

**GREATER NEW HAVEN TRANSIT DISTRICT
BOARD OF DIRECTORS – REGULAR MEETING
WEDNESDAY, APRIL 18, 2018**

**HELD AT GREATER NEW HAVEN TRANSIT DISTRICT MULTIPURPOSE ROOM
1014 SHERMAN AVENUE
HAMDEN, CONNECTICUT**

REVISED COPY

Attendance:

Directors: Bethany – *Lee Grannis*; Branford – *Art Pappas*; East Haven- *Michelle Duprey (via teleconference)*; Hamden- *Dan Kops*; New Haven- *Doug Hausladen (via teleconference until he arrived in person at 11:20 a.m.)*, *Kevin Casini (via teleconference)*, and *Daniel Scherban (via teleconference)*; North Branford-*Mary Bigelow*; and Woodbridge- *Chris Lovejoy (via teleconference)*

GNHTD Administrative Staff: Kim Dunham, Mario Marrero, Gina Saccone, Andrea Sangrey, Ken Szombathy, Anthony Bethune, Tracey Elliott, Christine Hey, and Aida Lopez

Call to Order: A quorum was determined to be present. Chairperson Bigelow called the meeting to order at 10:00 a.m.

Public Comment: There were no members of the public in attendance who wished to be heard.

Approval of Minutes: Meeting Minutes from the October 18, 2017 Regular Meeting were presented. *Motion to approve the October 18, 2017 Meeting Minutes was moved by Lee Grannis, which was seconded by Dan Kops and approved by a vote of 9 yea, 0 nay and 0 abstentions.*

Resolutions:

- *Motion made by Dan Kops to accept Resolution 1718.107 Establishing Member Town Dues FY2019, which was seconded by Lee Grannis and approved unanimously by a vote of 9 yea, 0 nay and 0 abstention.*
- *Motion made by Dan Kops to accept Resolution 1718.108 Establishing a Regional Ride Program (RRP) Inclement Weather Policy, which was seconded by Lee Grannis and approved unanimously by a vote of 9 yea, 0 nay and 0 abstention.*
- *Motion made by Dan Kops to accept Resolution 1718.109 Authorizing the Executive Director to submit Grant Applications and to Execute Grant*

Agreements with the U.S. Department of Transportation and the Connecticut Department of Transportation, which was seconded by Lee Grannis and approved unanimously by a vote of 9 yea, 0 nay and 0 abstention.

Presentation of Fiscal Year 2019 Budget

Ms. Dunham presented the Fiscal Year 2019 Proposed Budget, reporting that the staff is recommending a budget reflective of a 1% decrease below the FY2018 Adopted Budget. She indicated that projections were based on a three-year lookback of actual fiscal trends as well as foreseeable operational changes and contractual obligations. Efforts continue to seek cost containment opportunities.

The total operating budget is projected to be \$11,485,693 for the upcoming year and a review of expected variances was presented. Premium quotes for all insurance types, including Worker's Compensation, will not be solicited until later in the spring. Consistent review of staffing efficiency and productivity continues and the agency is considering outsourcing several staff functions to contracted partners able to perform at higher levels.

Contract negotiations with the union were finalized in the fall and included terms favorable to management and the staff. Gasoline was competitively bid, resulting in transition to a new provider and significant monetary savings in the upcoming year. The FAST ACT requires independent auditor review of National Transit Database information and will result in an expected increase in auditing services.

With regard to revenue projections, the District does not expect to receive Dial-A-Ride funding in FY2019 which currently augments the Regional Rides Program. Otherwise, all revenue streams are expected to remain consistent with current year funding levels.

Resolution:

- *Motion made by Dan Kops to accept Resolution 1718.110 Approving the FY2019 Annual Agency Budget, which was seconded by Lee Grannis and approved unanimously by a vote of 9 yea, 0 nay and 0 abstention.*

Reports of the Officers:

Mr. Marrero provided the Operations Report to the board that included Operations and Call Center statistical data. Most performance data remain in line with recent experience, however due to staffing issues in the call center, call wait time has increased. Interviews are underway to hire additional staff and cross-discipline training is occurring with dispatch/client care team members to take reservations when needed.

On-time performance averages 95%, customer complaints average 2 per 1,000 trips provided, and driver overtime hours have decreased from 12,707 in 2014 to 1,570 in 2017 due to strategic efforts to decrease overtime and adequately staff driver positions.

He then provided a brief presentation of the Amble app that will be deployed in June 2018. GNHTD will be one of five companies in the United States to utilize this app for paratransit clients. The app allows for booking trips, cancelling rides, and provides estimated time of arrival (ETA) for the client. A voluntary test group of sixty riders are presently utilizing the app and providing feedback to the staff.

There are functional expansion capabilities within the software that are being explored and GNHTD staff members are working closely with the Route Match development team providing enhancement recommendations. Mr. Marrero had attended the Route Match User Conference along with Mr. Bethune and Ms. Lopez in March and had the opportunity to represent the agency on a best practice panel entitled "Advocates of Accessibility".

The app has been extremely well received, a communications strategy plan is being developed and target deployment date is June 2018. Mr. Hausladen congratulated the staff on launch of this new technology and requested that metrics for success and goals be provided to the board.

Two contests have been underway to have the staff vote on the new mantra for the app and to have call takers encourage clients to join the test group.

Mr. Marrero reported that Anthony Bethune has been accepted into the APTA Emerging Leaders Program for 2019. Ms. Dunham noted that we are extremely proud of his noteworthy accomplishment, as the program is extremely competitive and only twentyfive people from across the country are accepted.

Connecticut Department of Transportation staff had been on-site two weeks prior and they will be piloting three programs in the state. They have indicated they have interest in supporting a mobility-on-demand pilot program through our team and a meeting will be held shortly with CTDOT, Route Match and our staff to discuss possibilities.

Ms. Saccone introduced herself and provided an overview of her professional experience, both in the finance industry and with the District. Ms. Dunham presented the Quarterly Treasurer's Report and as she had already discussed current year to date trend data during the budget presentation, provided a brief update. Of particular note, the agency is 75% through the fiscal year, yet only 68% through the adopted budget.

She discussed expense line items that year-to-date expenditure percentage varies from the 75% benchmark, mostly due to billing cycles.

There being no further discussion, Lee Grannis moved acceptance of the Operations Report and Treasurer's Report. The motion was seconded by Chris Lovejoy and approved unanimously by a vote of 8 yea, 0 nay and 0 abstention (Mr. Casini had left the teleconference prior to this vote).

Departmental Reports:

Administration:

Ms. Jennifer Brown provided an update on new hires and terminations reporting a 7% turnover rate during the quarter. She reported that a staff appreciation breakfast had been held in mid-March that was well received. New employee training had been held recently that included the enhanced driver training program and went very well. With a goal of increasing driver participation in the VALIC 401K investment program, the financial advisor assigned to our plan will be visiting monthly.

Facility and Fleet:

Mr. Szombathy reported on new Ford Transits and E-350 Cutaways that have been delivered and ready for service. A fully outfitted Transit and Caravan were available during the meeting for board members to see. He and two fleet maintenance crew members recently attended the DATTCO Sales and Service Trade Show. His entire team will be undergoing the final training session on the fleet maintenance software program with a goal to fully automate vehicle maintenance inventory and work flow immediately afterward.

Enhancements to the Seon wireless system have been completed including a maintenance dashboard that notifies him of any camera disfunction. We are vetting a 360-degree camera unit as a demo on one of the vehicles as well.

Spring facility maintenance and equipment preparation efforts have begun. He also mentioned that he is evaluating fuel efficiency of the various vehicle types and will have more extensive report data at future meetings.

Safety and Security:

Ms. Kim Dunham provided an update on Safety and Security activities in Mr. Welsh's absence. Training curriculum has been revamped and agency wide Risk Management Departmental Analysis efforts continue. GNHTD had recently partnered with AccuComp to perform a ten-year Worker's Compensation premium review that resulted in \$63,731 in return premiums and a net benefit (after fees) of \$35,052.

Large loss history (indemnity/bodily injury claims in excess of \$25,000) was provided for the past nine years. There has been a significant decrease in the number and value of these claims under the new management team. Prior to 2015, the annual number of claims averaged 45; in 2017 there were only 2 claims. Reserve funds for 2013 claims total \$312,627 and \$3,889 for 2017. Ms. Dunham noted that Mr. Welsh has done an exceptional job of leading risk management efforts that have resulted in quantifiable results.

Grants and Regulatory Requirements

Andrea Sangrey provided the board with a brief overview of her professional background including municipal planning, project management, and grant administration experience.

She then delivered an update on Grants and Regulatory Compliance activities and future projects. Matters discussed included the North Haven Bus Shelter project, Move New Haven Alternatives Analysis Study, community outreach activities and strategic plan, and DBE goal setting and utilization reporting. Memorandums of Understanding have been received from 35 entities receiving 5310 funding from CTDOT that will be purchasing vehicles under the auspice of the GNHTD statewide contract. She also relayed that the facility project remains on hold, pending legislative action to resolve the STF funding issue.

Procurement:

Christine Hey provided an update on procurement activities. She indicated that contracts had just been awarded for Janitorial Services and Snow Removal. Additional modules have been added to the accounting software system to handle asset management and depreciation. All assets will receive a new barcode ID tag readable by a scanner and will allow for process efficiencies and accuracy in accounting and inventory records.

The contract for vehicle graphics is slated to expire and she is working with Mr. Szombathy to prepare solicitation documents.

Ms. Dunham then provided a brief overview of other District activities, including professional development opportunities afforded the staff such as APTA conferences, National Transit Institute (NTI) training, and leadership and team building opportunities.

Mr. Hausladen reminded the board members that the focus of the Move New Haven initiative was to look at ways to improve the public transit system in the region, with a focus on the fixed route system. CTDOT and SCRCOG were able to identify funding sources for a comprehensive origin-destination study that has been underway for the past three weeks. Participation has been high and we are looking forward to the opportunity to make data-driven decisions about the system.

A meeting had been held the prior week with CTDOT and CEOs from all transit districts in the state. Deputy Commissioner Barry relayed the Department's commitment to the transit district model and laid the groundwork for a collaborative meeting to brainstorm cost savings, revenue generation, common fare structure and marketing strategies. Rich Andreski, Bureau Chief Public Transportation, and Dennis Solensky, Transit Administrator facilitated this very positive and productive meeting.

Ms. Dunham also thanked Tracey Elliott, Administrative Assistant, for her leadership efforts on the recent employee appreciation breakfast as well as assisting with board

meeting preparations. She will play a larger role in the future issuing agendas, public notices, and scheduling meetings with the board.

Ms. Bigelow reported that the Executive Committee had met two times in the past quarter. A Special Meeting was held to identify an Inclement Weather policy for Regional Rides. The second meeting was to review financial, operational and administrative updates and to finalize dissolution of the GNHTD Foundation. Ms. Dunham will submit a final 990 Report to the Internal Revenue Service and counsel will provide a final closing documentation packet.

A committee has been identified to negotiate terms of the Executive Director's contract renewal and a recommendation will be made to the full Executive Committee shortly.

Adjournment: *There being no further business brought before the Board, Doug Hausladen moved adjournment at 11:47 a.m., which was seconded by Dan Kops and approved unanimously by a vote of 8 yea, 0 nay and 0 abstention.*