



15 Industrial Parkway  
Burlington, VT 05401

Phone (802) 864-CCTA  
Fax (802) 864-5564

## **Board of Commissioners Retreat Minutes**

DATE: September 23, 2009  
TIME: 10:00 A.M.  
PLACE: Burlington Boathouse, Burlington, VT  
PRESENT:

Dan Maxon, Chairman, Essex  
Bill Wessel, Commissioner South Burlington  
Sanford Miller, Commissioner, Milton  
Denis Barton, Commissioner, Shelburne  
Albert Turgeon, Commissioner, Williston  
Tom Buckley, Secretary, Winooski  
Diana Palm, Commissioner, Milton  
Bethany Whitaker, Commissioner, Burlington  
Steve Magowan, Treasurer, South Burlington  
Chapin Spencer, Vice Chairman, Burlington  
Fred Schmidt, Commissioner, Shelburne  
James McCullough, Commissioner, Williston  
Marti Powers-Keyes, Commissioner, Essex

Chris Cole, General Manager, CCTA  
Michelle Daley, Director of Finance, CCTA  
Donna Rae Decatur, Operations Manager, CCTA  
Peter Aube, Maintenance Manager, CCTA  
Aaron Frank, Director of Planning and Project Development, CCTA  
David Machen, Grants Manager, CCTA  
Jon Moore, Transit Planner, CCTA  
David Armstrong, Transit Planner, CCTA

NOT PRESENT:

### **1. Opening meeting**

The meeting was opened at 10:10AM

### **2. Public Comment**

BURLINGTON • ESSEX • SHELBURNE • SOUTH BURLINGTON • WINOOSKI

There were no comments from the public.

### **3. Adjustment of Agenda**

There were no adjustments to the agenda.

### **4. Minutes**

The Secretary and Vice-Chair positions were not correctly attributed in the August Minutes. Commissioner Palm made a motion to approve the August minutes. Commissioner Barton seconded the motion; all were in favor and the motion passed. Commissioners Schmidt and McCullough abstained from the vote.

### **5. Financial Report, and Balance Sheet, Vouchers and Ridership Reports**

Commissioner Buckley asked about the ridership decrease in year to date compared to last year. Mr. Cole explained that it was linked to the fuel price decrease and that the Link ridership was especially telling. There was also a request that staff verify that all ridership reports are printed on one page and all text is clearly shown.

### **6. Commissioner Fun Facts**

The Commissioners enjoyed guessing which little known personal facts belonged to each Commissioner.

### **7. Glossary of Terms**

Board members asked that the Glossary be posted to the web site and that staff add to it as new special industry terms appear before the Board.

### **8. Transit Development Plan, Relevant Processes and Organizations**

Mr. Cole gave a presentation on CCTA's relevant partners and some major processes that relate to those partners.

### **9. Lunch and Underlying Federal Grants Presentation**

Mr. Frank gave a presentation on CCTA's federal operating and capital grants. There was discussion of CCTA's State and Federal funding partners and the potential effects of a change in the MPO's status to a Transportation Management Area on CCTA's 5307 funding.

### **10. Annual Work Plan and Update**

Mr. Cole reviewed each FY09 Strategic Plan Goal. There was discussion of about how CCTA can further improve its financial health. Questions included whether or not CCTA could increase non-federal revenue, including funding for routes and what role the board could play in finding other non-federal funding. Capital campaigns were discussed to increase the financial health. There was a suggestion that the finance committee consider these matters. There was encouragement of the initiative to encourage local planners in order to facilitate the location of businesses and institutions on transit lines. Commissioner Schmidt noted that economic multipliers in transit operating and capital projects that benefit our local communities beyond the direct expenses. The board was interested in an online survey tool to gauge their effectiveness. There was interest in technology capable of tracking and relaying bus location to riders via either cell phone and/or signs at designated bus stops. A discussion of surveillance video release ensued; CCTA currently has no such policy and is in need of one. Staff was asked to draft a policy for board consideration at a future meeting, with legal consultation.

Mr. Cole reviewed the FY09 and FY10 Annual Objectives. It was noted that although the "Customer Service Credo" was not completed, many of the statistics on customer service indicated that the organization was succeeding in delivering a quality product. Noted were ridership increases, customer service complaint decreases, air conditioning, and peer performance. There was a discussion of the plans for a system to do mass cell phone texting to Link riders regarding schedule changes due to weather. It was noted that such a system might also benefit Paratransit riders. There was interest in obtaining municipal participation in the Smart Business Program. There was a request that Human Resources consider CCTA's success in training and developing staff, and of wellness initiatives, health risk assessments and healthy living incentives. There was a suggestion that employee certifications be submitted to the local press. The General Manager requested that Paratransit scheduling software improvement be added to the FY10 annual goals. There was a discussion about maintenance training opportunities, much of which is offered by equipment vendors. Mr. Cole updated the board that the TIGGER Grant was denied and that no one in Vermont received any funds. The session ended with Mr. Cole stating that the FY10 goals were open to additions for the next thirty days.

#### **11. Prioritization of Planning Tasks**

Mr. Frank provided the board with the top seven route planning projects in suggested priority by the planning staff and asked the Board to advise on their priorities. There was discussion on what the ideal transit system would look like for CCTA, what such a system would cost, what the decision process was, how priorities were established, and what the planning horizon in the Transit Development Plan was. The discussion about the order of priority for the planning projects focused on the lower priority items, which staff acknowledged would not likely be worked on in the current fiscal year. Staff stated that the planning horizon for the Transit Development Plan was 20 years. Mr. Frank and Mr. Cole explained that there were many reasons as to why a project may end up at the top of the list ranging from cost per rider to a new member municipality joining the Authority. Commissioner Schmidt made a motion to approve the list as presented. Commissioner Turgeon seconded. The motion carried unanimously.

#### **12. Regional Transportation Authority Update**

Mr. Cole updated the board on the progress of Regional Transit Authority legislation and with his plans to engage the member and potential future communities of both CCTA and GMTA. One of the many considerations is that GMTA's communities may be moving from voluntary contributions to assessments. The legislation introduced in the 2009 session is H457.

#### **14. Adjournment**

Commissioner Wessel made a motion to adjourn. Commissioner Barton seconded. The motion carried unanimously and the meeting adjourned at 3:55 PM.

Respectfully Submitted,

Tom Buckley  
Secretary

Accepted on behalf of the  
Board of Commissioners

Dan Maxon  
Chairman