



**November Operations Committee Meeting**  
**Monday, November 9, 2020**  
**101 Queen City Park Road | Burlington, VT 05401**

**Present via ZOOM:**

Commissioner Baker  
Commissioner Sharrow  
Commissioner Wallis  
Commissioner Waninger  
Commissioner Derenthal

Jon Moore, GMT General Manager  
Trish Redalieu, Director of Human Resources  
Nick Foss, Director of Finance  
Jamie Smith, Director of Marketing and Planning  
Nate Bergeron, Union Steward  
Hunter Eddy, Training Coordinator  
Hakeem Nuru, HR Coordinator

**Absent:**

Commissioner Polyte

**Meeting called to Order**

Open Meeting - 10:01AM

**Adjustment of the Agenda**

There were no adjustments to the agenda.

**Public Comment**

No public comment.

**Approval of Committee Minutes • September 8 & October 12**

Quorum was present. Meeting minutes were approved.

**FY21 Performance Dashboard Presentation & Discussion**

Mr. Moore displayed the most recent iteration of the FY21 Performance dashboard, which featured updated data for both Urban & Rural Operations, for the month of September. He also noted that a number of goal metrics are in development.

Basing the Ridership metric's goal score on the average ridership of FY2020, Mr. Moore noted although system ridership has steadily increased month to month, and they are below the established goal metric, with rural ridership increasing at a slower rate than urban ridership.

Mr. Moore also highlighted the age of GMT's fleet merits Board attention, as moving closer to the lower goal metric of 6 years, would assist GMT's sustainable replacement schedule for the fleet and reduce projected maintenance costs.

Commissioner Baker inquired about the set goal metric for Average Lost Time (in days) and the number of Grievances filed so far. Mr. Moore disclosed that the former was based on the average lost days from FY20, and the latter was based on COVID related service changes and how they affect driver bids.

Mr. Moore also responded to general inquires related to the Collective Bargaining Agreement (CBA) renegotiations. He stated that all three CBAs would be expiring June 30<sup>th</sup> 2021, the renegotiation process would occur within 60 days of the end of the CBA term and the process may



range from days to months based on past renegotiations. However, if mutually agreed to by GMT and the Unions, pre-negotiations may take place, prior to the end of the current CBA.

Mr. Moore also stated that any adjustments to the Average Age of Fleet metric would be adjusted if smaller vehicles (i.e.: cut-away buses and mini-vans) were to be added to the GMT fleet and GMT staff's willingness to fill the vacant position of Director of Operations, which he was the previous incumbent and is currently assuming responsibility for until the vacancy is filled.

#### **Urban COVID-19 Related Service Changes Presentation & Discussion**

Mr. Moore disclosed that commuter route ridership have been adversely impacted due to the increasing preference to work from home as a result of the COVID-19 pandemic. GMT reevaluated its operating service and reduced commuter services by approximately 50% to meet rider demand.

As a result, drivers on those routes have been assigned as standby drivers in the event another driver was unable to complete their route or backup buses were necessary. Pending a new bid, these paid standby hours would be reassigned, while using ridership values in building the bid.

Mr. Moore suggested that the board may want to consider offering FY21 credits to municipalities who paid for bus services prior to the COVID related ridership decreases.

Commissioner Waninger suggested utilizing a quarterly report of all COVID related service changes made to facilitate Board discussion, maintenance of system equity and decision making.

#### **Urban Route Naming Discussion**

When the Next-Generation service changes went into effect in 2019, GMT urban routes were named based on colors (among other changes). Which simplified route maps and additional opportunities for interlining. However, this change caused passenger confusion related to understanding the routes and no grantees of interlining.

Since then, GMT has moved back to naming bus routes and reverting to the old schedule format, which have mitigated passenger and staff confusion when viewing the schedule.

Mr. Moore recommended moving towards the simplified schedule, where the coloring naming convention is removed and interlining, while modifying the existing schedule to improve bid efficiency and driver satisfaction. All of which would not only reduced passenger confusion, but may yield financial benefits.

Mr. Bergeron provided anecdotes on passenger confusion related to color coding and recommended reverting to numbered routes.

Commissioner Wallis probed on what best practice in transit, which Mr. Moore clarified that transit systems with the relative size of GMT do not opt for a colored naming system.

#### **Public Transit Agency Safety Plan (PTSAP) Presentation**

Mr. Eddy, who has been appointed the Chief Safety Officer, provided a summary of the PTSAP requirements. Which stipulate that transit agencies must keep track of safety issues, how they are mitigated and proved employees with a non-punitive anonymous safety reporting system.

Mr. Eddy has provided a physical and digital platform for employees to submit any safety concerns, so GMT adhere to the policy, while being pro-active in safety management.



Mr. Moore disclosed that safety targets are under development and will provide additional information members of Board and GMT staff prior to the rollout of the new safety management program. He also stated that GMT will takes steps to coordinate with other planning commissions as it will affect both rural and urban service areas.

Commissioner Sharrow recommended that as a live document, changes should be tracked and updated for future reference. He also suggested the reinstatement of a safety recognition program for drivers, which Mr. Bergeron disclosed had been forgone with time.

**Adjourn**

Commissioner Waninger motioned to adjourn; Commissioner Baker seconded, all others agreed. Meeting adjourned at 11:00AM.