



Commissioners: [David L. Jaeger, Jr.](#), [Alice McQuaid, Esq.](#)  
Chief Executive Officer: [Matt Pentz, CPA](#)  
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**NORWALK TRANSIT DISTRICT COMMISSIONERS – SEPCIAL MEETING  
MINUTES APRIL 24, 2025, AT 4:00 PM – NORWALK TRANSIT DISTRICT  
CONDUCTED VIA ZOOM AND IN-PERSON MEETING**

**ATTENDING**

**Norwalk Transit District Commissioners:**

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

**Norwalk Transit District Staff:**

Matt Pentz, CEO  
Lori Hammill, Chief Compliance Officer  
Leslie Grattan, Director of Community Relations  
Rick Schreiner, Director of Service Planning

**Public:**

There were no members of the public present.

**I. CALL TO ORDER – CEO**

Matt Pentz called the meeting to order at 4:00 PM via Zoom.

**II. COMMENTS FROM THE PUBLIC**

There were no comments from the Public.

### III. APPROVAL OF THE AGENDA FOR THE APRIL 24, 2025 COMMISSIONERS MEETING

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

### IV. APPROVAL OF MINUTES OF FEBRUARY 27, 2025 COMMISSIONERS MEETING

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

### V. REPORTS

#### 1. **Procurement**

Ms. Hammill reported the following items:

**Award Recommendation for Wendel Companies to provide A/E services to perform a Battery Electric Bus – Preliminary Design and Study in the amount of \$82,260.00.**

A motion was made by Commissioner McQuaid to award A/E Services. Seconded by Commissioner Jaeger. Motion passed unanimously.

#### **DBE Plan Update**

Ms. Hammill explained a DBE plan update was required by the FTA as part of a regulation change to a two-tiered system. NTD is a Tier 1 recipient based on funding level. This plan update is intended to be a one-time update, unless there are further regulation changes.

Commissioner McQuaid made a motion to approve the DBE plan update, seconded by Commissioner Jaeger. Motion passed unanimously.

#### **Title VI Plan Update**

Mr. Pentz provided a brief explanation of Title VI which was part of the 1964 Civil Rights Act prohibiting discrimination in transit and encourages public participation for people of all races. NTD is required to

complete a plan update every three years, with the last update having been completed in 2022. Mr. Schreiner led the effort to update the plan. NTD is within the three-year requirement for this update. It was noted that the FTA has recently eliminated the environmental Justice requirement, NTD was also required to do a four-factor analysis that looks at protected classes and different languages. NTD refined the requirements for the Norwalk Transit service area to adequately provide language assistance where necessary.

Commissioner Jaeger made a motion to approve the Title VI plan update, seconded by Commissioner McQuaid. Motion passed unanimously.

## **2. Finance**

Mr. Pentz provided an update on the FY 24 audit. He also provided a YTD update on the FY 25 financials noting expenses were up in wages, insurances and professional services all of which were in line with expectations. There were a few construction related impacts that were not expected to re-occur such as temporary heat for the bus barn during renovation. Mr. Pentz stated NTD had adequate funding sources to absorb the increase in expenses.

## **3. Operations**

### **Ridership Update**

Mr. Pentz provided the following YoY ridership updates:

Wheels ridership down 2% YoY.

Shuttle ridership up 35% YoY, and overall fixed route ridership up 1% YoY. He noted an anomaly in February when ridership was down 12% compared to the previous February. He stated other local agencies noted a similar irregularity impacting ridership in February 2025.

Paratransit ridership is up 1% YoY.

W2U ridership is strong, with Westport showing encouraging ridership recovery signals.

### **De-escalation Coaching / Training**

Ms. Grattan stated that NTD was providing all employees with mandatory De-escalation Coaching / Training with sessions starting on Sunday, April 27 with the intent to underscore the importance of safety and security for everyone.

### **Community Events**

Ms. Grattan highlighted NTD's participation in the following community events:

- Earth Day on the Norwalk Green where NTD provided a wrapped vehicle to collaborate in promoting the event. NTD would also be attending with a table.
- Association for the Blind at Stamford Expo.
- O'Neil's 5k walk / run in support of the Next Step program for the Norwalk public schools.
- Senior Citizens Group at the Stamford Expo.
- NTD is hosting an Employee Benefits Fair for the first time since the pandemic on May 20<sup>th</sup> to highlight the quality health, dental, pharmacy and retirement benefit offerings at NTD.

#### **4. Human Resources**

##### **Staffing Update**

Mr. Grattan stated that two mechanics, one dispatcher and one driver were recently hired. Also noting that one supervisor, one reservationist and one dispatcher departed NTD in April.

#### **5. Safety and Security**

No Updates

#### **6. Maintenance**

No Updates

#### **7. CEO Update**

Mr. Pentz covered the follow items:

##### **Facility Renovation Update**

Mr. Pentz mentioned that the facility renovation is progressing, however NTD staff identified a design flaw with drainage in the newly constructed enclosed vehicle storage area. The system did not include an oil water separator – instead wastewater would flow straight into the sanitary system. NTD management insisted on a design correction to ensure compliance.

## **NTD Bus Network Conversion:**

The new route is network is still anticipated to roll out the week of August 11<sup>th</sup>. Planning and implementation work continues to ramp up.

## **Miscellaneous Items**

- NTD settled a long-standing self-insured claim.
- There was an article in the Norwalk Hour highlighting success of Norwalk's Microtransit pilot.
- Preliminary concept work is underway for the logo design
- Work with TransPro is nearing completion on the NTD strategic plan that includes mission, vision and values.

## **VI. OLD BUSINESS**

There was no old business.

## **VII. NEW BUSINESS**

There was no new business.

## **VIII. EXECUTIVE SESSION**

No executive session was held

## **IX. ADJOURNMENT**

\*\* Commissioner McQuaid made a motion to adjourn, seconded by Commissioner Jaeger.

Meeting adjourned at 4:18 PM