



Operations Committee Meeting
October 17, 2016 – 9:30 AM
GMT Office
15 Industrial Parkway, Burlington

Present – Committee Chair Barton, Commissioner Sharrow and Alternate Commissioner Weinstock, Trish Redalieu, Director of Administrative and Support Services, Mark Sousa, Assistant General Manager.

Adjustment of the Agenda: none

Public Comment: none

Approval of September Operations Committee Meeting Minutes: Alt., Commissioner Weinstock asked to have Karen's name removed from the minutes as she was not in attendance; Commissioner Sharrow made a motion to approve the minutes as amended and Alternate Commissioner Weinstock seconded the motion. Minutes were approved.

Discussion of Emergency Plan: Mark Sousa explained the plan is in its final stages, discussed the status of specific components of the plan: threat assessments, draft of MOUs, winter weather plan, route changes, detours, and RouteMatch integration. Mark further discussed the critical incident command structure, building a new EOC in the new dispatch office, the command structure, notifications; discussed being part of the solution in the event of an emergency rather than an afterthought. Supervisors are trained in ICS. Our current draft plan can be used if the need arises. Mark discussed circulation and access. Staff will ensure information in the plan is distributed in such a way that it will not create vulnerabilities. He discussed external and internal drills, as well as a table top drill, Committee Chair Barton will provide a status update at the October Board meeting. Commissioner Sharrow suggested staff refer to our EAP provider, Workplace Solutions.

Review of Performance Improvement Plan (PIP): updated information will be ready in November for the 1st quarter of FY17; graphics will be sent to the board and not the raw data;

Discussion of FY17 Strategic goals and input from the annual retreat

Goal 3 Operational Excellence:

- Complete SSEP plan: approval, and implementation of the plan (November 2017).





- Objective B: Complete negotiations with Maintenance (March 2017)
- Objective C: utilize PIP and report to the board.
- Objective D: BRIDJ
- Objective G: complete system analysis and determine plan for implementation of recommendation

Objective HLO assess measures of cost efficiency – complete system analysis is a strategy to measure cost efficiency; discussion of adding a more general efficiency component to the PIP; add cost efficiency in to the PIP; integrate data sources internally (i.e. monthly performance report: this data should be integrated);

The planning process and setting strategies with Karen to meet these objective. Karen will provide an update on the system analysis;

A new strategy for recognition program – safety. Include in the PIP a strategy to add voice annunciators to the buses. Discussion of Strategy 3 RE park and ride expansions, increasing ridership by 3%: staff discussed using Customer service surveys on DTC, website, FB, to measure customer satisfaction.

FY17 Committee Work Plan adjusted work plan

Staff update on ongoing projects and Next Meeting Date Next meeting - November 28th 9:30 am.

Adjourn meeting adjourned at 10:46 am.

DRAFT

