



## Northern Arizona Intergovernmental Public Transportation Authority

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### Board of Directors Minutes for Wednesday, November 18, 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 Wednesday, November 18, 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:*

Art Babbott (Vice Chair), Board of Supervisors, Coconino County;  
Scott Overton, City Council, City of Flagstaff;  
Veronica Hipolito, Interim President, CCC - late arrival at 10:09am  
*\*Three of our five Board member seats must be present to constitute a quorum.*  
*\*\*The City of Flagstaff holds two seats.*

##### *BOARD MEMBERS EXCUSED:*

Rich Payne (Chair), Director of Residence Life, NAU;  
Celia Barotz, City Council, City of Flagstaff;  
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;  
Al White (Secretary), CCC, designee

##### *NAIPTA STAFF IN ATTENDANCE:*

Jeff Meilbeck, CEO and General Manager;  
Erika Mazza, Deputy General Manager;  
Heather Dalmolin, Administrative Director;  
Jim Wagner, Operations Director;  
Jacki Lenner, Marketing Manager;  
Anne Dunno, Capital Project Manager;  
Jon Matthies, IT Manager;  
Lauree Battice, Business Manager;



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Jan Knapp, Operations Manager;  
Stephanie Stearns, Assistant Transit Planner;  
Rhonda Cashman, Clerk of the Board;  
Fredda Bisman, NAIPTA Attorney (via WebEx) - late arrival at approximately 10:19am and early departure at approximately 11:40am

### GUESTS PRESENT:

Karl Eberhard, Community Design and Redevelopment Manager and Historic Preservation Officer, City of Flagstaff;  
Troy Sieglitz, Senior Project Manager, Parsons Brinckerhoff;  
Todd Madeksza, Director of Government Relations, Coconino County;  
Howadette Violissi, Disabled Member of the Community, Coconino County Citizen;  
Shari Peralta, Disability Advocate, Coconino County Citizen;  
Paul Ferry, Flagstaff Disability Support Group, Coconino County Citizen

1. CALL TO ORDER -Vice Chair Babbott called the meeting to order at 10:07am and stated there will some changes to the agenda order throughout the meeting.
2. ROLL CALL AND INTRODUCTIONS – No quorum until approximately 10:09am when Ms. Hipolito arrived.
3. CALL TO THE PUBLIC – opened at approximately 10:09am
  - Howadette Violissi  
Ms. Violissi addressed the Board and stated she lives in Kachina Village. She is a Mountain Lift client and she uses county taxi vouchers. She uses her vouchers for medical appointments and food shopping. She is requesting more transportation options be offered to people in her area, Kachina Village. Mountain Lift does not currently serve the Kachina area. Due to her impaired vision, Ms. Violissi asked Ms. Shari Peralta, a disability advocate, to read some of her notes. She noted there used to be a van that offered transportation service to and from Kachina Village. She would like to see that service brought back.
  - Paul Ferry – Mr. Ferry presented the Board with a handout packet. He noted he works for the State, for the Community Disability Support Group. He talked about the need for this group to access transportation and parking (in the City). He said two NAIPTA employees went to their last meeting. He said his group wants to do everything they can to help NAIPTA tackle these tough problems.

Vice Chair Babbott thanked our guests for coming to the meeting and requested NAIPTA prepare an organizational response for a future agenda. The Call to the Public was closed at approximately 10:20am.

4. APPROVAL OF MINUTES 10/21/2015  
Director Overton moved to approve the October 21, 2015 meeting minutes. Director Hipolito seconded. All approved, none opposed. Motion carried.

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## 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 CONSENT 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 UPDATES TO TITLE VI CIVIL RIGHTS PROGRAM

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve updates to Title VI Civil Rights Program to correct staff titles and meeting date of Board of Directors and authorize CEO-General Manager to approve clerical corrections in future.

Director Overton moved to approve the updates to the Title VI Program. Director Hipolito seconded. There was no discussion. All approved, none opposed. Motion carried.

## DISCUSSION / ACTION ITEMS:

### 6. DOWNTOWN PARKING PLAN

-Jeff Meilbeck, CEO and General Manager

Discussion only.

Mr. Meilbeck introduced Karl Eberhard from the City of Flagstaff. He noted there is a one sheet take away in the agenda packet. Mr. Eberhard presented a PowerPoint on the Downtown Parking Plan. The problem and symptoms were identified for customers and stakeholders. The desired outcome is Comprehensive Parking Management and Building Parking System Facilities. There is a three part solution: Regulations, Enforcement and Pay to Park. A map showing the type of parking in specific areas was reviewed. There was a brief discussion regarding methods of payment, park and ride, ecoPASS and increased bike parking as well as what part transit will play in the plan. Mr. Meilbeck stated there is an incentive/disincentive problem related to transit. People have to pay \$1.25 to take the bus, but can park for free. NAIPTA staff will work with City staff on this issue.

Mr. Eberhard, Mr. Ferry, Ms. Violissi and Ms. Peralta all left the meeting at approximately 10:50am.

### 7. FINANCIAL PLAN UPDATE

-Heather Dalmolin, Administrative Director

Discussion only.



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Ms. Dalmolin shared the most recent fund balance graph on screen. The fund balance is well above 10%, the City requirement. It includes replacement of vehicles at 3 years beyond the declared federal useful life and sustaining the latest service changes. NAIPTA could set aside for capital programs. The fund balance assumption is at the FY2016 budget level for revenues and expenses. It is also assumed the transit tax is renewed at the same level and the tax revenues continue to increase at 2% per year. NAIPTA uses the City of Flagstaff projection for a recession every 8 years. The Board agreed conservative financial planning should be followed.

### 8. APPROVE COST INCREASE FOR LIABILITY INSURANCE FOR FY2016

-Heather Dalmolin, Administrative Director

Staff requests the Board of Directors approve the increase in cost of \$35,758 to purchase general liability, auto liability, and excess coverage insurance from Aon Risk Services, Inc. for FY2016.

Ms. Dalmolin stated the final rate for our liability insurance came in after the Board approved the estimated cost in June. There are savings in other budget line items to offset this increase. She said it is the biggest increase in quite some time, but NAIPTA added a building and more vehicles. The market is also changing. The Board recommended looking at insurance options for the future, including self-insurance. Director Overton moved to approve the insurance increase as presented. Director Hipolito seconded. All approved, none opposed. Motion carried.

### 9. KASPAR DRIVE/ROUTE 66 INTERSECTION ANALYSIS FINAL REPORT

-Anne Dunno, Capital Project Manager

Staff recommends the Board of Directors approve the Kaspar Drive/Route 66 Intersection Analysis Final Report.

Ms. Dunno informed the Board that the study identified the 4<sup>th</sup> leg of the Kaspar/Route 66 intersection as the preferred alternative. Safety was of great concern. The construction costs are estimated at approximately 1.5M and to finish the design approximately \$250K. This alternative has been well vetted. Hopefully it will become a part of the Regional Transportation Plan (RTP). If the public supports the preferred alternative, NAIPTA will seek grant funding. The Board commented this looks good. What are next steps? Anne deferred to Mr. Sieglitz to answer this question. He recapped that what is referred to as Alternative A is the preferred Kaspar direct connection to Highway 89. Existing traffic conditions peak counts were reviewed with the Flagstaff Metropolitan Planning Organization (FMPO). They built a model. The FMPO and the City projected out to 2040. This is the alternative that is predicted by the model to perform best in the future. This configuration would facilitate full buildout, if the City wants to connect Linda Vista in the future. Only the connection piece is being considered right now. It would be approximately a six month process. Director Babbott noted this did not go before the TAC since they did not have a meeting. He is in favor of the alternative, unless the TAC finds some glaring problem. Director



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Overton moved to approve the Kaspar Drive/Route 66 Intersection Analysis Final Report. Director Hipolito seconded. All approved, none opposed. Motion carried.

10. POSSIBLE SERVICE TO SNOWBOWL  
-Jeff Meilbeck, CEO and General Manager  
Discussion only.

Mr. Meilbeck stated NAIPTA staff met with JR Murray from the Arizona Snowbowl. They have met a number of times over the years. NAIPTA is proposing two buses provide service on holiday weekends to Snowbowl, to the top of the mountain. The difference this year is that Snowbowl has agreed to pay our \$80 per hour operational cost. NAIPTA staff made it clear that service cannot be provided on New Year's Eve or New Year's Day, due to extended service for the holiday festivities. Board members agreed this is a good solution to the problem. Vice Chair Babbott requested a meeting be scheduled with him, Mr. Meilbeck and Mr. Murray from the Arizona Snowbowl.

### PROGRESS REPORT:

11. QUARTERLY PERFORMANCE MEASURES  
-Heather Dalmolin, Administrative Director

Ms. Dalmolin reported on fixed route first in her PowerPoint presentation. The Board recommended Las Cruces be removed from comparison with our peers. It is not meaningful, since there is virtually no data to compare. Vice Chair Babbott recommended adding population to the data points. Director Overton suggested noting outliers. There was a brief discussion about a goal NAIPTA should be shooting for. Ms. Dalmolin stated she still plans to tie these performance measures to our strategic work plan. For Demand Response, she noted taxi vouchers were included in FY2015, but no hours or miles were tracked separately. NAIPTA strives for efficiency. There has been an ongoing reporting problem. Mr. Biles plans to go back and check reports. There is no comparison to our peers because our peers don't perform paratransit service, they contract it out. Mr. Meilbeck noted all our expenses are captured and it has been hard to find another agency that is a true comparison. Other organizations can hide indirect costs. Vice Chair Babbott requested to have this information sent to the County Board of Supervisors before Mr. Meilbeck's presentation on December 15<sup>th</sup>. Ms. Dalmolin said she would do so.

### DISCUSSION / ACTION ITEMS:

12. ESTABLISH SMART GOALS AND DELIVERABLES FOR NAIPTA'S VANPOOL PROGRAM  
-Erika Mazza, Deputy General Manager  
Staff recommends the Board of Directors review and approve the proposed SMART Goals and Deliverables for NAIPTA's Vanpool Program.



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Ms. Mazza gave a PowerPoint presentation to update the Board on the vanpool program. Vice Chair Babbott asked her to give some background information on this program for Director Hipolito's benefit. This is a commuter program noted in our 5 Year and Long Range Transit Plan. It started as a 50/50 split and NAIPTA worked with the Arizona Department of Transportation (ADOT) and it is now a split of 76% federal/ADOT and 24% local match, which is advantageous to the County. Part of this is because of starting to work on an IGA with Winslow for vanpool service. NAIPTA and VRide have been gathering feedback, looking at costs and doing some target marketing. Vanpools are being promoted as a way to save time and save money. The SMART goal is to "Meet County Vanpool commitments by launching at least 5 vanpool routes by March 31, 2016."

At approximately 11:40am Ms. Bisman left the meeting.

Ms. Mazza reviewed the FY2015 costs of the vanpool program. One vanpool may be starting this week. Snow tires are being put on the vehicle. VRide is working on matching up schedules for several others. Vice Chair Babbott appreciated the target goal and asked how much Winslow or Navajo County is kicking in. Ms. Mazza replied that employers are helping fund the vanpools and it will depend on how much of the time is spent in Coconino County. It was recommended to make this pitch to our member agency Human Resource (HR) departments. Ms. Mazza reported a new Mobility Manager will be starting very soon and should be able to help with this effort. Director Hipolito moved to approve the overall program goal as presented. Director Overton seconded. All approved, none opposed. Motion carried.

### 13. COST SAVINGS AND COSTS

-Jeff Meilbeck, CEO and General Manager  
Discussion only.

Mr. Meilbeck stated runcutting was done earlier this year and he understands change is hard. Operations cost per hour is approximately \$90.00 in total. We are operating approximately 70,000 bus hours and have an ongoing problem with turnover. NAIPTA increased pay for operators by 16% and still employee satisfaction has decreased and turnover has increased. It may take time to level out. He stated he anticipates improvement in the next survey results. Vice Chair Babbott stated these reports are a snapshot in time and it is hard to see the trajectory, except for the employee turnover graph, which shows the history. He felt it is important to get feedback from employees. There was no further discussion.

### PROGRESS REPORTS:

### 14. K-12 STUDENT PROGRAM UPDATE

-Jacki Lenners, Marketing Manager



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Ms. Lenner gave an overview of the K-12 Student Pass Program. Her PowerPoint offered a review of the pass sales growth over previous years and increased ridership, especially in the areas with the route deviations. She will bring back a follow up report in the future. The next step is to promote "independence," getting parents to let their kids ride the bus to the movies, etc.

**15. SUMMARY OF CURRENT EVENTS**

-Jeff Meilbeck, CEO and General Manager

- Federal Funding Update

This report was skipped due to a shortage of time.

**ITEMS FROM COMMITTEE AND STAFF:**

Vice Chair Babbott asked for follow up on the following items at a future meeting: an organizational reply to the disabled members of the community, insurance quotes from other companies and performance measure targets.

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

The Board and TAC Strategic Policy Advance will be held on Thursday, December 3<sup>rd</sup> at the Flagstaff Aquaplex, 1702 N. Fourth Street, Flagstaff, AZ 86004 at 10am. Please plan to attend in person. Lunch will be offered. The public is invited to attend. The event 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.

The next Board meeting will be on Wednesday, January 20, 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 January agenda items will include but not be limited to the Financial Audit, Meeting Calendar Review and Quarterly Performance Measures. The January 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.

**17. ADJOURNMENT**

-Vice Chair Babbott adjourned the meeting at 11:57am.

Richard Payne, Chair NAIPTA Board of Directors

ATTEST:

Rhonda Cashman, Clerk of the Board



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