



## Northern Arizona Intergovernmental Public Transportation Authority

3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928-679-8900 • FAX 928-779-6868 • www.mountainline.az.gov

### Board of Directors Minutes for Wednesday, March 20, 2019

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, March 20, 2019 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.

#### **BOARD MEMBERS PRESENT:**

Jamie Whelan, (Vice Chair) City Councilor, City of Flagstaff, acting Chair of this meeting;  
Joanne Keene, (Secretary), Executive Vice President and Chief of Staff, NAU;  
Jim McCarthy, City Councilor, 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, Board of Supervisors, Coconino County;  
Matt Ryan, Board of Supervisors, Coconino County, alternate;  
Emily Allen, Assistant Vice President of Community Relations, NAU, alternate;  
Colleen Smith, President, CCC  
Steve Peru, Chief Development and Government Affairs Officer, CCC, designee;  
Austin Aslan, City Councilor, City of Flagstaff, alternate;  
Adam Shimoni, Vice Mayor, City of Flagstaff, alternate

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

Erika Mazza, CEO and General Manager;  
Heather Dalmolin, Administrative Director;  
Jim Wagner, Operations Director;  
Kate Morley, Development Director;  
Jon Matthies, IT Manager;  
Lauree Battice, Business Manager;  
Anne Dunno, Capital Project Manager;  
Bizzy Collins, Transit Planner;  
Estella Hollander, Mobility Planner;



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Rhonda Cashman, Clerk of the Board

### GUESTS PRESENT:

Martin Ince, FMPO Multimodal Planner, left meeting at approximately 10:29am

1. CALL TO ORDER -Vice Chair Whelan called the meeting to order at 10:03am.
2. ROLL CALL AND INTRODUCTIONS
3. SAFETY BRIEFING

Mr. Wagner reported it is Spring Break in Flagstaff and statewide. Please take extra care in traveling around town. Visitors are not familiar with our surroundings, one-way streets and directions. He recommended allowing additional time to get to your destination.

4. APPROVAL OF MINUTES 2/20/2019

Secretary Keene moved to approve the February 20, 2019 Board meeting minutes. Director McCarthy seconded. Director McCarthy requested an addition of the word “parking” in reference to the NAU vehicle permits noted at the end of page 2. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Joanne Keene	X	
Jim McCarthy	X	

5. CALL TO THE PUBLIC

There were no members of the public present requesting to speak at this time.

### CONSENT ITEMS:

There were no items for the consent agenda.

### DISCUSSION / ACTION ITEMS:

6. PRESENTATION ON THE FLAGSTAFF METROPOLITAN PLANNING ORGANIZATION (FMPO) ACTIVE TRANSPORTATION MASTER PLAN

-Kate Morley, Development Director

This item is for discussion only.

Ms. Morley introduced Mr. Ince with the FMPO. She noted that all transit trips begin with bike or pedestrian modes and this is an exciting opportunity for NAIPTA to work with the FMPO on this master plan. Mr. Ince shared a PowerPoint presentation with



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the Board. He estimates this plan will go back to City Council for approval in early fall. Mr. Ince was able to confirm that the Montoya Fellow shared by NAIPTA and the FMPO does work on this plan. Bike parking near bus stops was suggested by Director McCarthy. Mr. Ince let Board members know that some stops do have bike racks, but there may be consideration for bike lockers at the new Downtown Connection Center (DCC). Secretary Keene commented on the communication between NAU and Mr. Ince being stronger, and she appreciates him evaluating campus needs. Vice Chair Whelan said now is the time to get these things done. There was no further discussion.

Mr. Ince left the meeting at approximately 10:29am.

**7. FY2019 SPECIAL ELECTION OF BOARD OFFICERS**

-Rhonda Cashman, Clerk of the Board

Staff recommends the Board of Directors elect officers for the remaining FY2019 term.

Ms. Cashman explained Chair Hipolito has accepted a position at another community college and she will be moving at the end of the month as mentioned when the agenda packet was sent out. Vice Chair Whelan suggested waiting until all Board members were in attendance to elect Board officers again. Two members were not at the meeting. There was consensus on this matter. Secretary Keene mentioned she cannot be at the April meeting; perhaps the Joint meeting in May would work. There was no further discussion.

**8. CONSIDER APPROVAL OF THE PROPOSED AUGUST 2019 SERVICE CHANGES**

-Kate Morley, Development Director

Staff recommends the Board of Directors: 1) Review the public comments received to date, 2) Close the public comment period effective March 21, 2019 at 5pm, and 3) Approve proposed service changes for August 2019.

Ms. Morley reviewed a PowerPoint presentation with the Board. The public comment period should be closed effective tomorrow. Eighteen comments were received. She reviewed the changes in detail, along with specific comments related to each change that were received. Ms. Mazza noted NAIPTA staff are meeting with BASIS staff tomorrow, but they were provided the information in advance. If the recommended changes are approved, there is a lot of work to be done prior to implementation with updating the ride guide and marketing the changes prior to August. There was a brief discussion as to whether 18 comments were an adequate amount or not. Ms. Mazza stated it is a reasonable number of comments. It goes back to the 5-Year Plan, where a reasonable number of comments were received under that public outreach campaign a couple years ago. Some concern was expressed about the one fare riders with the split of Route 7 into two routes, but Board members understand fare strategies will be addressed in the study. Director McCarthy moved to close the public comment period effective March 21<sup>st</sup> at 5pm and approve the proposed service changes. Secretary Keene seconded. All approved, none opposed. Motion carried.





NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Joanne Keene	X	
Jim McCarthy	X	

**9. CONSIDER THE FY2018 FINANCIAL AUDIT REPORT**

-Lauree Battice, Business Manager

Staff recommends the Board of Directors approve the FY2018 Financial Audit Report as completed by Fester and Chapman P.C. and authorize staff to file report as required by March 31, 2019.

Ms. Battice asked all Board members to review the draft report. They had a handout in front of them. The audit submission deadline is March 31, 2019. There were no findings and no advisory comments. There was no discussion. Director McCarthy moved to approve the recommended action. Secretary Keene seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Joanne Keene	X	
Jim McCarthy	X	

**10. CONSIDER THE COLLECTIVE GRANT RESOLUTION AND TRANSPORTATION IMPROVEMENT PROGRAM**

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors: 1) Approve the FY2019 Collective Grant Resolution for federal and state transit grant applications and subsequent executions as necessary to support transit programs within the 5-year financial plan and 2) Approve the Transit Program from the regional Transportation Improvement Program.

Ms. Dalmolin asked for the Transportation Improvement Program (TIP) table to be shown on screen and this was done. She explained the TIP table contains items that are "in progress." Vice Chair Whelan asked if that was the most effective way to do this and Ms. Dalmolin replied it is. It is helpful to staff to have it included. Ms. Mazza offered the DCC as an example. The award was received a couple years ago, and it will remain on the table "in progress" as the grant is spent down. She explained all grants NAIPTA would apply for should be listed on the TIP table, except possible planning grants to support the others. This allows staff to keep moving projects forward. Secretary Keene stated she was appreciative of this information. Ms. Dalmolin further explained the TIP table is a handle for the Federal Transit Administration (FTA) and it aligns with FTA requirements. Secretary Keene moved to approve the grant resolution and TIP. Director McCarthy seconded. All approved, none opposed. Motion carried.





NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Joanne Keene	X	
Jim McCarthy	X	

**11. REVIEW NAIPTA FY2020 BUDGET PROCESS**

-Erika Mazza, CEO and General Manager

The Board may provide direction, but there is no recommendation from staff at this time.

Ms. Mazza noted the biggest change will be to start strategic planning in October to align with the budget process. She reviewed the timeline in the staff report. The City budget presentation was done this month. The County process is changing. They have our request which is not changing. She also reviewed the items typically included in the budget presentation. Secretary Keene commented on flexibility being key, in reference to the process. Director McCarthy stated there may be some changes to the process, depending on the new City Manager. There has been talk about changes with City staff. There was a brief discussion about transparency and how the governance process is different for City Council versus the NAIPTA Board.

**12. REVIEW THE NAIPTA FINANCIAL MANAGEMENT PLAN**

-Heather Dalmolin, Administrative Director

The Board may provide direction, but there is no recommendation from staff at this time.

Ms. Dalmolin reviewed a PowerPoint presentation with the Board and noted the plan is in need of updating. Sections 1-4 out of 10 were discussed at this meeting and she will bring back the other sections at a later date. Section 1 is related to Revenue Management. She noted the General Fund has no specific use; however, it was used to fund the General Manager recruitment. The plan does outline some prescribed things that can be done with the money in the General Fund. Section 2 is Cash and Investments. Section 3 is Reserves. Section 4 is Cost Allocation and Cost Sharing. She explained how several NAIPTA staff positions are funded from different pots of money and can work on shared projects. There were no questions.

**PROGRESS REPORTS:**

**13. REPORT ON FARE STRATEGIES STUDY**

-Heather Thornton, Purchasing Specialist

Ms. Dalmolin presented this item in Ms. Thornton's absence. The procurement was done. The study will include many factors. The contract award went to LTK Engineering and they should complete the study in approximately 4.5 months. The implementation plan will be brought to the Board for action.





**14. UPDATE ON KASPAR/ROUTE 66 INTERSECTION INTERGOVERNMENTAL AGREEMENT (IGA) AMENDMENT**

-Anne Dunno, Capital Project Manager

Ms. Dunno explained NAIPTA received grant funds last fall for design and construction at the intersection of Route 66 to tie into Kaspar for the efficiency of our buses to link to the arterial road. There are some planning funds for a future extension to Linda Vista, but only for planning. Staff from NAIPTA and the City of Flagstaff are working to draft an IGA amendment with roles and responsibilities. This item will be brought to the Board for consideration in May. The plan is for the City to provide project management and NAIPTA would be a stakeholder.

**15. INTRODUCTION TO CITY OF WINSLOW TRANSIT REQUEST**

-Erika Mazza, CEO and General Manager

Ms. Mazza reported the City of Winslow has made a formal request for NAIPTA to run service for them or procure buses. NAIPTA staff met with Winslow staff a couple weeks ago for a discussion, but there are still many questions. Another meeting is needed with Winslow staff before this comes back for Board action. Vice Chair Whelan commented that other communities will probably be contacting NAIPTA. Ms. Mazza stated the Arizona Department of Transportation (ADOT) doesn't want new rural transit systems. They are looking for existing systems to partner; in northern Arizona that will be NAIPTA.

**16. REPORT ON EMPLOYEE SATISFACTION SURVEY**

-Erika Mazza, CEO and General Manager

Ms. Mazza stated this survey is done twice a year, in July and January. She shared a PowerPoint presentation with the Board. As a trend, July results are generally higher than January. This may be due to communication of potential budgeted pay for performance or market wage increases in July versus coming off the holidays in January. There was a good response rate with 84 surveys completed. The overall scores are good, but there is one area in particular that the Leadership Team is going to dig into a little deeper. There are six sections of questions and the scale is blown up to show a 3 to 5-point scale in more detail. Job Performance is very similar across the board. Feedback is lower than she would like, and this is where she has asked the Leadership Team to take a closer look. She has some suggestions. Job Satisfaction in July was after the pay and/or market increase and January was after the management change. This area will be watched. Management, she felt, goes back to communication. The Mission and Goals question will be changed. The mission is well known and referred to regularly. Goals are a different story. They vary by position and department. She noted there are comments to be addressed and planned to be done in a way of myth busting. NAIPTA email will be available for all employees by the new fiscal year. Operators have not had email access in the past. She has asked the





Leadership Team to ask their teams what communication means to them. There was a suggestion to move the survey taking times to March and October so there may be less influence from the fiscal year change and the holidays. Ms. Dalmolin noted the survey is done at department meetings with no leadership present. It is anonymous and a 3<sup>rd</sup> party is hired to enter the data.

**17. SUMMARY OF CURRENT EVENTS**

-Erika Mazza, CEO and General Manager

Ms. Mazza provided the following updates;

- Snowmageddon 2019 – Ms. Mazza was pleased to report we had no accidents, no injuries, and no incidents during this historic snow event! We ran weekend service on Thursday and boarded over 3,500 passengers that day. Due to the State of Emergency on Friday, we did not run service. The last time we canceled service was 7 years ago.
- Thank you to all our partners for their communication, interest, assistance, and overall support during this major snow event. She found the coordination during this event to be outstanding. Congratulations to all!
- Even with all our snow during February, we ended the month down 1% in ridership from last year and we operated 1.5 days less. Mountain Express continues to impress with over 26,000 boardings recorded for the year.
- Transit Driver Appreciation Day was held on Monday, March 18<sup>th</sup>. It is a national appreciation day and this year we had goodies at the DCC, each person in operations received a postcard that had a movie ticket attached and a thanks for all they do note from staff.
- Ms. Morley and Ms. Mazza traveled to Washington DC (March 14-19), highlights for the trip are as follows:
  - Ms. Morley and Ms. Mazza met with our delegation and discussed future infrastructure, grants, the upcoming reauthorization and infrastructure bills.
  - Ms. Mazza also presented to the Senate Banking Roundtable on the Small Transit Intensive Cities (STIC) program and its positive impact on our funding/system. This year we received an additional \$300,000 over our FY2018 apportionment due to the STIC program increasing from 1.5 percent to 2 percent. This program rewards high performing small transit systems that outperform average mid-size cities. In the reauthorization, we are recommending STIC increase to 3% which would generate an additional \$450K or a total of \$750k over what was received last year.
  - Federal Transit Administration (FTA)/Department of Transportation (DOT): Staff met with our Project lead on the Bus Rapid Transit (BRT) grant and dug into local match requirements a bit more. There is an opportunity to couple the Downtown Connection Center (DCC) at (the) location along Milton (BRT), and utilize funds that were provided by Arizona





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Department of Transportation (ADOT) as part of local match. Staff learned that we can also use public-private partnership leverage from the DCC or additional developments along the corridor to include in our match. The team will be back with more information in the coming months. Staff also met with Deputy Assistant Secretary for Congressional Affairs, Anthony Bedell. They talked strategy for Reauthorization and how the administration will work to fund smart transit systems. He was impressed with our track record and encouraged us to send in support letters for our projects not when we need an ask, but during our planning process.

- American Public Transportation Association (APTA): Ms. Morley and Ms. Mazza participated in many committee meetings including the new Connected and Autonomous Committee, Technology Advancement – they were impressed with how many demo projects that are out there from public and private industry. There is a lot we can learn participating in these committees and learning from the industry. This may change our approach to the Autonomous Bus Consortium.
- Ms. Mazza participated in the Federal Reauthorization process, as she is appointed to the APTA Legislative Steering Committee. They worked hard to re-establish bus funding at a ratio that works for bus expansion and replacement. They will be drafting our recommended legislation at our April 12<sup>th</sup> meeting.
- Staff are trying to find partners to purchase StreetLight. Ideally 6-10 (including FMPO and us, each at \$15,000) to make regional purchase. The hard deadline for finding partners is April 29. Staff is willing to present to anyone who is interested in exploring. It's been really valuable for historic data, the 180 Plan, understanding traffic on Milton and McConnell and route planning.
- Get on the Bus Day is April 25<sup>th</sup> – please let Ms. Cashman know and staff will get more information out shortly.
- Completed recruitments to fill vacant positions.
  - Ms. Collins started earlier this month as our new Transit Planner. We have already put her to work on the Service Planning and August Service Changes.

### ITEMS FROM COMMITTEE AND STAFF:

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

April/May Working Agenda

Strategic Workplan

The next Board meeting will be the meeting on Wednesday, April 17, 2018 and 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. April agenda items will include but not be limited to the Commercial Driver's License (CDL) Site IGA with Coconino County and Northern Arizona University (NAU), The Coordinated Plan, The Transit Guidelines, The Budget Message, DCC Leasing Agreement with the City, Kaspar/Route 66 Intersection IGA



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Amendment with the City, Job Order Contracting Award, Shelter Rehabilitation Project Report, Plan for Get On Board Day, Bus Rapid Transit (BRT) Update and possible Executive Session for CEO Performance Review and Benchmarks. The April 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 Whelan adjourned the meeting at 11:50am.

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Jamie Whelan, Vice Chair of the NAIPTA Board of Directors

ATTEST:

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Rhonda Cashman, Clerk of the Board



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