



Commissioners: [David L. Jaeger, Jr.](#), [Alice McQuaid, Esq.](#)
Chief Executive Officer: [Matt Pentz, CPA](#)
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**NORWALK TRANSIT DISTRICT COMMISSIONERS – MEETING MINUTES
JUNE 18, 2025, AT 6:00 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
Rick Schreiner, Director of Service Planning
Andrea Zarate, HR Manager
Lori Hammill, Chief Compliance Officer, Zoom Participant
Leslie Grattan, Director of Community Relations, Zoom Participant
Joe Scappatura, Manager of Special Projects and Transit Amenities, Zoom Participant
Besim Krasniqi, Data & Planning Analyst, Zoom Participant

Public:

There were no members of the public present.

I. CALL TO ORDER – CEO

Matt Pentz called the meeting to order at 6:10 PM

II. COMMENTS FROM THE PUBLIC

There were no comments from the Public.

III. APPROVAL OF THE AGENDA FOR THE JUNE 18, 2025 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 APRIL 24, 2025 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

No Updates

2. Finance

No Updates

3. Operations

No Updates

4. Human Resources

No Updates

5. Safety and Security

No Updates

6. Maintenance

No Updates

7. CEO Update

Mr. Pentz covered the follow items:

5-Year Strategic Plan Presentation

Mr. Pentz presented the 5-year strategic plan that was near completion with Transpro. He provided reasoning and justification regarding why NTD commissioned the strategic planning project. After extensive teamwork and brainstorming, NTD's newly defined mission is *"Moving Southwest Connecticut Forward"* with a newly defined vision of *"Advancing the Community through Caring, Commitment and Connections"*.

NTD's newly defined organizational values are: *Respect, Professionalism, Collaboration, Intentionality, Supportive, Motivating, Appreciative, Trust, Safety.*

NTD's success outcomes have been defined as: *Customer Satisfaction, Employee Engagement, Community Value and Ridership.*

The management team is identifying what work needs to be done, and will monitor and assign ownership of each success outcome area.

Commissioner McQuaid asked if this was for internal purposes or if it would be public facing.

Mr. Pentz explained that it would be managed internally but updates will be reported quarterly and made available to the public.

An overview of the new performance scorecard was provided with an explanation of the weighting factors for each success outcome.

NTD New Network Implementation

On August 11th NTD will be launching a much-anticipated new bus network. Mr. Pentz emphasized the amount of work that went into this and the heavy lift that remained for converting to a streamlined, more simplified network with greater frequency on Norwalk's main corridors. He provided an overview of each new route and mentioned a press event was scheduled for August 11th at 11:30am at the SoNo Station. He stated NTD's intent was to roll out fare free to help riders adapt to the new routes. It was noted that as part of the change, Burnell Blvd will be converted to two-way traffic.

Facility Renovation Update:

Mr. Pentz stated the facility Renovation project has now exceeded two-years in length. He shared that NTD staff expressed concern that they do not foresee the project being completed within the calendar year. The latest substantial completion date provided by the contractor was October 8th, which the shop manager felt was grossly unrealistic.

Miscellaneous Items:

Mr. Pentz stated that NTD was holding off on awarding the electrification charging study to Wendell, the next phase of bus electrification for the facility. Mr. Pentz expressed that the NTD leadership team has lost confidence in the existing contractor, and that too much of the management and oversight burden of the renovation has fallen on NTD. The district does not feel adequately supported by current partners, so they will be revisiting next steps in pursuit of a more efficient, effective and transparent outcome towards electrification.

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

Meeting adjourned at 6:38 PM