



Minutes April 26, 2022 Board Meeting

Board Members present: Larry Wynne, Brian Doughton via phone, Martha Dougher via phone, and Mike Dougherty via phone; Gregg Nieto was absent.

In attendance: Tim McGrath, Atty. Joseph DeNaples, Atty. Timothy Hinton, Mike Danchak, Gretchen M. Wintermantel.

The meeting was called to order at 4:35 p.m.

Chairman Larry Wynne stated the Board met in Executive Session to discuss personnel issues.

Communications Director Gretchen Wintermantel did roll call. Gregg Nieto was absent.

Mr. Wynne asked for a motion to approve the minutes of the March 23, 2022 meeting; Mike Dougherty made the motion and Brian Doughton seconded. All voted in favor.

Mr. Wynne asked for a motion to approve the financial statement for March 2022; Martha Dougher made the motion and Mr. Dougherty seconded. All voted in favor.

Mr. Wynne asked if there was public comment on agenda items only; there was none.

Executive Director Tim McGrath gave his report.

Shared Ride revenue was \$35,849 in March 2022, up from February by \$4,000 and perhaps more impressively, it is up from 2019 by \$5,500.

Ridership was 9,506, a substantive increase from February 2022 of 2,000, but still down from March 2019 by 400.

Fixed Route revenue is also up - \$68,641 in March 2022. This is a significant increase from February 2022 by \$14,000, but down more than \$10,000 from 2019.

Ridership is up to 52,000 – up about 10,000 from February 2022 but still down 33,000 from 2019.

Mr. McGrath said the board had received the Departmental Reports and he was going to give a few highlights.

He said in Safety and Security, the number of reportable accidents is at zero.

He said in the Fixed Route, COLTS hired a new Operations Director Zain Rabbani and noted that everyone internally and externally is pleased with this hire. He also reported that Lee Glover has been made full-time Dispatcher to replace Zain, a decision which has also been met with much approval.

In Fixed Route, a highlight is the Route 48 that Mr. McGrath has previously talked about is finally “advancing to the goal line.” This is allowing the Operations team to turn their attention to other routes. Mr. McGrath said that a driver survey will be put out next.

For the HR Report, Mr. McGrath reported on the success of the recent training that was held for drivers and administration. It was facilitated by a world-renowned speaker from Penn State University. The training was couched as customer service training and was focused on empathy and understanding co-workers. The impetus of the training was some racial tension that was seen at COLTS, he said. Mr. McGrath said a full breakdown would be coming.

The Communications report was next. Ms. Wintermantel said that COLTS would be asking the Board to adopt the Strategic Plan Executive Summary at this meeting. The full report will be printed and formatted for PennDOT with a History section and other information. Mrs. Dougher commented how proud she is of the plan.

Ms. Wintermantel also reported that the FleetNet customer service module has been working well, with complaints being addressed in a timely manner. Mr. McGrath said that this is important because PennDOT is holding us accountable for customer service. The percentage of late responses in FleetNet has decreased from 96.4% to 72.2%.

Ms. Wintermantel said COLTS received a positive response from passengers and clients for Transit Driver Appreciation Day, with many people emailing in stories about their favorite drivers. The stories were put on COLTS’ web site and social media. Finally, Ms. Wintermantel stated she is working on some advertising contracts.

Mr. McGrath reported that as part of the PennDOT Action Plan, PennDOT would be looking at the board involvement and oversight. For example, they want to have the Board have review process of the Executive Director.

Lastly, Mr. McGrath reported that Shared Ride driver Thomas Kerrigan would be retiring after 36 years at COLTS. Mr. McGrath said a plaque will be presented to him on his last day, which is Friday, and a retirement gathering at Stirna’s will take place Friday, May 6; information will be forwarded to the Board if they wanted to stop by.

Mr. McGrath asked if there were any questions of Finance Director Michael Danchak on the budget; there were none.

Mr. Wynne asked for a motion to approved the 2022-2023 budget; Mr. Doughton made the motion and Mr. Dougherty seconded. All voted in favor.

Mr. Wynne asked for a motion to approve the 2022-2027 Strategic Plan; Mrs. Dougher made the motion and Mr. Doughton seconded. All voted in favor.

Mr. Wynne asked for a motion to approve the technical study grant contract; Mr. Doughton made the motion and Mr. Dougherty seconded. All voted in favor.

Mr. Wynne asked for a motion to approve the resolution offering free rides to bicyclists during Bike to Work Week; Mrs. Dougher made the motion and Mr. Doughton seconded.

Discussion of hiring special counsel for the building project took place; Attorney Timothy Hinton said this would engage Attorney Bill Warren from Saul Ewing to assist COLTS with his expertise in construction projects, prepare documents, and ultimately protect COLTS. He stated this would be a limited engagement and asked for 10 hours at a cost of \$390 per hour, but the board would be able to extend the hours if needed. Attorney DeNaples suggested increasing the number of hours to 15.

Mr. Wynne asked if there was a motion; Mr. Dougherty made the motion and Mr. Doughton seconded. All were in favor.

Adoption of FMLA reporting procedures pending solicitors' review was discussed. Mr. McGrath clarified this was not on the agenda but there was information in the packet.

Attorney Hinton stated that this call-in procedure was not changing the policy itself, but clarifying the information needed by HR when an employee calls in to Dispatch to take off on FMLA. Attorney Joseph DeNaples added that this makes it "a uniform reporting policy."

Mr. Wynne asked if there was a motion to approve; Mrs. Dougher made the motion; Mr. Dougherty seconded. All were in favor.

Mr. Wynne asked if there was public comment on any other business; there was none.

Brian Doughton made the motion to adjourn and Martha Dougher seconded.

The meeting was adjourned at 5:05 p.m.

Respectfully submitted,
Gretchen M. Wintermantel