

Tompkins Consolidated Area Transit, Inc.

Meeting of the Board of Directors

October 28, 2021 | 4:00pm via Zoom

Attendees

Board Members: Bridgette Brady; Deborah Dawson; Jennifer Dotson; Dan Klein; Laura Lewis; Ducson Nguyen; Gary Stewart

Absent: Frank Proto; Denise Thompson

TCAT Staff: Susan Brock; Julie Ellis-Grove; Gian Fountain; Raymond Lalley; Colleen Marsh; Curt Parrish; Madlyn Schafer; Mike Smith; Phil Smith; Pamela Torelli; Scot Vanderpool; Nate Wells; Matt Yarrow

Public Attendees: Duane Shoen

Call to Order

Chair D. Klein called the meeting to order at 4:02 pm.

Board Member Items

Duane thanked all for a few minutes to speak about meeting with the Audit Committee a couple of weeks ago. He shared his screen and showed the 4 different documents the Board received from Inero as part of the conclusion of the audit process. The first is a "Communication Letter" which is required as part of the audit. This letter tells you that there were not changes in accounting policies or standards that affected TCAT during 2020. Estimates are always part of the financial statements in form; there were no concerns with our Audit. They also issue a "Management Comment Letter" which is used if there are findings that they think the Board should be aware of, but there were none, so that's good news. They also use the comment letter to inform TCAT of any upcoming changes in auditing standards. There is one upcoming change in accounting standards with respect to leases: any lease that is longer than a year in length is going to be reported on the balance sheet as a leased asset and as a lease obligation, and as you make payments it will draw down both the obligation and the asset, so that is going to change for 2022. "The State Transportations Assistance Expended Report" is a clean opinion, they had no findings, no internal control issues, no non-compliance related to the State DOT spending. The Financial Report received an "unmodified opinion" which is also referred to as a "clean opinion".

There were no questions for Duane. Chair Klein thanked him. Duane Shoen left the meeting.

Approval of Minutes

The minutes from the September 23, 2021 meeting, moved by B. Brady, second by L. Lewis, were approved unanimously 7-0-0.

Chair's Report

Chair Klein reminded all we do not have a November meeting; the next meeting will be the Annual Meeting, which will be held on Thursday, December 2 at 4pm. At that meeting we will vote on the new secretary-treasurer, and as per bylaws, the current secretary becomes Vice Chair, Vice Chair moves up to Chair and the new secretary will need to come from one of the County-recommended Board members, so in order to do that, we need a nominating committee. Chair Klein appointed the nominating committee as L. Lewis, D. Thompson, and himself. They will meet and come back with a recommendation for the next secretary-treasurer.

GM Report

General Manager S. Vanderpool delivered the GM Report.

From the News Desk

NYPTA Conference in Albany

Mike, Matt, Julie and Scot went; the concurrent info sessions were interesting. Matt presented "Rural Ride Share and Rural First Mile/Last Mile Rides", and Curt drove one of our electric buses which was put on display. One of the most important things that happens at these events is networking; Julie was recognized for participating in the Transit 101 Training Program which talked about Federal and State Funding programs as well as an in-depth look at STOA funding. Mike Smith was also recognized as one of 10 transit administrators who have completed NYPTA's Small and Rural Managers Training. Great stuff coming from NYPTA and great stuff for our staff.

New Flyer sent a letter about problems with supply chain and challenges that will be faced in getting parts for New Flyer buses. The supply chain issue is a big unknown factor.

System Report

Ridership

September of this year we carried 362,367 passengers compared to 450,016 in 2019. That's a 19% decrease.

One full week in October 2019 compared to one full week in October 2021 shows that we are between 75-78% of where we were in 2019. In 2020 we were doing worse than anyone else, we were at 19%, but now we're doing better than other systems - Centro is at 61% of where they were, so we're doing pretty well with Cornell coming back.

In August we were looking at a 30% decrease over 2019 numbers. We went from a 30% decrease to a 19% decrease -- that's encouraging.

Again, TCAT 2021 ridership is compared to 2019, which represents the pre-pandemic normal.

Operations and Maintenance

We are at 85% for both wheel pulls and PM Inspections.

Road Calls

In September, we had three road calls, which is 5.73 per 100K miles.

Missed Trips

There were three in September, two due to road calls.

Cost of parts

Cost of parts was \$49,989, up a little over \$2,000.

Revenue and Expenditures

The fuel cost increase we knew was coming – we saw an average price of \$3.03 in September, up 53 cents from last month.

Safety Department

We had 3 collisions in September, one was "minor", the other 2 were negligible. All 3 involved contact with a stationary vehicle and there were no injuries.

Year to date we've had 33 collisions and 2 incidents, compared to 2020 Year-to-Date where we had 24 collisions and 2 incidents.

ELERTS, the app that allows employees to report safety concerns is now active – Phil, Dispatchers and Supervisors are using the dashboard features prior to it going live to all employees. This group will identify what is, and what is not working, and what will need adjustments prior to launch. This software is data driven, and will keep a record of all active and closed safety concerns.

NYS DOT Bus Accident Investigation Training For Identifying Safety Hazards or BAITFISH Training: TCAT hosted a training that was open to all transit agencies in New York State and was presented by NYSDOT Public

Transportation Safety Board Investigator Jonathan Nicastro on September 27, 28 and 29 at the Ithaca Marriott on the Commons. Phil assisted the investigators in different capacities of the training when needed.

Human Resources

- Through September 2021 we had a total of 131 employees.
- We had 75 FT operators including 5 in training and 5 more on leave of absence, leaving 65 available FT Operators. In addition, we had 6 available part-time operators.

Action items for the month of September:

- We hired 7 bus operators
- We lost our Diesel Mechanic II; Eric Evans has taken a job as a DOT Inspector.
- We had a promotion from Dispatcher to the Hybrid Dispatcher/Transit Service Supervisor

Other HR activities included:

- Attended 2 Job Fairs – Cortland Works Job Fair (9/22) and Oven Fresh Jobs Fair (9/29)
- Employee Leave Management - Increased need for medical leaves in recent weeks requiring communication, education and coordination with Pinnacle HR to start leaves
- Began preparations and planning for TCAT Senior Management Training/Retreat on October 22nd.

Marketing and Communications

Patty and Jenn participated in BikeWalk Tompkins outreach on Cornell's campus Sun., Sept. 12 to instruct students on how to use the bike rack, and they tabled in Dryden at Clark's ShurFine and TC3 promoting Tconnect Dryden.

Jenn has moved to full time and will continue as our graphic artist, and Department intern Trevor Jensen started developing a TCAT transit glossary to assist newcomers to transit

Information Technology

Milestones:

- Put up new video server for Facility Surveillance
- Setup new Access Points in the Garage to improve connectivity between the buses
- Recycled the final retired technology equipment
- Used heat map provided by TSI to better determine where access points are needed for better coverage
- Fixed bus announcements on several buses
- Replaced broken cameras on several buses
- Figured out why the silent alarm kept going off on two of the New Flyers
- Worked on the fax lines
- Roll out DUO to remote users
- Brought the server room to a more clean/working environment
- Completed the cable management in the server room
- Cleaned up unused IP Address on the network
- Replace LCR computer with a new computer

Current Projects:

- Increasing computer security across TCAT
- Finish setting up the facility surveillance
- Deploy Road Supervisor Tablets
- Setup Screen Connect on all TCAT computers for better remote support from IT
- Documentation of IT resources on internal Wiki continuing
- Technology Roadmap
- Avail, RideLogic, TSI, and Maximo Support
- Renew SSL for Exchange 2016 Server
- Setup certificate server
- Continuing to train new IT Help – John Greer
- Continue to document everything and create SOPs
- Improve Admin Wing WIFI Coverage

- Restructuring backup system for new computers and laptops
- Create a new and improve IT Policy

Future Projects:

- New database and reporting tools and technologies
- Build internal programming and development resources
- New certificate server to replace the one that died in early 2017
- Better remote work options; considering VDI for remote users
- Explore bringing website hosting in house

Committee Reports:

Executive Committee - The Executive Committee met on October 20 and discussed the service contingency plan; President's executive order; a ridership update; a VW settlement update; Transportation Agreement One Year Extension; Green Street Station; Budget Presentation to the Underwriters

Audit Committee –The Audit Committee met with Duane Shoen from Insero; We have a clean bill of health on the 2020 Audit. Concerning the Stonebridge Report, all items implemented are going well; continue to follow items outlined in the Report.

On a verbal motion by J. Dotson, seconded by L. Lewis, the Board voted 7-0-0 to accept the 2020 and 2019 audit reports as presented.

Budget Committee –The Budget Committee met on October 19 and discussed the preliminary 2022 budget.

Human Resource Committee –The Human Resources Committee met on October 21 and discussed recruitment and retention.

Planning Committee –The Planning Committee did not meet since the September 23, 2021 Board meeting.

Transit Service Committee –The Transit Service Committee met October 12 and discussed youth passes; Fall service observations; Spring service planning; a TDP update and a Tconnect update.

Next Meeting

The next meeting is the Annual Board of Directors Meeting on Thursday, December 2 at 4pm.

Adjournment

Chair Klein adjourned the meeting at 5:01pm.

Minutes respectfully submitted by Pamela Torelli, Recording Secretary, December 2, 2021.