

North Texas Mobility Corporation (NTMC)
Board of Directors Regular Meeting
Thursday, April 20, 2023 | 9:00 am

NOTICE IS HEREBY GIVEN that the members of the North Texas Mobility Corporation (NTMC) Board of Directors will hold a Regular Called Meeting on Thursday, April 20, 2023, at 9:00 am at the Denton County Transportation Authority (DCTA) Administrative Offices located at 1955 Lakeway Drive, Suite 260, Lewisville, Texas, 75057 and by Zoom Conference at which time the following agenda will be discussed.

The public is allowed to use the ZOOM link below to view the Board Meeting. To join the meeting, please use the information below:

<https://us06web.zoom.us/j/82977849597?pwd=SGZpcmFqL0h1bXF0S3k5NkVKQWWhydz09>

Passcode: 741617

One tap mobile: US: + 13462487799

Or Telephone: US: +1 346 248 7799

Webinar ID: 829 7784 9597

Passcode: 741617

The Board of Directors reserves the right to convene 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.

CALL TO ORDER

INTRODUCTIONS

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 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.

Speakers making personal, impertinent, profane, or slanderous remarks may be removed from the meeting. Unauthorized remarks from the audience, stamping of feet, whistles, yells, clapping and similar demonstrations will not be permitted.

Citizens that are not able to connect to the Zoom meeting must email his or her public comment to kmorris-perkins@dcta.net no later than 12:00 noon on Wednesday, April 19, 2023, ensure the comment will be distributed to Board Members prior to the meeting.

The Board of Directors are 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.

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated March 29, 2023

Backup Information: Exhibit 1: March 29, 2023 - Meeting Minutes

INFORMATIONAL REPORTS

1. Monthly Financial Statements: FY2022 Year to Date – February 2023

REGULAR AGENDA

1. Discuss and Consider Approval of General Manager’s Evaluation Policy

Backup Information: Exhibit 1: General Manager Evaluation Policy – Redline
Exhibit 2: General Manager Evaluation Policy – Proposed Final

2. Discuss and Consider Approval of General Manager’s Goals & Objectives

3. Presentation of the General Manager’s Monthly Report

Backup Information: Exhibit 1: Key Performance Indicators
Exhibit 2: Driver & Mechanics Recruitment Status
Exhibit 3: Employee Overtime Report

4. Presentation of the North Texas Mobility Corporation (NTMC) Staff Spotlight

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

Staff will discuss proposed future agenda items. Board members may request an informational item or action item be added to the next Board Meeting agenda. **Next Regular Board Meeting Date:** May 18, 2023

CONVENENE EXECUTIVE SESSION

The Board may convene the Regular Board Meeting into Closed Executive Session for the following: **No items scheduled for this agenda.**

RECONVENE OPEN SESSION

Reconvene and take necessary action on items discussed during Closed Executive Session.

ADJOURN

BOARD MEMBERS

Paul Cristina, Chair
Fred Busche, Vice Chair
Gina McGrath
Cassey Ogden

OFFICERS

Maurice Bell, NTMC President
Sherrelle Evans-Jones, NTMC Treasurer
Kisha Morris-Perkins, NTMC Secretary

I certify that the above agenda giving notice of the meeting was posted on the bulletin board at the Corporation's offices, which are also the offices of the Denton County Transportation Authority (DCTA), on Friday, April 14, 2023, by 5:00pm.



Kisha Morris-Perkins
Executive Assistant | Board Process Manager

Board of Directors Regular Meeting Minutes

Wednesday, March 29, 2023 | 9:00 am

The Board of Directors of the North Texas Mobility Corporation convened a Regular Board of Directors Meeting with Chair Paul Cristina presiding on Wednesday, March 29, 2023 at 9:00am located at the Denton County Transportation Authority (DCTA) Administrative Offices, 1955 Lakeway Drive, Suite 260, Lewisville, Texas 75057.

Board Members

Chair Paul Cristina
Vice-Chair Fred Busche
Board Member Gina McGrath
Board Member Cassey Ogden

Officers

Interim NTMC President John Hendrickson
NTMC Treasurer Scott Lewis
NTMC Secretary Sean Spell

Legal Counsel

Joseph J. Gorfida, Jr.
Nichols Jackson

CALL TO ORDER

Chair Cristina called the meeting to order at 9:00am. All Board Members were present.

INTRODUCTIONS

Bertram Desha, incoming NTMC General Manager

PUBLIC COMMENT

There were no public comments during this time.

CONSENT AGENDA

1. Consider Approval of Regular Meeting Minutes dated February 16, 2023

Motion by Board Member McGrath with a second by Vice-Chair Busche to approve the Consent Agenda as presented. Motion passes 4-0.

INFORMATIONAL REPORTS

1. Monthly Financial Statements: FY2022 Year to Date – December 2022

No Board action required at this time.

REGULAR AGENDA

1. Consider Fiscal Year (FY) 2023 Election Officers

- NTMC President
- NTMC Treasurer
- NTMC Secretary

Motion by Vice-Chair Busche with a second by Board Member Ogden to appoint the following individuals as presented to a term of three (3) years: Maurice Bell: NTMC President, Sherrelle Evans-Jones: NTMC Treasurer, and Kisha Morris-Perkins: NTMC Secretary. Motion passes 4-0.

2. Discuss and Consider General Manager's Evaluation Policy and Goals & Objectives

Paul Cristina, NTMC Board Chair, presented to the Board highlighting the following:

- Evaluation Policy/Goals & Objectives as required by General Manager Employment Agreement
- Scope
- Clear and Identified Feedback
- Review Job Description and Work Plan
- Evaluation and the Budget Process
- Document Performance
- Mid-Year and End of Year Evaluations
- Maintenance of policy and records by the Human Resources Department
- Performance Reviews will be held in Executive Session

Board discussion regarding Section E, clear objectives defined, process to solicit formal feedback through staff, Board Governance, Key Performance Indicators (KPI), NTMC President monthly reports, internal surveys and benchmarking other organizations.

It was the consensus of the Board to review the General Manager's Evaluation Policy and Goals & Objectives and return comments to Kisha Morris-Perkins, NTMC Board Secretary by April 5, 2023.

No Board action required at this time.

3. Presentation of the General Manager's Monthly Report

Maurice Pearl, NTMC General Manager along with Troy Raley, Senior Director of Bus Operations, Cameron Springer, HR & Recruiting Specialist, and Steven Beck, Safety and Training Manager, provided updates on the Organizational Chart, Ticket Sales, Driver's Recruitment Status, Key Performance Indicators and PTSA Updates.

Board discussion regarding the January 29, 2023 Ice Storm, operator scheduling, Highland Village statistics and anticipated growth, overtime, daily ridership, disciplinary processes, incentives for positive on-time performance, investigating increased complaints/accidents and Joint Safety Committee meetings.

It was requested by the Board to provide further information on overtime performance at the next Board Meeting scheduled for April 20, 2023.

No Board action required at this time.

4. Discuss North Texas Mobility Corporation (NTMC) Fiscal Year (FY) 2024 Operating Budget Process

Sherrelle Evans-Jones, NTMC Treasurer, provided an overview of the Fiscal Year (FY) 2024 Operating Budget Process highlighting the following:

- FY 2024 Goals and Objectives
- New Senior Manager of Budget – start date April 10, 2023
- Internal Meetings with Staff – May 1, 2023
- Projections Due – May 8, 2023
- Budget Internal Review – week of May 15, 2023
- NTMC Board Meeting – May 24 (proposed to move to June 7, 2023)
- Goal: August 2023 Budget Approval

It was the consensus of the Board to move the May Board Meeting to June 7, 2023.

5. Presentation of the North Texas Mobility Corporation (NTMC) Staff Spotlight

Maurice Pearl, General Manager, acknowledged and thanked all NTMC employees for their dedication to the organization.

6. Recognition of Hendrickson Transportation Group and Employees

CEO Paul Cristina and COO Maurice Bell presented tokens of appreciation to John Hendrickson of the Hendrickson Transportation Group (HTG) and their employees Maurice Pearl, Steve Beck and Sean Spell for their contributions to the DCTA and the NTMC Organizations.

FUTURE AGENDA ITEMS AND BOARD MEMBER REQUESTS

Board Members requested to have discussions regarding the Collective Bargaining Agreement and mechanic position recruitment efforts. The next Regular Board Meeting is scheduled for April 18, 2023.

CONVENENE EXECUTIVE SESSION

The Board did not convene into Executive Session.

RECONVENE OPEN SESSION

The Board did not convene into Executive Session, therefore, a reconvening into open session was not necessary.

ADJOURN

Motion by Board Member McGrath and a second by Vice-Chair Busche to adjourn the meeting at 10:26am. Motion passes 4-0.

Paul A. Cristina, Board Chair

Kisha Morris-Perkins, Board Secretary



North Texas Mobility Corporation
 Statement of Revenue and Expenditures
 Presented for the Period Ended February 28, 2023
 (UNAUDITED)

	Prior Year Actual			FY 2023 - February 28, 2023					
	2020	2021	2022	YTD Budget	YTD Actual	Annual Budget	Actual %	Expected %	Notes
Operating Expenses									
Salary, Wages and Benefits	\$ 7,211,423	\$ 6,028,468	\$ 5,355,034	\$ 2,817,936	\$ 2,238,666	\$ 6,579,563	34.0%	42.8%	
Outsourced Services and Charges	201,117	366,444	504,702	253,602	48,899	\$ 607,445	8.0%	41.7%	
Materials and Supplies	-	603	940	818	495	\$ 1,936	25.6%	42.3%	
Insurance	127,872	109,898	52,044	39,840	29,961	\$ 95,592	31.3%	41.7%	
Employee Development	15,015	15,051	13,949	24,595	1,871	\$ 53,260	3.5%	46.2%	
Total Operating Expenses	7,555,428	6,520,464	5,926,669	3,136,791	2,319,892	7,337,796			
Income (Loss) before Transfers	(7,555,428)	(6,520,464)	(5,926,669)	(3,136,791)	(2,319,892)	(7,337,796)			
Transfers In	7,555,428	6,520,464	5,926,669	3,136,791	2,319,892	7,337,796			
Total Transfers	\$ 7,555,428	\$ 6,520,464	\$ 5,926,669	\$ 3,136,791	\$ 2,319,892	\$ 7,337,796			

NORTH TEXAS MOBILITY CORPORATION (NTMC)

GENERAL MANAGER

PERFORMANCE EVALUATION POLICY

MAY XX, 2023

I. SCOPE

This policy sets forth the roles, responsibilities, and procedures for the North Texas Mobility Corporation Board of Directors (Board) to effectively evaluate the General Manager (GM).

II. POLICY STATEMENT

- A. Purpose. The purpose of this policy is to provide for the manner by which the Board conducts a comprehensive evaluation of the GM to support that person's development and effectiveness as the NTMC leader on an annual basis.
- B. Roles and Responsibilities. For purposes of this policy, only Members of the NTMC Board of Directors formally evaluate GM performance.
- C. The goals for GM evaluation are to:
 - 1. Provide an opportunity for the Board to reflect on the performance of the GM and on the organization's goals for that position.
 - 2. Hear how the GM is experiencing their job, how they feel about their performance, what their concerns are about their own performance, and how they are being supported by the organization.
 - 3. Communicate clear and detailed feedback to the GM about what they are doing well and areas for improvement.
 - 4. Review the job description and work plan and begin the process for making changes for the coming year.
 - 5. Document performance as a basis for reference or for disciplinary action.

III. POLICY

- A. A formal in-person evaluation of GM performance shall be carried out by the NTMC Board of Directors in Executive Session on a biannual basis in accordance with the Agency's Fiscal Year calendar. The Mid-Year Performance Review shall occur in March and a Year-End Performance Review shall occur in September. Assessment criteria and standards will be specified prior to the appraisal in the form of a work plan with Business Goals for the year.

- B. The Performance Evaluation Policy shall be maintained by the NTMC Human Resources Department and shall be updated as needed at the direction of the Board Chair, in collaboration with the DCTA CEO, NTMC President and GM.
- C. The GM will propose annual Business Goals to evaluate his or her performance to the Board of Directors. The Board will issue 5 - 7 Business Goals to the GM for the upcoming Fiscal Year. These Goals will be consistent with, and address priorities identified by the Board.
- D. The GM will commit to making every reasonable effort to achieve the Business Goals that are issued by the Board. The implementation may be affected by the limitations of both staff time and resources. It is understood the GM may collaborate with the NTMC President to make recommendations to the Board to reallocate resources and/or reassign staff to achieve these Goals.
- E. The Board of Directors has responsibility for reviewing accomplishments of the past year versus the Business Goals and for judging the extent to which the GM has been successful in achieving the Business Goals. The evaluation may consider these factors as performance is evaluated:
 - 1. Board Relations
 - 2. Operational Execution
 - 3. Strategic Thinking and Planning
 - 4. Administration
 - 5. Financial Management
 - 6. Communications and Public Relations
 - 7. Personal Leadership Qualities
 - 8. Leadership Skills
 - 9. Interpersonal Skills
- F. The process of proposing and setting annual Business Goals is intended to align with the NTMC and DCTA budget process, since Board priorities reflect budgeted funds. This policy assumes the budget proposed in the annual DCTA Budget Workshop, in June, generally reflects the budget the NTMC Board will recommend and the DCTA Board will adopt in September.
- G. By necessity, this is a subjective process and one that requires a high degree of communication among all parties. To be effective, it depends on a relationship based on mutual trust and respect.

IV. PROCEDURE

A. Identification of Business Goals

1. GM will propose Goals for the following year and discuss with the Board of Directors in March.
2. The Board of Directors will issue Goals in June based on the outcome of those discussions.
3. The GM will define a work plan for the coming year based on the Goals issued by the Board in June. This work plan is distributed to the Board in September.

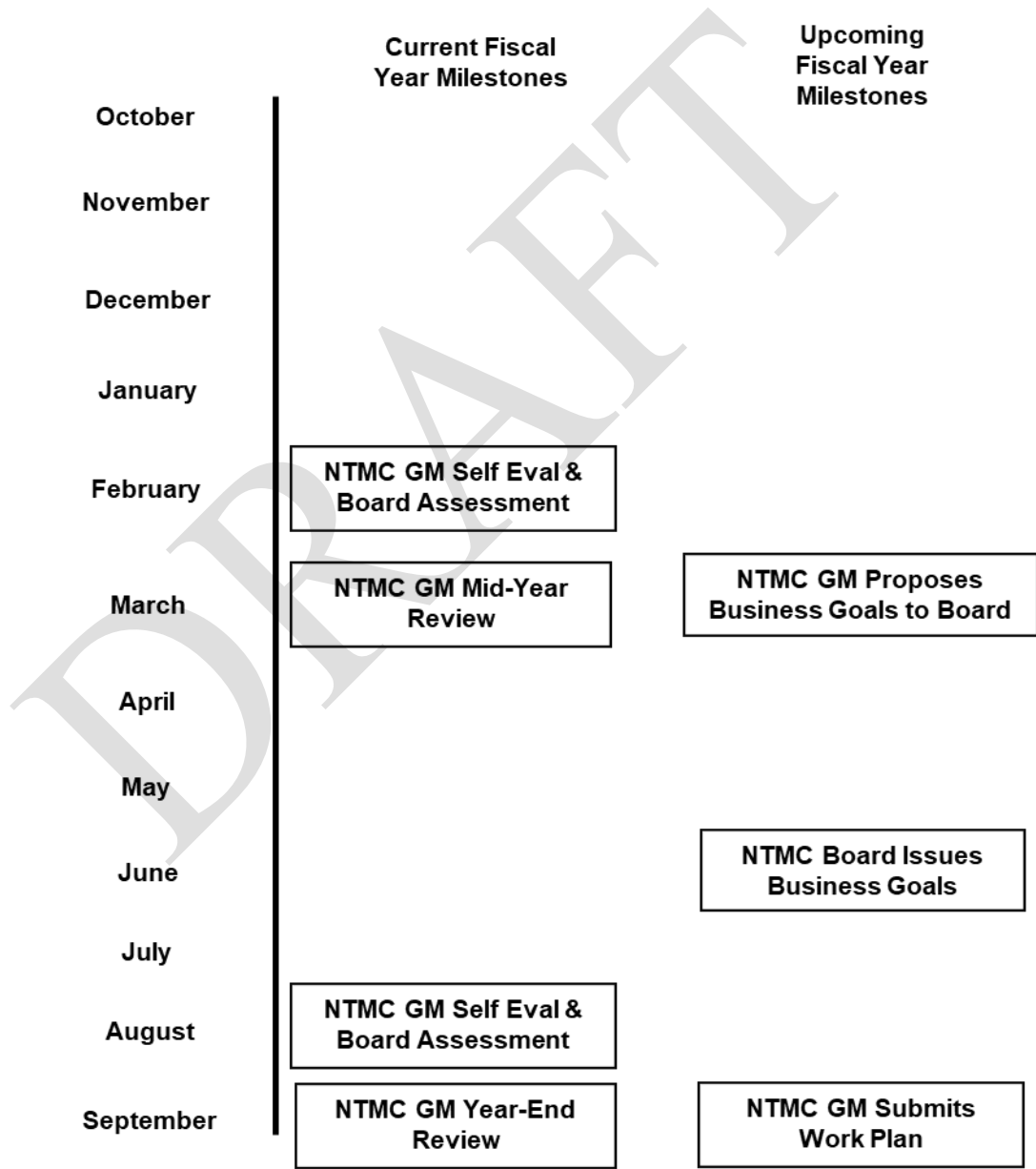
B. Mid-Year Review

1. GM completes a self-evaluation of performance including ~~against~~ the Goals and submits it to the Chair no later than the first Thursday in February.
2. Chair forwards the self-evaluation to the Board.
3. The members of the Board review the self-evaluation and each Board Member prepares a response.
4. In February, the Board Members discuss the GM's performance including ~~against~~ the Goals, what feedback should be given, and how to handle any concerns raised by the GM.
5. In March, written feedback prepared by the Board is given to the GM in a meeting with the Chair at least one (1) week in advance of the March Board meeting.
6. The Mid-Year Performance Review evaluation is discussed in the March Board meeting in Executive Session.

C. Year-End Review

1. GM completes a self-evaluation of performance including ~~against~~ the Goals and submits it to the Chair no later than the first Thursday in August.
2. The Chair forwards the self-evaluation to the Board.
3. The members of the Board review the self-evaluation and each Board Member and the Chair prepares a response.
4. In the August Board meeting:
 - i. The Board Members discuss the GM's performance including ~~against~~ the Goals, what feedback should be given, and how to handle any concerns raised by the GM.
 - ii. The Board Members discuss recommendations on GM compensation and benefits.
5. In September, written feedback, prepared by the Board, is given to the GM in a meeting with the Chair at least one (1) week in advance of the September Board meeting.
6. In the September Board Meeting:
 - i. The Board Members discuss the GM Year-End Performance Review Evaluation.
 - ii. The Board Members discuss recommendations on GM compensation and benefits.

- iii. The Board Members discuss with GM the Board’s evaluation of annual performance including ~~against~~ the Goals. A performance rating shall be given for each Goals and overall. The performance rating shall be either “Exceeds Expectations,” “Meets Expectations,” or “Not Meeting Expectations.”
 - iv. The Board Members discuss with the GM any adjustments to the GM Employment Agreement and / or compensation and benefits.
 - v. The Board Members vote in Open Session, if needed, on adjustments to the GM Employment Agreement and / or compensation and benefits.
7. The exhibit below graphically depicts the procedure outlined in IV.A – IV.C:



D. Conclusion

NTMC Human Resources Department will maintain, on behalf of the Board, a confidential personnel file which shall include the following regarding the GM's employment:

1. Employment Agreement.
2. Copy of current and previous position descriptions.
3. Copies of reviews, including the GM's self-evaluation and summary of Board responses, and annual statement of goals.
4. Annual Board decisions regarding salary and benefits.
5. Copies of notes of any other performance-related discussions.

VI. SIGNATURE, TITLE, AND DATE OF APPROVAL

Approved:

Board Chair: _____

Date Approved: _____

DRAFT

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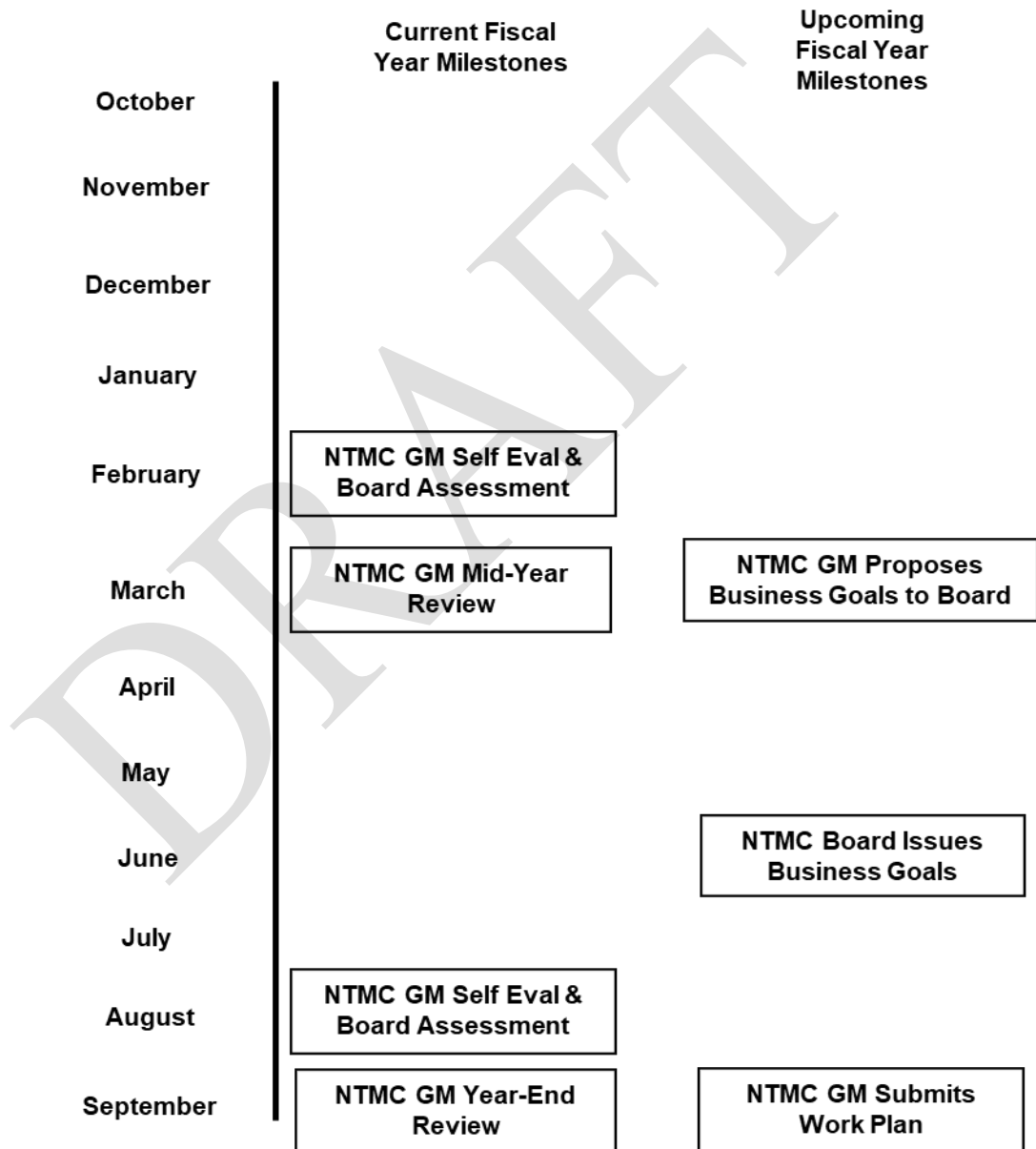
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VI. SIGNATURE, TITLE, AND DATE OF APPROVAL

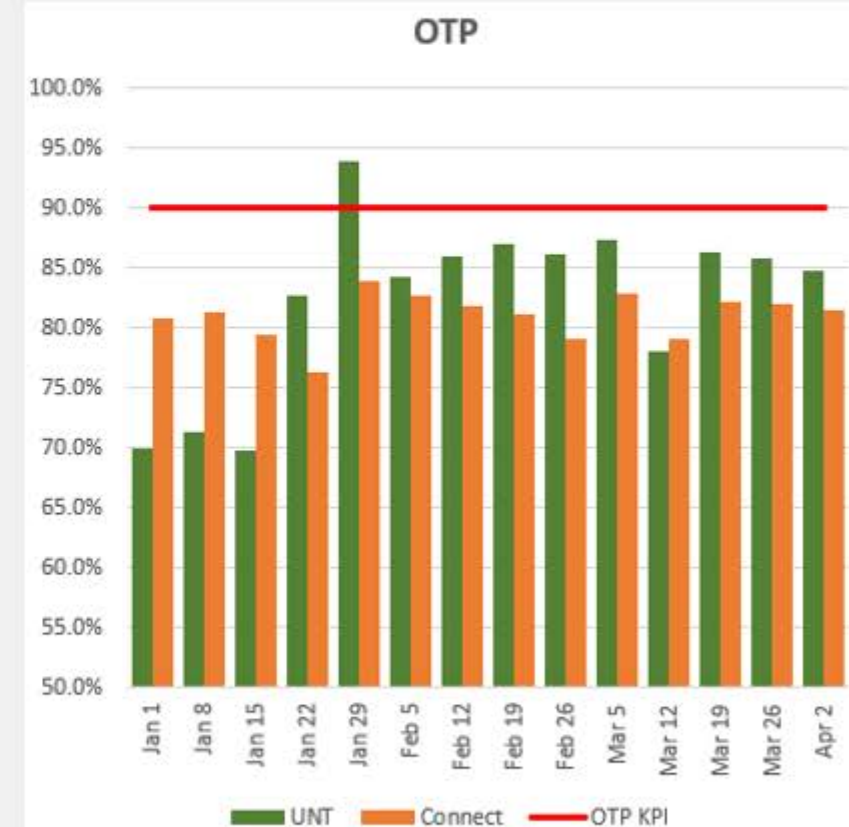
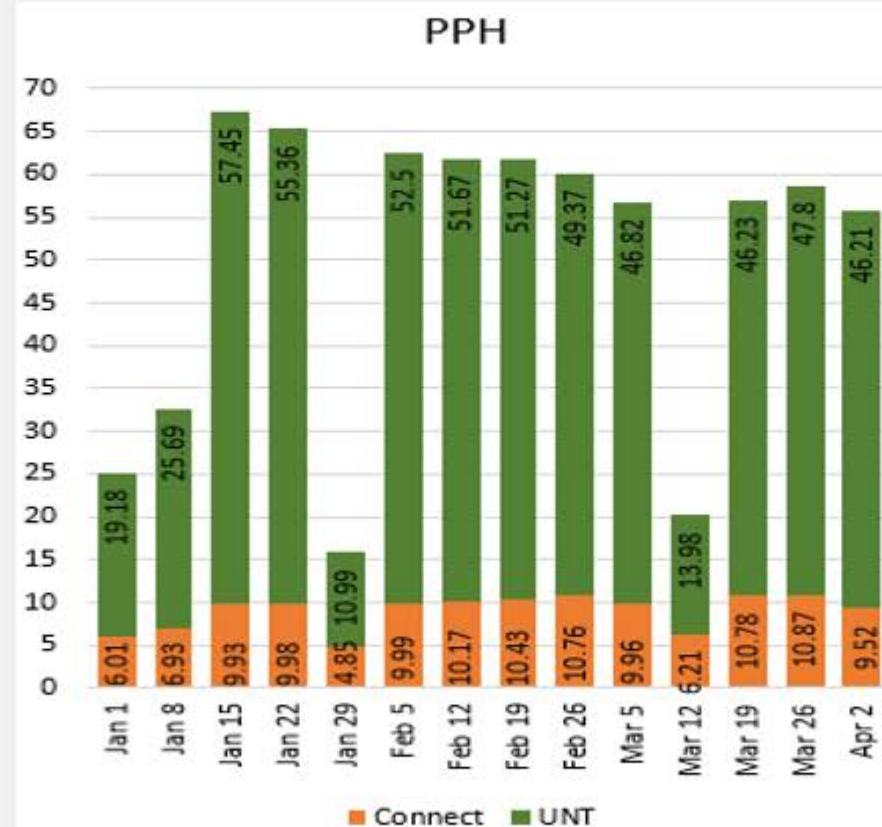
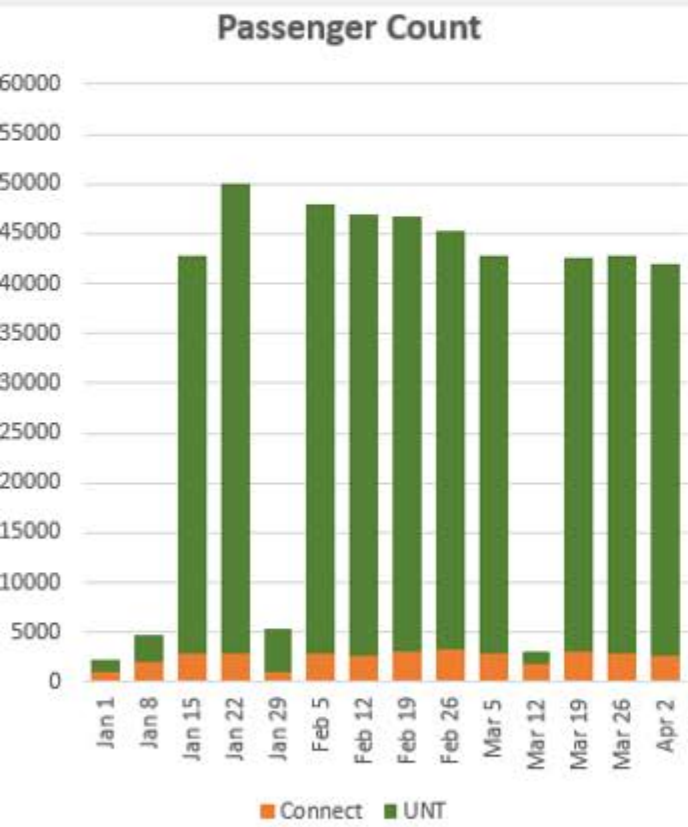
Approved:

Board Chair: _____

Date Approved: _____

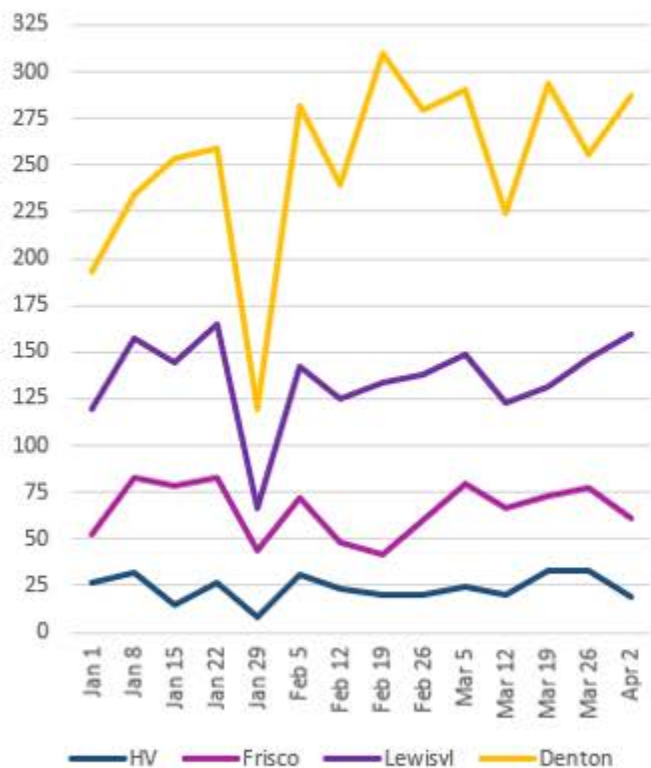
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REGULAR AGENDA – ITEM 3 Exhibit 1a: Fixed Route

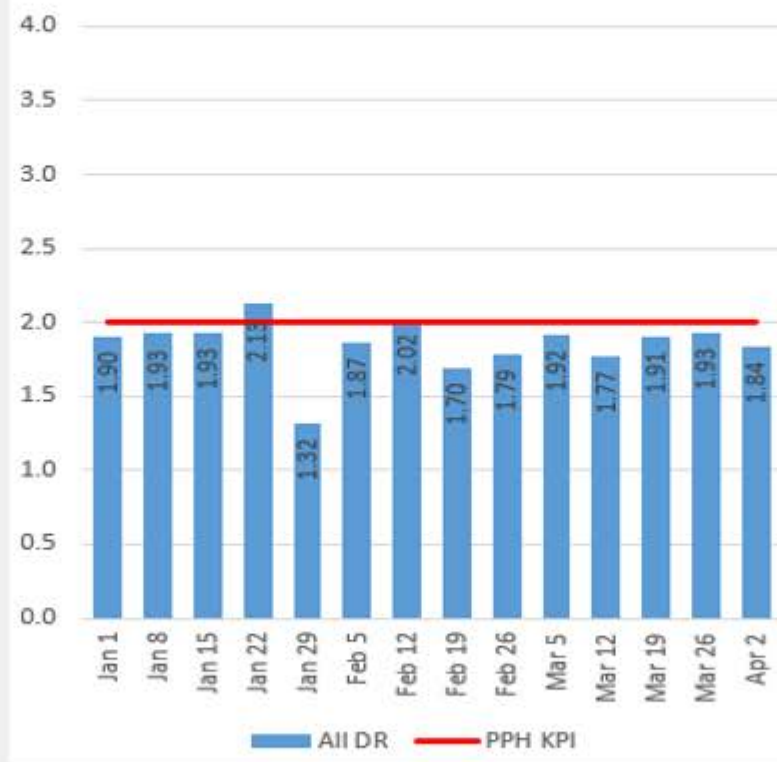


REGULAR AGENDA – ITEM 3 Exhibit 1b: Demand Response

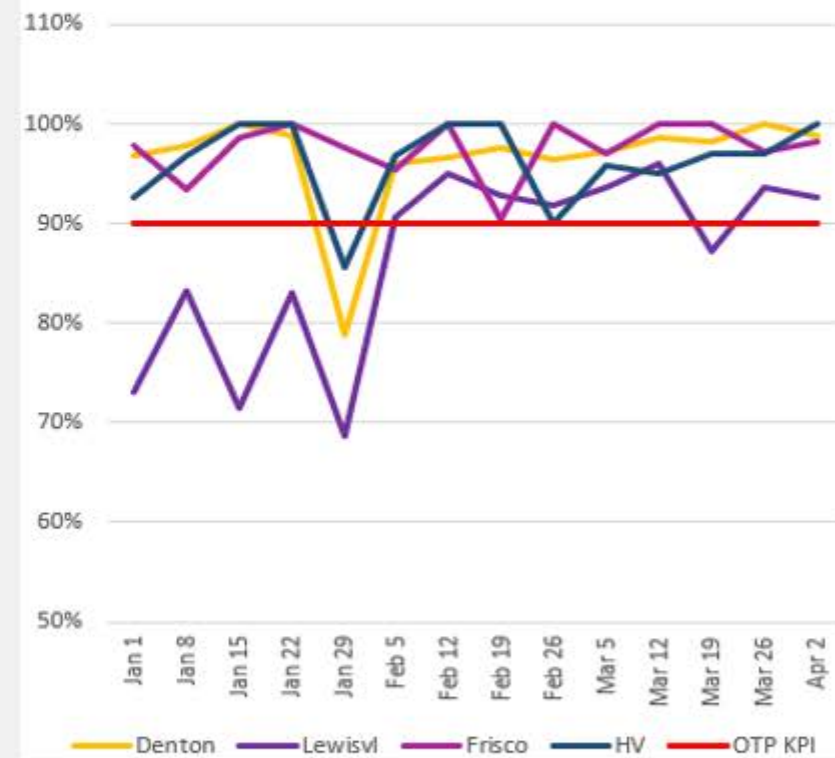
Passenger Count



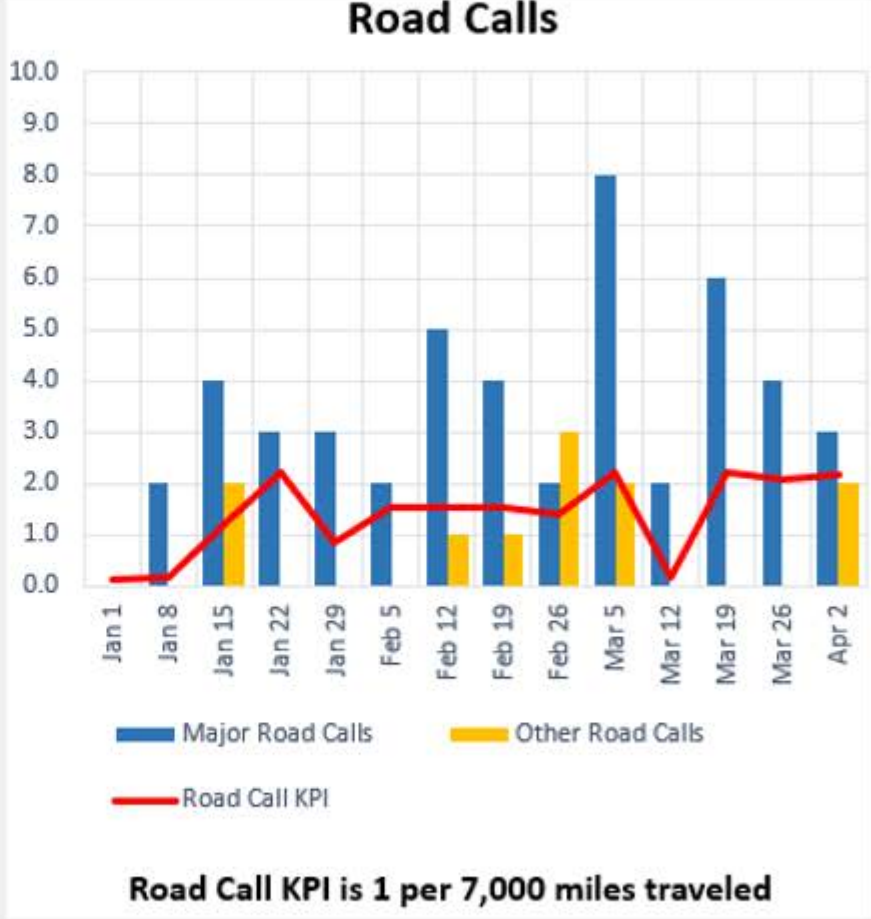
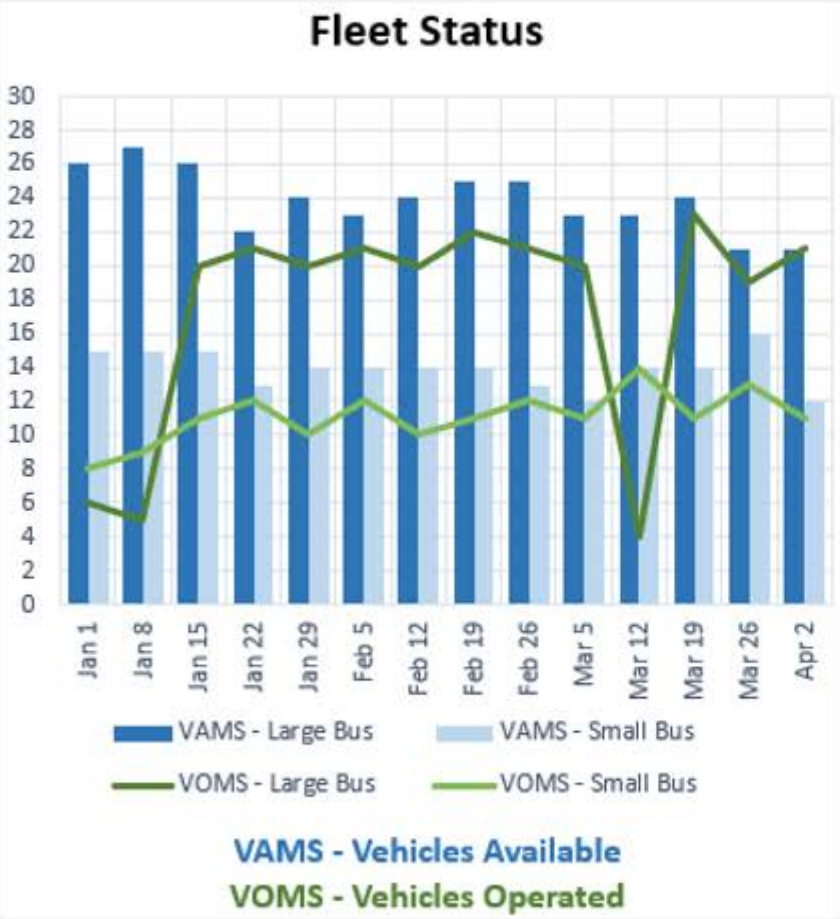
PPH



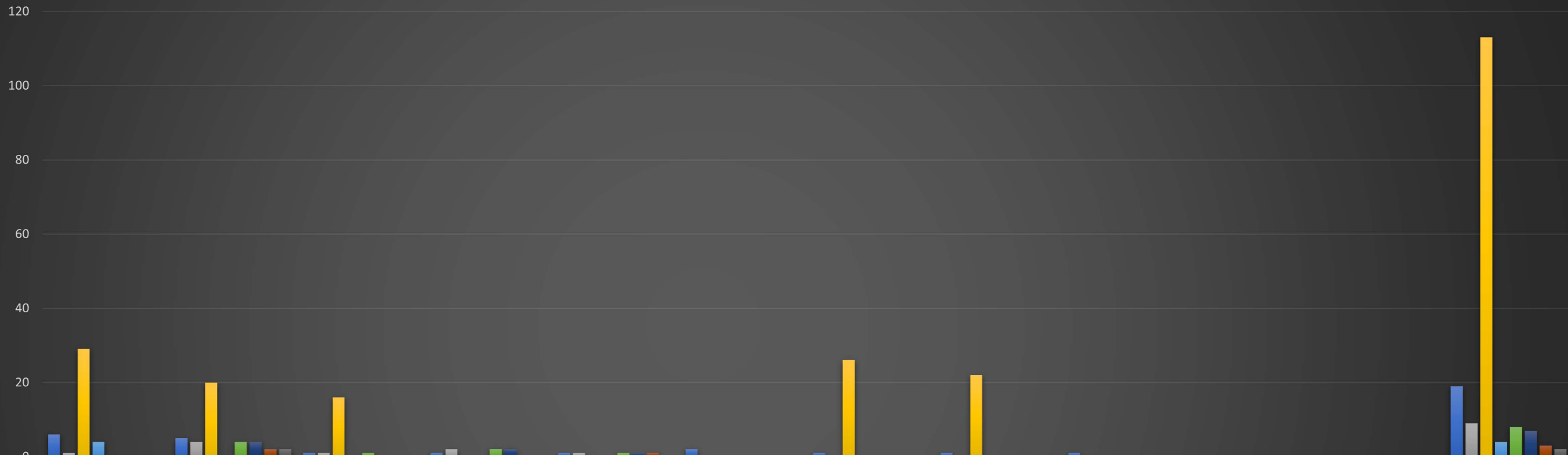
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REGULAR AGENDA – ITEM 3 Exhibit 1c: Fleet Metrics



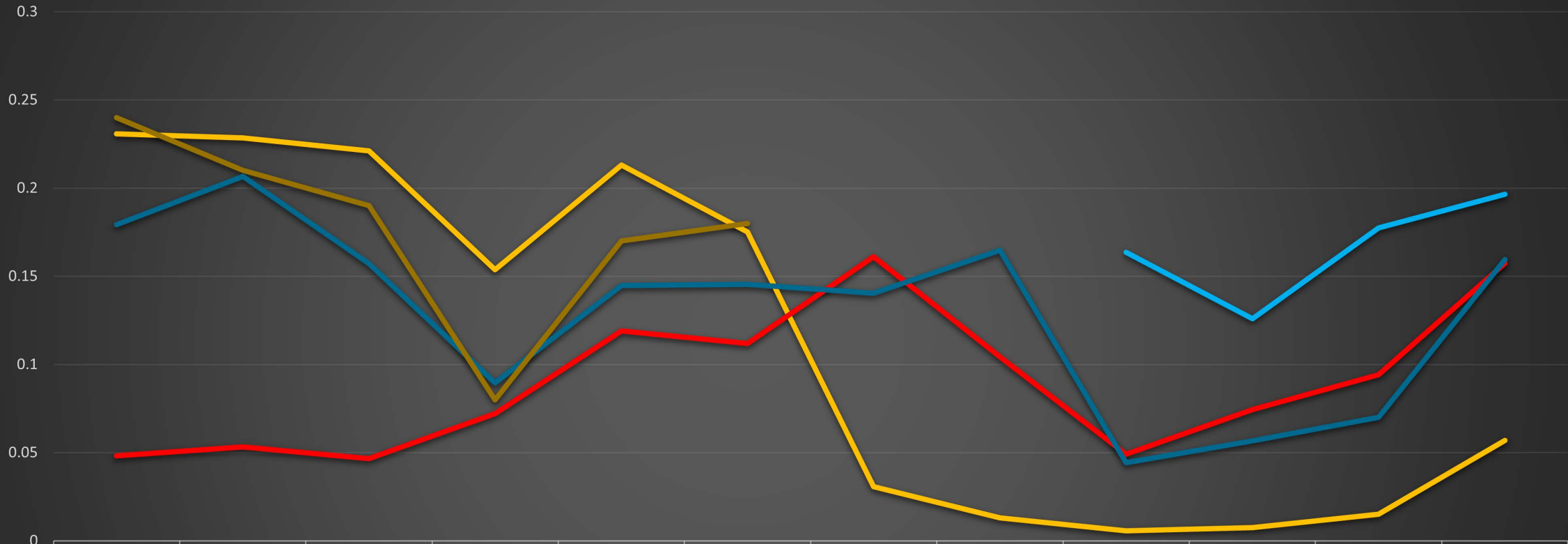
March 2023 Recruitment



	Bus Operator (CDL)	Bus Operator (NON-CDL)	Asset Management Coordinator	Mobility Services Representative	Service Attendant	Dispatcher	Mechanic II	Mechanic III	Payroll & Benefits Coordinator			Total
Number of Positions Open	6	5	1	1	1	2	1	1	1			19
Total Applicants Applied	1	4	1	2	1	0	0	0	0			9
Sourced Candidates	29	20	16	0	0	0	26	22	0			113
Sourced Applicants / Interested	4	0	0	0	0	0	0	0	0			4
Interviews Scheduled	0	4	1	2	1	0	0	0	0			8
Qualified Candidates	0	4	0	2	1	0	0	0	0			7
Offers Extended	0	2	0	0	1	0	0	0	0			3
Actual Hires	0	2	0	0	0	0	0	0	0			2

■ Number of Positions Open
 ■ Total Applicants Applied
 ■ Sourced Candidates
 ■ Sourced Applicants / Interested
 ■ Interviews Scheduled
 ■ Qualified Candidates
 ■ Offers Extended
 ■ Actual Hires

Overtime Trend Analysis 2019-Current



	October	November	December	January	February	March	April	May	June*	July	August	September
2018-2019									16%	13%	18%	20%
2019-2020	23%	23%	22%	15%	21%	18%	3%	1%	1%	1%	2%	6%
2020-2021	5%	5%	5%	7%	12%	11%	16%	10%	5%	7%	9%	16%
2021-2022	18%	21%	16%	9%	14%	15%	14%	16%	4%	6%	7%	16%
2022-2023	24%	21%	19%	8%	17%	18%						

2018-2019 2019-2020 2020-2021 2021-2022 2022-2023

REGULAR AGENDA – ITEM 4



Tina Clark- Dispatcher

Ms. Clark went “above and beyond” to uphold our core values of Accountability, Commitment and Excellence. She worked each day (including weekends) to fill open work, shuttle relief operators when needed, and kept the Leadership Team informed of all operational challenges!