



\*\*\*DRAFT\*\*\*

REGULAR MEETING  
BOARD OF DIRECTORS  
GREATER HARTFORD TRANSIT DISTRICT  
Hartford Connecticut  
September 19, 2024

Stephen Mitchell, Chairman  
Presiding.....

At 7:00 p.m., with a quorum determined to be present; Mr. Mitchell called the Regular Meeting of the Board of Directors of the Greater Hartford Transit District (the "District") to order in the Conference Room of the District at One Union Place, Hartford, Connecticut. A remote option for attendance was also available.

The following Directors were present:

Stephen Mitchell, Enfield  
Kevin G. Mooney, Enfield  
Nanci Fitzgerald, Farmington  
Richard Alger, Granby  
Autumn Siegel, Hartford  
James McCavanagh, Manchester  
Dimple J. Desai, Rocky Hill  
Gary Pitcock, South Windsor  
John Lyons, West Hartford  
David Giordano, West Hartford  
Ricardo Quintero, Windsor

The following Staff were Present:

Nhan Vo-Le, Chief Financial Officer  
Mary Bujeaud, Deputy Executive Director  
Margaret Banker, Director of ADA Paratransit Services  
Douglas C. Holcomb, Executive Director

Members of the Public Present:

James Coffman, Vice President of Business Development, MV

### **1. Public Forum**

Chairman Mitchell asked if there were any comments or questions from the public.

There were no comments from the public or area organizations.

### **2. Consideration of Adoption of the Regular Meeting Minutes of June 20, 2024**

Director Quintero moved to adopt the June 20, 2024 Regular Meeting Minutes, which was seconded by Director Alger and was unanimously approved without modification by a vote of 21.97 yea, 0.00 nay, and 0.00 abstention.

### **3. Financial Matters**

#### **Financial Report**

The Chairman requested that Ms. Vo-Le, CFO provide the financial report.

A summary of the District's budgeted and actual results at the end of June 30, 2024 was presented. Ms. Vo-Le stated that for fiscal year 2024 (July 2023 – June 2024), the Special Revenue Fund had accumulated a total of approximately \$33.4 ML in actual revenues, which is used for the spending of the District's Operating, Capital, and Administrative programs, that equates to the same amount (\$33.4ML). Comparing this to the budget, the actual amount is less than the adopted budget by 11% or \$4.3ML. This occurs primarily due to lower actual number of vehicles delivered and accepted during this fiscal year than budgeted plus higher budget for ADA Paratransit service line item.

The General Fund is the District's operating fund. Its primary funding sources consist of member town dues and interest earnings. The General Fund ended with a solid financial performance. At the end of June 2024, this fund yielded \$422K in excess of actual revenues over expenses with approximately \$497K and \$75K in total actual revenues and expenses; respectively. Comparing this result to the adopted budget, the General Fund yielded a favorable variance of \$58K or 16% in excess of revenues over expenditures. This favorable variance is mainly a result of an increase in investment income driven by high interest rates; partially offset by lower proceeds from sale of disposed vehicle revenue.

The Enterprise Fund is used to account for the District's transportation center and parking lot. This fund also had a strong financial result, yielding a favorable variance of nearly \$330K in excess of actual revenues over expenditures. During this fiscal year, it had generated a total of \$2.9ML in actual revenues and approximately \$2.6ML in actual expenditures. Comparing to the budget, this fund's actual excess amount is higher than the budget by almost \$166K. This increase primarily reflects higher daily parking fee and

rental revenues. Overall; the District yielded a total of \$752K in excess of actual revenues over expenditures and this is almost \$224K higher than budgeted. This excess amount is made up by the General Fund's increase of \$422K and the Enterprise Fund's excess of revenues over expenditures of \$330K.

During the presentation, Ms. Vo-Le noted that the agency is in the process of procuring replacement vehicles. Director Quintero asked about the propulsion systems in the GHTD fleet. Mr. Holcomb noted that the majority of the vehicles used in ADA service in the region are gasoline engines. He also noted that the agency is in the process of testing six Ford Transit electric vehicles as a pilot program.

Chairman Mitchell ask if any member had question about the financial summaries. Hearing none, the Chairman thanked Ms. Vo-Le and asked for a motion to accept the financial report as presented.

Director Lyons moved to accept the financial report as presented, which was seconded by Director Mooney and was unanimously approved without modification by a vote of 21.97 yea, 0.00 nay, and 0.00 abstention.

#### **4. Committee/Staff Reports**

**Transportation Services** - Director of ADA Paratransit Services Margaret Banker provided an overview of GHTD's transportation services including GHTD Link, the ADA Paratransit program, the Encompass Program, and Freedom Ride.

The GHTD Link Microtransit service continues to increase ridership each month. In August LINK transported 760 passengers which is a 34% increase from July when we transported 566 passengers.

The team continues to do many outreach events tabling at such as events as the East Windsor National Night Out and the Asnuntuck Community College new student orientation events. In August the team sent out a survey to passengers that have the GHTD Link app. The survey asked riders about the current service area and travel times. Paper copies were also distributed to housing agencies and at tabling events.

The survey results showed that 64% of the respondents wanted the service to cover more areas including more locations within East Windsor as well as towns such as Suffield, South Windsor, and Windsor Locks. Based on the feedback received from this survey and through speaking with riders through outreach efforts, beginning the week of September 16<sup>th</sup>, the program will grow to cover all of East Windsor. In preparation of the expansion, the team is working to update its website and letters have been sent out to 78 agencies/businesses in the areas. Social media efforts and emails have also been issued.

Following the discussion on GHTD Link outreach, Director Mooney asked about the goal of the marketing and outreach efforts. Ms. Banker noted that the concerted effort is to ensure that the residents of the service area are aware of the new services and understand how it can be used.

Beginning on July 1st the District was asked to follow the statewide ADA Paratransit No Show policy. The District's no-show policy is now based on the fiscal year of July 2024 through June 2025. The changes to the no show policy are mainly larger suspension periods for violations. The updated No Show policy was

brought to the attention of passengers through multiple outreach efforts such as through email, the District's website, the ADA forum, call center message, and through updating the District's Riders Guide. The Riders Guide was later translated into Spanish and Polish as well.

The District is working with its software provider, Trapeze, to upgrade the current version of the software. This project usually takes approximately six months to complete once hardware resources are purchased.

The District's contractor, Transdev, is working on retraining their staff on wheelchair securements during the month of September. This annual refresher training helps staff get a hands-on approach to ensuring that they are safely securing passengers that use various types of wheelchairs.

The (ADA) Eligibility Team is putting together a Transit Day event that is being scheduled for late October. The goal of the event is to get community members (especially individuals with disabilities and seniors) to try out the fixed route system. The team will work with the Kennedy Collective to educate the participants on how to use public transit. After the "Transit 101" class the team will have participants board an out of service CTTransit bus to take participants on a mock trip using the bus system to a local museum.

Since the Trapeze DriverMate tablet system has been installed on the ADA Paratransit vehicles, the overall on-time performance has been improving. The August OTP was 95.3% with the appointment OTP being 99.2%.

Ms. Banker then detailed growth in the GHTD Encompass program noting that monthly ridership is now exceeding 3,600 trips.

Director Quintero asked for additional details about the Encompass program which were provided.

Several members of the Board commended Ms. Banker for her work including outreach efforts and the growth in ridership in all three programs.

Mr. Holcomb noted that both the Encompass and Link program are pilot programs. He noted that a cap has been placed on the number of trips that can be taken by riders under the Encompass program and that staff are working to secure more permanent funding for both programs.

**Administration and Operations** - GHTD's Deputy Executive Director Mary Bujeaud provided an overview of administrative and operations.

Construction Projects Commencing in FY25 - The District is working with the Architectural and Engineering firms to complete the design and bid documents for the Roberts Street Retaining Wall and Surface Parking Lot, the Union Station HVAC Project, and the Union Station Drain Upgrade Project. The District is also updating the design for the Transportation Center roof under the tracks, which is the final phase of the Union Station Roof Project. Amtrak will be engaged to execute an agreement for the Design Review and Construction Phase.

The District will be issuing a procurement for an A&E firm (or firms) for the design of projects including the Union Station Bus Bay and Travel Lane Concrete Replacement and the Spruce Street Surface Lot Improvements.

CTDOT – Site Visit August 29th (AASHTO Conference Preparations) - CTDOT conducted a site visit at Union Station on August 29th to discuss potential improvements that could be made at the facility in advance of the annual conference for the American Association of State Highway and Transportation Officials (AASHTO) that will be held in Hartford in May 2025.

The District will pursue making the following improvements where possible, some of which could be funded or completed by CTDOT:

- Cleaning and painting of the viaducts at Asylum and Church;
- Cleaning and refurbishing the canopy on the inactive platform;
- Repairing/replacing lighting on the canopy on the inactive platform;
- Industrial cleaning and repairs as necessary in the north and south lots under the tracks;
- Proper cleaning and repair of the inactive side of the platform including the removal of deteriorating RR ties in advance of Transportation Center roof replacement project;
- Cleaning and Repairs to stairs to inactive platform; and
- Landscaping and Tree Replacement

Roberts Street Parking Expansion Project:

The District continues to work with attorneys to provide materials for mediation, which is to take place in November 2024. In the meantime, the construction project will move forward with the following project schedule:

- Bid Documents Released December
- Bids Due January
- Award of Project February
- Construction Commences Spring 2025

A brief discussion regarding the upcoming mediation followed.

Security at Union Station Campus - Ms. Bujeaud reported that the District will host a meeting this Fall with law enforcement to discuss safety and security in and around Union Station and the Spruce Street Lot. The group invited includes representation from Amtrak Police, Connecticut State Police, Hartford Police Department, Homeland Security, CTDOT/Hartford Line Security, and Union Station Security. Additionally, we continue to have regular meetings with the Security Contractor.

A brief discussion regarding the importance of security at the Station followed. Staff noted that a program to test the impact of a second security guard, with a focus on the Great Hall and the Union Place side of the campus will begin in late September or early October. The pilot will last for four months at a cost of approximately \$32,000 derived from the District's operating budget for the Station. Director Lyons asked if there were any special funding sources to assist in providing security at the Station. Staff agreed to research opportunities for security related resources.

## **5. Report from the Executive Director**

Triennial Review – Mr. Holcomb provided a brief background on the purpose of the FTA Triennial Review noting that the review is aimed at assuring that Transit Agencies that are recipients of federal funding maintain compliance with all grantee requirements. GHTD’s most recent review was held in the spring of 2024 with the final report issued on August 29<sup>th</sup> 2024. The report indicated two deficiencies. These were related to Federal Financial Reporting and reconciling with Milestone Progress Reporting, and operating expense calculations. He noted that the CFO had prepared and submitted responses, as required by the review, that those responses had been accepted by FTA and on September 18<sup>th</sup> and “Closeout of Findings” letter has been received by GHTD.

Zero Tailpipe Emission Buses – Mr. Holcomb provided a brief overview of the status of the electric bus pilot project underway at GHTD noting that the agency has taken delivery of six battery electric Ford Transits which are now being commissioned and tested. These buses are expected to begin revenue service this fall.

Satellite Paratransit Facility – Mr. Holcomb provided a brief overview of a potential site for a second paratransit operations and maintenance facility in the region. The site, located on New Britain, was brought to the attention of GHTD by staff at the Connecticut Department of Transportation as a part of the State’s efforts to electrify the public transportation fleet. Mr. Holcomb noted that GHTD staff is currently preparing a technical memorandum regarding the potential use of the site for GHTD operations and maintenance.

## **6. Report from the Chairman**

Chairman Mitchell recognized outgoing Board members Marilyn Pet (East Hartford) and Joan Gamble (Bloomfield) for their many years of service to the District. Plaques were prepared for both members.

## **7. Any Other Business Properly Brought Before the Board**

The Chairman asked if there was any other business to be brought before the Board. Hearing none, the group moved to adjournment.

## **8. Adjournment**

A motion was made for adjournment by Director Mooney, seconded by Director Lyons and was unanimously approved. The time was 8:02 pm.

Respectfully submitted  
\*\*\*DRAFT\*\*\*  
Douglas C. Holcomb, AICP  
Executive Director  
September 23, 2024

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