



1 **Operations Committee Meeting Minutes**
2 **December 12, 2022 10:00 AM**
3 **101 Queen City Road, Burlington VT 05401**
4 **Hybrid in-person and Zoom**

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6 *The mission of GMT is to promote and operate safe, convenient, accessible, innovative,*
7 *and sustainable public transportation services in northwest and central Vermont that*
8 *reduce congestion and pollution, encourage transit oriented development, and enhance*
9 *the quality of life for all.*

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12 **Present:**

13 Ash LaBombard, Marketing & Outreach Coordinator
14 Jamie Smith, Director of Planning & Marketing
15 Commissioner Tom Derenthal, Burlington
16 Jon Moore, General Manager
17 Nate Bergeron, GMT Bus Operator
18 Commissioner Matt Cota, South Burlington
19 Matt Kimball, Director of Grants & Capital Projects
20 Nick Foss, Director of Finance

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22 **Open Meeting**

23 Chair Cota opened the meeting at 10:01AM, without quorum.

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25 **Adjustment of the Agenda**

26 Commissioner Derenthal asked if we could add the requisition of dispatch software to the agenda
27 of a future meeting.

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29 **Public Comment**

30 None

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32 **Approval of Committee Minutes**

33 There was no action taken due to lack of quorum.

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35 **Public Safety Discussion**

36 Commissioner Barton asked to have this item on the agenda today as a follow-up to the public
37 comments from Teamster's Business Agent Curtis Clough and former GMT Bus Operator Derek
38 Lorraine at the November Board Meeting. Curtis has now drafted letters to the GMT board as well
39 as the Burlington City Council outlining some of the challenges that membership sees on a daily
40 basis and hopes from the union on how to improve public behavior.

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42 To preface this discussion GM Moore outlined challenges staff has faced at our transit centers and
43 what GMT has done to help support staff and improve public behavior including:

- 44 • Considered hiring outside security, which was found to be cost prohibitive and
45 would have been confined to the DTC
- 46 • Hired a Transit Security Coordinator, who acts a deterrent to many, and a
47 Customer Service Supervisor, who has built positive relations with many customers



50 GMT Bus Operator Nate Bergeron informed the committee that due to staffing, the Burlington
51 Police Department were not coming to most of the incidents that GMT has reported recently,
52 including an accident, with no injuries, he reported last night. He went on to state that while
53 wanting the transit center to feel welcoming, operators do not want it to be a place to hang out.

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55 Nate feels the priority should be to limit loitering as behavior deteriorates the longer people stay
56 and staff is not equipped to handle it properly. GM Moore seconded this, but wanted to note that
57 we have to balance this not limiting a person's access to our services.

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59 Commissioner Derenthal asked if we considered hiring sworn officers to assist. GM Moore
60 explained that when exploring third party security contracts we reached out to Chittenden and
61 Lamoille County Sheriff Departments and they did not have the capacity. Commissioner Derenthal
62 wondered if we had considered the State Police. GM Moore stated that we had not as this time
63 but we could look into it further.

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65 GM Moore concluded this discussion by stating he was hopeful the letter from the Teamsters would
66 spark discussion and that staff would be working with the board and stakeholders regarding this in
67 the coming months.

68 69 **Regulations of Conduct on GMT Property**

70 GM Moore provided background on GMT's current code of conduct and explained that the hope
71 for the new iteration for both the public and internally at GMT. The current plan is to have the JEDI
72 Committee review it once more before bringing this to the full board.

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74 GM Moore provided an outline of the document to the committee and highlighted:

- 75 • The philosophy changes internally about how to enforce these rules
- 76 • The addition of a customer service commitment to the public
- 77 • The emphasis on GMT being a shared space and behaving as such
- 78 • The public facing piece having clear consequences for breaking the rules
- 79 • That it is now okay for operators to not risk conflict where unnecessary

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81 GM Moore added that these were influenced by other well-respected transportation agencies
82 that face similar challenges and behaviors we do.

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84 Chair Cota asked what staff wanted to see from the committee regarding these regulations. GM
85 Moore stated that the committee has prevue over our operating procedure and requested
86 feedback as to the new philosophy which in many cases just providing a reminder and doing
87 nothing.

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89 Commissioner Derenthal asked if we have concerns with the riding public as well as the non-riding
90 public as the procedure seems to focus on riders but the agenda item seem more about non-riders
91 and how does this make a difference. GM Moore replied that these rules will apply across all
92 properties and would apply to non-riders as well. He went on to add that most of the public will
93 follow the rules automatically and hopes that most others will adhere to the rules when given
94 reminders.

95
96 Commissioner Derenthal wondered what the plan for rolling this out is and do we plan on posting
97 all of it as he feels people won't read it. GM Moore stated that this would be posted onboard
98 buses at our transit centers, on our website, on social media, etcetera. He added that we would
99 likely post the operator summary as well to make it clear to the public what the response from bus
100 operators will be.

101 Commissioner Derenthal wanted to know if there was a way for riders to get in contact for issues.
102 GM Moore provided the email and phone number customers can contact. Ash added that
103 customers can also contact GMT via social media as well.



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Nate stated that this is a tool for operators as they are driving and it's important to have a forward-facing document. He commented this document should also include the mention of no exposed bodily fluids and no offensive odors as it is a health and safety concern.

Nate added that roll out could simply be having it onboard buses and having operators enforce it. He also went onto explain the current process for when infractions escalate and the focus on keeping the bus moving unless it is a matter of public safety.

Seasonal Service Update

GM Moore provided an update on Stowe seasonal service that included:

- having 20-minute peak service on Saturday and Sunday instead of originally planned 15-minute Friday-Sunday due to staffing challenges
- utilizing Sugarbush operators as needed until service begins in the Valley (December 21st)
- plans to ramp up services as staffing allows

Commissioner Cota asked if the service agreement with the ski areas require a certain frequency. GM Moore stated its more of a funding agreement than a service agreement, and they have been generally understanding of everything so far. He does feel if we go the full season without operating originally planned service that will change.

Urban Fuel Contract Discussion

GM Moore explained that GMT has seen a lot of volatility in diesel prices and are concerned about fuel availability in the northeast market. To create stability GMT has issued an invitation for bids to lock into a fuel contract for about five months.

Director Kimball provided the committee with an explanation of the bid process and the requirements. He added that Advance Transit had issued a 12-month contract in 2021 and saw some success with this approach. Director Kimball plans to have a recommendation ready for the December board meeting.

Commissioner Cota stated that if we can get companies to bid on it and have it around \$3.50 a gallon that would be pretty good. GM Moore commented that we had \$4.75 per gallon budgeted in FY23 so that would be good from a budget standpoint.

Commissioner Dornthal was curious what percentage of our budge was fuel. Director Foss stated that for the urban side we have budgeted about 9.3% and that does include the EV portion as well.

Adjourn

Chair Cota ended the meeting at 10:56 am