



February Operations Committee Meeting
Monday, February 8, 2021
101 Queen City Park Road | Burlington, VT 05401

Present via ZOOM:

Commissioner Baker
Commissioner Sharrow
Commissioner Wallis
Commissioner Waninger
Commissioner Polyte

Jon Moore, GMT General Manager
Trish Redalieu, Director of Human Resources
Nick Foss, Director of Finance
Jamie Smith, Director of Marketing and
Planning
Hakeem Nuru, HR Coordinator

Absent:

Meeting called to Order

Meeting Opened- 10:00AM

Adjustment of the Agenda

There were no adjustments to the agenda.

Public Comment

No public comment.

Approval of Committee Minutes • January 8th 2021

Quorum was present. Meeting minutes were approved, with corrections.

Performance Dashboard Review

Mr. Moore noted that to increase the efficacy of the dashboard, additional metrics and refined goals will be included in future dashboard reports to the Board, noting that with the operating challenges of the COVID-19 pandemic will be taken into consideration along with historical data on GMT's operations.

The Performance Dashboard will now report:

- Operational Safety metrics related to the FTA required safety plan
- ADA and NEMT service related service metrics
- MyRide by GMT service metrics

Mr. Moore intends for these metrics, as well as set goals for all others in the Performance Dashboard to be aid efforts in increasing transparency in GMT's operations to both the Board and the public.

Mrs. Smith highlighted that there may be artificial inflation of some MyRide metrics due to errors in using the interface in setting up recurring rides and with rider familiarity with the system, these errors are expected to decrease.

Mr. Moore also drew focus to the metric of Average Fleet Age, which is currently above the set goal (of six years) for the urban fleet, but this is being addressed with the addition of new vehicles to the urban fleet. Mr. Moore stressed that older vehicles require additional maintenance and controlling this metric would minimize maintenance costs.

Mr. Moore has also made steps to reduce data inaccuracies internally, to ensure that data reported on the dashboard are reviewed in a timely manner, prior to being sent to the Board.



Federal Facemask Order & GMT Policy Changes Update

On February 2, 2021, the Centers for Disease Control & Prevention (CDC) released new federal guidelines, which among other implications, adds new guidelines for employees and passengers in/around transportation hubs. Mr. Moore summarized these points in an internal staff memo which was sent to GMT staff February 4, 2021.

Mr. Moore highlighted although the State of Vermont and GMT policy already mirrored the guidance provided by the CDC, the new policy has the following implications:

1. Criteria for acceptable face coverings
 - Elimination of face shields, bandanas and scarfs as acceptable face covering
2. Non-Operating Driver Mask Requirements
 - Out of service drivers (who have no passengers in their vehicles) are not required to continue wearing their face covering

Paid Time off Policy Presentation and Discussion

Mr. Moore re-introduced the history of the GMT time-off policy and the rationale as to why it has to change, highlighting how the current policy incentivizes the misuse of time off, which in turn trigger employee burnout and increase CTO related cash liability. GMT leadership has drafted a new time off policy intended to address these concerns, while ensuring that this liability is controlled.

In drafting this policy, the GMT Human Resources Department (Trish Redalieu, Human Resources Director & Hakeem Nuru, HR Coordinator) conducted a study of leave policies utilized by organizations considered as GMT peer organizations. Namely the City of Burlington, City of Montpelier, State of Vermont and Marble Valley Regional Transit District.

Ms. Redalieu displayed graphical depictions of the accruals of each of the organizations and stressed that the key takeaways from the study, which were:

- All other organizations in the study implemented controls to the employee accruals, such as accumulation and annual carryover limits of accrued time
- The other organizations featured usage requirements for accrued time, in contrast to the current GMT plan which has none
- The new policy would not be a statistically significant change to the accrual rate of the current GMT policy

Commissioner Waninger highlighted that a review of the peer groups' total compensation plan (i.e.: time off policy, employee benefits and compensation systems) would bolster the quality of policy comparisons with GMT. Mr. Moore disclosed that the next stage Hickcok & Boardman compensation study would be developing GMT's compensation philosophy, which will serve as the basis for how GMT employees are compensated.

Ms. Redalieu also added reviews are being conducted on comparative jobs within peer organizations in comparison to GMT, as well as the value of the benefits offered to employees. Preliminary findings are that the value of the total compensation plan offered by GMT is viable and marketable employer of choice, especially to career minded potential applicants.

Commissioner Baker noted that because there is no change to accruals between the current and proposed leave policy, when presented to the board, a greater emphasis should be laid on the various controls implemented by other organizations in controlling their time off liability. Mr. Moore concurred to this prioritization for the next time this policy is addressed to the board.

Commissioner Baker gave a recommendation for this proposal to be sent to the Board and was seconded by Commissioner Wallis. All agreed.



Adjourn

Commissioner Baker motioned to adjourn; Commissioner Wallis seconded, all others agreed.
Meeting adjourned at 10:59AM.