

**TOMPKINS CONSOLIDATED AREA TRANSIT, INC.
BOARD OF DIRECTORS MEETING**

Thursday, May 26, 2016
4:00 PM TCAT Conference Room
737 Willow Avenue, Ithaca, NY

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

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

Also Attended: A. Gallegos, M. Wendlowsky

Agenda

I. Call to Order

B. Gray called the meeting to order at 4:04 PM, and welcomed everyone to the May 26, 2016 TCAT, Inc. Board of Directors Meeting.

II. Board Member Items

There were no board member items.

III. Public Comment

There was no public comment.

IV. Chairperson's Report

B. Gray reported it has been an eventful month, the passing of our General Manager was a surprise and we've been setting up a GM Search Committee with F. Proto, B. Brady and D. Nguyen on it. He stated we will work with staff to get the initial work done and once we get close enough we will augment that with an interview group. We will add several people including a driver, and a member of staff. He stated we have been talking about a meeting coming up with our underwriters, that meeting went fairly well, it was an hour long, and they represent a major portion of our ridership so the talk had the potential to exceed the hour. He reported that the two things that came out of it would be a financial review; our staff and some interested members would sit down and talk about budgeting and financial numbers, and probably the more interesting part of it was that they would like to sit down and talk about a strategic planning session. He stated he thinks that all three parties over the last several years have completed some version of a master plan. The thing they seem to have talked about amongst themselves was they want to sit down and do a joint look at a strategic plan to make sure that what they are planning and our distribution of resources are in sync and if they are not then they would like to know that early so we can start talking about the resources that are needed. Discussion followed.

B. Gray stated by way of the fact that you are going to have an abbreviated report, one thing he should say in this last month being in and out of this building, we set staff a task to get bus drivers and the mechanics and to get us back into good condition operationally and he would tell you he has seen a phenomenal amount of work in all levels headed in that direction. He stated he passed Sara's office at one point and she had 120 bus driver applications on her desk, he tried to walk into the small conference room and ran into Doug and several other people doing planning and preparing for the meetings because if you are going to cut service you have to go through all the public meetings and all the other complications of changing our service. He stated the fact that we got a memo telling us that we weren't going to get all of our reports sounds negative but he took it as a positive thing because it reflected all the work he has been seeing over the last month of people directing their attention in the places that were really important to the operations and we'll catch up on all our briefing documents later.

V. General Manager's Report

- **Monthly Operating Reports** – A. Eccleston reported that the monthly system report was not available due to staff constraints and other priorities. She presented the details of the ridership statistics for April 2016. Discussion followed.
- A. Eccleston stated she wanted to take some time to recognize the staff and the tremendous output and effort that they put in. The TCAT staff has been extremely busy since the Special Board Meeting of April 11th moving forward with the reduction of service. She stated she wanted to acknowledge the runcutting team that worked hard and diligently with the consultants from Schedule Masters. N. Oltz, R. Davis, and M. Yarrow put in a tremendous amount of effort to make these changes; the team faced a number of obstacles causing timelines to move out further. Special thanks to M. Yarrow and R. Davis with their work with the consultant on the final product. It was recognized that the output of the work shifts is not what our bus operators are accustomed to, because of that a lot of effort was put forth to come up with different formats, she stated she wanted to credit M. Yarrow for the work that he did to take that data and those sheets that were much more difficult to read and put it in a format much easier to understand. She also acknowledged F. Howells because he took the new bids and put them into the old format as a reference for our bus operators to help them. N. Oltz sat in the employee lounge as the bidding process was happening to help answer questions to help the bus operators through that process. She stated she wanted to thank the UAW for allowing TCAT to relax the requirement in the contract to have the Union have 8 days to review the bid. These were very unusual circumstances and the timelines were so compressed, the team was really under a great deal of stress to make things happen. Special thanks to the customer service team who were ready to assist the customers with implementation of the reduced service. J. Jennings and the phenomenal job that she did with all of her work with regards to the summer schedule, P. Poist for the outstanding work that she's done with all the press releases and in getting the information out to our riding public and to the many stops. She stated she also wanted to acknowledge R. Andrascik for the extraordinary efforts he put forth in getting our draft budget together for 2017 and then had a phenomenal packet ready to go for the underwriters meeting. And she also wanted to thank S. Persons for heads down recruiting that she put in, the hours and the commitment in getting applications processed to help us rebuild this workforce. We still have obstacles and we still have challenges, DMV will continue to be a major obstacle for us, we're 8 – 10 weeks out for road tests. We have all learned a lot through this process and we'll take

that forward with regard to applying what we learned to continuously improve. We recognize that the bid packets that went out to our workforce are completely different than what they are used to due to the way the technology works and we will be looking for feedback from the workforce on that. Again, it takes the whole team moving in the forward direction, the whole team did do that and got this accomplished. The service is on the streets and I want to thank them for all their work. Discussion followed.

VI. Action Items from Staff

Consider Resolution {2016 - 11} In Appreciation for Joseph J. Turcotte. F. Proto presented resolution {2016 - 11} in appreciation of Joseph J. Turcotte.

RESOLUTION 2016 - 11 IN APPRECIATION OF JOSEPH J. TURCOTTE (1964-2016)

The undersigned Board of Directors of Tompkins Consolidated Area Transit, Inc. (TCAT, Inc.) does hereby certify at a meeting of the TCAT, Inc. Board of Directors on May 26, 2016, at which a quorum existed, the following resolution was unanimously approved:

WHEREAS, TCAT's General Manager, the late Joseph "Joe" Turcotte, devoted 11 years of service as the top executive of TCAT, and

WHEREAS, Joe successfully led TCAT with a rare combination of management skills that included intelligence, quiet strength, steadiness and a passion for excellence, and

WHEREAS, Joe took over as TCAT's top manager on March, 1, 2005, bringing nearly two decades of professional experience in the public sector, having served in key positions with the Orange County Environmental Management Agency in Santa Ana, California, Chatham Area Transit in Savannah, Georgia., and Charlotte Area Transit System in Charlotte, North Carolina, and

WHEREAS, Joe's strong leadership, philosophy of inclusiveness and ability to generate loyalty to the organization all guided TCAT to break ridership records for seven consecutive years from 2007 to 2013, and

WHEREAS, Joe put a heavy emphasis on "placing the customer first" and under his direction, TCAT grew from more than 3 million annual trips to more than 4 million annual trips, which brought the agency from a small size to a medium size transit system under the American Public Transportation Association's size categories, and

WHEREAS, under his direction, TCAT in 2011 was named the "best transit agency of its size in North America" by the American Public Transportation Association, and

WHEREAS, Joe's approachability, fairness and ability to listen built camaraderie and boosted morale among his employees, and

WHEREAS, Joe's dry wit and down-to-earth management style generated a positive atmosphere to relieve tension inherent in the fast-paced industry of public transit,

NOW, THEREFORE, BE IT RESOLVED that the TCAT, Inc. Board recognizes the many and remarkable contributions Joe made to TCAT, Inc., and be it further

RESOLVED, that the TCAT, Inc. Board extends its deep gratitude and appreciation for Joe's stewardship at TCAT, expresses its deepest sorrow for Joe's passing on May 2, 2016, and sends

condolences to his beloved wife, Lynda Natali, and son, Joseph “Mac” Turcotte, as well as to all of his loved ones.

The resolution in appreciation of Joseph J. Turcotte was moved by F. Proto; seconded by J. Dotson. Discussion followed.

J. Gutenberger requested a change in the first whereas to say “devoted 11 years” and in the sixth whereas to say “WHEREAS, under his direction”.

The resolution passed unanimously.

VII. Committee Reports

- **Human Resources Committee**

J. Dotson reported that the Human Resources Committee met on May 12, 2016 and discussed current headcount, hires, separations, retention rate, and current recruitment efforts for bus operators and mechanics.

- **Executive Committee**

B. Gray reported that the Executive Committee met on May 10, 2016 and discussed meeting with local funders on TCAT's proposed 2017 Budget May 20th, TCAT – Cornell MOU next steps, General Manager next steps, reduction of summer service begins on May 22nd, succession planning for TCAT, updates on recruiting efforts for bus operators and mechanics, AVAIL ITS project update, facility needs assessment Wendell immersion May 3rd and May 4th, presentation on preliminary findings May 4th and Green Street Station update.

- **Budget Committee**

D. Howe reported that the Budget Committee met on May 17, 2016 and discussed Revenue Expenditure Report April 30, 2016, Fuel Report, Mortgage Recording Tax update, National Tour Contract costs for 4, 7, and 10 drivers, 2017 operating budget 1st draft, 5 year Operating Budget 1st draft, 2017 Capital Budget 1st draft, 5 year Capital Budget 1st draft, May 20, 2016 Joint Leadership meeting, and additional headcount in maintenance.

- **Transit Service Committee**

B. Brady reported that the Transit Services Committee met on May 12, 2016 and discussed referral request from Ithaca Dispatch, emergency ride home, services changes effective May 22, overview of service change timeline, scenario overview of fall service cuts and narrowing the worst case scope given recruitment to date.

- **Planning Committee**

J. Gutenberger reported that the Planning Committee met on May 3, 2016 and had a presentation from Wendel on needs assessment.

- **Audit Committee**

The Audit Committee did not meet.

VIII. Next meeting

B. Gray announced the next meeting date of June 23, 2016.

IX. Adjournment

The motion to adjourn the meeting was made by B. Brady; and seconded by P. Stein. The meeting adjourned at 5:42 PM.