

TOMPKINS CONSOLIDATED AREA TRANSIT, INC.
BOARD OF DIRECTORS MEETING

Thursday, March 24, 2016
4:00 PM TCAT Conference Room
737 Willow Avenue, Ithaca, NY

Attendees: B. Gray, B. Brady, J. Dotson, J. Gutenberger,
D. Klein, H. Howe, F. Proto, P. Stein

S. Brock, A. Eccleston, R. Andrascik, N. Oltz, P. Poist, D. Tome,
M. Yarrow, T. Wright, S. Persons/Recording Secretary

Also Attended: M. Smith, R. Roe, R. Stansfield, S. Corbitt, J. Caco, W. Krause, R. Corp, D. Moore, D. Lott, D. Mengel, Gary Creemens

Agenda

I. Call to Order

B. Gray called the meeting to order at 4:04 PM, and welcomed everyone to the March 24, 2016 TCAT, Inc. Board of Directors Meeting.

II. Board Member Items

B. Gray asked if the new employees could be introduced to the board.

A. Eccleston stated we are thrilled to have newly hired employees both in our operations and maintenance groups. She asked M. Smith to introduce and J. Caco to introduce them.

M. Smith stated he has been working with the CDL training for the past year and we have three new operators that have completed CDL and classroom training, R. Roe, R. Stansfield and S. Corbitt.

J. Caco stated we have three new mechanics and the night shift maintenance supervisor that joined us this month; he introduced D. Moore, D. Lott, R. Corp, and W. Krause.

III. Public Comment

There was no public comment.

IV. Approval of the minutes from December 23, 2015 Special Board of Directors Meeting and January 28, 2016 Board of Directors Meeting

The motion to approve the minutes from December 23, 2015 and January 28, 2016 was made by P. Stein, seconded by F. Proto. S. Brock asked for a word to be corrected in the January minutes, public comment on page 3, "bus operator meeting" should say "bus operator position". The motion to approve the minutes passed unanimously.

V. Chairperson's Report

The Chairperson did not have a report.

VI. General Manager's Report

- **Bus Fire** – A. Eccleston reported that we did receive notice from NY State DOT, specifically the public transportation safety board relative to our bus fire of December 7th and based on the actions completed by TCAT regarding the incident PTSB makes no further recommendations, so the case is closed. Discussion followed.
- **Monthly Operating Reports** – M. Yarrow presented the Monthly Operating Reports for January 2016. He reviewed the details of the Riders, Miles & Hours Statistics, Service Changes & Special Events, Maintenance Statistics, Accidents & Other Incidents, Finance, Human Resources, Marketing Initiatives, & Customer Communications.

VII. Action Items from Staff

Consider Resolution {2016 - 05} IBI Implementation Support for ITITS project. B. Gray presented resolution {2016 - 05} for IBI implementation support for ITITS project.

RESOLUTION 2016-05

SELECTION OF IBI GROUP INC. TO PROVIDE IMPLEMENTATION SUPPORT ON CONTRACT WITH AVAIL TECHNOLOGIES FOR INTEGRATED CAD/AVL SYSTEM WITH REAL-TIME PASSENGER INFORMATION ("TECHNOLOGY ROADMAP PROJECT A")

WHEREAS, TCAT, Inc. (TCAT) signed a contract on December 31, 2015 with Avail Technologies, Inc. for an Integrated CAD/AVL System with Real-Time Passenger Information, and

WHEREAS, the complexity and advanced technical nature of the Integrated CAD/AVL System with Real-Time Passenger Information project necessitates that TCAT seek implementation assistance from a qualified transit technology services contractor, and

WHEREAS, on December 31, 2011 TCAT issued a request for proposals for an Information Technology / Intelligent Transportation Study Consultant and received 4 proposals, and on February 23, 2012, the TCAT Board selected IBI Group Inc. as its Consultant, and

WHEREAS, TCAT thereafter contracted with IBI Group Inc. for an Information Technology / Intelligent Transportation Study, and later contracted with IBI Group Inc. for Specifications Development, Procurement Support for the Technology Roadmap Project A, and

WHEREAS, IBI Group Inc. has proposed to extend Implementation Support for the Integrated CAD/AVL System with Real-Time Passenger Information, including Documentation Review, Participation in System Testing, and Change Management to TCAT for the Not-to-Exceed sum of One Hundred Seventy-Three Thousand Four Hundred Dollars (\$173,400.00), therefore be it

RESOLVED, that the TCAT Board of Directors selects IBI Group Inc. to provide Implementation Support on the Contract with Avail Technologies for Integrated CAD/AVL System with Real-Time Passenger Information, and be it further

RESOLVED, that the TCAT Board of Directors authorizes the Chairperson of the Board and the General Manager to execute an agreement with IBI Group Inc. for Implementation Support on the Contract with Avail Technologies for Integrated CAD/AVL System with Real-Time Passenger Information for the Not-to-Exceed sum of One Hundred Seventy-Three Thousand Four Hundred Dollars (\$173,400.00).

The resolution to approve IBI Implementation Support for ITITS project was moved by D. Klein; seconded by F. Proto. Discussion followed.

S. Brock requested a change in the 5th whereas "has proposed to extend" to change that to "has proposed to provide", and a change in the first resolved to state "the TCAT Board of Directors approves a contract with".

The resolution as amended passed unanimously.

Consider Resolution {2016 – 06} Creating Emergency Ride Home Program. B. Gray presented resolution {2016 - 06} to create an emergency ride home program.

**RESOLUTION 2016- 06
CREATING EMERGENCY RIDE HOME PROGRAM**

WHEREAS, Tompkins Consolidated Area Transit, Inc. (“TCAT”) wishes to offer an Emergency Ride Home--Payments for Taxi Rides Program (“Program”) to commuters holding monthly or annual TCards, and to vanpool riders who are not employed by Cornell University (collectively referred to as “Enrollees”); and

WHEREAS, the Program’s purpose is to provide peace of mind for commuters who are using alternatives to drive-alone cars by covering the cost of a taxi ride from the workplace to an Enrollee’s home or vehicle in the event of a qualifying personal emergency; and

WHEREAS, because an equivalent journey may take too long or may not even be possible by public transit at the time the emergency arises, the Program serves to remove a major barrier to participation in transit and vanpools; and

WHEREAS, TCAT wishes to issue a Request for Qualifications (RFQ) to aid TCAT in establishing non-exclusive contracts between TCAT and local taxi companies (hereinafter “Providers”) for payments for taxi rides that are eligible for payment under TCAT’s Emergency Ride Home Program; and

WHEREAS, the Program is non-exclusive so that Enrollees can select the Provider that can provide the best service during the day, time and location that the emergency ride is requested; now therefore be it

RESOLVED, the TCAT Board hereby approves the TCAT Emergency Ride Home-- Payments for Taxi Rides Program as described in the proposed RFQ, dated March 25, 2016, which includes a minimum of \$1,000,000 for taxi auto liability insurance, and be it further

RESOLVED, TCAT staff are authorized to issue the afore-mentioned Request for Qualifications, and be it further

RESOLVED, the TCAT Board Chair and General Manager are authorized to execute TCAT's Non-Exclusive Contract for Payments for Taxi Rides that are Eligible Emergency Ride Home Rides with those Providers that meet the requirements set forth in the RFQ, said contract being subject to the approval of TCAT's attorney.

The resolution to Create Emergency Ride Home Program was moved by J. Dotson; seconded by P. Stein. Discussion followed. The resolution passed unanimously.

Consider Resolution {2016 – 07} Extend Master Services Agreement with National Tour Integrated Resources, Inc. B. Gray presented resolution {2016 - 07} to extend master services agreement with National Tour Integrated Resources, Inc.

**RESOLUTION 2016 - 07
EXTEND MASTER SERVICES AGREEMENT
WITH NATIONAL TOUR INTEGRATED RESOURCES, INC.**

WHEREAS, on November 4, 2015, TCAT, Inc. and NT entered into a Master Services Agreement for the provision of temporary bus operators, with a term from November 4, 2015 through January 31, 2016 (the “Agreement”), and

WHEREAS, TCAT, Inc. and NT previously renewed the Agreement for an additional three months (from February 1 through April 30, 2016) upon the same terms and conditions as in the initial Agreement, and

WHEREAS, TCAT, Inc. and NT wish to extend the Agreement for an additional month (from May 1, 2016 through May 31, 2016) upon the same terms and conditions,

NOW, THEREFORE, be it RESOLVED that the TCAT, Inc. Board of Directors hereby approves the attached Extension of Master Services Agreement and authorizes Board Chair William Gray and Acting General Manager Alice Eccleston to execute the Agreement.

The resolution to extend master services agreement with National Tour Integrated Resources, Inc. was moved by F. Proto; seconded by D. Howe. Discussion followed. The resolution passed unanimously.

Consider Resolution {2016 – 08} to approve an Acting GM Search and Hiring. B. Gray presented resolution {2016 - 08} to approve an acting GM search and hiring.

RESOLUTION 2016 - 08
ACTING GM SEARCH AND HIRING

Whereas, the Board of Directors have expressed concern about the extended periods of time over the past 2³/₄ years during which the position of General Manager has been filled on a temporary basis with an Acting General Manager who at the same time retained the title and duties of Human Resource Manager, and

Whereas, during the elapsed time from July 2013 to March 2016, a period of 32 months, Alice Eccleston covered the General Manager duties as Assistant General Manager for 3 months, and as Acting General Manager for 18 months, which put a substantial strain on her and her supporting staff, who had to accomplish the planning, budgeting, project management, union relations and coordination with County, State, Federal agencies required for routine operations, as well as extraordinary events, all while she also performs her duties as Human Resource Manager, and

Whereas, Acting General Manager Eccleston had indicated during the previous year that the state of the aging bus fleet, the substantial time devoted to union relations, several extraordinary events, and the extended period of her filling the Acting General Manager position along with her Human Resource Manager position had resulted in large strains on the organization, resulting in an initial board response to provide additional support in the form of a Human Resources Consultant, and

Whereas, the last twelve months have proven to be even more demanding due to the loss of experienced bus drivers and mechanics as retirements and alternate job opportunities take a toll on TCAT staffing in the recovering national economy, compounded by difficulty in hiring replacements due to the high demand for drivers and mechanics in the national transit and trucking industry, now therefore be it

Resolved, that the Board directs the Executive Committee to research the possibility of locating a contract Acting General Manager who could provide several months of staff direction and support and, if successful, to hire the preferred candidate for an initial period of four months.

The resolution to approve an acting GM search and hiring was moved by D. Howe; seconded by F. Proto. Discussion followed.

Board members requested a change to the resolved to state "Resolved, that the Board directs the Executive Committee to locate a contract Acting General Manager who could provide staff direction and support and, if successful, to authorize a contract with the preferred candidate for an initial period of up to six months."

The resolution as amended passed unanimously.

VIII. Committee Reports

- **Executive Committee**

B. Gray reported that the Executive Committee met on March 6, 2016 and discussed recruitment efforts for bus operators and mechanics, ITS project kickoff meeting with Avail, TCAT Cornell MOU next steps.

- **Budget Committee**

D. Howe reported that the Budget Committee met on March 15, 2016 and discussed STOA update, MRT update, final Revenue Expenditure Report December 31, 2015, Revenue Expenditure Report February 29, 2016 and the fuel report.

- **Human Resources Committee**

J. Dotson reported that the Human Resources Committee met on March 10, 2016 and discussed headcount, hires, separations, retention rate, and current recruitment efforts for bus operators and mechanics.

A. Eccleston reported that she reached out to other transit agencies and they are experiencing the same difficulties in recruitment as TCAT. She stated Rochester, CENTRO, Niagara Frontier, CDTA are all having difficulty hiring. The other constraint that we are having is the length of time it is taking to schedule road tests for the CDL; they are all experiencing that delay.

- **Planning Committee**

J. Gutenberger reported that the Planning Committee met on March 3, 2016 and had a presentation from Wendell Companies and status update on facility planning and needs assessment project.

- **Audit Committee**

F. Proto reported that the Audit Committee met in February and discussed the new federal requirement that any facility that needs an audit committee needs to meet with the auditors prior to the audit beginning.

- **Transit Service Committee**

B. Brady reported that the Transit Services Committee met on February 25, 2016 and again today March 24, 2016 and discussed recruitment efforts for bus operators and mechanics and the proposed draft summer service cuts. There is a gap of 9 FTE's in terms of drivers which equated to roughly 315 revenue hours. Discussion followed.

IX. Next meeting

B. Gray announced the next meeting date of April 28, 2016.

X. Executive Session

B. Gray asked for a motion to enter into executive session to discuss personnel matters. The motion was made by P. Stein; seconded by F. Proto. The motion passed. The Board entered into Executive Session at 6:00 PM. The Board arose from Executive Session at 6:20 PM.

XI. Adjournment

The motion to adjourn the meeting was made by P. Stein; and seconded by D. Howe. The meeting adjourned at 6:22 PM.