

Tompkins Consolidated Area Transit, Inc.

Meeting of the Board of Directors

May 27, 2021 | 4:00pm via Zoom

Attendees

Board Members: Bridgette Brady; Deborah Dawson; Dan Klein; Laura Lewis; Ducson Nguyen; Frank Proto; Gary Stewart; Denise Thompson

TCAT Staff: Rick Andrascik; Susan Brock; Gian Fountain; Raymond Lalley; Colleen Marsh; Megan Pulver; Bob Sherman; Mike Smith; Phil Smith; Pamela Torelli; Scot Vanderpool; Nate Wells, Matt Yarrow

Public Attendees: Fred Schoeps

Absent: Jennifer Dotson

Call to Order

Chair D. Klein called the meeting to order at 4:03 pm.

Approval of minutes

A motion to approve the minutes of April 22, 2021 made by B. Brady, seconded by F. Proto. The minutes were approved unanimously with a vote of 8-0-0.

Chair's Report

Chair Klein reported he had a conversation with Mike Hall from the Airport who said new New York State money is available -- \$250 million for upstate airport development; they are especially interested in multi-modal projects. Grant application deadline is in mid-September.

Chair Klein also mentioned the need for an upcoming discussion about meeting in person again, or having hybrid meetings. He noted others may have had conversations with other organizations already, so he just wanted to point out this is a conversation that is in our near future.

GM Report

From the News Desk

Cornell Commencement

This weekend TCAT is providing service from 8am to 5:30pm for both days of Cornell Commencement. Four buses with stand-by support and 2 TCAT Supervisors will be available each day. Service will be focused on B Lot and the Crescent. M. Smith will be stationed in the Command Center both days.

Vaccination Pop-up and Incentive Program

GM Vanderpool received a call from the Governor's office last week; we are working together on a New York State transit-based incentive program to get more people vaccinated. Green Street Station opened as a pop-up vaccination site from 10am to 2pm today, and tomorrow. TCAT is providing a 7-day unlimited bus pass to everyone that receives a vaccination at the site; we will be reimbursed by the State for the cost of the passes.

Systems Report

Ridership

In April, we carried just over 133,000 riders; April of 2019 it was 410,578, a drop of 68%.

YTD - 2020 carried just over 428,000; YTD 2019 we carried just over 1.6 million, a decrease of 73%.

Ridership by Route - April 2021 compared to April 2019, we are only down 68%, hopefully a sign of recovery.

Ridership by route category - the biggest change is in on-campus routes. There is an 85% decrease from 2019, which makes sense given students learning virtually, but we expect that to change in the fall.

Monthly ridership - there has been an increase of ridership from January to April of 2021.

Bottom line: We are at approximately 27% of where we were at this time in 2019. In the Fall we were at 10% or 15% of 2019; at least we are showing some signs of recovery. It's going to take a while, but we are getting somewhere.

On-time Performance

Average on time runs for April continues to hover around 90%.

Missed Trips

One missed trip on April 23; a Route 30 from Seneca Street was missed due to a mechanical issue.

PM Service

PM Services are still at 100%, as are Brake Pulls for the month of April.

Road Calls

We had 8 in April; in March we had 14. Road Calls Per one hundred thousand miles for April 2021 was 6.75. In March of 2021 we had 11.3 Road Calls per 100,000 miles.

Cost of Parts

Total cost of parts for April 2021 was \$46,824, which is comparable to March 2021, which was \$44,660. February 2021 was a little over \$24,000.

F. Proto inquired if the shop has experienced an increase in cost due to supply issues and actually getting the materials. GM Vanderpool responded we have had trouble getting materials and asked N. Wells to report. N. Wells confirmed an increase in the cost of parts as well as a shortage of parts. They are doing their best to use work-arounds to keep things within reason. GM S. Vanderpool said we have tried to get a jump on supplies as far as some parts that are used more than others; Wells confirmed they are working on a list of parts they go through on a regular basis to try to order in what they can.

Collisions

We had 4 collisions in April and one in March 2021, all negligible. Comparing to last year at this time, we had 14 collisions YTD in 2020; 2021 YTD we've had 16. Both years had 11 preventable accidents.

An additional Safety Department note, the City has approved P. Smith's request to move seven different stop line locations within the City limits, which will help our operators maneuver some problematic areas.

GM Vanderpool displayed a letter sent to P. Smith from the Ithaca Police Department thanking him and Customer Service Representative Sara Westfall for their assistance with a recent bank robbery in the City. This isn't the first time we have received a thank you note from the Police for crime-fighting efforts. S. Brock noted: TCAT will share video only if law enforcement provides a subpoena. The IPD Investigator's letter displayed notes that IPD provided a subpoena for the video at issue.

Human Resources

We are currently at 74 full-time operators, which is unchanged from last month. Overall, we currently have 128 total employees.

HR Action items for the month of April:

- Two new FT employees
- 2 FT operator separations and 2 PT operator separations
- Recruiting:
 - Bus Operators – class of 3 bus operators started April 12th
 - Controller – staff and board interviews completed, hired Julie Ellis Grove who starts on Monday, June 7.
 - NYSERDA Intern – offer made and accepted
- Completed 2021 Performance Reviews for Administrative Staff. Currently analyzing reviews for any trends
- Employee Leave Management - Increased need for medical leaves in recent weeks requiring communication, education and coordination with Pinnacle HR to start leaves.
- Continued working with employees regarding COVID-19 leave management and Vaccinations

Marketing and Communications

Projects:

- Promotion of Electric Bus rollout
- ADA Paratransit coordination
- Outreach - Worked with IC Office of Student Engagement and operations to provide information and help organize TCAT field trip to and from Ithaca Farmers Market on April 10.

GM Vanderpool displayed a note from Jason Starkman '22 from the IC Office of Student Engagement after the event thanking P. Poist. Starkman said in closing, "I cannot express enough how thankful we are at the Office of Student Engagement that you guys helped to create the most successful event of the year."

Summer Service starts this Sunday.

Information Technology

TCAT Senior IT Manager Bob Sherman is moving on to a position with CIT at Cornell. Gian Fountain will be working with Bob to effect a smooth transition. GM Vanderpool wished Bob the best of luck in his new role, and thanked him for all he's done at TCAT.

Milestones:

- Initial Hyper-V server upgrade completed.
- New Domain Controller "TCATD" deployed.
- New Anti-Virus systems installed on user computers.
- Will use new GeoTab, (was MySyncFleet), system to get better data from Electric Buses.

Current Projects:

- Increasing computer security across TCAT.
- Ridelogic server replacement and move to Amazon. Dev server started.
- New Wiki service provider “Notion” is being tested and looks promising.
- Documentation of IT resources on internal Wiki continuing.
- Purchasing and deploying new training laptops.
- Retiring old Domain Controller – network shares next.
- Expanding our Hyper-V environment to allow more virtual servers.
- Technology Roadmap – consolidating previous plans, updating documentation.
- Avail, RideLogic, TSI, and Maximo Support.
- Laptop repairs.
- Archiving old systems before retirement/recycling

Action Items

Resolution 2021-07 - Facility Security Camera Upgrades - moved by D. Dawson, seconded by L. Lewis; approved 8-0-0 as follows:

RESOLUTION 2021 – 07 FACILITY SECURITY CAMERA UPGRADES

WHEREAS, TCAT, Inc. (TCAT) needs improvements to the facility security cameras to support safety and operations with improved visibility by replacing existing cameras, adding PTZ (Pan-Tilt-Zoom) functionality in some locations, and adding five cameras in dead zones for added security, and

WHEREAS, LINSTAR, Inc. of Buffalo, NY has an existing relationship with TCAT for security camera support, and

WHEREAS, LINSTAR, Inc. is a contractor under the New York State Office of General Services’ (NYS OGS) contract under Group 77201 Intelligent Facility and Security Systems and Solutions, OGS award number 23150 (LINSTAR contract number PT-68825), and

WHEREAS, LINSTAR, Inc. provided TCAT with a proposal dated April 27th, 2021, titled “Security System Proposal, Upgrade and Expansion of Video Surveillance System, Revision 1” (the “Proposal”), for adding and upgrading thirteen cameras, and for the provision of related mounting hardware and labor, and

WHEREAS, TCAT’s Purchasing Manager has determined after review that the contract’s pricing for cameras, parts and labor is fair and reasonable, and

WHEREAS, TCAT’s team (Bob Sherman, Gian Fountain, Phil Smith, Raymond Lalley) determined the Proposal meets TCAT’s requirements, and

WHEREAS, TCAT’s team recommends the award of this project to LINSTAR, Inc., therefore, be it

RESOLVED, that the TCAT Board of Directors selects LINSTAR, Inc. as the contractor to provide and install upgraded and new camera equipment, and provide related materials and services, and be it further

RESOLVED, that the TCAT Board of Directors authorizes the Chairperson of the Board and the General Manager to execute a contract with LINSTAR, Inc. for the security cameras, related materials and labor, and 12 month Maintenance Agreement, all as described in the Proposal, in an amount not to exceed Forty-Five Thousand Dollars and No Cents (\$45,000.00), subject to the approval of TCAT's attorney.

Committee Reports

- **Executive Committee** – The Executive Committee met May 19 and discussed Controller Position Update; TCAT Operator/Fuel Situation Update; MOU Update; TDP Update; IT Manager; Free Fare; Youth Employment Bus Passes. Next meeting: 6/16.

D. Dawson asked if we were still considering going fare free system wide. GM Vanderpool said he has not heard that, but it has always been in the back of our minds. It is a huge challenge, and is complicated. He asked Dawson who is pushing free fare. L. Lewis said it is not the City. D. Klein said he put it on the agenda of the Executive Committee meeting because there are maybe 3 candidates running for common council who are campaigning on the issue; Klein wanted to make sure we knew these candidates were talking about it, and apparently, they have not spoken to anyone at TCAT about it. L. Lewis clarified it is not being driven by the City.

- **Audit Committee** – The Audit Committee did not meet. The audit is set to begin in early June.
- **Budget Committee** – The Budget Committee met on May 18 and discussed a STOA update; Revenue Expenditure Report April 31, 2021. Next meeting: 6/15.
- **Human Resource Committee** – The Human Resources Committee met on May 13 and discussed bus operator recruiting and the Senior IT administrator opening. Next meeting: 6/17.
- **Planning Committee** – The Planning Committee met May 13 and discussed repairs needed to the current facility in order to stay here 5 to 10 more years; possible improvements to the boneyard, reconsideration of a satellite facility; a new deadhead analysis for the airport or Vanguard sites; and the need for a discussion of the willingness of the underwriters to pay potential future increased deadhead costs. Next meeting: 6/10.
- **Transit Service Committee** – The Transit Service Committee did not meet, but received email updates regarding TSC; ridership; Proterra; Summer Service Changes; and a TDP update. Next meeting: 6/9.

G. Stewart left the meeting at 5:03pm.

Next Meeting

The next regular Board meeting will be June 24, 2021.

Adjournment

The meeting adjourned at 5:07pm.

Minutes respectfully submitted by Pamela Torelli, Recording Secretary, June 24, 2021.