



Board of Directors | Executive Committee

Tuesday, September 24, 2019 at 4:00 p.m.

114 Valley Street | Portland ME, 04102

METRO Conference Room

MEETING AGENDA

AGENDA ITEM	PRESENTER	ACTION or INFORMATION
1. Call Meeting to Order (4:00)	Belinda Ray, Committee Chair	N/A
2. Public Comment (4:00-4:05) The METRO Board’s Executive Committee welcomes public comment for items listed on this agenda. There is a <i>three-minute time limit</i> per citizen. (Comments will be paraphrased in the meeting minutes)	Belinda Ray, Committee Chair	Information
3. Meeting Minutes (4:05-4:10) The committee will be asked to review and approve minutes from the June 12, 2019 meeting of the Executive Committee.	Belinda Ray, Committee Chair	ACTION
4. Community Ambassador of the Year Award Program (4:10-4:25) Staff will share information about this new program which will recognize one Bus Operator each year for exemplary service to their profession and their community.	Greg Jordan, METRO General Manager	Information
5. Metro Breez (4:25-4:40) Staff will provide an update on discussions taking place with Freeport, Yarmouth, and Brunswick regarding continuing Breez service and joining Metro.	Greg Jordan, METRO General Manager	Information
6. Metro Strategic Plan (4:40-5:00) Staff will share information on a proposed extended process for completing the strategic planning effort that kicked off in January 2019.	Greg Jordan, METRO General Manager	Information
7. General Manager’s Report (5:00-5:20) The General Manager will provide a verbal update on current topics, projects, and initiatives.	Greg Jordan, METRO General Manager	Information
8. Future Agenda Items (5:20-5:25) Committee members may request future agenda items.	Belinda Ray, Committee Chair	Information
10. Upcoming Meetings <ul style="list-style-type: none"> • Ridership Committee – October 17, 2019 at 4:00 p.m. • Board of Directors – September 26, 2019 at 4:00 p.m. • Finance Committee – October 2, 2019 at 4:00 p.m. • Executive Committee – October 9, 2019 at 4:30 p.m. 	Belinda Ray, Committee Chair	Information
11. Adjournment (5:25-5:30)	Belinda Ray, Committee Chair	N/A

Board of Directors – Executive Committee
DRAFT Meeting Minutes
June 12, 2019

Minutes of the Board of Directors Executive Committee Meeting of Wednesday, June 12, 2019, held at 4:30 p.m. in the Greater Portland Transit District’s conference room, 114 Valley Street, Portland.

Committee Members Present:

Belinda Ray
Hope Cahan
Paul Bradbury
John Thompson

Staff and Others Present:

Greg Jordan
Glenn Fenton
Denise Beck
Jennifer Ogden
Lauren Shaw
Chris O’Neil

- 1. The meeting was called to order at 4:30 p.m. by Belinda Ray.**
- 2. Public comment**
No members of the public were present for comment.
- 3. Approval of Meeting Minutes**
Motion made by John Thompson, seconded by Paul Bradbury, to approve the minutes from the May 8, 2019 Executive Committee meeting as written. **Motion passed unanimously by all present.**
- 4. Collective Bargaining Agreement (previously Item 7)**
By Board consensus, Item 7, Collective Bargaining Agreement, was moved up in the agenda.

Paul Bradbury moved, pursuant to 1 MRSA Section 405 (3) and Section 405 (6) (D), to enter into Executive Session to discuss Collective Bargaining Agreement negotiations and related items, seconded by Hope Cahan. **Motion passed unanimously by all present**, executive session entered at 4:32 p.m., including Greg Jordan, Glenn Fenton, and Jennifer Ogden.

Paul Bradbury moved, seconded by Hope Cahan, to exit executive session. **Motion passed unanimously by all present**, and executive session ended at 5:01 p.m.
- 5. BREEZ**
The letter sent to Brunswick and attached to the agenda is similar to those that be sent to the other Breez communities. The towns are pleased with the service and knowing the cost is going up in 2020 instead of 2019. Hesitation is around joining the district and incurring future debt, especially with discussions about building a new facility. Greg is clarifying their withdrawal capabilities and has committed to have information to them well before the one-year mark.

Staff seems more comfortable with the idea, but now it has to go through councils. Meeting with Brunswick 6/17/19 at 6:30 p.m. Freeport's meeting is expected to be in mid-July and Yarmouth's in late July-August. Communities would join by September (budget process) and some provisions will need to be made until legislation can be passed.

6. Maine Medical Center Pass Program Agreement

Greg Jordan explained this program is very similar to those with USM, SMCC, and PPS as it is set up for three years with rate changes each year and an option for one-year extension (starts at \$1.00 per ride, increasing to \$1.32 when rates increase; \$2.00 for Breez with a similar increase when rates increase). MMC has 67,000 employees. Caps are in place to there is a maximum exposure for MMC. Current pass sales to the provider are \$20,000, so Greg is comfortable with the caps put in place and hopes it will double current usage. The program will be brought to the Board at its 6/27/19 meeting, and a kick-off event will be held near the July 1 start date.

At this time, no more institutional agreements are being considered as an entity needs thousands of employees to make it worth it under the current fare structure. When automated fare payment is in place it will be revisited as a way to increase ridership since it can be tiered for smaller businesses. MECA is interested in a pass program. It was suggested to keep the institutional program separate from the business program.

7. Automated Fare Policy

Greg Jordan shared it was determined out procurement process was sound, so Dellerok's bid is being evaluated. It proposes a higher cost on the development side, but lower on the fee side and has a strong retail network already in place with 90 retailers in this area. After interviewing the company, more information will be brought to the Board at its 6/27/19 meeting.

Another meeting with South Portland (SP) and GPCOG staff will be held soon. Currently, South Portland's position is:

- to be represented as an equal partner;
- to review specific equipment and technology before it commits to procurement;
- to not increase Reduced Fare of \$0.75 before 2021;
- drop the student fare to \$1.00 to match Metro's rate;
- expand Reduced Fare program to veterans and to low-income riders (a funding source would be needed for the latter);
- sell tickets at least through 7/1/20 and then honor them until 1/1/21;
- Continue to offer transfers for cash payers between South Portland buses.

South Portland is potentially bringing the program to their council on 7/2/19, but has not engaged with their public yet.

8. GM Report

The next Peninsula Task Force meeting is 6/13/19, 1:00 p.m., at the library. Strategies around public engagement will be discussed. Members have been asked to ride Routes #1 and #8 to see what they are like.

The process of hiring an IT generalist has begun following the numerous IT issues Metro has been experiencing lately.

There were 1,000 more boardings on Sunday of the Old Port Festival (free rides). The agency will be exploring whether to continue free fares on First Friday.

Some counterfeiting of monthly passes has been seen and will be watched.

9. Future Agenda Items

Cooling/warming centers – can we give free rides to cooling/warming centers or use the buses as a cooling/warming station? This will be brought to Ridership in August.

10. Upcoming Meetings

- Board of Directors – June 27, 2019 – 4:00 p.m.
- Ridership Committee – June 20, 2019 at 4:00 p.m.
- Finance Committee – August 7, 2019 at 4:00 p.m.
- Executive Committee – August 14, 2019 at 4:30 p.m.

11. Adjournment

Paul Bradbury moved to adjourn, seconded by John Thompson. With **unanimous approval by all present, the meeting adjourned at 5:47 p.m.**

Community Ambassador of the Year Award

The Community Ambassador of the Year Award is given to one Bus Operator each year for exemplary service to their profession and their community. Bus Operators serve a vital support to this community by connecting people from all walks of life to areas all around the region; for work, play, health, family and more. They understand the population and diversity of our region more than most and are conduits for creating and supporting a thriving community. It is for this reason that we would like to honor their commitment to this noble service.

The Nomination Process: Any member of the Metro staff along with members of the public can submit nominations. All nominations will be confidential. Nominations will be forwarded to the Community Ambassador Award Review (CAAR) Committee for ranking.

Required Documentation: Nomination materials should consist of:

1. A completed nomination form.
2. Two (2) concise narrative letters of support that address one or more of the criteria listed.
3. Any essential documents that provide evidence of the nominee's excellence.

Eligibility:

To be eligible to receive this award, a minimum of 7 years of service as a Bus Operator must be attained.

Criteria:

Community Ambassador Award recipients will have made a significant impact on the community through outstanding dedication, competence, exceptional performance, and excellent service to customers, **as demonstrated by one or more of the following:**

1. **Outstanding Community Service Support:** Has served in a volunteer capacity in their community in the past 12 months in a significant support role.
2. **Exemplary Achievement and Performance:** Consistently and substantially exceeds the expectations of the position, performing at a level above and beyond normal job requirements and expectations; has made important and significant contributions in their area.
3. **Excellence in Customer Service/Personal Interaction:** Consistently and substantially demonstrates an ability and willingness to work positively, respectfully, and effectively with others; has significantly improved customer service or has increased customer satisfaction in their area; demonstrates ability and willingness to manage changes in work priorities, procedures, and organization; demonstrates exceptional ability to foster collaboration, communication, and cooperation among coworkers and members of the community

Community Ambassador Award Review Committee: The Community Ambassador Award Review Committee consists of a diverse group of individuals carefully selected from the community, Metro Board and Metro Agency. The Community Ambassador Award Review committee will evaluate and rank



the nominees. Recommendations will be forwarded General Manager and President of the Metro Board of Directors for final review.

Application Deadline: The deadline for submission of completed applications is _____ . All applications must be submitted to Jennifer Ogden, the Director of Human Resources for Greater Portland Transit District at jogden@gpmetro.org and/or mailed to Greater Portland Transit District at 114 Valley St., Portland, ME 04102.