

NTMC BOARD OF DIRECTORS REGULAR MEETING MINUTES

Wednesday, October 27, 2021 | 8:00 am

ATTENDANCE

Board Members

Chair Dean Ueckert

Vice-Chair Richard Hayes

Board Member Don Combs

Board Member Sara Hensley – virtual

Board Member Raymond Suarez

Officers

Interim NTMC President John Hendrickson

NTMC Treasurer – Vacant

NTMC Secretary - Vacant

Legal Counsel

Joseph J. Gorfida, Jr.,

Nichols, Jackson, Dillard, Haggard, & Smith

CALL TO ORDER

Chair Ueckert called the meeting to order at 8:10am. All Board Members were present in person except for Board Member Hensley who arrived at 8:13am and participated virtually. The Board recessed at 8:28am and reconvened at 8:30am.

INTRODUCTIONS

Mr. Sean Spell was introduced as the Safety and Training Manager who will be assuming the duties of NTMC Board Secretary and Mr. Scott Lewis who will be assuming the duties of NTMC Treasurer. Both Mr. Spell and Mr. Lewis greeted the Board.

PUBLIC COMMENT

Chair Ueckert read the public comment from Jim Owen. Board Member Hayes requested clarification on a specific comment provided by Mr. Owen regarding 1.2 million UNT riders. There were no other emailed comments nor anyone with “raised hands” to speak during this time.

1. CONSENT AGENDA

- a. Consider Approval of Minutes:
August 25, 2021 – NTMC Regular Board Meeting
September 29, 2021 – NTMC Regular Board Meeting

Motion by Board Member Hensley with a second by Board Member Combs to approve the Consent Agenda as presented. Motion passes 5-0.

2. INFORMATIONAL REPORTS

- a. Monthly Financial Statements: FY 2021 Year to Date September 2021
b. DCTA Bus Ridership Report September 2021

No comments or questions from the Board. No Board action required.

3. REGULAR AGENDA

- a. Presentation of General Manager's Monthly Report
Presenter(s): RJ Garza, General Manager
Louise Francois, Assistant General Manager

Backup Information: Exhibit 1 – General Manager's Report
Exhibit 2 – September 2021 Ticket Sales/Daily Deposit Report
Exhibit 3 – September 2021 Staffing Roster Report

RJ Garza, General Manager, presented the General Manager's Monthly Report highlighting the new run-bid assignment for the Operators which was established to better organize run scheduling due to driver shortages. In addition, his report contained the Connect Fixed Route Ridership 16-day comparison.

No Board action required at this time.

- b. Presentation of Fleet Maintenance Report
Presenter: Jimmy Salzman, Shop Foreman

Mr. Salzman provided the Fleet Maintenance Report highlighting the following:

- Mileage of Vehicles (in and out of service)

- PM Schedule
- Function Checks
- Road calls/Major events
- Fleet Replacement

Board discussion regarding a Vehicle Replacement Program, supply chain issues (vehicles and parts), and the need for NTMC staff to determine what is needed to keep buses properly running.

No Board action required at this time.

c. Presentation of Facilities Maintenance Report

Presenter: Jeff Thomas, Facilities Manager

Mr. Thomas provided the Facilities Maintenance Report highlighting identified areas and corrective action taken to include:

- Repair of Leaks at Bus Operations
- Safety concerns regarding the Lighting System at Bus Wash

No Board action required at this time.

d. Discuss and Consider Retention, Recognition and Referral Plan Recommendations

Presenter(s): RJ Garza, General Manager
John Hendrickson, Interim NTMC President

Backup Information: Retention, Recognition & Referral Plan

RJ Garza, General Manager and John Hendrickson, Interim NTMC President, provided the board with an overview of the Retention, Recognition and Referral Plan highlighting the following:

- Budget increases to include referral and sign-on bonuses for staff, operators, and certifications
- Company culture: Staff recognition at monthly board meetings, drawings, “goodie bags”, employee cookouts and discount coupons to various establishments
- Outreach: Veterans and outgoing military personnel

The NTMC Board and staff had a healthy discussion regarding long and short-term budgetary implications, employee incentives to include non-monetary, staff retention, clarification of referral bonuses, exit interviews, anonymous surveys, top 2-3 driver issues/challenges (i.e. competition, work-from-home, higher pay), on-time performance challenges, improving the “culture” of the agency, and the goals of DCTA and NTMC to provide a more stable work environment.

It was the recommendation of the Board for NTMC staff to revisit the Plan and provide an easy-to-ready “chart” identifying the top 3 challenges as well as short-term and long-term recommendations to address staff retention and culture.

e. NTMC Staff Spotlight – NTMC Employee

Presenter: RJ Garza, General Manager

Customer Service Representative Avis Chastain was recognized this month for her positive attitude, wonderful work ethic and her ability to consistency follow-up with customers to provide excellent customer service.

4. CONVENE EXECUTIVE SESSION

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

No scheduled Executive Session for this agenda.

5. RECONVENE OPEN SESSION

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

The Board did not convene into Executive Session, therefore, to reconvene into Open Session was not necessary.

6. FUTURE BOARD MEETINGS & AGENDA ITEMS

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

The next Special Called Board Meeting will be held on November 17, 2021 at 8am with the following agenda items for discussion:

- NTMC Operators and Employee Health Insurance Benefits
- Retention, Recognition and Referral Plan

7. ADJOURN

Motion by Board Member Hensley with a second by Board Member Suarez to adjourn the meeting at 9:50am. Motion passes 5-0.

APPROVED:



Dean Ueckert
Board Chair

ATTEST:



Kisha Morris-Perkins
Executive Assistant | Board Process Manager