

Members of the Public Who Indicated They Were Present

Jim Paice

7. SPECIAL PRESENTATIONS

A. EMPLOYEES OF THE MONTH

Special recognition was given to Customer Information Supervisor Roberta Paoletti, Administration Employee of the Month for October; Sr. Administrative Assistant Sheri Soxman, Administration Employee of the Month for December; Part-time Administrative Assistant Deanna Din, Administration Employee of the Month for December.

8. PUBLIC COMMENT

There were no public comments.

9. REPORTS

A. MV REPORT

On behalf of General Manager Susanna Sanchez, MV Operations Manager Jim Paice reported on January events, which included monthly safety meeting on increment weather, pedestrian traffic, and a holiday pancake breakfast.

B. CHIEF EXECUTIVE OFFICER REPORT

- RTD's Marketing and Customer Engagement Departments joined with representatives from San Joaquin County's Public Works Department to travel to Fresno and participate in a two-day training designed to enhance our public engagement efforts. Attendees came away with specific, systematic, exciting ideas and tools for our future public engagement activities.
- The FHWA and FTA will conduct a certification review and evaluation on February 2, of the San Joaquin Council of Governments (SJCOG) and its planning process. RTD worked with SJCOG to ensure that FHWA and FTA's review meetings with transit operators could be hosted at our Downtown Transit Center (DTC).
- February 8, RTD will present its "Your Regional Transit Provider Tour." This tour provides San Joaquin County Board of Supervisors, Stockton City Council members, and other elected County officials the opportunity to be introduced to regional transportation services. I have also been making presentations to all City Councils to make certain people understand the importance of regional transportation.

Chair Restuccia and Director Giovanetti requested emails and invites of the February RTD events.

Director Giovanetti asked for the absenteeism report. CEO Donna DeMartino responded that the report is being reformatted and would be available for next month's meeting.

C. STATE/FEDERAL LEGISLATIVE REPORT UPDATE

The CEO provided a written report to the Directors in the Board package.

- D. FINANCIAL REPORTS
Finance Manager provided a written report to the Directors in the Board package.

10. INFORMATION ITEMS

- A. QUARTERLY UPDATE OF CONTRACT AWARDED OCTOBER-DECEMBER 2016
Director of Procurement Sharon Miller provided an update to the Board.
- B. UPDATE ON CUSTOMER RELATIONS MANAGEMENT SYSTEM (CRM)
Chief Technology Officer Mike Thompson provided an update to the Board.

Director Giovanetti asked if CRM is tied into RTD's customers and would like to know if there is a mission statement as to what the outcome of the CRM project would be. He would like RTD to provide a mission statement as to what the overall vision of this project. Deputy CEO Gloria Salazar responded that with the growth of social media RTD wanted to manage our relations with the public. This can be done with the use of social media and this CRM application. The application will provide integration within all departments with RTD. This month Mike Thompson has reported on CRM as a project. Next month Customer Engagement Manager Moorea Warren will present on the CRM as it relates to the change in concept from customer service to customer engagement, servicing RTD customers and having a relationship with each of our customers. Director Giovanetti responded that he would like to have a one or two sentence mission statement. He will hold all further questions until the next board meeting.

- C. UPDATE ON BRT IV AND V
Director of Planning Nate Knodt provided an update to the Board.

Director Giovanetti asked how many buses will operate on the BRT IV routes. Nate Knodt explained that there will be three buses used and maybe a fourth bus if needed for weekends.

- D. UPDATE ON VANPOOL
Director of Planning Nate Knodt provided an update to the Board.

11. CONSENT CALENDAR

Chair Restuccia removed from the Consent Calendar Item C, the amendment and restating of the employment contract of the Chief Executive Officer. Chair Restuccia then asked for approval of the remaining items on the Consent Calendar.

- A. RESOLUTION NO. 5686
RESOLUTION APPROVING MINUTES OF THE DECEMBER 16, 2016, REGULAR BOARD OF DIRECTORS MEETING

ACTION: MOTION: DIRECTOR BAUER SECOND: DIRECTOR FONG
Roll Call:
AYES: Bauer, Fong, Giovanetti, Singh, Restuccia NAYES: ABSTAIN: ABSENT:

- B. RESOLUTION NO. 5687
RESOLUTION AUTHORIZING THE NECESSARY ACTIONS TO OBTAIN FINANCIAL ASSISTANCE THROUGH THE FY 2016 TRANSIT SYSTEM SAFETY, SECURITY, AND DISASTER RESPONSE ACCOUNT (TSSSDRA) PROGRAM

ACTION: MOTION: DIRECTOR BAUER SECOND: DIRECTOR FONG
Roll Call:
AYES: Bauer, Fong, Giovanetti, Restuccia, Singh NAYES: ABSTAIN: ABSENT:

12. ACTION ITEMS

A. RESOLUTION NO. 5688
RESOLUTION ADOPTING THE JANUARY 2017 SERVICE IMPROVEMENTS

ACTION: MOTION: DIRECTOR FONG SECOND: DIRECTOR SINGH
Roll Call:
AYES: Bauer, Fong, Giovanetti, Restuccia, Singh NAYES: ABSTAIN: ABSENT:

12. QUESTIONS AND COMMENTS FROM DIRECTORS
No questions or comments from the Directors

13. CLOSED SESSION

Chair Restuccia announced there would be no closed session.

14. ADJOURNMENT

Chair Restucci adjourned the meeting at 11:42 a.m.