

## NTMC BOARD OF DIRECTORS REGULAR MEETING MINUTES

Wednesday, April 27, 2022 | 8:00am

### ATTENDANCE

#### **Board Members**

Chair Dean Ueckert – absent

Vice-Chair Richard Hayes

Board Member Paul Cristina

Board Member David Gaines

#### **Officers**

Interim NTMC President John Hendrickson

NTMC Treasurer – Scott Lewis

NTMC Secretary – Sean T. Spell

#### **Legal Counsel**

Joseph J. Gorfida, Jr.,

Nichols, Jackson, Dillard, Haggard, & Smith

### CALL TO ORDER

Vice-Chair Hayes called the meeting order at 8:00am. Chair Ueckert was absent, Vice-Chair Hayes, Board Member Cristina and Board Member Gaines attended in-person.

### PUBLIC COMMENT

There were no public comments during this time.

#### 1. CONSENT AGENDA

- a. Consider approval of Minutes: NTMC Regular Board Meeting – January 26, 2022  
NTMC Regular Board Meeting – March 2, 2022

*Motion passed unanimously.*

## 2. INFORMATIONAL REPORTS

- a. Monthly Financial Statements: FY 2022 Year to Date January 2022
- b. Monthly Financial Statements: FY 2022 Year to Date February 2022
- c. Monthly Financial Statement: FY 2022 Year to Date March 2022
- d. FY23 Budget Calendar

Vice-Chair Hayes asked if any staff member would like address any of those items. Mr. Pearl responded, no at this time. Vice-Chair inquired about the upcoming 2023 budget year and when will NTMC start working on it. Mr. Pearl responded by stating that he met with the DCTA staff and has given them all the information they requested two weeks prior to their due date. Mr. Pearl also stated it is still on-going with more meetings planned.

## 3. REGULAR AGENDA

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

*Backup Information: Memo*

Exhibit 1: General Manager's Report

Talking Points Included: Mask Mandate

Fixed Route Service Modification

NTMC Positions

Internal Procedures

Service Metrics

2022 Budget

Wellness Committee

Passenger Vignettes

Exhibit 2 – January 2022 Ticket Sales/ Daily Report

Exhibit 3 – January 2022 Staffing Roster Report

Exhibit 4 – February 2022 Ticket Sales/ Daily Report

Exhibit 5 – February 2022 Staffing Roster Report

Exhibit 6 – March 2022 Ticket Sales/ Daily Report

Exhibit 7 – March 2022 Staffing Roster Report

Mr. Pearl provided additional information to Board Members on the status of the mask mandate. Mr. Pearl stated, as of April 18, 2022, that the mask mandate would no longer be enforced and referenced a Federal Judge ruling in Florida and the Transportation Security Administration. NTMC and DCTA staff met on April 19, 2022, to discuss the best way forward. The consensus agreed upon is to have masks be optional for riders. Along with that decision, the DDTC was reopened on April 25th. The updates were posted on the vehicles as well as the respective websites.

Mr. Pearl addressed the Fixed Route Service Modification which began, on March 14, 2022, in which he stated that all operators had been trained on all the new routes prior to implementation. Mr. Pearl spoke about the segment revision on routes 2,3,4,6 and 7 and the newly formed route 5. He went over the decrease in service for UNT during spring break which went from March 14, 2022 until March 18, 2022. Full service went back into place for UNT on March 21, 2022.

NTMC recruitment efforts were addressed next by Mr. Pearl. He praised the HR team, Ms. Cameron Springer and Mr. Jorrel Quirong, for their hard work making calls and holding interviews. Mr. Pearl spoke highly of the new Office Coordinator and the great job she is doing. Board Member Cristina asked Mr. Pearl, what are your open positions that you finding competitive issues on pay and why does he feel he's having trouble hiring in those positions? Mr. Pearl responded by listing bus operators, dispatchers, MSRs and customer service representatives. Mr. Pearl referred to Ms. Springers comments to him which was, the employees would not be making enough money to leave what they already had. Board Member Cristina also asked Mr. Pearl, who does he feel his competitors are? Mr. Pearl said he wouldn't be able to speak to that and would have to speak with Ms. Springer to be able to give Board Member Cristina a more accurate answer. Member Cristina asked if Mr. Pearl had a spreadsheet which will show the potential employee what the pay and benefits looked like. Mr. Pearl acknowledge that he did and would send it to Member Cristina today. Member Gaines asked Mr. Pearl, is pay something he wants to look at during the budget process? Mr. Pearl agreed it would be the best time to review it. Member Cristina added that if Mr. Pearl could offer as much detail during that process it would be a great help. Vice-Chair Hayes asked Mr. Pearl, what does our compensation need to be versus what it is? Mr.

Pearl said it was something that they could discuss, when looking at other transit agencies and comparing what worked for them that may be a good fit for us.

Covering Internal Procedures Mr. Pearl, went over the seasonal issue we all face with construction and other road hazards. He informed the Board Member of the procedures we have in place such as a detour board, updating rider alerts and communicating throughout the organization. Updating NTMC's SOP's is on-going and rider alerts are a lot better than the previous month.

Mr. Pearl briefed the Board Member on Service Metrics. The information shows that the ridership is increasing on all services and the on-time performance is also getting better due to the hard work in the operations area including dispatchers, supervisors, and the Operations Manager. Vice-Chair Hayes asked about the percentages Mr. Pearl was stating, Mr. Pearl explained the percentages were from the on-time performance. Member Cristina asked, what does Mr. Pearl feel are the biggest obstacles to further improve the on-time performance? Mr. Pearl responded by stating the current road construction currently plays a big role with our on-time performance. He assured the board that we are all fully engaged in keeping our on-time performance up. Member Cristina also asked, what is the target for on-time performance? Mr. Pearl responded, Connect he wants at 85% and an increase to 87% over time and with UNT, the OTP should be at 90%. Given the obstacles he feels these are good goals. Member Cristina asked if these numbers were typical in transit systems this size? Mr. Pearl said no. Most systems of this size are a lot lower. Mr. Pearl told Member Cristina; he would get him the APTA report so he could see actual numbers. Member Gaines asked if he could see the numbers over the course of a year, this way he would be able to see the calculation of the numbers. He also acknowledged all the construction ongoing in Denton and asked if he was given advance notice of these construction sites. Mr. Pearl responded by saying sometimes he is informed but the sites move from location to location and sometimes construction just pops up. Member Gaines assured Mr. Pearl he would be kept in the loop on any projects to help assist. Vice-Chair Hayes asked where the GoZone numbers are in the metrics. Mr. Pearl responded by informing Vice-Chair Hayes that GoZone falls under DCTA.

Mr. Pearl stated the overtime year to date is 14%, it had increased from 10%. We had an increase in wages as agreed upon in the Union Agreement. The increased is expected to be above 10% for the next three to four months. He also went over

the accident reports for February 2022 and March 2022. He assured the Board Members that all operators are fully retrained after accidents and that they are safe to continue driving. NTMC is currently under budget, and we continue to hire for positions.

Mr. Pearl differed to Ms. Francois to go over the new wellness committee. She stated that the company is excited and looking forward to this program. The first committee met on May 4, 2022. Ms. Francois and Mr. Pearl both emphasized the benefits of healthy employees and discounts and incentives they may come from the support of the employees and vendors we work with.

Mr. Pearl introduced a method of our passengers having the ability to communicate with the NTMC board. Passenger Vignettes Is a way to obtain public input on the transit system they ride. They are asked questions about the service and are recorded in the process to be shown at NTMC Board Meetings. Mr. Pearl feels it a great tool to get insights from real riders. Member Cristina publicly commended Mr. Pearl for bringing this to the community and is looking forward to working with Mr. Pearl on this project.

Vice-Chair Hayes asked Mr. Pearl about the ticket sales numbers because he forgot to print them out. Mr. Pearl informed Vice-Chair Hayes he would get back with him on the numbers.

- b. Presentation of NTMC Staff Spotlight – Tim Bishop (2<sup>ND</sup> Shift Lead Mechanic)  
George Flowers (Custodian)

Presenters: Maurice Pearl, General Manager  
James Salzman, NTMC/ DCTA Maintenance Manager  
Jeff Thomas, NTMC Facilities Manager

NTMC Staff Spotlight highlight two individuals at this meeting Mr. Tim Bishop (2<sup>ND</sup> Shift Lead Mechanic) and Mr. George Flowers (Custodian). Each of were represented by their Mangers, Mr. James Salzman and Mr. Jeff Thomas. Both were praised for their hard work and dedications to their departments and NTMC as a whole.

4. **CONVENE EXECUTIVE SESSION**

*The Board did not convene into Executive Session.*

5. **RECONVENE OPEN SESSION**

*The Board did not convene into Executive Session; therefore, a reconvening into Open Session was not necessary.*

6. **FUTURE BOARD MEETINGS & AGENDA ITEMS**

The next NTMC Board Meeting is scheduled for May 25, 2022.

7. **ADJOURN**

Board Meeting was adjourned at 9:08 am.



Dean Ueckert, Chair



Sean T. Spell  
NTMC Board Secretary