



Commissioners: [David L. Jaeger, Jr.](#), [Alice McQuaid, Esq.](#)

Chief Executive Officer: [Matt Pentz, CPA](#)

275 Wilson Avenue, Norwalk, CT 06854

**NORWALK TRANSIT DISTRICT COMMISSIONERS – MEETING MINUTES
DECEMBER 18, AT 5:00 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
Jacinto Torres, Shop Manager
Besim Krasniqi, Data and Planning Manager, Zoom Participant.

Public:

None

I. CALL TO ORDER – CEO

Matt Pentz called the meeting to order at 5:03 PM

II. COMMENTS FROM THE PUBLIC

There were no comments from the public.

III. APPROVAL OF THE AGENDA FOR THE DECEMBER 18, 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 THE MINUTES OF THE SEPTEMBER 18, 2025 SPECIAL 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

CEO Pentz recommended the Following:

- i. Award recommendation in response to a competitive Transit Vehicle Advertising RFP to Trans-Ad for an annual guarantee totaling \$585,000 over five years and a 60% share in net revenue once the guarantee is met.
- ii. Award recommendation for Change Order #1 to Tri State Materials Testing Lab, LLC in the amount of \$20,733.25 for additional materials testing and inspection services.
- iii. Award recommendation for Change Orders #51-69 and #78-81 to Banton Construction in the amount of \$557,728.32 for additional construction work.
- iv. Award recommendation for Change Order #2 to Wendel Companies in the amount of \$98,000 for additional CA/CM services through closeout of project.

The change orders are all related to the facility project extension and are covered under project contingency.

**Motion by Commissioner Jaeger to award the procurements as recommended.

**Commissioner McQuaid seconded the motion.

**Motion to approve the awards to Trans-Ad, Tri-State Materials Testing Lab, Banton Construction and Wendel passed unanimously.

2. Finance

- i. For FY 26 through October fares are up 12% and overall revenue is up by 4%; expenses are up by 16% or close to \$1 million. The increased expenses are mostly payroll related due to the recently settled CBA and training expenses associated with the service rollout. Security expenses and rental fees associated with the construction project and an increase in Medical insurance expenses of 5% also factor in. It is anticipated that expenses will decrease in the second half of the FY.

Additional funds awarded to the District by the legislature have not come through yet. \$2 million in receivables from the state still outstanding; working with DOT to settle these balances.

- ii. The FY27 City of Norwalk budget was submitted. A request was made to the city to restore \$50K in funds cut two years ago. Local funds are important for interest expenses on the line of credit which are not covered by CTDOT; the city is asking staff to look at the line. The size of the float will decrease when the construction project ends. Motion to approve the City of Norwalk Budget submittal amount passed unanimously.

3. Operations

- i. Fixed route ridership since the August service change is up by 13%; weekdays Monday-Thursday are averaging 5,000 trips per day and increasing. New network is much simpler and inducing ridership. Work is being done on the schedule and

timepoints are being refined. Tap and ride project next year will make bus boarding on the network even easier to use.

ADA Paratransit ridership is up by 1.7%. The new software implementation is a major project for this service and is underway.

4. Human Resources

- i. A dispatcher, 4 drivers and 2 mechanics were recently hired. The District's turnover rate is currently 23%. This number drops to 13% when excluding part-time employees who had been in violation of the CBA for hours of work requirements.

5. Safety and Security

- i. The recently completed drug and alcohol audit led to a change in the drug and alcohol policy now requiring approval. The change specifies that any direct observation of drug or alcohol tests be gender specific.

**Motion by Commissioner McQuade to revise the District Drug and Alcohol Policy.

**Seconded by Commissioner Jaeger.

**Motion to approve the Drug and Alcohol Policy revision passed unanimously.

6. Maintenance

- i. Maintenance is close to being fully staffed, only down a cleaner. CEO Pentz acknowledged Mr. Torres for his efforts to overcome historical morale issues in establishing a cultural shift in the department.
- ii. There was an OSHA complaint identifying eight items, five of which were determined by OSHA to be not applicable. The three remaining applicable items included loose wires, rodents and concerns about breathing in substances. During the inspection, OSHA conducted an open site review and identified issues related to the location of an eyewash station in the service lane, SDS sheets not being readily available, defined use of PPE for eye protection, and barrels too close to an electrical panel were noted. A small fine is anticipated; the final report will be shared with the board when complete. CEO Pentz noted that NTD has internal reporting protocols that enable the reporting of employee safety concerns including regular standing employee safety committee meetings and other avenues for staff to voice concerns. He stated that none of the complaints filed had been reported to the Safety Committee or management, and that none of the complaints filed resulted in official violations.
- iii. The 2017 paratransit buses are soon up for replacement, working on running them up to the required mileage. NTD can't move on electrification and fixed route replacements until the facility rehab is completed.

7. Chief Executive Officer

- i. The facility construction project is now expected to extend to March. Banton continues to have problems with subcontractors for items including sprinkler and ceiling work. An inspection today provided a temporary CO for new office spaces. Maintenance is expected to move back at the end of January. Peter Gold, one of the Westport Directors, is a retired attorney and is helping review the contract. The

project extension is having an impact on operational costs and liquidated damages are being assessed.

- ii. CEO Pentz reviewed items completed in the last year including the COA and the TransPro mission, vision, values and strategic plan development project. The CBA was settled and MOUs are being set up with the Union to improve work assignments. Paratransit software was awarded to Via; anticipating a rollout in February that will minimize manual intervention in scheduling and construction is nearing completion.
- iii. Next year, plans are to get properly staffed, and achieve better control and predictability on our needs as well as overall increase NTD's value and perception within the community. Updating maintenance software is an additional significant goal; improved work order systems will save operational costs.
- iv. The Norwalk Senior Center is ending their transportation program and they are relying on NTD to fill the gap. Senior Center staff met with NTD and provided a list of seniors with transportation needs. These individuals will be set up with ADA Paratransit service and/or Wheels2U including account credits to ease the transition.

VI. OLD BUSINESS

1. Commissioners should anticipate a signoff request dating from 2024 for safety and security that was approved but never officially completed.

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 5:36 PM.

DRAFT