



October Operations Committee Meeting
Monday, October 12, 2020
101 Queen City Park Road | Burlington, VT 05401

Present via ZOOM:

Commissioner Waninger
Commissioner Sharrow
Commissioner Baker

Jon Moore, GMT General Manager
Trish Redalieu, Director of Human Resources
Nick Foss, Director of Finance
Nate Bergeron, Union Steward
Hakeem Nuru, HR Coordinator

Absent:

Commissioner Wallis

Commissioner Polyte

Meeting called to Order

Open Meeting - 10:00AM

Adjustment of the Agenda

There were no adjustments to the agenda.

Public Comment

No public comment.

Approval of Committee Minutes • September 8

Amendment of Time-off Policy Change Presentation & Discussion to state "Proposed updates include moving to **three** categories of paid time-off; vacation, **personal** and sick time..."

No quorum to vote. Approval of minutes to be pushed to the next Committee meeting.

FY21 Performance Dashboard Presentation

Mr. Moore displayed the most recent iteration of the FY21 Performance dashboard, which featured updated data for both Urban & Rural Operations, in the categories of:

- Safety
- Mobility
- Cost Effectiveness
- Customer Satisfaction
- Service Provided
- Maintenance of Fleet
- Labor Relations
- Human Resources

Mr. Moore clarified that the Customer Satisfaction metric of "On-Time Performance" were artificially lowered due to a reporting error with the vendor assisting in tracking the value, which he and the transit planners are working to correct for future reports.

Mr. Moore also suggested the inclusion of a "Number of Customer Service Complaints Received" to the Performance Dashboard.

In reference to the metrics being tracked, Commissioners Baker and Sharrow requested the addition of Current Job Vacancies/Opening and Monthly Road Calls respectively, to be added to the performance dashboard.

Mr. Moore reiterated how useful the collection of these metrics for trend analysis would assist in future Leadership decisions.



Time-off Policy Change Presentation & Discussion

Mr. Moore reviewed the proposed GMT time-off policy, reiterating that this change would only affect admin staff, as changes to union policy would have to be negotiated.

Mr. Moore stated that from a fiscal perspective, the current policy is a financial liability to the agency, which compounded with time. He also stated that the current policy doesn't incentivize people to not take needed time off when sick because they can otherwise cash-out the hours.

Mr. Moore reiterate the proposal to eliminate the current Collective Time Off (CTO) policy, in favor of a Paid Time Off (PTO) policy, which categorizes employee leave types into three categories: Sick Time, Personal Time and Vacation Time. All of which would still be subject to new GMT time off usage policies, such as: caps on roll over amount of vacation time at 25% of what can be accrued within the fiscal year for vacation (with the rollover amount to be used prior to January 1st or will otherwise be forfeited and/or cashed out) and a maximum sick time rollover amount of 240 hrs.

Mr. Moore and Trish Redalieu elaborated on the time off accrual and pay out policies of another transit agency, the State of Vermont, and the City of Burlington, per the request of Commissioner Wanager. Stating that with the proposed changes, GMT would be more in line with other organizations in the area.

Transit Service Bid Update

Mr. Moore highlighted that with the current demand for transit, GMT may suspend fourteen commuter trips in the Burlington area with low ridership numbers. In the rural operations, some routes may be eliminated based on the potential changes to organizations in the area, such as Project Independence in Washington County who will be drastically limiting their operating capacity. Drivers affected by this change would be reassigned to micro-transit.

Public Transit Agency Safety Plan (PTASP) Overview

Mr. Moore shared the minimum requirements of the FTA's PTASP plan, which requires all 5307 transit agencies (such as GMT) to create a safety plan which:

- Has the approval of the Board of Directors and General Manager
- Designate a Safety Officer
- Create a Safety Management System, with underlying policy and processes to mitigate risk
- Creation of an employee reporting program
- Setting of safety related performance metrics
- Criteria to address all applicable requirements set by the FTA's Public Transportation Safety Program
- Developing a process for annual safety reviews and updates to future safety plans

The underlying reasoning for this plan is to approach safety proactively and provide employees more of a voice in occupational safety plans. The safety plan will be completed on December 31st 2020, with the implementation to the phased in after the deadline.

Hunter Eddy (Training Supervisor) was named as the GMT Chief Safety Officer and will present GMT's PTASP in more detail in the next Operations Committee Meeting.

Adjourn

Commissioner Sharrow motioned to adjourn; Commissioner Baker seconded, all others agreed and the meeting adjourned at 11:00AM.