



Organizational, Services & Performance Monitoring Committee

March 18, 2025

MEETING MINUTES

Committee Members: Ms. Pacetti (Chair), Ms. Welch (Vice Chair), Mayor Gallo, Ms. McPherson, Mr. Sleasman

Other Board Members: Ms. Elder, Mayor Koomar, Mr. Love, Rev. Lucas, Mayor Weiss

Staff/Other: Nick Biggar, India Birdsong Terry, Janet Burney, Floun'say Caver, Melinda Dangelo, Nick Davidson, Shashelia Degraffinried, Maribeth Feke, Michael Fesler, George Fields, Bob Fleig, Ida Ford-Marshall, Joel Freilich, Anthony Garofoli, Rajan Gautam, Chief Deirdre Jones, Lawrence Jupina, Carl Kirkland, Sheila Miller, Joshua Miranda, Charles Morgan, Holly Mothes, Mike Schipper, Kay Sutula, John Togher, Natoya Walker-Minor, Carolyn Young

Public: E. Bingaman, Brian Gibbons, Kevin Hinkle, Stephen Katanovic, Loh, J. Sopko, MD, B. Sosk

Ms. Pacetti called the meeting to order at 9:02 am with a roll call. Five (5) committee members were present, representing a quorum.

Ms. Terry introduced the new people that will be assisting the Board. Raj Gautam, Deputy General Manager of Finance and the Board Secretary/Treasurer; Avis Lyons as Interim Board Assistant replacing Theresa and Deb Shaw, Executive Assistant in the Finance Division. Additionally, Keith Ganther, Sr. Legal Counsel, was sitting in for Janet Burney while she was at a conference but available if needed, as well as Sheila Degraffinried from the Legal Department.

Rev. Lucas commented after learning Theresa was leaving how it would be very difficult to find a replacement. However, upon hearing that Avis Lyons would be joining, he expressed confidence, citing her experience and qualifications over the years.

Ms. Terry proceeded with her Quarterly Management Report. Reviewing the 4th Quarter of 2024 results.

- Total Revenues: 2.8% higher than budget
- Passenger Fares – 21.5% higher
- Sales & Use Tax – 1.4% lower
- Reimbursed Expenditures – 163.9% higher
 - Received refunds for Fuel, PM, Labor, and other miscellaneous receipts
- Reserve Fund – \$31.6 million transferred
 - \$30 million from Revenue Stabilization Fund
 - \$1.6 million from Compensated Absences & Health Care

- Operating Expenses: 0.4% lower than amended budget
 - Total personnel costs: 0.08% higher than budget
 - Fuel hedging & utility contracts – continue to help stabilize expenses – 4.3% below amended budget
- Transfers to Other Funds
 - Reserve Fund:
 - \$11.6 million in Rolling Stock Reserve (\$1.6 million above budget)
 - \$878,615 in 27th Pay
- Insurance Fund: \$2.5 million
- Total Transfer to Capital:
 - Bond Retirement Fund: \$6.2 million transferred
 - Capital Improvement Fund: \$16.8 million transferred

Top 3 categories at year-end:

- Rail Car Replacement Program \$62.0 million
- Facilities Improvements \$16.9 million
- Rail Projects \$12.1 million

TRACTION Results Reporting – a presentation of 4th Quarter 2024 scorecards and customer experience surveys. Presenters included India Birdsong Terry, General Manager/CEO, Nick Biggar, Sr. Director of Customer Experience and Performance Management, Ehren Bingaman, TransPro Managing Principal and Dr. James Rubin, TransPro Principal.


Overview

- Performance Management Cadence – Ms. Terry, Mr. Bingaman
 - Organizational Scorecard: FY24 Q4
 - Success Outcome Status: FY24 Q4
- 2024 Organizational Scorecard – Mr. Biggar
 - Organizational Scorecard: Customer Experience
 - Organizational Scorecard: Community Impact
 - Organizational Scorecard: Employee Investment
 - Organizational Scorecard: Financial Health
- December 2024 Customer Experience Survey Results – Dr. Rubin
 - Net Promoter Score & Overall Satisfaction: Fixed Route Bus
 - Key Drivers of Customer Experience: Fixed Route Bus
 - Net Promoter Score & Overall Satisfaction: Bus Rapid Transit
 - Key Drivers of Customer Experience: Bus Rapid Transit
 - Net Promoter Score & Overall Satisfaction: Rail
 - Key Drivers of Customer Experience: Rail
 - Net Promoter Score & Overall Satisfaction: Paratransit
 - Key Drivers of Customer Experience: Paratransit
 - Net Promoter Score & Overall Satisfaction: Agency
- Traction Cadence – Mr. Biggar
 - Performance Management Cadence

Mayor Koomar commented he would like the net promoters score broken down to show more detailed information.

Ms. Pacetti thanked everyone for their presentations, knowing how much time is put into gathering all the information.

There being no further business to bring before this Committee, a motion to adjourn the meeting by Mr. Sleasman, and seconded by Ms. Welch. The meeting was adjourned at 9:44 am.



Rajan D. Gautam
Secretary/Treasurer



Avis R. Lyons
Interim Executive Assistant