

NTMC BOARD OF DIRECTORS MEETING

Wednesday, November 11, 2020 | 8:30 am

Or immediately following the adjournment of the Special Called Meeting of the Board of Directors
To be held by Video Conference

NOTICE IS HEREBY GIVEN that the members of the NTMC Board of Directors will be meeting via video conference link using Zoom. The meeting will be made available to the public at the following web address: <https://zoom.us/j/92212199237> or by joining via telephone by dialing the following number: +1-346-248-7799; Meeting ID: 922 1219 9237

CALL TO ORDER

PUBLIC COMMENT

This agenda item provides an opportunity for citizens to address the Board of Directors on any agenda item(s) or other matters relating to the NTMC. Each speaker will be given a total of three (3) minutes to address any item(s). Anyone wishing to speak shall be courteous and cordial. Any person who wishes to address the Board of Directors regarding any item(s) may do so by utilizing the "raise hand" function of the Zoom meeting at this time. Citizens that are not able to connect to the Zoom meeting must email his or her public comment to bpedron@ntmc.com no later than 3:00 pm on Tuesday, November 10, 2020 to ensure the comment will be read. The Board of Directors is not permitted to take action on any subject raised by a speaker during Citizen Comments. However, the Board of Directors may have the item placed on a future agenda for action; refer the item to the NTMC Officers for further study or action; briefly state existing NTMC policy; or provide a brief statement of factual information in response to the inquiry.

1. CONSENT AGENDA

- a. Approval of Minutes from October 21, 2020 Board Meeting

2. REGULAR AGENDA

- a. General Manager Report, Hendrickson Transportation Group
 - Exhibit 1 – General Manager Report
 - Exhibit 2 – General Manager Newsletter
 - Exhibit 3 – Employee Recognition
- b. Discuss and Consider Next Board Meeting Date and Time

3. FUTURE AGENDA ITEMS

NTMC Officers may discuss proposed future agenda items. Board members may request an item(s) to be added to the next Board meeting agenda.

4. CONVENE EXECUTIVE SESSION

The Board may convene the Regular Board Meeting into Closed Executive Session for the following:

- a. The Board reserves the right to go into closed executive session at any time during the meeting pursuant to the Texas Government Code § 551.071(2) to seek confidential legal advice from the Corporation's attorneys regarding any agenda item listed hereon.

5. RECONVENE OPEN SESSION

Reconvene and Take Necessary Action on Items Discussed during Executive Session.

6. ADJOURN

BOARD MEMBERS:

Dean Ueckert, Chair
Richard Hayes, Vice Chair
Don Combs, Sara Hensley, Raymond Suarez

OFFICERS:

Kristina Holcomb, NTMC President
Nicole Recker, NTMC Vice President
Marisa Perry, NTMC Treasurer
Brandy Pedron, NTMC Secretary

***CERTIFICATE** – I certify that the above agenda giving notice of meeting was posted on the bulletin board at the Corporation's offices, which are also the offices of the Denton County Transportation Authority, on 11/7/2020 at 11:05 AM.*



Brandy Pedron, NTMC Secretary

Board of Directors Meeting November 11, 2020

SUBJECT: Approval of Minutes from October 21, 2020 Board Meeting

MEETING MINUTES

THE BOARD OF DIRECTORS MEETING

October 21, 2020 | 9:00 am

This meeting was held by Video Conference using Zoom Meetings

The Board of Directors of the North Texas Mobility Corporation convened the Regular Meeting of the Board of Directors with Vice Chair Richard Hayes presiding on October 21, 2020 virtually.

ATTENDANCE

BOARD MEMBERS

Dean Ueckert, Chair
Richard Hayes, Vice Chair
Don Combs
Sara Hensley (departed @ 9:35)
Raymond Suarez

OFFICERS

Kristina Holcomb, President
Nicole Recker, Vice President
Marisa Perry, Treasurer
Brandy Pedron, Secretary

LEGAL COUNSEL

Victoria Thomas

OTHER ATTENDEES

RJ Garza, NTMC General Manager
Troy Raley
Athena Forrester
Amber Karkauskas
Amanda Riddle
Claire Powell
Rusty Comer
Sheri Evridge
Alex McGlinchey

CALL TO ORDER – *The meeting is called to order by Chair Ueckert at 9:01 am*

PUBLIC COMMENT – *There were no public comments submitted or made at this time.*

1. CONSENT AGENDA

a. Approval of Minutes from September 30, 2020 Board Meeting

- **VOTE:** *Don Combs motioned to approve the minutes with the updates to the attendees and preceding made. Vice Chair Hayes seconded the motion. All signified by saying "I". A roll-call vote was not needed because there were no "no" votes; the "I" vote was unanimous.*

2. REGULAR AGENDA

- a. Authorize the NTMC President to extend the General Manager Contract with Hendrickson Transportation Group LLC through March 31, 2021

- *The Board convened into closed executive session at 9:10 am to discuss this item.*

CONVENE EXECUTIVE SESSION

The Board may convene the Regular Board Meeting into Closed Executive Session for the following:

- a. The Board reserves the right to go into closed executive session at any time during the meeting pursuant to the Texas Government Code § 551.071(2) to seek confidential legal advice from the Corporation's attorneys regarding any agenda item listed hereon.
- b. RECONVENE OPEN SESSION – *The Board reconvened into open session at 9:24 am*
 - VOTE: Vice Chair Hayes motioned to authorize the NTMC President to extend the *General Manager Contract with Hendrickson Transportation Group LLC through March 31, 2021*. Sara Hensley seconded the motion. All signified by saying "I". A roll-call vote was not needed because there were no "no" votes; the "I" vote was unanimous.
- c. Review of Monthly Financial Statements for FY2020 Year to Date - September 2020
 - *Treasurer Perry notified the Board that the Financial Statements are not available as of date and will be send out under separate cover when they are received.*
 - *No questions were asked by the Board.*

[Sara Hensley left the meeting at 9:35am.]

- d. General Manager Report, Hendrickson Transportation Group
 - *RJ Garza, GM gave an update which was included in the Board packet. The updated included the General Manager Report, the General Manager Newsletter, and RJ Garza's proposal on the NTMC Reorganization Plan.*
 - *Vice President Recker noted that RJ's reorganization plan is within the GM's scope and within NTMC budget.*
- e. DCTA Bus Ridership Report
 - *The Board was provided information on DCTA ridership numbers as requested at the prior board meeting.*
 - *Board and Officers discussed the ridership numbers, levels of service and the comparisons and impacts on ridership trends.*
 - *Vice Chair Hayes requested additional information be provided in the next ridership report: years 2017 and 2018 ridership reports. Chair Ueckert requested that service changes be added to the graphs. Vice President Recker recommend that service hours be added instead of service changes.*

f. NTMC Budget Overview

- *Treasurer Perry provided an overview of the information provided in the board packet which included budget history and updates from the last meeting.*

3. NEXT BOARD MEETING

- *The next Board meeting is scheduled for November 11, 2020 at 9:00 am.*
- *The Board agreed to call a special meeting prior to the scheduled board meeting to change the start time of the board meetings to 8:30 am.*

4. FUTURE AGENDA ITEMS

- *Vice Chair Hayes requested a status of the CBA negotiations be given in closed session at the next board meeting.*
- *Raymond Suarez stated that the Officers will bring a briefing on DCTA's transformation initiative and proposed path forward.*

5. ADJOURN – *The meeting was motioned to adjourn at 10:12 am.*

Dean Ueckert, Board Chair

ATTEST:

Brandy Pedron, NTMC Secretary

Board of Directors Meeting November 11, 2020

SUBJECT: General Manager Report, Hendrickson Transportation Group

Exhibit 1 – General Manager Report

Exhibit 2 – General Manager Newsletter

Exhibit 3 – Employee Recognition

General Manager's – Board of Director's Bi-Weekly Report

(November 6, 2020)

EXECUTIVE SUMMARY

The NTMC Interim General Manager has completed the non-operator reorganization PLAN. As mentioned previously, this plan was developed to assure NTMC staffing levels meet the required service demands and continues to offer room for growth. The foundation strategy begins with a strong management team; thus, has strengthened the workforce structure levels in each department divisions. The next phase is to assure all structured levels are well trained, skilled, and have all necessary equipment to do their job well.

Reorganization Implementation: 100% completion

Non-Operator Vacancy Positions:

- Shop Foreman – One (1) vacancy;
- Mechanic – One (1) vacancy;
- Service Attendant – One (1) vacancy;

Training New Hires: Two (2) Dispatchers 11/09/2020

Scheduling training requirements and materials for new hires is an important part of NTMC's plan in providing new hires a thorough insight of their required day-to-day responsibilities. Their success is our success so it's critical that they feel well trained before starting their new role with NTMC.

The Solution:

Our training program begins with an orientation overview, a new hire packet, PowerPoint presentations, a staff handbook, a tour of the facility, and an outline of federal regulatory requirements. This program is a group effort in providing new hires all they need to know. The training assists with helping them understand NTMC policies and procedures, the organizational culture, route familiarity, and most importantly providing excellent customer service.

Operations: Upcoming Holiday Bid and Holiday Personal Time Off (PTO) Bid

A holiday run-bid and holiday PTO bid selection process will be conducted on Sunday, November 8, 2020 with all participating operators.

The Solution:

The run-bid selection process will be selected based on seniority and following CBA procedures and the holiday PTO bid will be followed by seniority and as mutually agreed with the ATU. All safety protocols will be followed as required due to the continued pandemic.

Operations: Reduced Service Levels (Nov. 29, 2020 – Jan. 9, 2021)

Due to reduced UNT service levels during the upcoming holiday thru January, it has been determined that eleven (11) operators will be furloughed.

The Solution:

Commencing from the bottom of the seniority list, eleven (11) operators were asked first, then based on the remaining number required the top seniority volunteers were selected. This process was very fair, well organized and in agreement with the ATU.

DCTA & NTMC: Joint Management Meeting

A joint management meeting has been established to provide responsiveness and collaborative dialogue regarding the bus operations and maintenance business. This meeting will be held regularly with Nicole Recker, Troy Raley, Rusty Comer, John Hendrickson, and RJ Garza.

The Solution:

Jointly the Management Group exchanged discussions regarding upcoming events, reporting guidelines, safety measures, bus operations, fleet maintenance, staffing, and future impacts.

Progress Update:

- Reviewed and discussed staffing requirements and vacancy positions
- Reviewed progress on daily duties of key employees and Comprehensive SOP development
- DCTA hired a new procurement staff person that will work with our parts specialist for parts and general purchases required
- Discussed status of Fleet Auction (DCTA)
- Discussed preparation needs for upcoming FTA Triennial Review
- Discussed upcoming holiday bid process

Other Focus Points:

- Weekly Managerial Staff Leadership Meetings;
- Increase the line of communication among all employees; & union officials;
- Establishing a new culture that encourages Team effort, Trust, Respect, and Accountability;
- Continue to provide employees necessary Personal Protective Equipment (PPE) to minimize exposure in our fight against COVID-19, tracking the issuance of masks to passengers;
- Concrete repairs near fuel island has been completed;
- Monthly GM – Communication Announcement Newsletter;
- HR staff preparing for NTMC Open Enrollment 2020

Robert J. Garza, “RJ”
Interim General Manager



BUILDING A WORLD-CLASS TRANSIT SYSTEM!

Together we can build a world-class transit system; however, I can not do this task alone. I need your help. Everyone has an important function to carry-out throughout each workday at NTMC.

I ask for your commitment to this great effort. The success of the organization requires all of us to do our part. Do the best job you can to provide the mobility access opportunity for our community and all our customers.

I respect each of you and I'm proud to be a part of the NTMC team. Thank you for making NTMC a better place to work.

I would like everyone to join me in developing a new NTMC culture that encourages all employees to work united as a TEAM, TRUST each other, RESPECT each other, and hold each other ACCOUNTABLE in a positive manner.

CONTACT

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rjgarza@ntmc.com

**RJ
INTERIM GENERAL MANAGER**

COMMUNICATION ANNOUNCEMENT

Welcome Aboard!

Data Assistant- Anne "Tori" Dickens
Mechanic- Bruce Pryor

I'm pleased to announce we have new NTMC team members. Great to have you join our team.



Please also join me in congratulating the following staff:

Anthony Peters and Brenda Valdez have accepted the Lead Dispatcher positions, and will report to the Operations Mgr. Together they will be building a strong dispatch leadership team.



Congrats to Randolph "Randy" Button with his new challenging role "Dispatcher."

- Randy is off to a great start and has been adapting well, learning Access and Fixed-Route services.

Holiday Bid/PTO Bid Update: Nov. 8th Due to reduced service levels it has been determined that eleven (11) operators will be furloughed from Nov. 29th through Jan. 9th. The eleven in least seniority were asked first, then based on that number the top seniority volunteers were selected.

Accidents: October 2020 "GREAT JOB TEAM!"

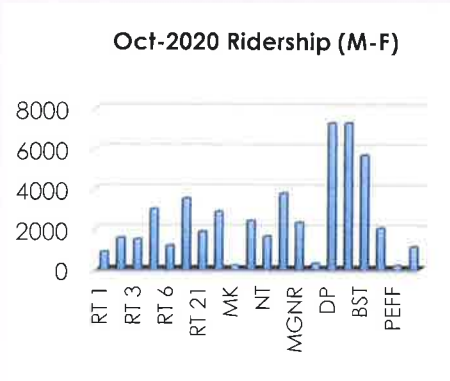
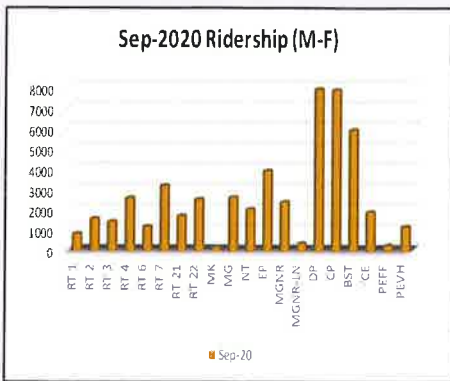
I'm pleased to announce that there were zero (0) accidents for the month of October 2020.



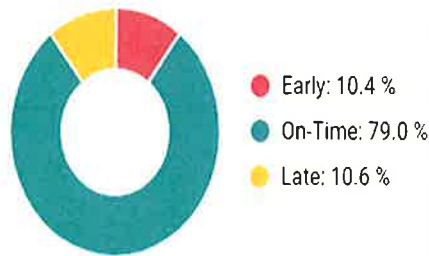
Route Review Committee:

A few operators were selected to review run-bid assignments and provide feedback on areas that may need improvement or further review. Thanks to the operators who participated, we appreciate your feedback and suggestions.

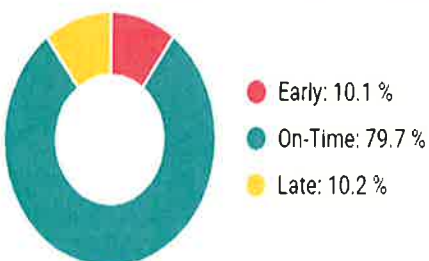
Weekday Ridership by Route



September 2020 - OTP



October 2020 - OTP



Safety Committee(s): We will be establishing three (3) levels for Safety Review: Safety Management Committee; Safety Risk Management Sub-Committee, and Safety Assurance Sub-Committee. All levels of management, administration, maintenance and operations personnel will be required to assure safety prevention and feedback from personnel is properly addressed and reviewed. We are all responsible for the safety of our passengers and the safety of each other. If you are interested in participating in any of these safety committees, please contact Louise Francois.



SANITIZING & DISINFECTING



- We are tightening up air-travel (out-of-state or country) requests for all employees. If you choose to travel by air you will be required to use self-quarantine precaution upon your return, incase becoming in contact with COVID-19, for five (5) calendar days. Please coordinate with management when planning travel.
- All vehicles and facilities are thoroughly cleaned, sanitized, and disinfected. Special thanks to our Service Attendants and Janitorial Crew.
- Hand sanitizers have been installed on all revenue units.
- Signages have been posted on all vehicles; to reinforce the use of masks by our passengers and encouraging social distancing. Operators will be able to point to the sign so customers can be aware.
- All curtains in vehicles are being replaced as required.
- We encourage everyone to continue to use good health practices to prevent the spread of this unwanted virus.

“KUDO’s” October 2020:

Guess who received a compliment from a passenger, Ron Steadman – thank you Ron for making someone's day special. Great job!



Thank
You



- Randy was hired in March 2020 as a Bus Operator and worked in that role for several months prior to COVID-19
- Randy was offered a Service Attendant position due to the service changes NTMC experienced and he happily accepted
- In October 2020, after a company re-organization within NTMC, Randy applied for and was offered a Dispatcher position. He graciously accepted the offer and has been thriving ever since!
- Randy has adapted very well, time after time, and with no hesitation or complaints
- THANK YOU FOR ALL OF YOUR HARD WORK and DEDICATION RANDY, you are an asset to NTMC, and we appreciate you very much!!

Randolph "Randy" Button
Dispatcher