**September Operations Committee Meeting**

**Tuesday, September 8, 2020**

**101 Queen City Park Road | Burlington, VT 05401**

**Present via ZOOM:**

Commissioner Waninger Jon Moore, GMT General Manager

Commissioner Sharrow Jamie Smith, Director of Marketing and Planning

Commissioner Wallis Milia Bell, Marketing Coordinator

Commissioner Baker Chris Damiani, Transportation Planner

Trish Redalieu, Director of Human Resources

Nick Foss, Director of Finance and Grants Management

**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 • May 11 • June 8 • July 13 • August 10**

A motion was made by Commissioner Waninger to approve the minutes; Commissioner Baker seconded the motion; all others approved and the minutes were approved.

**FY21 Performance Dashboard Presentation**

Mr. Moore reviewed the history of the Performance Plan, stating that the new format is easier to use and understand, and is more accurate in terms of data tracking. Mr. Moore then reviewed the FY21 Performance Dashboard.

Mr. Moore stated that there will be a two month lag in reporting some of the metrics such as maintenance costs, farebox recovery, etc. Mr. Moore then reviewed the Urban dashboard of goals and July stats in the following categories:

* Safety
* Mobility
* Customer Satisfaction
* Service Provided
* Maintenance
* Labor Relations

In reference to customer satisfaction, Commissioner Sharrow inquired about tracking the early arrival times. Mr. Damiani said that he is working with Swiftly to breakdown where buses are departing and arriving early.

Commissioner Waninger inquired about how/if GMT is tracking maximum capacity buses and how/when a stand-by bus needs to be used, resulting in late pick-ups for customers. Commissioner Waninger asked if we have received complaints about overcrowded or at-capacity buses being an issue. Mr. Moore reported that GMT has received a few complaints, especially with UVM being back in session. Mr. Moore stated that he will add the capacity issue as a metric to track.

Mr. Moore reviewed the rural dashboard of goals and July stats in all of the same categories. Commissioner Sharrow inquired about metrics for microtransit. Mr. Moore said that there will be tracked metrics, but not for on-time performance.

Commissioner Sharrow asked if there will be footnotes for anomalies in reporting, such as COVID, weather, strike, etc. Mr. Moore said that there would be.

**Passenger Boarding Limit Policy Discussion**

Mr. Moore reviewed the current boarding limit policy. Mr. Moore reported that we’ve seen an increase in ridership due to the safety protocols we’ve put into place. Mr. Moore also stated that we have successfully installed barriers for all drivers as well as hand-sanitizing stations on buses. Because of these additional safety measures, it was decided that GMT will increase the capacity of 40 foot buses to 30 passengers, which is roughly 75% of seating capacity and 50% of overall capacity of the vehicle. Mr. Moore stated that should transmission levels increase, GMT will review the policy at that time.

**Time-off Policy Change Presentation & Discussion**

Mr. Moore reviewed the proposed GMT time-off policy starting with a clarification of why the policy is changing. Mr. Moore stated that from a fiscal perspective, the current policy is a financial liability to the agency. 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 reviewed the previous policy; it was far too complex and 12 sick days were eligible for cash out.

Mr. Moore then reviewed the current policy highlighting the liabilities, including unlimited roll-over and the fact that employees are required to use **only** one week of CTO. Mr. Moore said that the current policy has a greater acceleration of GMT’s financial liability, which is simply not sustainable.

Mr. Moore then reviewed the new proposed policy. Proposed updates include moving to two categories of paid time-off; vacation and sick time, and reducing the amount of hours that employees can cash out on an annual 23 basis and when leaving GMT employment. The current proposal would maintain any existing CTO balances as of the effective date of the policy update.

Mr. Moore informed the Committee that the policy is currently under legal review and that he is hoping to present the new policy to the Board in November or possibly December, for implementation on

July 1, 2021.

**Adjourn**

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