

Seth Boyd called the meeting to order at 5:00 pm. Those in attendance and constituting a quorum were as follows

**Board Members:**

Randy Capitani in person  
Seth Boyd (Acting President) in person  
Jason Rasmussen in person  
Chris Company in person  
Joel Bluming via video

**Members of the Public:** Jules O'Guin

**Staff Present:**

Christine Howe, General Manager, SEVT  
Randy Schoonmaker, CEO SEVT

**Invited Guests:**

Tim Bradshaw, VTrans

**Public Input:** Jules O'Guin expressed concerned with Medicaid rides being brought to and from with wrong addresses. The town of Springfield is bringing their road names in compliance to 911 standards and now my road shows valid, however the software still does not accept the new address and will only use the old street name. Christine explained that the system should allow for notes so drivers should be able to navigate even though the software is not accepting the new address. Jules explained that dispatch had told Jules that the notes were all set, but they still had one driver tell them that the driver could not see the notes in the tablet. Christine told Jules she would pass her contact info directly for any future concerns and would look into this tomorrow at the office with the dispatch team to correct.

Tim noted that the HBSS contract which is the software that will take over for RouteMatch is still under contract negotiations.

**Review October 2022 Minutes:** Reviewed with no changes. Chris asked if we approve the minutes from previous meetings. Discussion ensued that some other boards do in fact approve the minutes.

**Amendments to the Agenda:** Randy would like to discuss the Board software upgrade to DirectorPoint and future board training. Seth would like to add a topic about Strategic Planning.

**Board Member Additions:** Seth spoke about two new board member applications. Dan Thoemke from Mount Snow would replace Dave Moulton. Sue Fillion, from Brattleboro, needs approval from Brattleboro Select Board. **Motion 1: Chris Company motioned to accept the board applicants with Sue Fillion pending approval from the Brattleboro Selectboard, seconded by Jason Rasmussen. Passed 5-0.**

**Nominating Committee:** Seth explained there are still two open board positions. Randy noted from any two towns we serve. Randy S. provided an update on Board member solicitations, and lack of progress. The northwest part of our territory is not represented at this point, including towns like Windsor, Weston, and Springfield. Chris mentioned a name possibly in Londonderry and he would contact. The Board is up to seven members, but we need to get to nine. Seth mentioned it would be good to have a rider. Jason mentioned he may see if Jules would be interested in being a board member. All possible members should fill out a Board application and follow the same process for all applicants.

**Finance Committee Report:** Christine presented ridership, noting the Brattleboro routes doing really well. Notes on the Route 53 increasing slowly due to some more regular commuting riders, and the upper valley routes are increasing as there is now a regular workforce commuting again. Demand response rides are slightly lower; however the trips are longer due to changes in Medicaid regulations as well as more wheelchair trips. Rockingham fixed routes are 51% over last year, with the demand response numbers up 24%.

The West Dover-Wilmington route is picking up nicely. The Brattleboro and Bennington routes are experiencing uptick in ridership mainly due to students going to Grace Christian in Bennington, and BUHS in Brattleboro. Wilmington ridership is increased 41%. As a company SEVT ridership has increased 27% over last year.

Randy C discussed the financials from the finance report and nothing new to report. The line of credit balance is zero.

**New Business:** DirectorPoint software is being upgraded to BoardEffect software. Randy S gave a quick walk through of the amount of data and files that are located on DirectorPoint and will be transferred to the new software BoardEffect. These resources are available for new and old Board members including Board training, bylaws, and historical information for the company. BoardEffect software is slightly more expensive than DirectorPoint. Randy S advocated for some form of Board software. Randy C agreed that the cost is actually not prohibitive considering the time and cost that it would take to migrate the amount of data on DirectorPoint. The Board agreed to continue with the software. Seth stated that this will be on the next agenda in the regular meeting. Tim B will be granted access for the new software once all the data has been gone through and migrated.

**Strategic Panning:** The strategic plan was reviewed with discussion. It was noted that with new Board members we should take a fresh look at the Strategic Plan. Seth would like the staff to participate and have some buy in on where the company's direction is going. Seth asked about a SWOT and asked for a sampling of employees that may want to take part in the SWOT for feedback. Seth said then merge the staff view of goals with Board goals. Seth would work with SEVT to get a sampling of staff members during regular work hours. Chris asked if there is value to have staff members meet the Board. Randy S said maybe have a different staff member attend each Board meeting. Chris was thinking more of a Board "field trip" in the offices during hours to interact.

Chris asked if we have a sign policy. Randy S explained we have signs and stops inventory, and that each location should have a MOOver sign and a schedule holder. Discussion ensued about future signage standards and budgeting. This can be discussed in a future meeting.

**Annual Meeting:** The Annual Meeting Warning needs to be advertised thirty days in advance, which is already completed. Randy S presented the Annual Meeting Agenda and explained that the officer reports are one- or two-page summaries. Randy C confirmed no bylaw changes are needed. Randy S noted we are doing Board member committee and officer elections prior to the end of the calendar year. Annual meeting is December 14<sup>th</sup> at 5:00 pm with the regular board meeting to follow.

**Executive Session if Necessary:** None

**Motion to adjourn by Joel, seconded by Randy C at 6:07 pm. Seth thanked everyone for coming in person. Motion adjourned at 6:08 pm.**