit, and overall satisfaction with the current services being offered. GMT chose to interview passengers rather than handing out questionnaires, thereby ensuring a high response rate and a more representative sample. Note that among the 7,938 weekday trips, there are likely only about 3,200 individuals making these trips (since most people make more than one trip per day), so the survey represents about one out of every six people who use GMT urban routes on a regular basis.

The sample was developed by selecting portions of driver runs that covered all GMT urban routes, with the number of trips on each route being roughly proportional to that route's ridership. Except for most of the LINK and Commuter routes, trips from the beginning of service through early afternoon were surveyed, thus eliminating double sampling of the same commuters. Most of the surveys completed on commuter routes were completed in the afternoon and thus represent the trip home from work.

The survey results were then weighted to represent the average ridership by route for October of 2017 (the period when much of the survey was conducted). Full day ridership figures were used, as the people riding buses in the afternoon and evening are largely the same people who rode in the morning. GMT rural-operated trips on the Montpelier LINK Express were not included in the sample, and thus the ridership on those trips was also excluded from the weighting. The number of completed surveys by route, route ridership, and the corresponding weight factors are shown below.

Route	Route name	Surveys	Oct 2017 Average WD Riders	Weight Factor
1	Williston	51	1,477	29.0
1V	Williston Village	14	72	5.2
2	Essex	56	1,726	30.8
4	Essex Center	14	76	5.4
5	Pine St	51	433	8.5
6	Shelburne Rd	50	849	17.0
7	North Ave	41	1,018	24.8
8	City Loop	48	272	5.7
9	Riverside/Winooski	29	463	16.0
10	Williston-Essex	12	60	5.0
11	College St Shuttle	29	560	19.3
12	South Burlington Circ.	22	215	9.8
36	Jeffersonville Commuter	2	37	18.6
46	Route 116 Commuter	8	15	1.8
56	Milton Commuter	12	65	5.4
76	Middlebury LINK	11	52	4.7
86	Montpelier LINK	29	272	9.4
96	St. Albans LINK	7	64	9.1
All routes		486	7,724	15.9

The routes with the highest weight factors are the three with the highest ridership (over a thousand riders per weekday). Each of these routes has a significant number of completed surveys, leading to a high degree of confidence in the results in spite of the high weight factors. The commuter routes, including the Williston Village, have much lower weight factors reflecting their lower ridership and the fact that with longer bus trips on commuter routes, the surveyors were able to interview a higher percentage of people on the bus. The exception was the Jeffersonville Commuter where very few passengers were willing to respond to the survey.

The survey form for 2017 was consistent with the 2014 and earlier surveys. Unlike earlier surveys, a separate form was not prepared for the College Street Shuttle; rather the fare payment question was modified to allow for responses from CSS riders. Results from the 2014 Customer Service Survey are shown to the right of the new survey results. Results from the earlier surveys are not shown, but are referred to at a few points when they are relevant.

In addition to differences in the survey forms, there is an important difference in the way the surveys were conducted. As mentioned above, the 2017 survey was conducted from the near the beginning of service (6:30 a.m. to 7:00 a.m.) until early afternoon, before the start of the PM peak period, except for some commuter and LINK routes which were surveyed in the afternoon. The 2014 and 2012 surveys were conducted entirely in the first half of the service day. In contrast, the 2010 survey was conducted from just after the AM Peak period (about 9:45 a.m.) through to about 8:30 p.m. when most CCTA routes end their service. The 2008 survey, like the 2014 survey, was conducted from the start of service (at 6:15 a.m.) through to about 6:00 p.m., but coverage in the PM Peak was relatively light. Finally, the 2003 survey covered the midday through evening service span (similar to the 2010 survey), but there were far fewer responses from PM Peak riders. The net result of the differences in survey method is that the three surveys are weighted to different segments of CCTA's riding public.

Percentage of Survey Responses by Time Period

Period	2003	2008	2010	2012	2014	2017
AM Peak	0.5%	34%	0%	60%	55%	30%
Midday	64%	51%	52%	40%	45%	63%
PM Peak	20%	15%	41%	0%	0%	7%
Evening	16%	0%	7%	0%	0%	0%

This summary of the survey results is divided into four sections:

- 1) Trip Data
- 2) Usage Characteristics
- 3) Demographics
- 4) Customer Service and Satisfaction
- 5) Comments

Section 1: TRIP DATA

1A) Origin-Destination pairs for trips to the seven core communities.

From	To	Burlington	Colchester	Essex	S. Burlington	Shelburne	Williston	Winooski
Barre		19						
Bristol		2						
Burlington		2,330	200	235	378	363	276	220
Colchester		246		5	29		5	
Duxbury		9						
E Calais		9						
Enosburg		31						
Essex		291		47			10	31
Essex Ctr		19						
Essex Junction		132		16	5		39	5
Ferrisburg		17						
Ferrisburgh		5						
Georgia		9						
Hinesburg		9	2					
Huntington							29	2
Jericho		38						
Middlebury		15						
Milton		22						
Monkton		5						
Montpelier		103	9	31	9			
Morristown		5						
New Haven		5						
Northfield		9						
Plymouth		29						
S Burlington		456	29	89	136	51	58	16
S Hero		5						
Shelburne		316			75		17	
St Albans		54						
Stowe		9						
Vergennes		9						
Waltham		5						
Waterbury		28						
Waterbury Ctr		28						
Weybridge					5			
Williamstown		9						
Williston		147		5	34		5	5
Winooski		356	5	62	103	17	44	64
TOTAL		4,784	246	490	774	431	484	343

Comments: It is clear that the majority of GMT Urban riders either begin or end their trips in the city of Burlington. South Burlington is the second most common destination, followed by Essex (including Essex Junction), Williston, Shelburne, Winooski, and Colchester. Riders destined to Burlington come from many communities in Vermont and in other states. Note that the number of commuters from Montpelier and other Central Vermont communities is likely

understated here because only the CCTA-operated trips on the Montpelier LINK Express were sampled. The trips originating at GMT in Montpelier, which are more oriented toward Chittenden County workers, were not included in the survey. In addition, surveys taken in the afternoon were “turned around” so that the destination is shown as Burlington or other core communities, even though that was the origin for the afternoon trip.

1B) Origin-Destination for trips to outlying areas

Other trips included in the survey without a trip end in the urban core communities included the following:

- Middlebury to Brandon
- Montpelier to Charlotte
- St. Albans to Cornwall
- Jericho to Montpelier
- Richmond to Montpelier

2A) Access mode to the bus (all routes)	<u>2017</u>	<u>2014</u>
a) Walked	77%	75%
b) Dropped off	4%	5%
c) Drove and parked	2%	5%
d) Biked	1%	6%
e) Transferred	15%	8%
f) Other	0%	1%

2B) Access mode to the bus (commuter routes)		
a) Walked	44%	24%
b) Dropped off	15%	19%
c) Drove and parked	40%	47%
d) Biked	0%	4%
e) Transferred	1%	4%
f) Other	0%	1%

Comments: The vast majority of riders on local routes reach the bus stop by walking. The access mode for GMT’s commuter routes is much more oriented to automobile access, though the figures shifted a bit from driving and parking to walking over the past three years. This may reflect an overall drop in commuter/LINK ridership with more people choosing to drive to work rather than parking at a lot and riding the bus. Note that the figures in table 2B represent the mode at the “outer” end of the trip, which for most commuter trips was actually the egress mode, since most commuter routes were surveyed in the afternoon. The figures in table 2A were not adjusted for the direction of the trip.

3) Average waiting time

Route	Average Wait Time (minutes) 2017	Average Wait Time (minutes) 2014
1 Williston	7.0	8.3
1V Williston Village	6.1	8.9
2 Essex Junction	6.4	7.1
4 Essex Center	7.9	9.2
5 Pine Street	6.4	7.4
6 Shelburne Road	8.3	9.2
7 North Avenue	6.4	8.5
8 City Loop	5.7	7.0
9 Riverside/Winooski	7.2	10.1
10 Williston-Essex	2.9	n/a
11 College Street Shuttle	5.8	6.0
12 S. Burlington Circulator	5.1	7.6
36 Jeffersonville Commuter	10.0	6.6
46 Route 116 Commuter	13.3	3.6
56 Milton Commuter	10.3	5.6
76 Middlebury LINK	5.8	6.3
86 Montpelier LINK	8.9	8.5
96 St. Albans LINK	11.0	6.9
System	6.9	7.9

Comments: Most routes hover around the system average waiting time of 7 minutes. Wait time for the College Street Shuttle is noticeably shorter than the system average, reflecting its higher frequency of service. The Commuter and LINK routes mostly show longer times than in the 2014 survey, possibly because the surveys were done for the trip home rather than the trip to work, and thus riders could not time their arrival at the bus stop as flexibly (i.e., it was determined by their release time from work, which they may not control, as opposed to the time they leave their homes).

4) Egress mode from the bus

	2017	2014
a) Walk	81%	83%
b) Picked up	1%	1%
c) Drive	2%	0%
d) Bike	1%	4%
e) Transfer	13%	12%
f) Other	1%	0%

Comments: The vast majority of riders walk to their destination after they leave the bus. The 2014 transfer rate for egress from the bus is right in line with the rate calculated from farebox data. The biking rate is slightly lower than in 2014, perhaps because the 2017 survey was conducted later in the Fall. The drive rate is higher than in 2014 because of the Commuter/LINK riders who were surveyed on their afternoon trip in the 2017 round. All surveys in 2014 were done in the morning.

Section 2: USAGE CHARACTERISTICS

5) Purpose of trip	<u>2017</u>	<u>2014</u>
a) To/from work	45%	53%
b) To/from school	14%	15%
c) To/from shopping	9%	5%
d) To/from friend or relative's home	4%	2%
e) To/from personal business	18%	7%
f) To/from medical/dentist	9%	12%
g) Between jobs or work-related errands	0%	3%
h) To/from other	0%	3%

Comments: The 2017 results show somewhat fewer worktrips than in 2014 and noticeably more personal business trips. This finding may be related to the drop in ridership on commuter and LINK routes. Very few people cited work-related errands or other trips (less than 0.5% for each).

6) Reasons for using CCTA buses*	<u>2017</u>	<u>2014</u>
a) Cannot drive	46%	27%
b) Percent of riders without a valid license is	48%	44%
c) No car available	76%	45%
d) Percent with no car available for this trip is	79%	75%
e) To avoid traffic	9%	11%
f) Save money	13%	33%
g) To avoid parking and/or fees	12%	11%
h) To help the environment	12%	19%
i) Other	5%	6%
Convenience		
Avoid winter driving		
Can work or relax on bus		
Save mileage and wear and tear on car		
Share a car with others		

*Total is over 100% due to riders choosing more than one reason.

Comments: Riders use CCTA for many reasons. The most common reason in the 2017 survey was not having a car available, cited by 76% of riders. Not being able to drive was another common reason. Overall, the riders represented in the survey were somewhat more transit dependent than those in the 2014 and earlier surveys. As has been suggested in earlier findings, a loss of choice riders on commuter routes (as well as regular bus routes) due to low gasoline prices and other factors has resulted in a greater concentration of people who don't have transportation options on the bus system.

7) Frequency of bus ridership	<u>2017</u>	<u>2014</u>
a) Almost Every Day	73%	66%
b) 2-3 Times per Week	17%	24%
c) Once per Week	4%	4%
d) 2-3 Times per Month	2%	3%
e) Once per Month	1%	1%
f) Once Every Few Months	1%	2%
g) Once Every 6 Months	1%	0%
h) Once per Year	1%	0.4%
i) First Time Riding	0.4%	0.5%

Comments: The results of the 2017 survey are roughly consistent with prior surveys, though there are somewhat more daily riders and fewer riders with moderately high frequency. It is important to note that this type of survey represents the usage patterns of riders on a given day and does not fairly represent the full population of people who use GMT over a given year. Because each bus trip was sampled only once, people who use the bus frequently were much more likely to be included in the survey than someone who rides a few times a year. Thus, all of the information in this survey represents mostly the characteristics of frequent users.

8) Number of bus trips taken on the survey day	<u>2017</u>	<u>2014</u>
a) 1	13%	13%
b) 2	54%	55%
c) 3	6%	10%
d) 4	19%	16%
e) 5 or more	8%	7%
Total:	100%	100%
Average trips per rider:	2.6	2.5

Comments: The majority of passengers use the bus for one round-trip per day, with the next highest number taking either two round-trips or one round-trip that involves a transfer each way (resulting in four bus boardings). A small number of passengers use the bus for multiple trips, with the highest number of trips claimed to be 12. The average number of trips per rider rose slightly from 2014 to 2017, with more people making two round-trips or two transfer trips.

9) If the bus was not available, would you still make this trip?	<u>2017</u>	<u>2014</u>
a) Yes	70%	83%
b) No	30%	17%

If Yes, how would you make this trip?

a) Walk	30%	27%
b) Bike	4%	13%
c) Taxi	15%	10%
d) Use car	21%	27%
e) Get a ride/rely on friend or family	28%	18%
f) Not Sure/Other	2%	5%
Total:	100%	114%*

*Total is over 100% due to riders choosing more than one means.

Comments: There was a major decrease in the number of people who said they would still make the trip if the bus were not available, in line with a higher degree of transit dependency. The lower prevalence of work trips in the 2017 survey is likely correlated with this increased percentage, as few people would see these as optional trips. With respect to alternative modes that would be used, results for 2017 are largely similar to those for prior surveys, with the exceptions of fewer bicycle trips (due to the late Fall survey period, perhaps) and that noticeably more respondents indicated that they would get a ride with a friend or family. Fewer respondents also said they would use a car, in line with the lower availability of vehicles seen in earlier figures.

10) Riders who use CCTA buses to commute to work	<u>2017</u>	<u>2014</u>
	56%	67%

Companies with the most ridership include (in descending order):

University of Vermont
 UVM Medical Center
 State of Vermont
 Champlain College
 Howard Center
 Price Chopper
 Hannaford
 City Market
 Vermont Teddy Bear

Comments: The number using buses to commute decreased significantly from 2014. The list of employers drawing the most bus riders is consistent with previous surveys, though IBM used to figure prominently, but now Global Foundries, which took over the Essex facility, barely registers, with only one rider citing it as their employer.

11) Use of other CCTA routes	<u>2017</u>	<u>2014</u>
Williston/Williston Vill. Commuter	50%	41%
Williston-Essex	12%	6%
Essex Junction	49%	36%
Essex Center	6%	6%
Pine Street	18%	15%
Shelburne Road	31%	24%
North Avenue	27%	24%
City Loop	12%	12%
Riverside/Winooski	22%	21%
College Street Shuttle	16%	16%
South Burlington Circulator	5%	9%
Hinesburg (Route 116) Commuter	3%	1%
Milton Commuter	4%	2%
Middlebury LINK	4%	3%
Montpelier LINK	6%	6%
St. Albans LINK	3%	3%
Jeffersonville Commuter	2%	2%
Sunday Service	4%	5%

Comments: In general, the number of respondents using various routes in the CCTA system reflect the total amount of ridership on those routes, with the highest percentages being on the routes with the highest ridership. The percentages overall are somewhat higher in 2017 than they were in 2014, a continuation of a trend from 2012, which may reflect more widespread use of the system. The only weekday route that shows a drop in use from 2014 to 2017 is the South Burlington Circulator. Note that in 2014, Williston-Essex was combined with Williston, and the Williston Village Commuter was separate, the opposite of 2017.

12) Fare payment	2017	2014
a) Monthly pass	21%	23%
b) Cash	32%	32%
c) 10-ride ticket	21%	20%
d) Student/employee ID	19%	18%
e) No fare (College Street)	8%	6%
Discounted fare	29%	4%

Comments: The 2017 results finally show a reasonable number of people using discounted fares, after prior years of surveyor error in not checking the box. Overall, the results are very consistent for each individual fare medium compared to prior years.

Section 3: DEMOGRAPHICS

13) Household statistics

	<u>2017</u>	<u>2014</u>
a) Average Number of Persons per Household	2.7 persons	2.7 persons
b) Average Number of Cars per Household	0.9 cars	1.1 cars
c) Percent of Households with Zero Cars	43%	38%
d) Percent of Riders with No Car for this Trip	79%	75%
e) Average Cars per HH (Commuter routes)	1.6 cars	1.7 cars
f) Pct of HH with Zero Cars (Commuter routes)	10%	12%
g) Pct of Commuter Riders with No Car for Trip	43%	32%

Comments: The 2017 results show a higher degree of transit-dependency among GMT's riders than in 2014 or prior surveys. Even among riders on commuter routes, who are much less transit dependent than riders on local routes, measures of transit dependency increased, with a smaller ratio of cars to households and a higher percentage of riders with no car available for this trip. Most of the riders on commuter routes who did have a car available for the trip used it to drive to a park-and-ride lot to reach the bus.

14) Age of riders

h) 18 and Under	8%	7%
i) 19-25	20%	20%
j) 26-35	25%	27%
k) 36-45	16%	13%
l) 46-55	13%	15%
m) 56-65	10%	13%
n) 65 and Over	10%	5%
Total:	100%	100%

Comments: The survey respondents in the 2017 survey generally line up previous surveys. The 2017 survey has a somewhat greater representation of older adults.

15) Gender

a) Female	47%	55%
b) Male	53%	45%
Total:	100%	100%

16) Race

a) Caucasian	82%	69%
b) African American	11%	7%
c) Asian	4%	4%
d) Hispanic	2%	2%
e) South Asian/Indian	2%	n/a
f) Not recorded	0%	18%

Comments: Due to omissions by the survey staff in 2014, race was not recorded for a large number of passengers. The 2017 results are more consistent with earlier surveys, which typically showed 79% Caucasian ridership. The 2017 figures represent the demographic characteristics of the Burlington area.

17) Employment status	2017	2014
a) Employed	57%	62%
b) Homemaker	1%	2%
c) Disabled	12%	9%
d) Retired	7%	5%
e) Student	18%	14%
f) Unemployed	5%	4%
g) Other	0%	4%
Total:	100%	100%
h) Employed among 19 to 65 age group	66%	72%

Comments: Fewer riders were employed in 2017, and the percentages in all of the other categories rose (other than Homemaker). This finding is consistent with overall greater transit dependency.

18) Riders receiving government assistance*

Currently receiving any type	37%	37%
Assistance Type		
a) Food Stamps	20%	21%
b) Social Security	20%	13%
c) Medicaid	22%	17%
d) TANF	3%	1%
e) VHAP	0%	5%
f) WIC	1%	3%
g) Medicare	12%	11%

Comments: The 2017 survey has the same incidence of people receiving some sort of assistance as the 2014 survey. The increase in Medicaid and the disappearance of VHAP is likely be related to the implementation of Vermont Health Connect. The increase in Social Security and Medicare reflect the increase in the over 65 portion of the ridership.

19) Approximate household incomes

a) Under \$20,000	37%	40%*
b) \$20,000-\$25,000	7%	14%
c) \$25,001-\$30,000	8%	10%
d) \$30,001-\$40,000	12%	9%
e) \$40,001-\$50,000	12%	9%
f) \$50,001-\$60,000	4%	2%
g) \$60,001-\$70,000	4%	6%
h) Over \$70,000	16%	10%
Median Income (approximate)	\$29,000	\$23,800

*Percentages exclude the 17% of riders who declined to answer this question.

Comments: The income distribution looks somewhat different from 2014 and other prior years, with more high-end responses, and higher percentages in the middle ranges. Only one person did not give an answer to the income question in 2017 due to diligent efforts from the surveyors, as opposed to earlier years when significant numbers of riders refused to answer the question. It is possible that national wage growth has promoted some workers from the \$20K range to the \$30K range, and that some of the non-responses in prior years were from upper income categories. These changes had the effect of raising the median income significantly.

20) Town or City of residence

Town	Riders	Town	Riders	Town	Riders
Burlington	4,067	Huntington	31	Williamstown	9
Essex	770	Richford	29	Hinesburg	9
Winooski	665	Vergennes	26	Georgia	9
S Burlington	597	Ferrisburgh	22	Bennington	6
Colchester	441	Fletcher	19	South Hero	5
Shelburne	282	Woodbury	19	Brandon	5
Williston	128	Barre	19	Cornwall	5
Milton	97	E Montpelier	17	Monkton	5
Montpelier	87	Charlotte	9	New Haven	5
Jericho	67	Duxbury	9	Waltham	5
Waterbury	47	E Calais	9	Weybridge	5
St Albans	45	Middlesex	9	Bristol	2
Middlebury	34	Morrisville	9	Starksboro	2
Enosburg	31	Northfield	9		
Westford	31	Stowe	9		

Comments: Commuter express routes and park & ride lots help to expand access to the system to a wide range of communities. There are far more Colchester residents who ride GMT buses than Shelburne, Williston and Milton residents, even though Colchester is not a member community and those three towns are members.

Section 4: CUSTOMER SERVICE AND SATISFACTION

21) Riders' ratings of CCTA's performance

	(1) Always	(2) Usually	(3) Seldom	(4) Never	2017 Avg	2014 Avg
The bus is on time	19%	60%	19%	2%	2.1	1.9
The bus driver is courteous	66%	26%	7%	1%	1.4	1.5
The bus runs frequently enough	54%	22%	14%	11%	1.8	1.8
The bus is clean	64%	28%	6%	2%	1.5	1.6
I feel safe on the bus	78%	18%	4%	0%	1.3	1.4

Comments: The average is calculated by taking the number of points shown above each of the answers and multiplying by the percentage choosing that answer. Because the "better" answers have lower numbers assigned (e.g., Always has the number 1), a lower average rating indicates better service. Customer ratings are excellent overall, though on-time performance is notably worse than in 2014 (which was worse than 2012). Other measures were equal or better than in 2014, Those figures had been worse than in 2012, likely due to riders remembering the strike in 2014 only two months before the survey.

22) Improvements requested by riders

	Avg Rating 2017	Avg Rating 2014
a) More frequency	3.3	3.7
b) Earlier hours in AM	2.1	2.9
c) Later hours in PM	3.3	3.7
d) More service on Saturday	3.3	3.6
e) More service on Sunday	3.7	3.8
f) Better on-time performance	2.7	3.1
g) Faster, more direct	1.9	3.0
h) More shelters	3.5	3.1
i) More park-and-ride lots	2.5	2.5
j) Real-time arrival information	3.8	3.5

Comments: Riders were asked to assign a number from 1 to 5 to indicate their interest in the potential improvement, with 5 being the strongest interest. Thus, a higher average rating indicates that riders placed greater importance on that type of improvement. Real-time arrival information is the top choice of current riders. GMT's RouteShout has given riders a taste of this benefit, but it has been off line for several periods of time. An increase in Sunday service is the next most popular choice among current riders followed by more shelters. Improved frequency of service had been a top choice in previous surveys, but was somewhat less important to 2017 riders. This may be related to higher transit dependency among current riders who tend to place more emphasis on span of service than on frequency. Among towns mentioned for new routes, Colchester was by far the most prominent (mentioned on 14% of the survey responses and comprising more than 60% of the requests for new towns to be served), with many other locations receiving mention by a few passengers. No other town had more than four mentions.

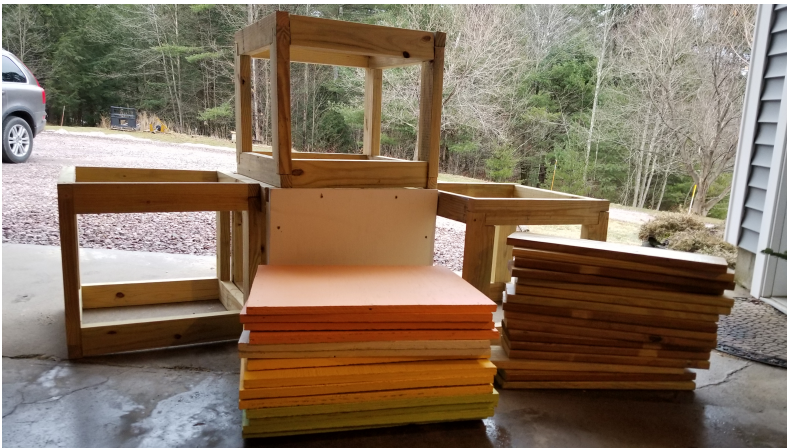
23) TDM Measures

	<u>Avg Rating (higher is better)</u>	
	<u>2017</u>	<u>2014</u>
a) Safer walking and biking connections	3.2	3.6
b) Employer-subsidized bus passes	4.1	4.0
c) Cash or gift reqards for biking/walking/transit	4.0	3.6
d) Bike racks or bike lockers at more locations	3.4	3.4
e) More carshare vehicles in Chittenden County	3.2	3.0
f) Guaranteed free taxi ride home	4.3	3.8

Comments: This question on potential travel demand management measures was asked for the first time on the 2012 survey. Riders were asked to rate the effectiveness of these potential TDM measures on a scale of 1 to 5, with 5 indicating the greatest effectiveness. Thus, a higher average rate indicates a more favorable opinion among passengers. Of the six suggested measures, a guaranteed ride home was thought to be the most effective at encouraging people to drive less, even more strongly than on the 2014 survey. Increased carshare vehicles and safer walking/biking connections were judged the least effective among the six, but still moderately effective. Respondents were asked to list other ideas as well. Most of these other suggestions related to bus service improvements (better frequency, later hours, midday and weekend service on commuter routes), or could be fit into one of the above categories. Additional bicycle capacity on buses was requested by several people. Several riders mentioned pricing incentives such as free fares on buses and higher charges for parking.

To: GMT Board of Commissioners
 From: Jamie L. Smith, Marketing and Public Affairs Manager
 Date: March 14, 2018
 Re: Marketing and Public Affairs Report

- Marketing staff ran a February advertising campaign with Seven Days. The campaign focused on the benefits of bus advertising. Advertising has been slower than years past, however it is picking up for Spring!
- Marketing has begun planning the Youth Summer Fun Wristband campaign. We have signed up to participate at the Kid's Day event at the waterfront in May.
- Over the past several months, we have been working with an Eagle Scout from Essex on his final project. The collaboration focused on improving bus stop amenities, and the final product (transit box) will provide seating at several stops in Essex. This project was based on a very successful project in Rochester, NY. We will install and plan an event to place the seating in the Spring.



- Marketing and Public Affairs Manager, Jamie Smith, will be returning to work at the end of March.
- GMT Rural Funding Requests
 - Towns within service area receive annual funding requests
 - Towns at risk of not funding service were identified by staff
 - Plan developed for staff and board Chair Kaynor to attend various "at risk" communities
 - Staff and Board members attended Town Meeting Day related events
 - All towns that accepted GMT's funding requests were approved

To: GMT Board of Commissioners

From: Trish Redalieu, Director of Human Resources

Date: March 20, 2018

RE: IT Support, Administrative Support, Training, and HR

Human Resources and Training

GMT welcomes Rachel Kennedy as our Senior Transit Planner. Rachel jumped right in, responding to emails from the public and attending a NexGen Advisory Committee Meeting.

GMT has finished the recruiting process for the Billing Specialist position. Saudin Bahunjic, will work in our Berlin office supporting the Broker Services division. He fills the position that was left vacant by Karen Hawes when she resigned. We look forward to working with Saudin who starts March 19, 2018.

Information Technology

As part of IT Support's two-year plan to standardize GMT's Microsoft Office licenses, IT is purchasing the remaining licenses necessary to accomplish this. The goal for next fiscal year is to standardize our Adobe Acrobat licenses. David Hamblin attended training this month for Active Directory for 2012 and 2016 servers to streamline software roll-outs and security updates.

FY18 GMT Urban Ridership by Month

		Number of Service Days												FY18 YTD		FY17 YTD		Difference (FY18-FY17)		FY16 YTD		Difference (FY18-FY16)	
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun										
	Saturday	5	4	5	4	4	4	5	4	4				35		35				34			
			4	4	5	4	5	4	4	4										11,307			
		20	23	20	20	22	21	20	22	20				168		170				170			
		0	2	20	21	17	20	16	17	17				113		112				112			
#	Route Name	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY18 YTD	FY17 YTD	FY18 YTD	FY17 YTD	Difference (FY18-FY17)		FY16 YTD		Difference (FY18-FY16)	%
1	Williston-Wal-Mart	29,831	35,096	39,027	40,942	38,236	34,005	30,610	34,024					284,952	284,952	281,771	284,952	-3,181	-1.2%	311,149	-29,378	-9.44%	
1V	Williston Village	1,365	1,506	1,482	1,588	1,414	1,500	1,178	1,292					11,325	9,573	11,325	9,573	1,752	18.30%	11,307	18	0.16%	
10	Williston-Amtrak	1,618	1,734	1,387	1,474	1,441	1,024	1,960	1,128					11,766	11,021	11,766	11,021	745	7.6%	16,964	-5,198	-30.64%	
2	Essex Junction	34,294	38,164	40,729	43,229	38,433	31,844	31,087	36,341					284,121	307,866	284,121	307,866	-13,845	-4.50%	331,865	-37,744	-11.37%	
3	Lakeside Commuter	127	150	164	208	114	114	211	116					1,204	1,344	1,204	1,344	-140	-10.42%	1,174	30	2.56%	
4	Essex Center	1,207	1,464	1,537	1,666	1,722	1,380	1,588	1,588					12,132	12,540	12,132	12,540	-408	-3.25%	14,992	-2,860	-19.08%	
5	Pine Street	8,708	8,992	8,914	10,184	8,509	8,066	9,759	8,828					71,960	75,460	71,960	75,460	-3,500	-4.84%	82,756	-10,796	-13.05%	
6	Shelburne Rd.	19,641	20,337	19,741	20,749	19,339	14,698	17,556	16,989					149,010	153,496	149,010	153,496	-4,486	-2.92%	166,947	-17,937	-10.74%	
7	North Avenue	17,665	18,517	18,317	21,447	22,424	16,841	20,292	19,114					160,042	167,775	160,042	167,775	-7,733	-4.81%	171,404	-11,362	-6.63%	
8	City Loop	4,638	5,149	5,841	6,454	6,536	4,780	5,990	6,442					43,913	43,913	43,913	43,913	0	0.00%	47,158	-3,245	-6.88%	
9	Riverside/Winooski	8,808	10,004	10,335	10,964	10,211	7,756	9,855	9,010					76,963	83,303	76,963	83,303	-6,340	-8.24%	94,611	-17,648	-18.65%	
11	College Street Shuttle	16,832	18,605	16,120	13,289	10,443	7,755	6,932	8,013					97,989	102,137	97,989	102,137	-4,148	-4.06%	118,877	-20,888	-17.57%	
12	Hamford's	4,466	4,351	5,477	6,287	6,017	4,932	5,689	5,817					43,036	49,138	43,036	49,138	-6,102	-12.42%	56,050	-13,014	-23.22%	
16	Price Chopper #1	108	258	80	242	172	148	172	172					1,352	1,600	1,352	1,600	-248	-15.50%	1,742	-390	-22.39%	
19	Price Chopper #2	200	288	248	310	310	138	254	244					1,992	1,966	1,992	1,966	26	1.32%	2,352	-360	-15.31%	
20	School Trippers	0	1,111	15,964	19,364	16,539	16,360	15,075	14,182					994	1,138	994	1,138	-144	-12.65%	1,348	-354	-26.26%	
18	Sunday Service	495	332	376	479	461	425	272	300					98,595	106,367	98,595	106,367	-7,772	-7.31%	114,764	-16,169	-14.10%	
26	Other	7,856	0	0	0	0	0	0	0					7,856	7,999	7,856	7,999	-143	-1.79%	4,077	-3,937	-96.80%	
56	Milton Commuter	1,120	1,466	1,361	1,438	1,385	1,191	1,193	1,099					10,253	9,272	10,253	9,272	981	9.52%	11,876	-1,623	-13.67%	
76	Middlebury Link	1,010	1,183	1,148	1,136	1,107	957	1,211	1,142					8,894	9,184	8,894	9,184	-290	-3.22%	11,834	-2,940	-24.84%	
86	Montpelier Link	8,545	10,024	9,444	10,671	10,216	8,990	11,078	10,100					79,068	83,822	79,068	83,822	-4,754	-5.85%	85,107	-6,039	-7.10%	
96	St. Albans Link	1,172	1,302	1,284	1,397	1,281	1,222	1,626	1,231					10,515	10,959	10,515	10,959	-444	-4.05%	11,615	-1,100	-9.47%	
46	116 Commuter	277	337	359	321	300	250	346	300					2,490	2,555	2,490	2,555	-65	-2.54%	2,658	-168	-6.32%	
36	Jeffersonville Commuter	716	770	708	818	737	586	672	686					5,703	5,806	5,703	5,806	-103	-1.77%	7,464	-1,761	-23.59%	
SUBTOTAL		170,797	181,221	202,957	217,413	197,533	165,044	174,826	178,210	0	0	0	0	1,488,001	1,549,399	1,488,001	1,549,399	-61,398	-3.98%	1,686,090	-200,089	-11.85%	
ADA Paratransit		3,444	3,571	3,393	3,671	3,504	3,431	3,624	3,383					28,021	21,408	28,021	21,408	6,613	30.89%	25,566	2,455	9.60%	
TOTAL		174,241	184,792	206,350	221,084	201,037	168,475	178,450	181,593	0	0	0	0	1,516,022	1,570,807	1,516,022	1,570,807	-54,785	-3.69%	1,713,656	-197,634	-11.53%	
UNLIMITED ACCESS														Total	FY17				% change	FY16			% change
	UVM	14,632	20,450	32,059	32,772	28,561	20,702	24,017	29,160					202,353	220,609	202,353	220,609	-18,256	-8.28%	245,580	-43,227	-17.60%	
	CHAMPLAIN	2,723	2,941	4,126	4,537	4,215	2,970	3,735	3,695					28,942	32,956	28,942	32,956	-4,014	-12.18%	33,137	-4,195	-12.66%	
	ST. MICHAEL'S	83	57	77	98	88	78	97	56					24,543	30,378	24,543	30,378	-5,835	-19.21%	38,371	-13,828	-36.04%	
	MIDDLEBURY	310	274	226	362	95	76	144	114					634	681	634	681	-47	-6.90%	666	32	4.80%	
	SEVENTH GENERATION	1,279	1,418	1,300	1,319	1,201	938	1,280	1,000					9,715	12,251	9,715	12,251	-2,536	-20.70%	11,262	-1,547	-13.74%	
	DEALER.COM	676	859	798	1,081	954	1,148	1,294	1,165					7,975	5,206	7,975	5,206	2,769	53.19%	0	n/a	n/a	
	CITY MARKET	22,409	28,575	43,249	43,904	38,385	28,359	32,944	37,938	0	0	0	0	267,788	284,624	267,788	284,624	-16,836	-5.92%	317,783	-49,955	-15.73%	
TOTAL		135	96	1,121	1,048	1,011	798	1,117	1,055					231	176	231	176	55	31.25%	193	38	19.69%	
Tilley Drive	Quarterly Ridership													Total					% change				% change
46	116 Commuter(Total)	884	1,096	1,121	1,048	1,011	798	1,117	1,055					8,130	7,887	8,130	7,887	243	3.08%	7,506	624	8.31%	
	Local Commuter	157,957	166,139	188,653	201,632	182,507	151,848	158,700	163,642	0	0	0	0	1,371,078	1,426,699	1,371,078	1,426,699	-55,621	-3.90%	1,557,536	-186,458	-11.97%	
	LINK	2,113	2,428	2,428	2,577	2,422	2,027	2,211	2,095	0	0	0	0	18,446	18,955	18,446	18,955	-509	-2.69%	21,998	-3,552	-16.15%	
		10,727	12,509	11,876	13,204	12,604	13,915	13,915	12,473	0	0	0	0	108,477	103,745	108,477	103,745	4,732	4.50%	108,556	-80	-0.07%	
		170,979	181,221	202,957	217,413	197,533	165,044	174,826	178,210	0	0	0	0	1,488,001	1,549,399	1,488,001	1,549,399	-61,398	-3.96%	1,686,090	-200,089	-11.85%	

FY18 GMT Rural Ridership by Month

		Number of Service Days												FY18 YTD				FY17 YTD				FY16 YTD			
		Saturday	Sunday	Weekday	School Days																				
#	Route Name	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	FY18 YTD	FY17 YTD	Riders	%	FY16 YTD	Riders	%					
79	CVMC Barre Health Shuttle	182	193	132	145	147	117	131	86					1,133	1,377	11	-17.7%	1,538	(405)	-26.3%					
80	City Route Mid-day	2,105	2,366	2,249	2,167	2,127	1,854	1,843	1,723					16,434	16,423	11	0.1%	17,910	(1,476)	-8.2%					
81	Barre Hospital Hill	2,337	2,579	2,536	2,470	2,136	2,013	1,998	2,288					18,357	16,414	1,943	11.8%	22,190	(3,833)	-17.3%					
82	Montpelier Hospital Hill	1,725	1,930	1,853	1,962	1,570	1,620	1,618	1,706					13,984	14,140	(156)	-1.1%	14,778	(794)	-5.4%					
83	Waterbury Commuter	945	924	884	940	975	819	896	942					7,325	7,276	49	0.7%	6,813	512	7.5%					
84	US 2 Commuter	617	712	616	670	593	450	571	515					4,744	5,346	(602)	-11.3%	6,276	(1,532)	-24.4%					
85	Hannaford Shopping Special	207	255	228	245	200	158	254	210					1,757	1,921	(164)	-8.5%	1,978	(221)	-11.2%					
87	Northfield Shuttle	81	122	65	113	120	68	129	87					785	667	118	17.7%	847	(62)	-7.3%					
88	Capital Shuttle	0	0	150	290	231	291	1,442	1,379					3,783	2,874	909	0.0%	2,760	1,023	0.0%					
89	City Commuter	2,886	3,439	3,089	3,507	3,173	2,574	2,823	2,572					24,063	25,064	(1,001)	-4.0%	24,997	(934)	-3.7%					
90	Plainfield Shuttle	35	104	47	50	67	57	60	65					485	522	(37)	-7.1%	597	(112)	-18.8%					
91	Hospital Hill Demand Response	106	146	89	117	63	50	69	80					720	457	263	57.5%	965	(245)	-25.4%					
92	Montpelier Circulator	1,392	1,320	1,279	1,750	1,622	1,354	1,545	1,522					11,784	11,704	80	0.7%	12,784	(1,000)	-7.8%					
93	Northfield Commuter	529	591	721	655	582	461	568	573					4,680	4,400	280	6.4%	4,179	501	12.0%					
100	Route 100 Commuter	568	590	650	745	882	621	772	758					5,586	7,014	(1,428)	-20.4%	8,659	(3,073)	-35.5%					
108	Mountain Road Shuttle	0	0	0	0	637	12,620	16,294	16,844					46,395	44,331	2,064	4.7%	44,309	2,086	4.7%					
102	Morrisville Loop	340	392	339	413	415	332	368	337					2,936	3,136	(200)	-6.4%	3,427	(491)	-14.3%					
103	Morrisville Shopping Shuttle	218	209	324	412	401	371	557	375					2,867	3,497	(630)	-18.0%	3,833	(966)	-25.2%					
109	Tuesday Shopping Shuttle (FGI)	52	65	59	73	54	13	76	80					472	532	(60)	-11.3%	656	(184)	-28.0%					
110	St Albans DT Shuttle	1,838	1,989	1,917	1,759	1,719	1,515	1,571	1,695					14,003	14,237	(234)	-1.6%	14,352	(349)	-2.4%					
115	Alburg-Georgia Commuter	467	606	446	431	401	399	412	445					3,607	4,409	(802)	-18.2%	5,871	(2,264)	-38.6%					
116	Richford-St Albans Commuter	488	742	642	673	547	614	625	634					4,965	4,424	541	12.2%	5,850	(885)	-15.1%					
120	Valley Floor	0	0	0	0	0	900	1,763	2,257					4,920	5,343	(423)	-7.9%	2,802	2,118	75.6%					
121	Valley Evening Service	0	0	0	0	0	308	533	627					1,468	1,469	(1)	-0.1%	1,202	266	22.1%					
122	Mount Ellen	0	0	0	0	0	2,253	4,313	5,308					11,874	15,276	(3,402)	-22.3%	13,124	(1,250)	-9.5%					
124	Mountain Condos	0	0	0	0	0	1,474	2,184	3,614					7,272	10,941	(3,669)	-33.5%	8,390	(1,118)	-13.3%					
125	Access Road	0	0	0	0	0	1,775	2,120	3,547					7,442	9,767	(2,325)	-23.8%	6,620	822	12.4%					
126	SnowCap Commuter	0	0	0	0	0	0	0	0	0	0	0	0	0	140	(140)	0.0%	0	0	0.0%					
99	Special Services	2,384	0	0	0	0	0	0	0	0	0	0	0	2,384	1,702	682	40.1%	2,242	142	6.3%					
	SUBTOTAL	19,320	19,081	18,183	19,442	18,515	34,964	45,404	50,183	0	0	0	0	226,225	234,803	(8,578)	-3.7%	239,949	(13,724)	-5.7%					

To: GMT Finance Committee
From: Michelle Daley, Director of Finance
Date: March 5, 2018
cc: Mark A. Sousa, General Manager
Re: FY18-FY22 Auditing Services Request for Proposals

Background: In November 2017, GMT staff developed a Request for Proposals (RFP) for FY18-FY22 Auditing Services with advice from the Board Finance Committee. The RFP was advertised in the Burlington Free Press, our website and the Vermont Bid Registry Monday, December 22, 2017.

Thirteen (13) firms requested the scope of work, including: RHR Smith & Company; Sullivan, Powers & Company; Clifton Larson Allen LLP; Crowe Horwath LLP; Onvia; Berry Dunn; Graham & Graham; Seven Outsource; Risk & Regulatory Consulting; Doherty & Associates; Pace & Hawley; Bronner Group; Shay Enterprise.

Two (2) firms responded and submitted proposals: RHR Smith & Company, and Sullivan, Powers & Company.

Evaluation: In accordance with FTA regulations, GMT's procurement policy requires that proposals be evaluated against GMT's evaluation criteria rather than against other proposals received. Section VI of the RFP states the requirements for proposal contents as price, responsiveness to the RFP, experience and firm reputation. These criteria were used as the basis for evaluations.

The evaluation committee included Michelle Daley, Director of Finance; Kim Wall, Grants Manager; Mark Sousa, General Manager; Paul Bohne, GMT Board Commissioner/Treasurer; and Jordan Nelle, Controller. The attached evaluation table reflects each committee member's independent evaluation of each proposal and the average scores that resulted in a final evaluation score for the two (2) firms. Evaluations were made using a 5 point scale (1-5 points awarded) with 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree.

The following criteria were used to evaluate the proposals:

Responsiveness to the RFP (25 percent): The strength of the firm's history, the description of the firm including their audit approach and how well it conforms to GMT's requirements in the Scope of Services, and the firm's approach to continuity of personnel for the entire contract were evaluated under this category.

RHR Smith & Co. RHR Smith is a Maine based firm founded in 1997 licensed to practice in Maine, New Hampshire, Vermont, and Massachusetts. The firm has thirty (30) employees and conducts over 200 audits for government and non-profit clients. The procedures outlined in Smith's proposal cover the audit regulations required for government entities and specifically address all six of GMT's required services. Proposed audit milestones are in accordance with the schedule outlined in the requested Scope of Services.

Sullivan, Powers & Company. Sullivan, Powers & Company is a Vermont based firm located in Montpelier and founded in 1978. The firm has fourteen (14) accountants and has served many Vermont non-profit and local government entities. The firm's audit approach is explained in detail and meets all of the audit regulations outlined in the RFP. The procedures outlined in the proposal cover the audit regulations required for

government entities and specifically address all six of GMT's required services. Proposed audit milestones are in accordance with the schedule outlined in the requested Scope of Services.

Experience (20 percent): The experience of the staff proposed for assignment and the comparability of the example audit were evaluated under this category.

RHR Smith & Co. The firm proposed an engagement team consisting of the managing partner, one senior auditor, and two staff accountants. The team members have many years of public accounting experience with a focus on governmental clients. They submitted a sample audit for Western Maine Transportation Services, Inc.; a non-profit transportation agency. RHR also audits entities which are a direct federal recipient and other rural transit services.

Sullivan, Powers & Company. The firm proposed an engagement team consisting of the managing partner, one senior auditor, and two staff accountants. The team members have many years of public accounting experience with a focus on governmental clients. They submitted a sample audit for Marble Valley Regional Transit District; a special municipal district established by the State Legislature. Sullivan, Powers & Company also audits entities which are a direct federal recipient and other rural transit services.

Firm and Staff Reputation (20 percent): The representative listing of ten current or former clients, and the client's comparability to GMT was evaluated under this category.

RHR Smith & Co. The firm listed ten (10) references to contact, since RHR Smith is our current auditor and GMT doesn't have any issues with the services, we didn't feel the need to contact references. The finance team regularly contacts RHR Smith clients to bounce different ideas and situations. GMT staff are very happy with the relationship with the firm and the services we are provided.

Sullivan, Powers & Company. The firm listed ten (10) references to contact, we did not contact any of the references because two of our finance employees (Director of Finance and Controller) are former employees of the firm and both spoke very highly of the firm services and staff. Based on these references, GMT staff were satisfied that the firm would provide high quality work and accounting assistance.

Price (35 percent): Price was evaluated based on three elements of each proposer's cost proposals required in the RFP (the total of annual contract fees over five years, first year start-up fee, and hourly billing rates for all classes of employees), and the categories for staff performing the work based on the estimated project hours by employee type.

RHR Smith & Co. The estimated hourly workload has approx. 18% of the work performed by the partner, 50% performed by the senior accountants, and 32% performed by staff accountants.

Sullivan, Powers & Company. The estimated hourly workload has approx. 17% of the work performed by the principal/partner, 25% performed by the senior accountants, and 58% performed by staff accountants and other clerical staff.

Recommendation: RHR Smith and Sullivan Powers and Company are two very comparable firms. Staff knowledge of both firms makes them equally favorable for the contract. The major difference between the two was contract price. RHR Smith has the lowest price per year and cumulative for the five (5) years.

With the price differential, staff believes that there is more value to GMT from the RHR Smith firm. The GMT staff performing this evaluation suggest that the Finance Committee recommend that the GMT Board of Commissioners award the RFP for auditing services to RHR Smith & Company. The award of the RFP will result in annual “engagements” one year at a time for a maximum of five years.

CHITTENDEN COUNTY TRANSPORTATION AUTHORITY
DBA GREEN MOUNTAIN TRANSIT
Burlington, Vermont

REQUEST FOR PROPOSALS

FOR

AUDITING SERVICES

The Chittenden County Transportation Authority DBA Green Mountain Transit (GMT) invites proposals from Certified Public Accountants, appropriately licensed to do business in the State of Vermont, for auditing services for the fiscal year ending June 30, 2018 (FY18) through and up to fiscal year ending June 30, 2022 (FY22) for GMT.

I. INTRODUCTION

A. Overall Information

The Chittenden County Transportation Authority dba Green Mountain Transit (GMT) is seeking Proposals from qualified auditors appropriately licensed in the State of Vermont, for audit services for its transit system.

B. GMT Information

GMT is a public authority (chartered as a municipal corporation by the Vermont General Assembly in 1973) that operates a combined urban and rural public transportation system.

GMT provides Chittenden County's fixed route transit service and three commuter 'Links' that connect Burlington to Montpelier, Middlebury, and St. Albans, VT, and provides rural transit services to parts of Washington, Lamoille, Franklin-Grand Isle and Orange Counties in central Vermont. Green Mountain Transit's central offices are located at 15 Industrial Parkway, Burlington, VT.

GMT currently has eight member municipalities: Burlington, Essex, Milton, Shelburne, South Burlington, Williston, Winooski and Hinesburg, each of which has board representation. The full Board of Directors consists of municipal members' representatives and four rural representatives designated by the Regional Planning Commissions in northwest and central Vermont.

GMT has a total of 200 active full-time and three part-time employees (as of October 2017). Drivers and mechanics wages are paid by the hour according to three separate union contracts.

GMT's fiscal year 2018 operating budget is approximately \$20,000,000. The capital budget ranges from \$1,000,000 - \$4,000,000 annually.

GMT operates approximately 132 vehicles, 8 of which are service vehicles. GMT leases 40 revenue vehicles (vans and sedans) to a contractor who insures and operates them (currently Special Service Transportation Agency) for GMT's ADA and Vermont Elders and Persons with Disabilities programs.

GMT receives pass-through federal funding through the Chittenden County Regional

Planning Commission, the State of Vermont, and direct federal funding from the Federal Transit Administration. GMT funding sources include member assessments, federal and state grants which are subject to all associated regulations.

GMT provides two specialized transportation services, Vermont Elders and Persons with Disabilities Transportation through a grant with the Vermont Agency of Transportation and Non-Emergency Medical Transportation (NEMT) through a contract with the Vermont Public Transportation Association (VPTA). These services are delivered directly by GMT and through brokerage arrangements with private cab companies and two nonprofit transportation providers.

C. Project Considerations

There are no other transit agencies similar to GMT in Vermont. GMT's uniqueness may present a challenge to a firm without prior experience auditing "a direct FTA recipient of 5307 operating funds, greater than \$500,000 annually" that also operates a rural transit system.

There is no federal grantor resource from which to obtain advice other than written requirements. It is essential that the auditor have expertise in accepted practices and systems for this program and how other comparable grantees comply with the applicable requirements. To this end, GMT will require firms without at least two years' experience in auditing a direct recipient of more than \$500,000 annual of 5307 operating funds in the last ten years to retain a firm with at least four years of such experience (within the last five years) as a subcontractor.

II. SCOPE OF SERVICES

Required Services

1. Perform a "Single Audit" for each fiscal year in accordance with Government Auditing Standards issued by the Comptroller General of the United States, the Single Audit act of 1984, and the provisions of the super circular, Audits of State and Local Governments.
2. Perform tests of the accounting records of GMT, and employ other procedures necessary to enable the CPA to express an opinion on the financial statements, and their conformity with generally accepted accounting principles.
3. Report on the Schedule of Federal Awards, GMT's compliance with applicable laws and regulations, and its internal control structure for a Single Audit.
4. Review and attest to the Cost Allocation Plan submission to the Federal Transit Administration. This document is prepared by the GMT Director of Finance annually.
5. Provide draft statements showing rural and urban activities for review by the General Manager and the Director of Finance, including drafts of all of the reports

- to be enclosed in the Audit Report.
- 6. Provide management letters with advisory comments to the GMT Board of Commissioners, General Manager and Director of Finance, concerning recommendations for improvement of internal accounting procedures and other practices and procedures.
- 7. Provide technical assistance as needed during the year as part of the contract.

Annual Reports Required

- 1. 20 copies of GMT Audit Report with Single Audit Letter;
- 2. 20 copies of the management letter with advisory comments.
- 3. 1 PDF Copy of each the audit report and management letter

Schedule

- 1. Preliminary work on annual audit to begin in May or June;
- 2. Completion of field work by October 31st
- 3. Draft audit and management letter to staff by December 1st
- 4. Review of CAP documents by December 15th
- 5. Final Audit to Finance Committee by January 31st
- 6. Final Audit to Board by February 28th

III. PROPOSAL CONTENTS

- A. Provide a brief statement of your firm's business history and principles.
- B. A description of the firm(s) or person submitting the proposal.
- C. Submit information including names and experience of staff proposed for assignment.
- D. A representative, partial listing of ten current or former clients with particular reference to those requiring services similar to those listed in this RFP, including contact names and phone numbers. Experience with government enterprise funds will also be considered advantageous.
- E. Provide an example of an audit from a similar organization completed by your firm (arrange with client for release as sample work).
- F. For proposed subcontractors with FTA 5307 operating experience include:
 - 1) A description of the firm(s) or person submitting the proposal.
 - 2) Information including names and experience of staff proposed for assignment.
 - 3) A representative, partial listing of five current or former clients with particular reference to those requiring services similar to those listed by GMT, including contact names and phone numbers.

G. Fee

- 1) State the fee for each of the five years of the contract.
- 2) Break out first year gearing up/training fees for the audit firm, if any.
- 3) Break out subcontractor fees by year
- 4) Cite hourly billing rates for all classes of employees who may perform work for GMT over the next three years.
- 5) Provide a table showing hours per auditor's staff/partner/subcontractor pay classifications for the following stages of the annual audit: audit planning, fieldwork, office review, and presentation. GMT will not be contracting for a specified amount of work, so the audit contract will be for a fixed fee, not be for a fixed amount of hours. However, the number of hours the firm expects to spend may be used to determine responsiveness to the RFP.

H. Continuity. Any audit in general, and of a unique organization in particular, requires a large amount of time and energy in the first year. The on-site audit staff and the auditee need to reach a mutual understanding of the underlying business structure in general and its programs in particular. Since GMT only wishes to go through this learning process once, GMT will require that two senior staff members are assigned to conduct the audit during the term of the relationship with the auditor. These members may be substituted for other staff, if a) those staff members serve one prior year on site at GMT; and b) GMT agrees, in advance of that year's audit, that the proposed substitute possesses the skills and abilities to serve as one of the senior staff assigned to GMT. Senior staff is not defined as partner or any other position at the audit firm, it merely demonstrates sufficient expertise to work efficiently and effectively with GMT staff in understanding our business concepts.

I. Exceptions. Any deviations from the service specifications described in this request for proposals must be clearly noted in a special response section marked "I-Exceptions."

IV. GUIDELINES FOR SUBMITTING PROPOSALS

Eight copies of each person or firm's proposal must be received at GMT by 2:00 p.m. on **January 19, 2018**. Proposals should be addressed to:

Cheryl Whitaker, Grants and Procurement Coordinator
 Green Mountain Transit
 15 Industrial Parkway
 Burlington, VT 05401
 cwhitaker@ridegmt.com

Telephone: 802-864-0211

The outside of the package should be clearly marked with the words "Audit Proposal." Email proposals will be accepted for purposes of meeting the submit deadline, along with hardcopies mailed. Proposals must be valid for a minimum of ninety days from the date of

submittal.

Questions about this RFP must be submitted in writing via mail or email- no telephone contact shall be permitted – to Cheryl Whitaker (see contact information above). GMT will provide written response of clarification requests to all persons and/or firms who have received the specifications for this Request for Proposals.

V. TERM OF AGREEMENT

This solicitation is for a maximum of five years of completed audits. An award letter will be mailed to the chosen firm. The contract will consist of this Request for Proposal and the Contractor's proposal. Engagement letters may not supersede any of the RFP requirements including the General and Special Contract Provisions, unless the proposing firm makes GMT aware of such in their proposal.

VI. EVALUATION CRITERIA

The following criteria will be used in evaluating proposals in order of priority:

- Price (total 5 year fees)
- Responsiveness to the RFP
- Experience
- Firm and staff reputation

VII. FEE

If for any reason government regulations providing guidance for the audit substantially increase the annual auditing work, the auditor may submit a revised fee schedule for the next annual audit, provided that the audit has been initiated and such submittal is made at least 3 months prior to the start of the next annual audit. GMT may choose to accept, negotiate, or discard this revised fee proposal and re-advertise for auditing services at its sole discretion.

GMT will not pay "extra" for the auditor to obtain knowledge required to perform the audit. If there are any first year costs associated with understanding GMT and/or our unique business, then those costs need to be included in the fee proposal for the first year.

To be considered, all proposers must have the required experience necessary to independently fully conduct an audit of a 5307 operating recipient in excess of \$500,000 annually or their proposals need to include a subcontractor with the required experience as noted in prior sections of this RFP. It is the responsibility of the proposer to determine how much time they will require from the subcontractor and to include that time in the fee proposal.

GMT will only pay for increased audit costs beyond the proposed annual fee (i.e. 10% cost

increase or audit requirement changes), based on changes agreed to by both GMT and the audit firm in advance of expenditures on those increased costs. Any costs beyond the audit fee proposal must be documented in detail including an hour by hour outline of the person performing the work and the nature of the work completed. Additionally, such increased audit costs may only be approved on a GMT Change Order signed by the GMT General Manager and the GMT Director of Finance.

Any additional cost due to auditing standards changes should be included in the price proposal. Any future auditing standards changes that demonstrably increase costs to the auditor will be negotiated separately.

VIII. SELECTION

GMT reserves the right to waive minor irregularities in proposals, to reject any and all offers, and to re-solicit or cancel this RFP without explanation. Prior to making a decision concerning the proposals, GMT reserves the right to request additional information from any and all firms submitting proposals.

The selection of the person, firm, or firms shall be based upon the most responsible and responsive proposal in accordance with the evaluation criteria in this Request for Proposals.

If necessary, firms will be invited to an oral interview. The interview will be at the exclusive option of GMT.