**Strategy Committee Meeting**

**September 8, 2020 8:30 AM**

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

**Present via ZOOM:**

Commissioner Buerman Jon Moore, GMT General Manager

Commissioner Gallagher Trish Redalieu, Director of Human Resources

Commissioner Pouech Milia Bell, Marketing Coordinator

Commissioner Holland Chris Damiani, Transportation Planner

Nick Foss, Director of Finance and Grants Management

**Open Meeting** - 8:32

Commissioner Buerman called the meeting to order at 8:32AM

**Adjustment of the Agenda**

No adjustments.

**Public Comment**

No public comment. Mr. Moore thanked the Committee for 100% participation for the meeting.

**Approval of Committee Minutes • August 10**

Commissioner Pouech made a motion to approve the minutes with the spelling correction of his name; Commissioner Holland seconded; all others agreed and the minutes were approved.

**Vision Statement and Values Presentation & Discussion** - Ms. Smith reviewed GMT’s current Mission Statement and then reviewed a DRAFT Vision and Core Values Statement:

Our Vision:

* To provide value to GMT passengers, stakeholders, and staff by:
* Designing service for all segments of the population; allowing passengers to move easily from place to place according to their own needs.
* Connecting all modes of transportation, helping to provide a better quality of life for Vermonters.
* Engaging with the public ensuring passengers are part of the decision-making process.
* Communicating so passengers find their experience positive and they understand how to use GMT services.
* Providing dynamic leadership that creates change consistent with the growth of the organization.

Our Core Values:

* The following values guide GMT in its commitment to excellence.
* Respect. Whether its respect for our passengers, stakeholders, partners, or staff; GMT is committed to treating others with dignity and trust, placing a high value of diversity and inclusion, and acknowledging expertise.
* Integrity. As an organization, GMT honors our commitment to our passengers to provide a high level of customer service, to offer and welcome feedback, and to remain transparent in our communication.
* Teamwork. GMT staff is committed to working together to achieve common goals.
* Innovation. GMT encourages and embraces creative ideas in a supportive environment with the goal of thinking toward the future.

Commissioner Pouech suggested that the Committee spend some time to personally review the document. Mr. Moore suggested that the document be shared with staff for additional feedback.

**Review of Strategic Goals and Strategies & Discussion**

Prior to discussing, Mr. Moore updated the group that he would like to bring some of the goals back to other Committees to review and consider prior to solidifying the goals.

Mr. Moore reviewed the following goals alongside the resulting Key Performance Indicators:

1. Service Excellence

2. Financial Stewardship and Cost-Effective Operations

3. Public Engagement and Improved Regional Quality of Life

4. Fairness and Inclusion

5. Environmental Sustainability

6. High Performing Workforce

In reference to Public Engagement and Improved Regional Quality of Life, Commissioner Gallagher suggested having subcategories for responses, providing more detail.

Commissioner Pouech suggested that surveys should be done consistently from year to year and create some baseline questions to accurately collect valuable data from year to year.

Commissioner Gallagher inquired about fare free transit vs. increased fare revenue; by having increased fare revenue as a strategy, is GMT predetermining the possibility of fare free transit. Mr. Moore acknowledged that more discussion is needed in regard to the future of fare free and revenue generated from fares, especially in urban areas. Commissioner Pouech commented that he feels that fare free is a policy that the Board needs to look at in depth and determine if it will feasible moving forward. Mr. Moore suggested that the Strategy Committee work on this goal and bring recommendations to the Board.

**Commissioner Items**

No Commissioner items.

**Adjourn**

Commissioner Buerman motioned to adjourn, Commissioner Gallagher seconded; all others agreed and the meeting adjourned at 9:30AM

**Next Meeting:** Tuesday, October 12