



Commissioners: [David L. Jaeger, Jr.](#), [Alice McQuaid, Esq.](#)
Chief Executive Officer: [Matt Pentz, CPA](#)
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DRAFT MINUTES PENDING APPROVAL

**NORWALK TRANSIT DISTRICT COMMISSIONERS - MEETING MINUTES
FEBRUARY 15, 2024, AT 6:00 PM – NORWALK TRANSIT DISTRICT
CONDUCTED VIA TEAMS AND IN-PERSON MEETING**

ATTENDING

Norwalk Transit District Commissioners:

David Jaeger, Jr., Teams Participant
Alice McQuaid, Esq., Teams Participant

Norwalk Transit District Staff:

Matt Pentz, CEO
Lori Hammill, Chief Compliance Officer, Teams Participant
Joe Scappatura, Director of Fleet and Maintenance
Andy Gallagher, Operations Manager
Andrea Zarate, Human Resources Manager
Besim Krasniqi, Data and Planning Analyst

Public:

Cathy Gross, Program Manager, Dept of Public Transportation
Tanner Thompson, (joined at 6:02 pm)

I. CALL TO ORDER – CEO

Matt Pentz called the meeting to order at 6:00 PM via MS Teams.

II. COMMENTS FROM THE PUBLIC

There were no comments from the Public.

III. APPROVAL OF THE AGENDA FOR THE FEBRUARY 15, 2024 COMMISSIONERS MEETING

- ** Commissioner Jaeger made a motion to approve the agenda.
- ** Commissioner McQuaid seconded the motion.
- ** Motion to approve the agenda passed unanimously.

IV. APPROVAL OF MINUTES OF DECEMBER 21, 2023 COMMISSIONERS MEETING

- ** Commissioner McQuaid made a motion to approve the minutes.
- ** Commissioner Jaeger seconded the motion.
- ** Motion to approve the minutes passed unanimously.

V. REPORTS

1. Procurement Update

Ms. Hammill reported the following solicitations that are funded with capital grant expenditures:

- i. Award recommendation for W.B. Mason Co, Inc., to provide Furniture, Furnishings and Equipment in the amount of \$199,999.00**
- ii. Award recommendation to Transit Solutions Inc., for extended hardware warrantee and annual software support for vehicle cameras in the amount of \$20,510.00**

A motion was made by Commissioner McQuaid to award both items. Seconded by Commissioner Jaeger. Motion passed unanimously.

2. Finance Update

i. FY 24 Audit Update

Mr. Pentz mentioned that NTD submitted the majority of what was requested by the auditors and expected the audit work to progress after tax season.

ii. December Financial Update

Mr. Pentz reported that the overall deficit from operations was reduced to \$393k through six months of the fiscal year. He noted the deficit improvement was due to restoration of Stamford ADA funding from CTDOT, which was impacted during the pandemic. He noted that overall YTD revenue was up 761% due to return of fares compared to prior year. Salaries are flat due to the outsourcing of financial services, fuel was up 33% and Purchased Transportation up 57% due to increased demand in trips. Overall YoY expenses were up 7%.

Commissioner Jaeger left the meeting at 6:07 pm

3. Operations

January 2024 Ridership Report

Besim Krasniqi presented ridership slides as a comparison of January 2024, 2023 and 2020 (pre-pandemic). NTD had 91,720 rides on the fixed route system in January 2024. January Ridership was down 24% to prior year due to the free fare impact and down 8% to January 2020 (pre-pandemic).

YTD fixed route ridership is down 19.41% compared to PY and down 6.52% compared to FY 20 (pre-pandemic).

YTD paratransit Ridership is up 16.13% but down 17.69% to pre-pandemic levels.

4. Human Resources

Andrea Zarate provided the following update:

- A New Driver Training class launched on January 22nd. The District continues to struggle to hire fully qualified CDL drivers with the appropriate endorsements. Five new drivers were enrolled in this class.
- One Lead Supervisor resigned from full time and will move to part time employment. One Supervisor was also promoted to Lead Supervisor.
- One new supervisor will begin on February 20th
- Two ADA drivers moved to the Wheels classification.
- NTD announced the appointment of consultant, Jacinto Torres, as the Interim Shop Manager. Mr. Torres recently retired as the Director of Equipment and Maintenance at CT Transit, overseeing the shop operations of the Hartford, New Haven and Stamford Maintenance facilities. Jacinto's 30 plus

years of experience, including the preparation and execution of fleet electrification, comes at a particularly important time for NTD.

- On February 2nd, NTD celebrated the retirement of Yvon Pilitas (13 Years) and Sylvia Dixon (40 Years). Sylvia's four-decade career earned her proclamations from the Mayor's office and the CT congressional delegation in addition to a driver's lounge filled with current and former NTD employees, dignitaries and special guests.
- During the retirement celebrations on Feb. 2nd Senator Duff helped us kick off Transit Equity weekend commemorating the life and legacy of Rosa Parks and the beginning of Black History Month.
- NTD recognized Transit Equity weekend by displaying a DOT poster honoring Rosa Parks, and placing a single red rose on the front seats of every bus in service during the weekend of February 3rd and 4th. The NTD drivers also distributed 40 free tokens on Rosa Parks' birthday on February 4th.

Mr. Thompson shared the sentiment that he was impressed with the turnout for the retirement event and was impressed by the support from City Hall.

Mr. Pentz noted recent developments; NTD's Transportation Manager and Lead Supervisor resigned during the past week. He stated that there are a lot of moving pieces and job opportunities in the Transportation sector in CT. Wage competition and staffing issues continue to exist in the industry and at NTD.

5. Maintenance

Mr. Scappatura stated that NTD recently received two new 35 ft vehicles, and that 5 additional large buses were expected to complete the latest large bus procurement.

6. Chief Executive Officer

i. Facility Renovation Update

Mr. Pentz said the facility renovations continue, which have remained an operational challenge for staff working around the construction. He stated NTD is waiting on the new gas line to be set up, as well as flooring, furniture and a few other items before staff could move back into the office. They hope to be ready to move dispatch back in around April. It was noted there was light at the end of the tunnel related to the construction of the admin building.

ii. Comprehensive Operational Analysis (COA) Update

Mr. Pentz stated that the project is progressing and that two new operating scenarios have been

presented by the consultants at Nelson Nygaard. He stated that NTD liked the second scenario that was presented because it blends microtransit into the system. It was noted that there would be a stakeholder advisory meeting on February 22nd, which would allow for public presentation, feedback and input.

V. Miscellaneous Items

NTD noted that mobile ticketing through the Token Transit app was launched to the general public on February 12th.

Mr. Thompson mentioned that he was able to successfully use the mobile ticketing app to board an NTD bus. Commissioner McQuaid asked about the mobile app ticketing process. Mr. Krasniqi provided further explanation, Mr. Thompson noted a few people in his network have used it with positive feedback. Mr. Thompson shared that Metro North uses mobile ticketing, and mentioned there is almost parity with the train.

VI. OLD BUSINESS

There was no old business.

VII. NEW BUSINESS

There was no new business.

VIII. EXECUTIVE SESSION

Executive session was tabled.

Since Mr. Thompson missed the public comment portion of the meeting, he commented on how he has been working with Mr. Krasniqi on NTD's real time GTFS feed. He stated that Mr. Krasniqi was able to get the GTFS feed up and running through AVAIL. The real time feed has been exposed to the public, and Mr. Thompson (a Google engineer) performed testing to confirm that it is working as intended. The Next step is to work with the google partnership team to get it ingested into google maps.

IX. ADJOURNMENT

** Commissioner McQuaid made a motion to adjourn.

Meeting adjourned at 6:27 PM