



Operations Committee Meeting Minutes
Monday May 7, 2018 at 9:30am GMT Board Room
15 Industrial Parkway, Burlington

Present:

Commissioner Barton (Chair)
Commissioner Chittenden
Commissioner Waninger
Commissioner Sharrow
Commissioner Miles

Mark A. Sousa, General Manager
Trish Redalieu, Director of Human Resources
Matthew Young, Admin Support Specialist

Meeting started at 9:32 AM.

1. Adjustment of the Agenda – None
2. Public Comment - None
3. Approval of March and April 2018 Meeting Minutes – A motion was made to approve the minutes by Commissioner Chittenden, seconded by Commissioner Miles. All in favor and the minutes were approved. April minutes were approved although there was no quorum at the April meeting.
4. Discussion of Performance Improvement Plan (PIP) –
 - Commissioner Sharrow commended the urban maintenance department for their preventive maintenance changing from 66% in FY17 to 91% in FY18. There was discussion on road calls increasing due to the age of the fleet. Mr. Sousa explained before rural operations had different criteria for a road call. Now with Jon Moore as Director of Maintenance the criteria has changed, so it is now the same across each location. GMT is now receiving more accurate numbers.
 - Mr. Sousa discussed that GMT will receive 10 additional buses for the rural area from the FTA, these 10 buses are not counted in the number of replacement buses GMT requested from VTRANS.
 - Mr. Sousa lead a discussion about the Volkswagen settlement and how the money may be used; there is a 10-year timeline from the end date to use this money if awarded.
 - Commissioner Barton discussed energy efficiency information being collected by operations and having the Strategy Committee use the data to formulate the energy efficiency plan.
 - Mr. Sousa discussed customer satisfaction and having a one page (5-6 question) survey available at tabling events all summer long. Ms. Redalieu explained how comments or complaints are handled via info@, between 4-6 info@emails received each day.



- Commissioner Sharrow would like to discuss the time it takes to complete the PIP data collection at the next Operations Meeting. Commissioner Waninger requested that EEO targets be added to the PIP. Commissioner Barton suggested updating strategies on the PIP.
5. RouteMatch/on-time performance discussion –
 - Mr. Sousa informed the committee of the remedies for Route Match (RM). RM has fixed many errors, by disabling features in the app. and more work on the errors are in progress. Operations has been doing their part in terms of logging in and out of the tablets correctly.
 - Commissioner Barton requested ridecheck data be brought to next Operations meeting for a few of the major routes.
 6. Discussion of FY18 Strategic Goals – Mr. Sousa presented a draft of the new layout of the FY18 strategic goals. He asked the commissioners to review and provide feedback. Commissioner Barton would like to group like categories together ex. HR, Operations, Finance, Customer Service, Marketing.
 7. Staff Review of Ongoing Projects (HR updates) and next meeting date - Discussion on standardizing board reports to be more easily read. Commissioner Barton asked for Jamie Smith attend the next Operations meeting to go over the marketing plan.
 8. Next meeting date and location - Tuesday June 12, 2018 at 8:00 AM here at 15 Industrial Parkway.
 9. Adjourn- Commissioner Sharrow made a motion to adjourn, Commissioner Chittenden Seconded the motion. All in favor the meeting adjourned at 10:30 am.