

Tompkins Consolidated Area Transit, Inc.
Board of Directors Meeting Minutes

Thursday, March 23, 2017
4:00 p.m., TCAT Conference Room
737 Willow Avenue, Ithaca, NY

Attendees: D. Howe, W. Gray, B. Brady, F. Proto, P. Stein, D. Nguyen,
D. Klein, J. Gutenberger (4:13 pm), J. Dotson (4:23 pm)

R. Andrascik, S. Brock, J. Caco, A. Eccleston, R. Lalley, S. Persons, P. Poist,
S. Vanderpool, K. Wickham, M. Yarrow, R. DeBois / Recording Secretary

Agenda

I. Call to Order

D. Howe called the meeting to order at 4:04 p.m., and welcomed everyone to the March 23, 2017 TCAT, Inc. Board of Directors Meeting.

II. Board Member Items

D. Howe requested that the Board of Director's meeting scheduled for Thursday April 27, 2017 be moved to Wednesday April 26, 2017, there were no objections.

III. Public Comments

There were no public comments.

IV. Approval of minutes from the February 23, 2017 Board of Directors Meeting

The motion to approve the minutes from the February 23, 2017 Board of Directors meeting was made by W. Gray, and seconded by P. Stein. The motion to approve the minutes passed unanimously.

V. Chairperson's report

D. Howe stated that at the last Executive Committee meeting, the topic of the strategic planning meeting with the partners came up and we are going to hold off until we have more staffing flexibility towards the end of the year. We are continuing to move forward with the MOU which will be discussed at the next Executive Committee Meeting.

D. Howe stated he would like to comment first on a lot of comments that he heard from the community on how impressed people were with how TCAT served during the storm. He stated he thought it was quite an accomplishment to keep those buses moving and a lot of people appreciated it.

F. Proto stated P. Poist had sent around a note that S. Vanderpool and staff and I mentioned this to A. Eccleston already, I think having the buses during that storm park in front of the stop on Green Street was wonderful, even though they couldn't travel they were providing a place for anyone to come in and get warmed up and that was a really nice community accommodation. I think we ought to thank the staff for that one.

S. Vanderpool stated it was my idea, but the bus drivers did an amazing job out there, there were no accidents in that entire span of time that they were out there. It was pretty bad for a while but I had a lot of help, it's a really great group of people.

W. Gray stated that while we are talking about operations, I thought P. Poist note about the students at Ithaca College was interesting, and I thought it was interesting because staff engaged Ithaca College, it is there problem, they are their students and you did it in such a manner that they engaged and were

criticizing themselves. I thought it was very well done and I hope it proves to be effective and I wanted to compliment staff on their handling of that matter and the way they engaged the students and the college.

A. Eccleston stated we hope the same. It did open good communication between us and we look forward to that continued relationship. She stated last year she reached out to the president and at the beginning of this year we had the meeting with Ithaca College and that opened the dialogue and the action plan that was put in place and moved forward. She stated she is very happy with our relationship with Ithaca College and the continuation of that, and whatever we can do to improve both sides to make it a better situation for our operators as well as getting the students where they need to go. Discussion followed.

VI. General Managers Report

- **Introduction of a new Employee** - A. Eccleston introduced Kurt Wickham, TCAT's Manager of Safety, Training, and Security. She stated that he has over 29 years of experience in the transportation industry, most recently he worked at Norwich School District as the Director of Transportation. She stated he had wonderful accolades from that organization for the work that he did there. K. Wickham also has experience in public transportation Town of Warwick; Occupations Inc. and G&G Bus Service. He has good experience in the area of operations, safety, training and is a New York State certified 19A examiner. She stated he is also a National Traffic Safety Institute Defensive Driving Instructor. He has some experience in maintenance and does some grant writing.
- **Follow-up to Winter Storm Stella** - A. Eccleston stated she wanted to thank the staff for the outstanding job they did on March 14th and March 15th during Winter Storm Stella. She stated they did a phenomenal job, and she was very appreciative to all the work the Bus Operators did out there in awful conditions, getting people to where they needed to be, to get home and so forth and be safe. Our operations team did a phenomenal job, the Dispatchers in control center; Maintenance taking care of the vehicles, the Bus Handlers who came in early to get the fleet ready for the next day; S. Vanderpool in handling all the operational stuff and working side by side with P. Poist to get all that communication out, everything worked wonderfully. Our customer service in one day received 250 phone calls, the incredible amount of work that occurred here with a very lean staff was amazing. She stated she wanted to acknowledge all the staff that worked those two days to thank them for all of that work. It really is the essence of TCAT and what we do in delivering service.

S. Vanderpool stated he wanted to say a special thank you to P. Poist because we worked side by side and were able to communicate not only to dispatch and the drivers what was going on, but we also were able to get it on our website and got as much information out to news services as soon as we found out anything. We did it all day and she was by my side all day trying to make a concerted effort to communicate with everybody and that's what is important during this.

B. Brady stated she wanted to pass on the word from the Transportation Department at Cornell they also were really pleased with how things worked with TCAT; you guys worked really well with them and they were happy with that.

B. Gray stated in Public Works, often the snow plow drivers and people that are out in front are very important, but for us the ability to keep the equipment on the road meant that the maintenance staff had to do a lot of extra work, does that also hold true in this kind of an operation?

J. Caco stated that maintenance worked around the street closures; the Fuelers came in early to manage the fleet that came in early to fuel it and get it ready for the next day. We worked on what was going on, we did have the guys running around out there with wiper blades and couple of headlights, but other than that we weren't hit with too many issues out there. The problems that did happen, the drivers seemed to work through them to get the buses back to the shop without having an increase in road calls and everybody worked together. Discussion followed.

- **TCAT Annual Recognition Event** - A. Eccleston stated the recognition event is coming up on April 1st at 1:00 pm, you should have gotten your invites and please RSVP. Right now, we don't have

a lot of people RSVPing in a positive, we have 11 administrative staff and 7 drivers to date for the event. The reason it changed is through the employee satisfaction team we discussed the low participation in the recognition event and what could we do to improve that. She stated that the recommendation was to move it from Sunday night to Saturday and start it earlier, that's why we have it happening on Saturday at 1:00 pm. If we don't have enough people going I don't know if we will hold it. Stay tuned for further details and if you are planning to attend please RSVP. Discussion followed.

- **Cornell Class and TCAT signage** - A. Eccleston stated she and M. Yarrow went to a class up at Cornell that has been working on TCAT types of things "Design Thinking for Complex Systems." One of the things they looked at is TCAT signage, they looked at our signage and made some suggestions about redoing our branding. She stated it's very clean, easy to read signage and as we are talking about defining all our stops in the system it might be time to look at how we are presenting our stops. The suggested signs stand out more, the students did a very nice job. Discussion followed.
- **System Report** – A. Eccleston presented the Monthly System report for February 2017. She reviewed the details of the Riders, Miles & Hours Statistics. She reviewed the Service Changes & Special Events, Maintenance Statistics, Accidents & Other Incidents, Finance, Human Resources, Marketing Initiatives, & Customer Communications.

VII. Action Items

There were no Action Items.

VIII. Committee Reports

- **Executive Committee**
D. Howe stated that the Executive Committee met on March 21, 2017 and discussed Vetting of HR Concerns at Board Meetings, GM Search update, TCAT Cornell MOU, Draft Budget Presentation time, Strategic Planning, Recruitment updates, Avail ITS Project update, TCAT Annual Recognition Event on April 1, Large Conference Room Policy revision, Bus Color Recommendation.
- **Budget Committee**
The Budget Committee did not meet this month.
- **Transit Service Committee**
D. Nguyen stated that the Transit Service Committee met on March 8, 2017 and discussed the outcome of latest service changes, ITS project update, 'What's a Bus Stop?' project, Regional Initiatives and 'Token Transit' app. D. Nguyen stated that the Health Department Bus Stop topic was brought up, and discussion followed regarding a trial run, upcoming Ithaca City Committee structures, and anticipated route disruptions that may develop this summer that will impact College Avenue and the Stewart Avenue Bridge.
- **Human Resource Committee**
The Human Resource Committee did not meet this month.
- **Planning Committee**
D. Klein stated that the Planning Committee met on March 2, 2017 and discussed the Wendel Final Report for Facility Options; and Strategic Planning and next steps for 2017.
- **Audit Committee**
The Audit Committee did not meet this month.

IX. Executive Session

D. Howe asked for a motion to enter into Executive Session to discuss personnel matters. The motion was made by F. Proto; seconded by W. Gray. The motion passed. The Board entered into Executive Session at 4:57 PM. The Board arose from Executive Session at 5:12 PM.

X. Next meeting

D. Howe announced the next meeting date of Wednesday, April 26, 2017

XI. Adjournment

The motion to adjourn the meeting was made by F. Proto; seconded D. Nguyen. The meeting adjourned at 5:13 p.m.