



# Northern Arizona Intergovernmental Public Transportation Authority

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## NOTICE AND AGENDA OF PUBLIC MEETING AND POSSIBLE EXECUTIVE SESSION OF THE BOARD OF DIRECTORS (BOD) OF THE NORTHERN ARIZONA INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY

Pursuant to A.R.S. §38-431.02, notice is hereby given to the members of the Board of Directors of the Northern Arizona Intergovernmental Public Transportation Authority (“NAIPTA”) and to the general public that the Board will hold a meeting on:

Wednesday, September 16, 2015

10:00am

NAIPTA VERA Room

3773 N. Kaspar Dr.

Flagstaff, AZ 86004

Unless otherwise noted, meetings held in the Conference Room are open to the public. This is a WEB BASED meeting. Members of the Board of Directors may attend in person, by telephone or internet conferencing. Public may observe and participate in the meeting at the address above.

**The Board of Directors may vote to hold an executive session for the purpose of obtaining legal advice from NAIPTA’s attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3). The executive session may be held at any time during the meeting. Executive sessions are not open to the public, pursuant to Arizona Open Meeting Law.**

**Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Clerk of the Board of Directors at 928-679-8922 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.**

The agenda for the meeting is as follows: -pages 1-3

- 1. CALL TO ORDER
- 2. ROLL CALL AND INTRODUCTIONS
- 3. APPROVAL OF MEETING MINUTES: 7/16/2015 -pages 4-11

- 4. CALL TO THE PUBLIC  
The public is invited to speak on any item or any area of concern that is within the jurisdiction of the NAIPTA Board. Comments relating to items on the agenda will be taken at the time the item is discussed. The Board is prohibited by the Open Meeting law from discussing, considering or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.

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### CONSENT ITEMS:

There are no items for the consent agenda.

### DISCUSSION / ACTION ITEMS:

5. APPROVE COMMERCIAL DRIVER'S LICENSE (CDL) EMPLOYMENT AGREEMENT  
-Heather Dalmolin, Administrative Director -pages 12-16  
Staff recommends the Board of Directors approve the Commercial Driver's License (CDL) Employment Agreement to be used for all new hires that require a CDL as part of the job duties and minimum qualifications.
6. APPROVE THE SECOND AMENDMENT TO THE VRIDE, INC. VANPOOL CONTRACT  
-Erika Mazza, Development Director -pages 17-20  
Staff recommends the Board of Directors approve the Second Amendment to the vRide, Inc. Contract for vanpool services within Northern Arizona.

### PROGRESS REPORTS:

7. SPINE ROUTE STUDY UPDATE -pages 21-24  
-Erika Mazza, Development Director
8. REVIEW OF FLAGSTAFF'S REGIONAL 5-YEAR AND LONG RANGE TRANSIT PLAN IMPLEMENTATION PROGRESS -pages 25-26  
-Erika Mazza, Development Director
9. UPDATE ON ARIZONA DEPARTMENT OF TRANSPORTATION (ADOT) FY2015 SECTION 5310 AND 5311 GRANT AWARDS -pages 27-28  
-Erika Mazza, Development Director
10. REPORT ON JULY 2015 EMPLOYEE SATISFACTION SURVEY  
-Heather Dalmolin, Administrative Director -page 29
11. FLAGSTAFF METROPOLITAN PLANNING ORGANIZATION (FMPO) HOSTING  
-Jeff Meilbeck, CEO and General Manager -page 30
12. GENERAL MANAGER'S PROGRESS REPORT  
-Jeff Meilbeck, CEO and General Manager
  - Federal Funding Status Update -page 31
  - American Public Transportation Association (APTA) AdWheel Awards and Annual Conference -page 32
  - FY2015 Annual Report -pages 33-34



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### ITEMS FROM COMMITTEE AND STAFF:

13. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

The next Board meeting will be on Wednesday, October 21, 2015 and it will be a WebEx meeting based in Flagstaff in the NAIPTA VERA Conference room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004 at 10am. The public is invited to attend. The October agenda items will include but not be limited to the NAIPTA Annual Report, 5304, 5307 and 5339 Competitive Grant Applications, 5307 Application – Additional Small Transit Intensive Cities (STIC) Measure Funding Use, Transit Tax Outline Workplan, Kaspar Intersection Update, Strategic Measures for Route Launch 8/2 and the Workforce Utilization Report. The October agenda will be available for review on NAIPTA's website and at NAIPTA's public posting places (listed on the NAIPTA website) at least 24 hours prior to the meeting, and should be consulted for a list of items that will come before the Board.

14. ADJOURNMENT



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Board of Directors Minutes for Thursday, July 16, 2015

NAIPTA  
3773 N. Kaspar Dr.  
Flagstaff, AZ 86004

**NOTE:** IN ACCORDANCE WITH PROVISIONS OF THE ARIZONA REVISED STATUTES THE SUMMARIZED MINUTES OF NAIPTA BOARD MEETINGS ARE NOT VERBATIM TRANSCRIPTS. ONLY THE ACTIONS TAKEN AND DISCUSSION APPEARING WITHIN QUOTATION MARKS ARE VERBATIM.

The Board of Directors met in Regular Session on Thursday, July 16, 2015 at 10:00 am in the NAIPTA VERA Room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004.

This was a WEB BASED meeting. Members of the Board attended in person, by telephone or internet conferencing. The public was invited to observe and participate in the meeting at the address above.

**PRESENT:**

*BOARD MEMBERS PRESENT:*

- Rich Payne (Chair), Director of Residence Life, NAU;
  - Celia Barotz, City Council, City of Flagstaff;
  - Scott Overton, City Council, City of Flagstaff
- \*Three of our five Board member seats must be present to constitute a quorum.  
\*\*The City of Flagstaff holds two seats.*

*BOARD MEMBERS EXCUSED:*

- Art Babbott (Vice Chair), Board of Supervisors, Coconino County;
- Al White (Secretary), CCC, designee;
- Karla Brewster, City Council, City of Flagstaff, alternate;
- Matt Ryan, Board of Supervisors, Coconino County, alternate;
- Rich Bowen, Associate Vice President for Economic Development, NAU, alternate;
- Dr. Leah Bornstein, President, CCC

*NAIPTA STAFF IN ATTENDANCE:*

- Erika Mazza, Interim General Manager;
- Heather Dalmolin, Administrative Director;
- Jacki Lenner, Marketing Manager;
- Anne Dunno, Capital Project Manager;
- Adam Langford, Transit Planner;
- Stephanie Stearns, Assistant Transit Planner;
- Rhonda Cashman, Clerk of the Board;
- Fredda Bisman, NAIPTA Attorney (via WebEx)



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### GUESTS PRESENT:

None.

1. CALL TO ORDER -Chair Payne called the meeting to order at 10:02am.
2. ROLL CALL AND INTRODUCTIONS
3. APPROVAL OF MINUTES 6/18/2015 AND 6/22/2015  
Director Barotz moved to approve the June 18, 2015 and June 22, 2015 meeting minutes. Director Overton seconded. All approved, none opposed. Motion carried.
4. CALL TO THE PUBLIC  
There were no members of the public present wishing to speak.

### CONSENT ITEMS:

All matters under Consent Agenda are considered by the Board of Directors to be routine and will be enacted by a single motion APPROVING THE RECOMMENDATION LISTED ON THE AGENDA. If discussion is desired on any particular consent item, that item will be removed from the consent agenda and will be considered separately. All items on the Consent Agenda with financial impact have been budgeted.

5. APPROVE RENEWAL OF LINE OF CREDIT FROM WELLS FARGO FOR \$500,000  
-Heather Dalmolin, Administrative Director  
Staff recommends the Board of Directors direct and authorize staff to renew the Wells Fargo credit line in the amount of \$500,000 to provide cash flow assistance as needed.

Ms. Dalmolin stated NAIPTA does not expect to need to use the line of credit. It would only be used in a desperate situation. The line of credit is set to auto renew before the Board meets again in September. Director Barotz moved to approve the Wells Fargo line of credit as presented. Director Overton seconded. All approved, none opposed. Motion carried.

### DISCUSSION / ACTION ITEMS:

6. SUMMER 2015 SERVICE ENHANCEMENTS PUBLIC HEARING AND CLOSE PUBLIC COMMENT PERIOD  
-Jacki Lenner, Marketing Manager  
Staff recommends the Board of Directors: 1) conduct a public hearing to hear final comment on the proposed service enhancements and route expansion for Summer 2015 and 2) conclude the 90 day public comment period on the proposed service enhancements and route expansion for Summer 2015.



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Ms. Lenners reported one new positive comment was received. This process is a Title VI requirement and will close the loop on public comment. Director Overton moved to open the public hearing regarding the proposed service enhancements at approximately 10:08am. Director Barotz seconded. All approved, none opposed. Motion carried. No members of the public came forth to provide comment. Director Overton moved to close the public hearing at approximately 10:09am. Director Barotz seconded. All approved, none opposed. Motion carried. Director Overton moved to close the public comment period for the proposed service enhancements. Director Barotz seconded. All approved, none opposed. Motion carried.

### **7. NAIPTA DISADVANTAGED BUSINESS ENTERPRISE PROGRAM AND GOALS**

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors 1) conduct a public hearing to hear final comment on the Disadvantaged Business Enterprise Program and Goals and 2) approve the program with an overall goal of 1% and a race neutral goal of 1%.

Ms. Dalmolin recommended the Disadvantaged Business Enterprise (DBE) program and goals of 1% be approved by the Board. She has corrected a few typos found by the TAC. Notice was published and the 30-day public comment period has concluded. There were no requests to view the document and no comments were received. The DBE program and goals have been submitted to FTA. Director Overton moved to open the public hearing at approximately 10:11am. Director Barotz seconded. All approved, none opposed. Motion carried. No members of the public came forth to provide comment. Director Overton moved to close the public hearing at approximately 10:12am. Director Barotz seconded. All approved, none opposed. Motion carried. Director Barotz expressed that she found the report to be very thorough. Director Barotz moved to approve the DBE program and goals as proposed. Director Overton seconded. All approved, none opposed. Motion carried. Director Barotz asked to have the protected groups of sexual orientation and gender identity added to the list in paragraph one, under the non-discrimination requirements section on page 4 of the program plan. Ms. Dalmolin stated she would review the section and make this change.

### **8. APPROVE UPDATED PERSONNEL POLICY MANUAL**

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve and adopt an updated Personnel Policy Manual to update various policies to most accurately reflect our practices and modify the vacation leave policy.

Ms. Dalmolin reviewed updates to several sections of the personnel policy manual. She explained the biggest change was to the vacation leave section. Several of our employees that have been with NAIPTA for a long time, accrue time at a faster rate and reach their cap quicker and may not be able to take time off at certain times, depending on their job duties. If they cap out, then they stop accruing time until they use some.



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This can be a continuous problem. The current policy was carried over from Coconino County and has a 240 hour cap which seems punitive. She looked at the City's policy and found a balanced approach. The revision allows for a graduation of the vacation hour cap based on years of service. Accrued vacation time is expected to be paid out upon termination of employment. She will remove the "non-exempt" reference in the chart for section 3.2 Vacation Leave (agenda packet page 54). NAIPTA's maximum liability regarding vacation payout is 45 days. This will be a benefit to encourage employee retention. NAIPTA employees are encouraged to take vacation time when possible. NAIPTA also offers a sick time conversion to vacation time at an employee's 5 year anniversary. Some departments have vacation freezes at specific times. A cap extension may be permitted with management approval. The policy for all types of extended leave was modified to have the employee turn in their ID badge, keys and fob until they return. Board members agreed on a change in the wording to reflect the employee's right to retain and use their bus pass as long as they are in compliance with the rules of using the service. Ms. Dalmolin will modify the referenced paragraph in each section of the policy related to extended leave as directed. Director Barotz moved to approve the updated personnel policy with edits. Director Overton seconded. All approved, none opposed. Motion carried.

### **9. UPDATE THE AGENDA PACKET POLICY**

-Rhonda Cashman, Clerk of the Board

Staff recommends the Board of Directors review and provide direction regarding the updated agenda packet policy.

Ms. Cashman briefly reviewed the updated agenda packet policy noting the TAC suggestion of publicly posting TAC agenda topics approximately a week prior to the meeting. She explained the difficulty in knowing all the topics that early; the latest developments are attempted to be included for TAC review before going to the Board. The Board agreed the updated agenda packet policy looked good as presented. Ms. Cashman confirmed the Board was fine with meeting the minimum 24 hour public posting requirement per Open Meeting Law for the TAC.

### **10. KINNEY CONSTRUCTION SERVICES CONTRACT AMENDMENT – CHANGE ORDER #5 SOLAR CONSTRUCTION SERVICES**

-Anne Dunno, Capital Project Manager

Staff recommends the Board of Directors approve Change Order #5 to the existing Kinney Construction Services, Inc. contract in an amount not to exceed \$403,869 for solar construction.

Ms. Dunno stated the plans are at the City, and then they will go to APS for review. The construction phase will follow. A map of the rooftop of Shop 3 was shown on screen. The solar racks and panels will cover approximately 2/3 of the bus storage (Shop 3) roof. Solar will provide for about a \$14,000 annual cost savings. This project was designed to accommodate solar in the original proposal. Director Overton stated the capital payback is not there and it's really only feasible due to the grants. Chair



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Payne asked if any other purpose was considered and Ms. Mazza replied that the original project had solar and drainage specified. Phase 1 was the building construction and bus wash and if funds allowed, then Phase 2, solar and drainage improvements would be done. She pointed out this allowed NAIPTA to take advantage of all grant funds available. Ms. Dunno affirmed the site conditions will be maximized. Director Barotz moved to approve Change Order #5 to the KCS contract as presented. Director Overton seconded. All approved, none opposed. Motion carried.

11. KINNEY CONSTRUCTION SERVICES CHANGE ORDER #6 FOR PARKING AND DRAINAGE CONSTRUCTION

-Anne Dunno, Capital Project Manager

Staff recommends the Board of Directors approve Change Order #6 to the existing Kinney Construction Services, Inc. contract in an amount not to exceed \$341,845.46 for construction of parking and drainage improvements.

Ms. Dunno reported the East Admin parking lot entrance/exit will become right in/right out only. The ponding issue in the main parking area, as well as the drainage near the canopy will be improved. Approximately 9 parking spaces will be added in front. This construction is slated to start in August. The permit should be final this week. Director Overton moved to approve Change Order #6 to the KCS contract as presented. Director Barotz seconded. All approved, none opposed. Motion carried.

12. APPROVE THIRD AMENDMENT TO TRANSITFARE AND SYSTEMS CONTRACT

-Jon Matthies, IT Manager

Staff recommends the Board of Directors approve the Third Amendment to TransitFare and Systems Ltd contract for equipment upgrades to fare consoles, as well as additional contract capacity for system customization in FY2016, in the amount of \$27,900.

Ms. Dalmolin presented this item in Mr. Matthies absence. The TransitFare implementation was one year ago and now NAIPTA is looking at improvements. Currently updates are done by WiFi that can only be achieved back at NAIPTA at the end or beginning of a day. Real time updates with cellular technology will soon be available. This would allow us to block cards to prevent fraud more effectively. Ms. Mazza added that software uploads and downloads have to be done after hours via WiFi and sometimes it is not available or there are problems. Cellular updates would be constant. Eventually a bus pass could be on a student's phone. Ms. Dalmolin said the remaining funds are for ongoing maintenance. Ultimately we would like to get to a cashless system. Director Barotz moved to approve the third amendment to the TransitFare contract as presented. Director Overton seconded. All approved, none opposed. Motion carried.



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### 13. ADOPT NAIPTA PERFORMANCE MEASURES

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors adopt Performance Measures to be used by staff in development of a Strategic Plan.

Ms. Dalmolin reported the performance measures we have historically used and thought to be most meaningful to our Board and other agencies. She has added some other possibilities. Each service type was reviewed: Mountain Line, Mountain Lift, Taxi Vouchers and Vanpools. She pointed out some key elements. Passenger Miles help with achieving and maintaining Small Transit Intensive Cities (STIC) funding. Demand Response is intended to meet demand and serve a population in need, but increased ridership is not the goal. Technically we are not allowed to deny trips, but it may happen. She felt trip denials are important to follow. Director Overton asked if Mountain Link ridership was pulled, what would be the cost versus ridership. Ms. Dalmolin responded that the cost of the service is blended. Director Overton stated the need to know the data for proposed developments, especially when increased demand is known to have an impact on the system. Chair Payne proposed an ad hoc stand-alone summary for City Council to reference. Director Overton expressed the need for developments to share the cost where there is increased demand. On agenda packet page 87, the chart of performance measures, there needs to be a correction under the Demand Response section, Mountain "Life" should be "Lift". Chair Payne would like to see Farebox Recovery benchmarked against something. She plans to offer quarterly comparisons with other agencies from annual reports. The goal is to have these performance measures tied to our Strategic Workplan. Director Barotz moved to adopt the proposed performance measures for NAIPTA as presented. Director Overton seconded. All approved, none opposed. Motion carried.

### 14. RIDERSHIP DATA BY BUS STOP

-Adam Langford, Transit Planner

Discussion only.

Mr. Langford stated NAIPTA is data rich right now. He reviewed how the data can be used and ways it has been used already. A map was shown on screen that came from the Bus Rapid Transit (BRT) consultants, using our boarding and alighting data by stop. Other systems use similar charts and graphs with data being filtered by stop. A chart was shown of our current bus stop data. Director Overton was pleased with the level of data and felt it will be helpful. Ms. Mazza noted the revenue per stop can be helpful internally. Director Barotz recommended reviewing what is most useful in planning efforts. The consensus was to have staff review the data regularly and use the data internally. Director Barotz requested staff summarize the data for the Board.



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## PROGRESS REPORTS:

### 15. GENERAL MANAGER'S PROGRESS REPORT

-Erika Mazza, Interim General Manager

- NAIPTA and Flagstaff Metropolitan Planning Organization (FMPO) Coordination Update  
Ms. Mazza recommended waiting on the strategic workplan until everyone is back to their normal positions. She listed several projects where coordination efforts with the FMPO are in the works.
- Federal Funding Status Update  
Ms. Mazza stated the House approved a continuing resolution through mid-December which the Senate is expected to support and provide for an infusion of \$8 billion into the Highway Trust Fund to keep it solvent through the end of the year.
- Update on Mr. Meilbeck's Return  
Ms. Mazza noted Mr. Meilbeck has meetings scheduled with each Board and Executive Team member regarding his transition in the coming weeks. He will be on property for Pawz Day tomorrow and our Leadership meeting next Wednesday. He will hold Donuts and Dialogue at the Downtown Connection Center (DCC) on August 21<sup>st</sup>. He may attend some Executive Team meetings in the coming month. Upon his return, he will see how Shop 3 works since its daily use began after his leave of absence started.
- Rider Encouragement Campaign Video  
The video was shown on screen. Ms. Lenners noted this is one of several videos NAIPTA will make to dispel myths about riding the bus. This one is part of our student campaign and will begin showing at Harkins Theaters tomorrow.
- Ms. Mazza reported she has a phone interview with National Public Radio (NPR) at noon regarding transit data for their series "All Things Considered".
- Ms. Mazza's Trip to Baltimore and Washington, DC in Late July  
She stated she will be attending a transportation demand management conference in Baltimore and meeting with members of our congressional district in Washington, DC following the conference.
- Mr. Meilbeck's Community Transportation Association of America (CTAA) – Small Urban Network (SUN) Conference, August 12-14 in Denver  
Ms. Mazza noted Mr. Meilbeck will be attending this conference on behalf of NAIPTA.

## ITEMS FROM COMMITTEE AND STAFF:

### 16. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

The next Board meeting will be on Wednesday, September 16, 2015 and it will be a WebEx meeting based in Flagstaff in the NAIPTA VERA Conference room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004 at 10am. The public is invited to attend. The



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September agenda items will include but not be limited to the NAIPTA Annual Report, CDL Employment Agreement, Retirement Benefit Policy, Review the 5 Year Plan, 5307 and 5339 Grant Applications, Kaspar Intersection Update, Bus Rapid Transit (BRT) Status Update, Strategic Measures for Route Launch 8/2, Workforce Utilization Report and the Employee Satisfaction Survey. The September agenda will be available for review on NAIPTA's website and at NAIPTA's public posting places (listed on the NAIPTA website) at least 24 hours prior to the meeting, and should be consulted for a list of items that will come before the Board.

18. ADJOURNMENT -Chair Payne adjourned the meeting at 11:31am.

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Richard Payne, Chair NAIPTA Board of Directors

ATTEST:

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Rhonda Cashman, Clerk of the Board



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**DATE PREPARED:** September 3, 2015

**MEETING DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Heather Dalmolin, Administrative Director

**SUBJECT:** Approve Commercial Driver's License (CDL) Employment Agreement

## RECOMMENDATION:

Staff recommends the Board of Directors approve the Commercial Driver's License (CDL) Employment Agreement to be used for all new hires that require a CDL as part of the job duties and minimum qualifications.

## RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for continuous improvement in all we do
- ❖ Be trustworthy and dependable

## BACKGROUND:

Since NAIPTA became an intergovernmental public transportation authority in 2006, NAIPTA has offered a Commercial Driver's License (CDL) training program that provides new hires with the opportunity to gain a CDL through our training program. The training program was developed as an answer to recruitment concerns and lack of qualified candidates. With our training program and our certified Arizona Motor Vehicle Division 3<sup>rd</sup> Party Tester, we are able to increase our candidate pool while eliminating the CDL requirement, which was determined to be a barrier for employment for Transit Bus Operators and other positions that require a CDL. While we have found this training program to be an effective part of recruitment and job development, we are finding ourselves faced with the challenge of retaining newly hired and trained employees, as newly acquired CDL drivers are using our training services to obtain positions elsewhere.

The new hire employee is required to pay for a CDL permit and a CDL physical, both of which are required to successfully obtain a CDL. Once a trainee has the CDL permit, the trainee spends about 6-8 weeks in our training program. During that time, we provide the skills and training necessary to pass the CDL test. We also offer testing on site as we have a 3<sup>rd</sup> Party CDL Tester on staff. Once an employee has a CDL, they are then placed in the field for route and behind the wheel skills training. Trainees earn the minimum per hour wage for a Transit Bus Operator while in the training program. Staff has identified that if a person sought a private or 3<sup>rd</sup> party class for a CDL and for the testing required to obtain the license, the cost would range between \$1,500 and \$2,500.



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Several months ago, staff started tracking the number of lost recruits within 6 months of obtaining their CDL and became alarmed by the high number of new hires (25%) that gained employment elsewhere after passing the CDL test. We were also informed by at least one recruit that NAIPTA has a reputation for being 'the cheapest CDL training program' as we don't require any type of commitment agreement and we pay trainees a regular operator wage while in training.

We continue to believe that offering a CDL training program allows us to hire the best candidates for customer service roles as we can hire people with interpersonal skills required of an operator and provide the technical skills necessary to obtain the required CDL. We don't want to change the program but would like to ensure that new hires reciprocate the investment we make in them by staying employed for a reasonable timeframe. We decided to follow the CDL industry example and introduce an employment agreement that identifies the costs for our training program and requires repayment, proportionally, of the costs if the employee does decide to leave NAIPTA's employment within 18 months.

The agreement identifies the following items that we will provide for new hires in a position requiring a CDL: (a) a CDL physical performed at Concentra Urgent Care at the contracted rate; (b) a CDL Permit at the published Arizona DMV rates (this sum will be paid for by NAIPTA on a reimbursement basis once Employee has passed the test; NAIPTA will not pay for retakes if Employee fails the test); (c) CDL training program provided by NAIPTA in-house valued at \$1,790; (d) a third party tester valued at \$200.

If an employee resigns his/her employment with NAIPTA any time prior to the expiration of the 18 month period or is terminated for "cause" prior to the expiration of the 18 month period, the employee agrees to pay NAIPTA for the CDL Benefits on a sliding scale where the repayment cost decreases with each month of employment. The agreement is attached to this report.

With the introduction of this agreement, we are further helping individuals interested in working at NAIPTA by covering the upfront out of pocket cost of the CDL permit and physical, which is now the responsibility of an applicant and a barrier to employment.

The use of this type of employment agreement is common in agencies that have a CDL training program like ours.

### TAC DISCUSSION:

The TAC was supportive of the efforts and NAU noted that they have been discussing a similar approach.

### ALTERNATIVES:

- 1) Adopt the CDL Employment Agreement (**recommended**): The CDL Employment Agreement is not meant to discourage people from applying but to ensure that we are recruiting and hiring individuals that truly wish to be employed within the NAIPTA organization. The Agreement should increase employee retention and reduce the demand for constant and ongoing training of new employees.



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- 2) Do not adopt the Agreement (**not recommended**): If not approved, staff will continue with the existing CDL training program however the program is at risk for continued abuse by employees that are using it as cheap training for other jobs.

### FISCAL IMPACT:

The fiscal impact of the CDL Employment Agreement is expected to be minimal. It does offer us the opportunity to recover cost if an employee resigns and is likely to reduce turnover and reduce our ongoing recruitment and training cost.

### SUBMITTED BY:

### APPROVED BY:

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Heather Dalmolin  
Administrative Director

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Erika Mazza  
Development Director

### ATTACHMENTS:

- 1. CDL Employment Agreement -pages 15-16



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**CDL EMPLOYMENT AGREEMENT**

1. Employee understands that his/her position with NAIPTA requires Employee to hold a Commercial Driver's License ("CDL") with the Arizona Department of Transportation ("ADOT").
2. Employee understands that in order to obtain a CDL, Employee must obtain training and pass a test administered by ADOT.
3. Employee agrees that obtaining a CDL is a valuable resource for Employee that may benefit Employee outside of his/her employment with NAIPTA and provide Employee skills that can be utilized in his/her chosen line of work (hereinafter referred to as "CDL Benefits").
4. The Parties agree that the CDL Benefit has a total estimated value of \$2,100 consisting of the following agreed items: (a) a CDL physical performed at Concentra Urgent Care at the contracted rate; (b) a CDL Permit at the published Arizona DMV rates (this sum will be paid for by NAIPTA on a reimbursement basis once Employee has passed the test; NAIPTA will not pay for retakes if Employee fails the test); (c) CDL training provided by NAIPTA in-house valued at \$1,790; (d) a third party tester valued at \$200. These rates are subject to increases set by a third party or due to NAIPTA's increased cost for staff providing training and testing.
5. In exchange for NAIPTA providing him/her the CDL Benefits without charge, subject to NAIPTA's right to discharge, Employee, as more fully set forth below, agrees to remain employed by NAIPTA for 18 months.
6. If Employee resigns his/her employment with NAIPTA any time prior to the expiration of the 18 month period or is terminated for "cause" (see paragraph 7 below) prior to the expiration of the 18 month period, Employee agrees to pay NAIPTA for the CDL Benefits as valued in Paragraph 4 above, on the following sliding scale:

- Less than 1 full month: \$2,100
- 1 month \$2,050
- 2 months \$2,000
- 3 months \$1,950
- 4 months \$1,900
- 5 months \$1,850
- 6 months \$1,800
- 7 months \$1,700
- 8 months \$1,600
- 9 months \$1,500

- 10 months \$1,400
- 11 months \$1,300
- 12 months \$1,200
- 13 months \$1,000
- 14 months \$800
- 15 months \$600
- 16 months \$400
- 17 months \$200
- 18 months \$0

7. If Employee resigns his/her employment with NAIPTA for reasons completely beyond his/her control, NAIPTA may, at its sole and absolute discretion, waive Employee's financial obligation provided herein in whole or in part. Employee agrees to provide NAIPTA with all requested information and documentation, including medical records, medical authorizations and an independent medical examination (if applicable) in a timely manner, so that NAIPTA may make its determination. As used in Paragraph 6 above, "cause" shall mean that Employee is terminated by NAIPTA for any of the following reasons: (1) gross or willful inattention to duties or continued unsatisfactory performance; (2) dishonesty of a serious nature; (3) drinking or drug use; (4) in the event that Employee engages in fraud or theft; or (5) material violation of NAIPTA policy.

8. NAIPTA reserves the right to discharge Employee without cause at its sole discretion. In the event of a discharge without cause, Employee shall not have any financial obligation to pay NAIPTA for the CDL Benefits.

9. Employee acknowledges and agrees that NAIPTA can withhold all or part of any Employee's payment obligation under this Agreement from Employee's last paycheck and that he/she shall be responsible for any sums not withheld and remaining due. In the event that Employee fails to pay back the CDL Benefits upon demand, (1) any remaining sum due and owing shall accrue at the rate of ten percent (10%) per annum until paid; and (2) NAIPTA shall be entitled to an award of its attorneys' fees and cost in the event that it files a legal proceeding to collect any sums due under this Agreement.

10. This Agreement is governed by the laws of the State of Arizona.

---

(Employee Signature)

(Date)

---

(NAIPTA Representative)

(Date)



## Northern Arizona Intergovernmental Public Transportation Authority

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**DATE PREPARED:** September 3, 2015

**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Erika Mazza, Development Director

**SUBJECT:** Approve the Second Amendment to the vRide, Inc. Vanpool Contract

### **RECOMMENDATION:**

**Staff recommends the Board of Directors** approve the Second Amendment to the vRide, Inc. Contract for vanpool services within Northern Arizona.

### **RELATED STRATEGIC WORKPLAN OBJECTIVE:**

Guiding Principles:

- ❖ Strive for continuous improvement in all we do
- ❖ Be fiscally responsible and responsive to changing demographics
- ❖ Collaborate to enhance service delivery

5 Year Horizon:

- ❖ Plan with attention to “green” opportunities and long-term sustainability
- ❖ Build cooperative relationships regionally to expand and enhance NAIPTA’s positive impact.

### **BACKGROUND:**

The Flagstaff Regional 5-Year and Long Range Transit Plan (5-year Plan) adopted by NAIPTA’s Board of Directors in May 2013 identified vanpools as a preferred program to enhance transportation alternatives. In addition to the 5-year Plan, the delivery of vanpools are highlighted in the Mountain Mobility Business Plan; the FMPO Human Service Transportation Coordination Plan – 2015; and in ECONA’s Coordination Transit Plan in Northern Arizona - 2014.

NAIPTA’s Board of Directors approved the vRide contract to initiate vanpool services within the NAIPTA Service Area in April 2014 and subsequently, a 1<sup>st</sup> amendment to the contract was approved once NAIPTA received \$24,000 from FTA Section 5311 Rural Transportation funds to provide partial subsidy for 5 vans. As the 1<sup>st</sup> Amendment contract is set to expire on September 30, 2015, NAIPTA and vRide are seeking a 2<sup>nd</sup> Amendment for a 1-year contract renewal. This contract renewal is permissible under the original contract provisions as it allows for three (3) one-year contract renewal extensions.

NAIPTA staff applied for a second round of Section 5311 funding through ADOT and was notified in early August that we received a 76/24 funding split for a total of \$72,000. Under this grant award, ADOT approved funding to expand vanpool service into Winslow. Staff is actively working to jumpstart the vanpool program and has strong interest from several Winslow employers, Twin Arrows Casino and Resort, and Purina, to name a few.

### **TAC DISCUSSION:**

TAC was generally supportive of the Second Amendment to the vRide, Inc. Contract.



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### ALTERNATIVES:

- 1) Approve the Second Amendment to the vRide Vanpool Contract (**recommended**): Amending the contract for a new term of one year with vRide will allow for seamless and continued program delivery.
- 2) Do not approve the Second Amendment to the vRide Vanpool Contract (**not recommended**): If the recommendation is not approved, vanpool services could be delayed or discontinued while NAIPTA works to identify a new vendor.

### FISCAL IMPACT:

The new FY2015 federal contract (Section 5311) is \$72,000, which can provide subsidies for 10 to 15 vanpools. With greater funding from ADOT, the local match is reduced from a 50% share to a 24% share, thus reducing the local match required per vehicle.

### SUBMITTED BY:

---

Erika Mazza  
Development Director

### ATTACHMENTS:

1. Second Amendment to the vRide Vanpool Contract -pages 19-20



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IN WITNESS WHEREOF, the Parties have executed this Amendment effective as of the Effective Date set forth above.

**NAIPTA, a political subdivision of the State of Arizona**

Date: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Approved as to form:

By: 

Fredda J. Bisman  
Dickinson Wright PLLC  
General Counsel, NAIPTA

**vRide Inc.**

Date: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

PHOENIX 53963-1 242026v1

## SECOND AMENDMENT TO AGREEMENT

THIS SECOND AMENDMENT TO INDEPENDENT CONTRACTOR AGREEMENT is made and entered into effective as of the **1st day of October 2015** (the "Effective Date"), by and between the Northern Arizona Intergovernmental Public Transportation Authority, a political subdivision of the State of Arizona ("NAIPTA"), and vRide Inc., a Private Provider of Public Transportation Services by Vanpool (the "Contractor"). NAIPTA and the Contractor are sometimes referred to in this SECOND Amendment collectively as the "Parties" and each individually as a "Party."

### RECITALS:

A. The Parties entered into an Agreement for vanpool program and services dated February 1, 2014 and a First Amendment dated November 1, 2014, (collectively the "Agreement"). All capitalized terms used without definition in this Amendment shall have the definitions ascribed to them in the Agreement, as modified by this SECOND Amendment.

B. The Parties now desire to amend the Agreement upon the terms and conditions contained in this SECOND Amendment.

### AGREEMENTS:

NOW, THEREFORE, for and in consideration of the foregoing Recitals and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby amend the Original Agreement as follows:

1. Section 3 Term of Agreement and Termination. The Term of the Agreement is amended to add the following term:  
  
The Second term of this Agreement shall be from the Effective Date of this Second Amendment through September 30, 2016.
2. Reaffirmation of Original Agreement. Except as amended by this SECOND Amendment, the Original Agreement shall remain in full force and effect. In the event of any conflict between this SECOND Amendment and the Original Agreement, the terms of this SECOND Amendment shall prevail.
3. Counterparts. This SECOND Amendment may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument, binding on all of the Parties. The Parties agree that this Amendment may be transmitted between them via facsimile. The Parties intend that the faxed signatures constitute original signatures and that a faxed agreement containing the signatures (original or faxed) of all the Parties is binding upon the Parties.



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### NAIPTA MEMORANDUM

---

**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Erika Mazza, Development Director

**SUBJECT:** Spine Route Study Update

---

NAIPTA was awarded \$300,000 in Section 5303/04 funds from ADOT to initiate a Project Assessment for a proposed cross town bus rapid transit (BRT) route. Nelson/Nygaard and Associates was procured for consulting services to the amount of \$297,672. A kick-off meeting for the Flagstaff Transit Spine Route Study was held on March 24, 2015. Significant amount of work has been conducted since that time.

Eight alternatives were identified for the Spine Route. Attachment 1 highlights the analyzed segments and Attachment 2 showcases the eight alternatives. The alternatives were then given scores based on a thorough methodology and a variety of factors.

The three highest scoring alternatives were identified and shown in Attachment 3 and listed below:

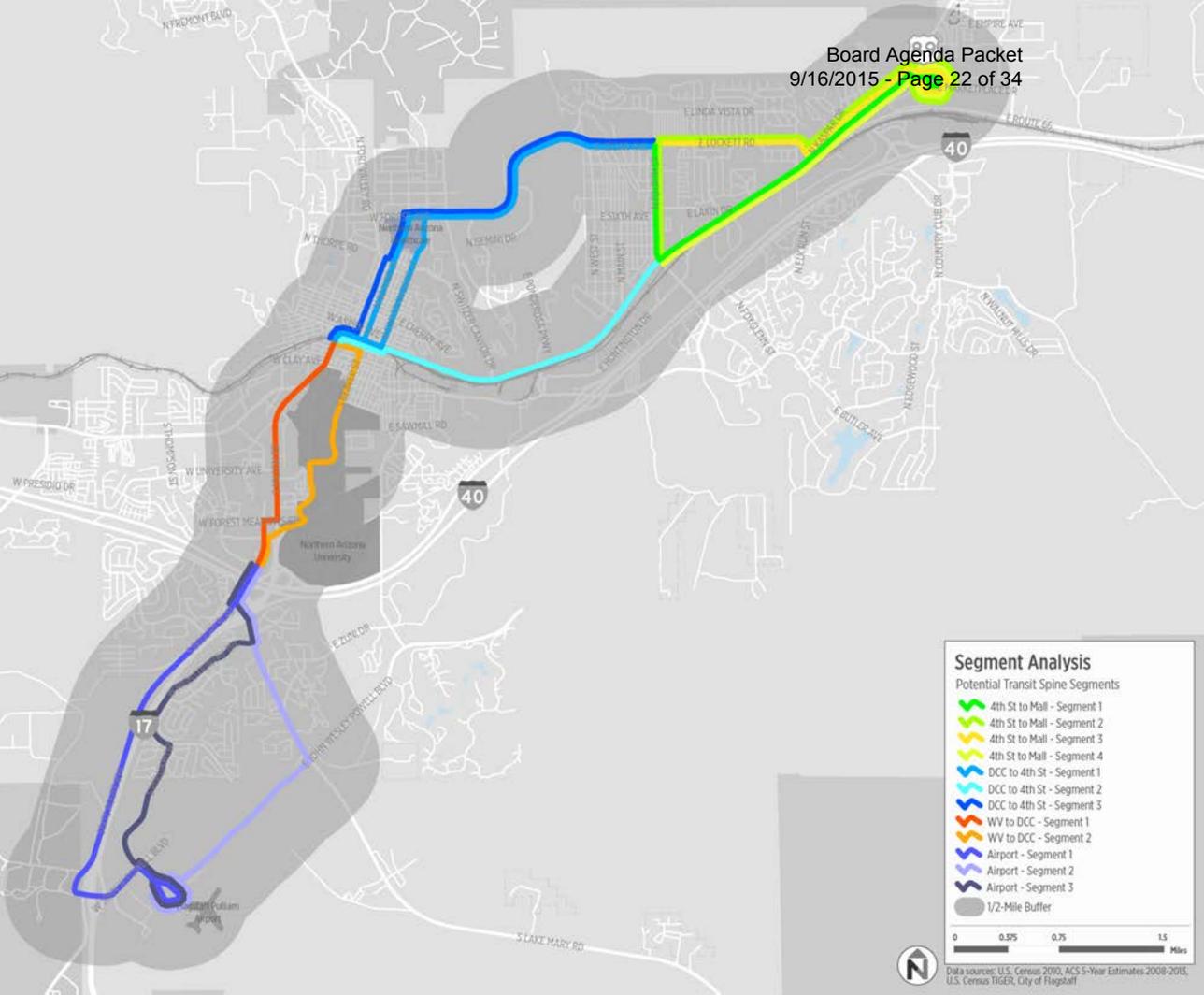
- A: Woodlands Village–Milton–Downtown–San Francisco/Beaver–FMC–4<sup>th</sup>–Route 66–Mall
- C: Woodlands Village–Milton–Downtown–Humphreys–FMC–4<sup>th</sup>–Route 66–Mall
- D: Woodlands Village–Milton–Downtown–Humphreys–FMC–4<sup>th</sup>–Lockett–Mall
- All alternatives will use the highest ranking segment to the Airport: High Country/Pulliam

The next step is a refinement of the three alternatives, which should result in a preferred alternative and will be considered the “Locally Preferred Alternative.” Before this next screening, the three alternatives will be brought forward to the Spine Route Study’s Technical Advisory Committee (TAC) for review and comment. The next TAC meeting is scheduled for September 24<sup>th</sup>. Following recommendations from the TAC, a public outreach event will be conducted in mid-October.

In addition to the public outreach event, a website is being created to educate, seek comment, and provide a forum for not only the Spine Route Study, but for other transportation related projects in Flagstaff. In order to conclude this project in March, the team will continue public outreach, conduct a first phase Environmental Analysis, provide recommendations for capital improvements, and provide FTA a Letter of Intent to enter into the next phase of Project Development.

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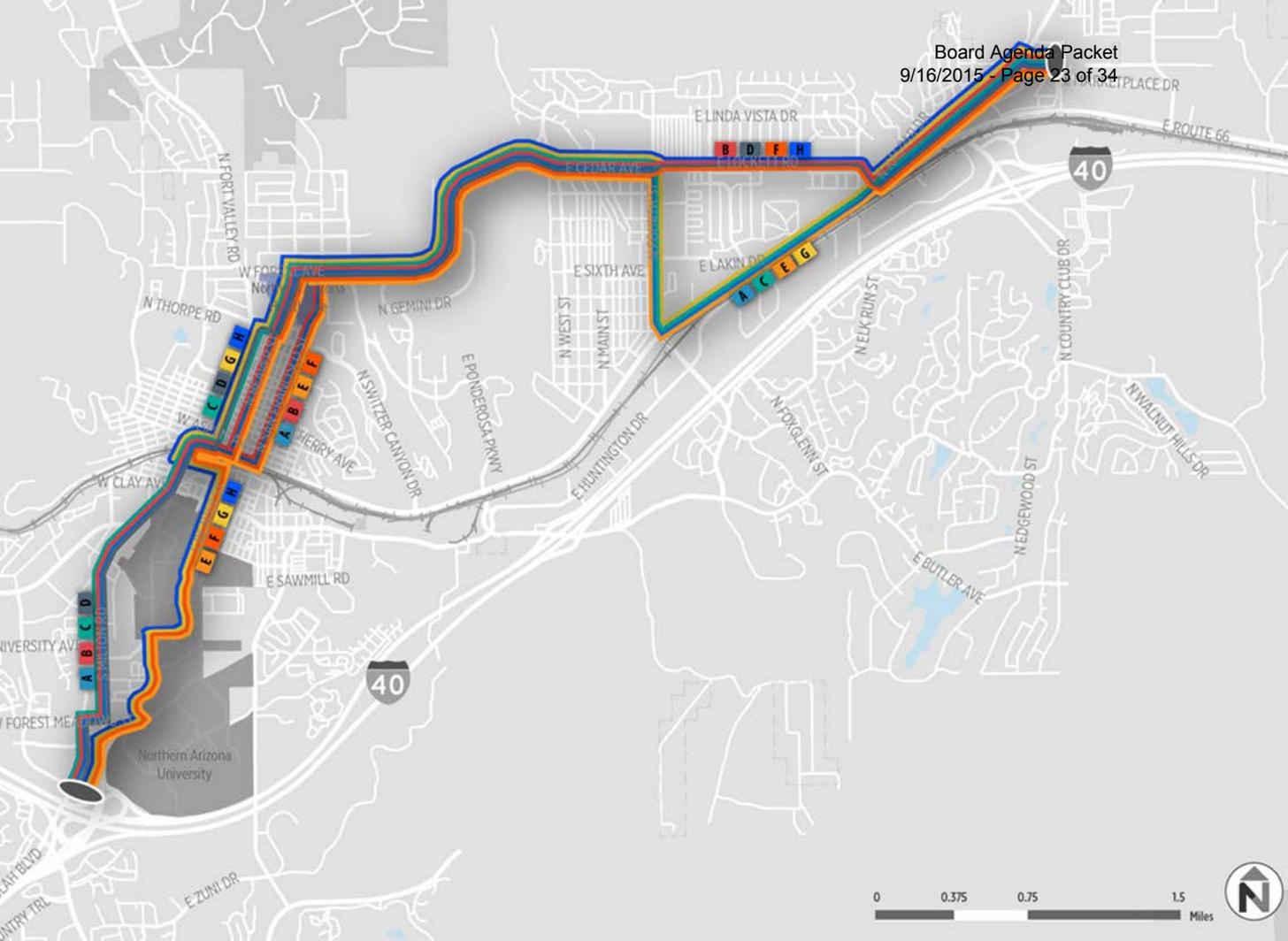
**Segment Analysis**

Potential Transit Spine Segments

-  4th St to Mall - Segment 1
-  4th St to Mall - Segment 2
-  4th St to Mall - Segment 3
-  4th St to Mall - Segment 4
-  DCC to 4th St - Segment 1
-  DCC to 4th St - Segment 2
-  DCC to 4th St - Segment 3
-  WV to DCC - Segment 1
-  WV to DCC - Segment 2
-  Airport - Segment 1
-  Airport - Segment 2
-  Airport - Segment 3
-  1/2-Mile Buffer



Data sources: U.S. Census 2010, ACS 5-Year Estimates 2008-2013, U.S. Census TIGER, City of Flagstaff







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### NAIPTA MEMORANDUM

---

**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Erika Mazza, Development Director

**SUBJECT:** Review of Flagstaff's Regional 5-year and Long Range Transit Plan Implementation Progress

---

The Flagstaff Regional 5-year and Long Range Transit Plan (5 year Plan) was adopted by NAIPTA's BOD in May 2013 after an extensive public planning process that captured over 1100 written comments and approximately 400 verbal comments.

Immediately after adoption, NAIPTA staff started working on the first round of implementation that went into effect in August 2014.

- Infrastructure construction for new Routes 14 and 10a
- Added Route 10a to the 5-year planning process due to the rapid growth within the Sawmill area
- Increased Service Hours to 59,746 bus hours
- Outcome highlights – Last Eldorado sold as new Hybrid buses are delivered – including NAIPTA's first Articulated bus; first new routes since Mt. Link in 2011 providing bi-directional service to Milton/Lone Tree Corridors; added service to Sawmill area; increase Mt. Line stop infrastructure; launched new fare box and fare payment system; APCs were introduced.

Based on popularity of Routes 14 and 10a, NAIPTA developed a second set of service enhancements that took effect in January 2015.

- Added a second bus to Route 4, providing 20 minute frequency
- Added Route 14 and 10a weekend service
- Launched vanpool regional service
- Increased Service Hours to 64,381 bus hours
- Outcome highlights – Shop 3 and Bus Wash come on line; enhanced weekend service due to demand and ridership growth in the west side corridor; vanpools introduced as new regional service (first service into county); boardings increased by 3% in FY15.

With additional feedback from the community, NAIPTA staff developed a third set of service enhancements that took effect on August 3, 2015.

- Added school deviations to BASIS (McMillan Mesa) and NPA charter schools
- Provided additional bus for supplemental service on Route 5 at beginning and end of school
- Provided a 5<sup>th</sup> bus on Route 10 at the beginning and end of typical school day

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- Added an additional bus on Route 2, providing 20 minute cross town frequency during weekday peak and consistent 30 minute service on the weekends
- Increased Service Hours to 69,179
- Outcome highlights – Developing preferred alternatives for Bus Rapid Transit cross-town route; Based on initial feedback and a few weeks' worth of ridership figures, the response has been quite positive. Route 2 saw a 20% increase in ridership for one week in August. This October/November, NAIPTA will launch an upgraded fare system to include e-purse and mobile ticketing.

As NAIPTA looks to the next series of updates with an eye to our upcoming transit tax renewal, staff is looking at the following scenarios (all options are contingent on funding and operations funds available). Each scenario is built on the foundation of the previous iterations.

- Scenario #1 – Additional frequency and later service 80,000 revenue hours
- Scenario #2 – Route reconfiguration & greater frequency/later service 85,000 revenue hours
- Scenario #3 – Adding BRT (operation), Addition University Heights service & greater frequency/later service 100,000+ revenue hours

### Programmatic and Capital Considerations:

- Assessment of Land Use considerations and growth patterns within Flagstaff
- Evaluate the usefulness of park n rides with transit connections
- Feasibility Study and infrastructure improvements to the Downtown and Mall Connection Centers
- Analyzing Transportation Demand Management (TDM) services under the Mobility Management program by offering (and providing) an umbrella of transportation options and alternative services (e.g. vanpools)
- Regional Connectivity (Coordinate with Navajo and Hopi Transit, and continue assessment of I-40 and I-17 transportation coordination)
- Ongoing Transportation Collaboration with FMPO, NACOG, City, County, NAU, ADOT



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# NAIPTA MEMORANDUM

---

**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Erika Mazza, Development Director

**SUBJECT:** Update on ADOT FY2015 Section 5310 & 5311 Grant Awards

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On March 19, 2015, the NAIPTA BOD approved the submittal of two grant applications through the Arizona Department of Transportation (ADOT) FY2015 Section 5310 and Section 5311 grant programs and execution of subsequent awards. On August 4, 2015, ADOT contacted NAIPTA staff to confirm award notification for the following programs:

### Section 5310 Award Notification Summary

- Bus Stop Mobility (\$516,000) to improve ADA access to 52 Mountain Line bus stops. NAIPTA was awarded the total \$516,000 with a 90/10 split. Federal share of \$464,400 and local match of \$51,600. Originally we budgeted a 80/20 split with approximately \$100,000 in local match.
- Mobility Management (\$130,000) for ongoing delivery of our regional mobility management program. NAIPTA was awarded \$100,000, with an 80/20 split. Federal share of \$80,000 and local match of \$20,000. This award amount is consistent with the prior year with the exception that NAIPTA should be receiving a 2-year contract for our Mobility Management program.
- City Taxi Voucher (\$60,000) for ongoing program delivery of the City's taxi voucher program. NAIPTA was awarded the total \$60,000 with a 50/50 split. Federal share of \$30,000 and local match of \$30,000. This amount is consistent with the prior year.
- County Taxi Voucher (\$64,000) for ongoing program delivery of the County's taxi voucher program. NAIPTA was awarded \$36,000 with a 50/50 split. Federal share of \$18,000 and local match of \$18,000. This award amount is consistent with the prior year.
- ADA Plus Paratransit (\$175,146) for ongoing delivery of enhanced paratransit services within the City of Flagstaff. NAIPTA was awarded \$100,000 with at 50/50 split. Federal share of \$50,000 and local match of \$50,000. This award amount is consistent with the prior year.



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### **Section 5311 Award Notification Summary**

- Regional Vanpool Program (\$48,000; revised to \$72,000 with Winslow inclusion) for ongoing program delivery of the Northern Arizona regional vanpool program contracted through vRide. NAIPTA was awarded \$72,000 with a 58/42 split for operating and 80/20 split for capital, which averages to a 76/24 overall funding split. Federal share of \$53,280 and local match of \$18,720. Coconino County's local share (if all vans are operational) is \$12,480 or \$11,520 less than anticipated.



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### NAIPTA MEMORANDUM

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**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Heather Dalmolin, Administrative Director

**SUBJECT:** Report on July 2015 Employee Satisfaction Survey

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NAIPTA conducts an employee survey twice within a calendar year, typically in January and July. During the meeting, staff will present the results of our most recent survey conducted in July 2015.

Upon review of survey results by staff, the following highlights will be a key focus of the presentation:

Comments regarding pay for employees have historically been made in several past employee surveys and with the recent market and wage adjustments approved by the BOD, comments about pay were absent in the current survey. As noted in the January 2015 survey results, “an increase in employee pay, specifically Transit Bus Operators, may make a positive impact on employee comments in future surveys regarding pay and job satisfaction.” Job satisfaction rating went from a 3.6 to a 4.0 from January to July.

All other categories were on the rise from the January 2015 survey. The one area that is inconsistent with other supporting questions has to do with performance evaluations. The overall category title “Feedback” saw both “Communication with Supervisor is Productive” and “Recognition for my Contributions” higher than in previous surveys but “Consistent and Objective Evaluations” was down by 0.2.

In January, we saw a downward trend in the Management section going from a 4.2 to a 4.0. In the July survey, this section was back to a 4.3 (same as January 2014). The most notable positive shift was in the response to “Have Reasonable Access to my Supervisor” going from a 4.2 to a 4.5.

The highlight of the survey comes from two questions about pre-hire and job training. “Quality and Complete Job Training” went from a 4.5 in January to a 4.8 and “New Employee Orientation Information was Accurate” went from a 4.3 to a 4.7. Our Operations division has reviewed these scores and they are to be commended on their outstanding training achievements.



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## NAIPTA MEMORANDUM

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**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Jeff Meilbeck, CEO and General Manager

**SUBJECT:** FMPO Hosting

---

Staff will provide an update on the possibility of extending an invitation to the FMPO to serve as the FMPO's host agency.



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**NAIPTA MEMORANDUM**

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**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Jeff Meilbeck, CEO and General Manager

**SUBJECT:** Federal Funding Update

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Even though Congress has been in recess for the month of August, the transportation reauthorization bill is moving quickly. Erika Mazza was in DC, in conjunction with a Transportation Management conference, where Bob Holmes, Scott Bogren from CTAA, and I met with Representatives Kirkpatrick and Gosar and Senators Flake and McCain's offices, as well as with House T&I staff and FTA. The nature of the discussions were around a long term funding bill, increasing STIC from 1.5% to 3% and rulemaking regarding our BRT plan. Staff from the House T&I is very sympathetic to our cause, as we discussed ramping up STIC incrementally to 3 percent over five years and flexibility was greatly appreciated with our requests. We are working on revising our letter with the SUN group indicating overall support of the Senate's action to increase STIC to 2.5%, and include a request to incrementally increase to 3%. The House is tentatively going to mark up the bill starting on September 10th (two days after Congress returns), so it is fast moving. The big question for the House (and the Senate) is how they are going to pay for the six-year bill with only three years of pay-fors at this point. NAIPTA staff is working hard to ensure adequate funding for small urban transit systems and we will keep TAC and BOD apprised of late-breaking developments.



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## NAIPTA MEMORANDUM

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**DATE:** September 16, 2015

**TO:** Honorable Chairman and Members of the Board

**FROM:** Jeff Meilbeck, CEO and General Manager

**SUBJECT:** APTA AdWheel Award and Annual Conference

---

On August 11, 2015, NAIPTA received notification from the American Public Transportation Association (APTA) that we were awarded two First Place Marketing Awards from the **2015 Annual APTA AdWheel Awards** competition, for the below submissions:

“Mountain Line Ride Guide” in Category 1: Print Media  
“NAIPTA Student Pass Sales Postcard” in Category 1: Print Media

NAIPTA will be recognized at a special ceremony during APTA's 2015 Annual Meeting in San Francisco. As a first place winner, we are also eligible to win a Grand Prize Award in our overall category. Grand Prize Awards will be announced during the AdWheel Awards Ceremony at 2:30 pm on Monday, October 5. Jacki Lenners and our consultant, Moore and Associates, will be attending the AdWheel Awards ceremony. Jeff, Jacki, and Erika will be attending the overall APTA Annual Conference. We look forward to bringing back information on best practices, MAP-21 Reauthorization, networking, and focusing on the needs of Small Urban Transit Providers.



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# Fiscal Year 2015 Annual Report

July 2014 – June 2015

## What is NAIPTA?

The Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) is the agency in northern Arizona which operates transit services in the Flagstaff area.



Fixed route bus service on eight routes.



High frequency service between NAU campus, downtown Flagstaff and Woodlands Village.

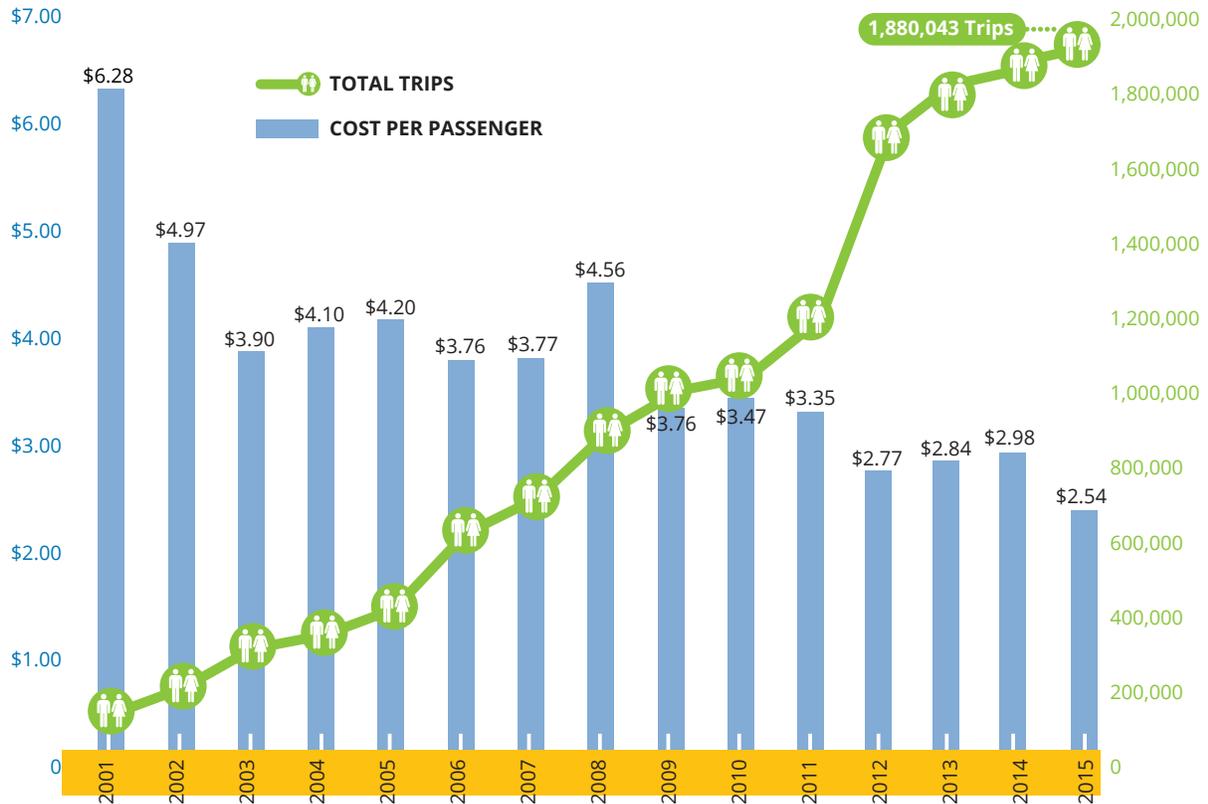


Paratransit service and taxi voucher programs for ADA certified participants.

NAIPTA also coordinates services with Campus Shuttle Service at Northern Arizona University.



## Mountain Line – 15 Years and Growing Strong



## Fiscal Year 2015 Highlights

- Completed construction on a new \$8.2 million 25,000-square-foot Bus Storage Facility and automated bus wash.
- Added Flagstaff's first articulated bus to the Mountain Line fleet, along with two new fixed route buses and two new paratransit vans.
- Received four "AdWheel" marketing awards from the American Public Transportation Association and one "Hit the Spot" award from the Southwest Transit Association.
- Launched a new website that combines all of NAIPTA's programs and services into one convenient location.
- Initiated vanpool service between the City of Flagstaff and outlying areas in Coconino County.
- Achieved a total system ridership of 1.9 million, including fixed route service, paratransit, taxi vouchers, and vanpools.



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# Fiscal Year 2015 Annual Report

July 2014 – June 2015

## NAIPTA by the Numbers

- 24 buses (22 hybrid-electric, 2 clean diesel)
- 8 paratransit vans
- 168 Bus Stops (including 10 shared stops with Northern Arizona University)
- 78 Bus Shelters (including 10 shared shelters with NAU)
- 2 Connection Centers (Downtown Flagstaff and Flagstaff Mall)
- Main Office and 9 off-site pass sales locations



## Technology Upgrades

NAIPTA made several significant investments in technology in FY2015, aimed at improving the overall rider experience. The beginning of the fiscal year saw the addition of a new automated fare collection system and automatic people counters on all fixed route vehicles. The new fare collection system gave Mountain Line riders more pass purchasing and reloading options, and set the stage for further enhancements down the road. The automatic people counters provide NAIPTA staff with a wealth of ridership data that can be used for route planning and service level decisions.

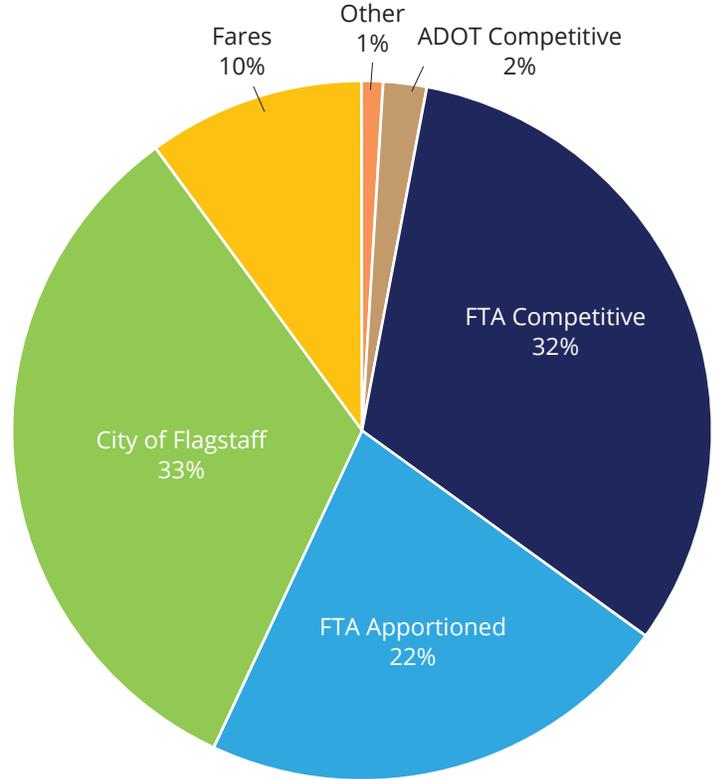
## Operational Efficiencies Lead to Cost Savings

NAIPTA implemented a new “runcutting” program in FY2015 which streamlined transit bus operator’s schedules and created operational efficiencies and cost savings. The results of this exercise allowed NAIPTA to launch two new routes and offer an organization-wide pay scale adjustment.



## Revenue Sources:

Total \$14,245,186.51



## NAIPTA Board of Directors

AGENCY	NAME / TITLE
Coconino Community College	Al White / Designee
Coconino County	Art Babbott / County Supervisor
City of Flagstaff	Celia Barotz / City Councilor
City of Flagstaff	Scott Overton / City Councilor
NAU	Rich Payne / Director of Residence Life

## NAIPTA Management

Jeff Meilbeck	Chief Executive Officer/ General Manager
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