



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, September 16, 2020

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, September 16, 2020 at 10am in the Mountain Line Training Room, 3825 N. Kaspar Dr., Flagstaff, AZ 86004.

This was a WEB BASED meeting. Members of the Board attended by telephone or internet conferencing only. The public was invited to observe by electronic means only, due to the current public health emergency related to the Coronavirus.

BOARD MEMBERS PRESENT:

Jamie Whelan, (Chair) City Councilor, City of Flagstaff, (Zoom);
Steve Peru, (Vice Chair) Chief Development and Government Relations Officer, CCC, designee, (Zoom), left at 12:00pm;
Art Babbott, Board of Supervisors, Coconino County, (Zoom);
Jim McCarthy, City Councilor, City of Flagstaff, (Zoom);
Dan Okoli, Vice President of Capital Planning and Campus Operations, NAU, designee, (Zoom)
**Three of our five Board member seats must be present to constitute a quorum.*
***The City of Flagstaff holds two seats.*

BOARD MEMBERS EXCUSED:

None.

MOUNTAIN LINE STAFF IN ATTENDANCE:

Heather Dalmolin, CEO and General Manager;
Kate Morley, Deputy General Manager, left at approximately 11:34am;
Sam Short, Safety Manager, left at approximately 10:08am and returned at approximately 10:40am;
Danelle Knight, HR Manager, (Zoom), joined approximately 10:20am;
Jon Matthies, IT Manager, left at approximately 11:40am and returned at 12:02pm;
Robert Martinez, Technical Specialist, left at approximately 11:40am and returned at 12:02pm;
Estella Hollander, Mobility Planner, left at approximately 11:34am;
Rhonda Cashman, Executive Assistant and Clerk of the Board;
Scott Holcomb, Mountain Line Attorney, (Zoom), left at 12:00pm

GUESTS PRESENT:

Adam Shimoni, Vice Mayor, City of Flagstaff, alternate, (Zoom), joined at approximately 10:06am and left at 11:09am;
Josh Maher, Associate Vice President for Community Relations, NAU, alternate, (Zoom);



Getting you where you want to go





Northern Arizona Intergovernmental Public Transportation Authority

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

Kurt Stull, Executive Director of Facilities and Security, CCC, alternate, (Zoom), left at approximately 11:03am;

Rick Tadder, Management Services Director, City of Flagstaff, (Zoom), joined at approximately 10:07am and left at 11:34am

1. CALL TO ORDER -Chair Whelan called the meeting to order at approximately 10:02am.
2. ROLL CALL
3. SAFETY MINUTE

Mr. Short delivered the safety message about how the flu vaccine may aid in COVID-19 recovery. It is more important than ever, according to the Center for Disease Control (CDC) and Prevention, to reduce illness and risk. He provided data on estimated reduction in cases.

4. APPROVAL OF THE MEETING MINUTES FOR 8/19/2020:

Advisor McCarthy moved to approve the August 19, 2020 Board meeting minutes. Vice Chair Peru seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Steve Peru	X	
Art Babbott	X	
Jim McCarthy	X	
Dan Okoli	X	

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.

There are no items for the consent agenda.

DISCUSSION / ACTION ITEMS:

5. RULES OF PROCEDURE AND CODE OF CONDUCT TRAINING
 -Mitesh Patel, General Counsel for Mountain Line
 -Scott Holcomb, General Counsel for Mountain Line



Getting you where you want to go





Northern Arizona Intergovernmental Public Transportation Authority

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

Rules of Procedure and Code of Conduct training is recommended by our legal team for all members, designees, and alternates.

Mr. Holcomb reviewed a PowerPoint presentation with Board members, primarily regarding Social Media. He emphasized that social media posts never go away and are out of your control once sent. Some recommended rules to follow were shared. It is very important to delineate your personal views. Be cautious not to create a digital quorum. Mountain Line staff should control the message to the public on behalf of the Board. Representing Mountain Line and Meeting Decorum were reviewed. It's important to address the Chair and wait for recognition to speak. Vice Chair Peru thanked Mr. Holcomb for the opportunity to review this information. He said he has been on various boards over time and he still learned a few new things. Chair Whelan noted it was a good reminder of Board responsibilities.

6. CONSIDER SECTION 5307/5339 APPROVAL OF APPLICATION AND EXECUTION OF CONTRACT

-Estella Hollander, Mobility Planner

Staff recommends the Board of Directors: 1) Direct staff to continue with application submitted to the Arizona Department of Transportation (ADOT); and 2) Execute the contract awards for Section 5307/5339 funds from the Federal Transit Administration (FTA) through ADOT for capital purchases.

Ms. Hollander explained the change in application is due to a project change. Northern Arizona University is not able to provide the local match for the Bus Storage facility at this time. Mountain Line staff have changed the application to support bicycle and pedestrian improvements adjacent to and along transit routes in conjunction with Proposition 419. Mountain Line's commitment has not changed. Chair Whelan praised staff for being nimble. Director McCarthy moved to approve as presented. Vice Chair Peru seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Steve Peru	X	
Art Babbott	X	
Jim McCarthy	X	
Dan Okoli	X	

7. CONSIDER THE COVID-19 REOPENING PLAN

-Kate Morley, Deputy General Manager

Staff recommends the Board of Directors approve the COVID-19 Reopening Plan, including triggers for opening the Mountain Line office and returning to fare collection practices.

Ms. Morley noted Mountain Line has moved into Phase 2 at this point. She reviewed the phases. Phase 1 was the most restrictive. In August, service was returned to full



Getting you where you want to go





Northern Arizona Intergovernmental Public Transportation Authority

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

service; however, the lobby remains closed and office staff still work from home. Before Mountain Line can move to Phase 3, there are precautions to have in place. Staff are working on an operator barrier. They should be ready in approximately two more weeks. Notice about resuming fare collection needs to be given to riders; anticipate mid-October for money handling, etc. The City moved to their Phase 3 in late August. Phase 4 is essentially the end of the pandemic, when normal business conditions can be resumed. Some cleaning protocols and teleworking may continue going forward. Vice Chair Peru stated he understands the need for the organization to reopen to enhance the customer experience. He recommended continuing to follow the developments of the virus and be prepared to revise or reverse the process. He supported the recommendation. Director Shimoni asked if we offer a stored value card. Ms. Dalmolin responded that we are near ready to implement this fare mechanism, along with online reloading of passes. Chair Whelan asked if triggers need to be set in case there is a need to step back. Ms. Morley reported staff feel good about the measures that will be put in place to resume fare collection and the hope is to continue to collect fares going forward, but could reverse, if needed. Ms. Dalmolin reiterated; staff will be ready to step back if necessary. With the operator barrier in place, staff are hopeful not to have to revert to rear door boarding or free fare as measures being implemented are an overall change in how we collect fares. There will be a slow approach to bringing staff back to work in the office. The front desk is not the only pass sales location in town. Chair Whelan requested the Board's impression; should there be clear data points in which to turn back or is it okay to leave it for staff to determine? Director McCarthy stated the importance of this discussion. He explained the City had a 5-2 decision on whether to move to Phase 3. He is supportive of the proposal, but there is need for staff to be nimble if changes occur. Vice Chair Peru recommended not setting data points asking what would they be? He recommended staff look at mitigation to address the issue and make a recommendation to the Board on data including staff statistics and public safety when needed. Director Okoli asked staff to confirm fare collection timing and if cash will be accepted. Ms. Morley replied that fare collection would resume once the operator barriers are in place and public notice is given, probably mid-October at the soonest. Staff will continue to watch data. Ms. Morley remarked that we have a significant number of cash only customers and denying cash payment could be an equity issue. Ms. Dalmolin noted the need for the stored value card, giving our customers who cannot afford to pay for a monthly pass all at once an option to add to a stored value card in \$5 increments. Director Okoli questioned the mitigation measures when accepting cash. Ms. Morley responded that the operator barrier is key. Staff will be directed not to help the customer with their fare. Most contact with cash fares will be at the Kaspar office. Staff handling cash will be offered a smock to cover clothing, gloves, N95 masks, and improved ventilation and filtration system in the cash vault room. There is a very limited number of staff handling cash. Vice Chair Peru moved to approve the COVID-19 Reopening Plan as presented. Director Babbott seconded. There was no further discussion. All approved, none opposed. Motion carried.



Getting you where you want to go





NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Steve Peru	X	
Art Babbott	X	
Jim McCarthy	X	
Dan Okoli	X	

8. CONSIDER AN UPDATE TO THE FINANCIAL MANAGEMENT POLICY

-Heather Dalmolin, CEO and General Manager

Staff recommends the Board of Directors approve an update to the Financial Management Policy to incorporate internal control policies, fund balance requirements, and add, by reference, the City of Flagstaff Recession Plan.

Ms. Dalmolin reported the Financial Management Policy was evaluated and updated by staff. She reviewed the details of the proposed changes. The internal controls have been in place for several years. This update is an opportunity to formalize the division of duties, and checks and balances. Another piece recommended by Board members was to increase the fund balance for operations. A recession plan is also suggested to be incorporated, specifically the City of Flagstaff’s Recession Plan. She noted the five steps of the City’s Recession Plan. She reported current revenue projections do not trigger any specific action as identified in the recession plan. Director McCarthy moved to approve the updates to the Financial Management Policy as recommended. Director Babbott seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Steve Peru	X	
Art Babbott	X	
Jim McCarthy	X	
Dan Okoli	X	

9. HUMAN TRAFFICKING AWARENESS PARTNERSHIP

-Sam Short, Safety Manager

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

Mr. Short reported Mountain Line was awarded a grant in January 2020 and a partnership has been developed with Northland Family Help Center (NFHC) to leverage efforts to raise Human Trafficking Awareness with the Flagstaff Initiative Against Trafficking (FIAT). An awareness campaign is being developed for in the buses. FIAT will provide Train the Trainer trainings for our training staff in the near future and then all staff will be trained, now and in the future. The Elerts App, an application that allows reporting of human trafficking as well as other rider concerns, is being implemented; the app, See Say Now, will make it possible for individuals to submit real time reports. When the office reopens, de-escalation training for operators





Northern Arizona Intergovernmental Public Transportation Authority

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

will be provided by the Flagstaff Police Department. Vice Chair Peru stated there is a need for these resources and he wholeheartedly supports this partnership. Director Babbott said he is super supportive of this partnership and recommended that Board members look up the impact Immigration and Customs Enforcement (ICE) has on the prevention of human trafficking. Chair Whelan stated her agreement regarding the partnership. She asked if an individual is using the app to contact the police directly, what number is used, 911 or the non-emergency number? Mr. Short replied that the police department asked for the non-emergency number to be used. Chair Whelan noted she has discussed Mental Health First Aid training with Ms. Dalmolin for all employees. Director McCarthy is very supportive of this partnership and very glad Mental Health First Aid training will be offered. It could be very helpful for staff. There was no further discussion.

10. CONSIDER AN OWNER'S REPRESENTATIVE FOR THE DOWNTOWN CONNECTION CENTER (DCC)

-Kate Morley, Deputy General Manager

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

Ms. Morley stated she is looking for feedback from Board members on this item. She reviewed the benefits. There is a need for an appropriate level of oversight for this very public project and small partnerships will need attention. Construction management is necessary to ensure Mountain Line's best interest is being met. Project Closeout is important. The Owner's Representative would provide continuity for the whole project. Costs were reviewed. The awarded contract would be approximately 2-3 percent of the construction cost. The contract would be paid through the grant. The Owner's Representative would be expected to find efficiencies and meet goals. Director McCarthy commented on this being very important work. He asked if staff have contacted the City regarding project managers. Ms. Morley responded that she has talked to staff in the Community Development Department and City staff are pretty much built out on their projects. It is a good idea, but City staff is not the best route to go. Vice Chair Peru stated the role of the individual or firm is so important from the standpoint of our reputation which will impact our ability going forward. Chair Whelan is supportive and requests to try for the two percent cost first. Consensus was that it is an important project. There was no further discussion.

PROGRESS REPORTS:

11. UPDATE ON GENERAL CONSULTING SERVICES CONTRACT

-Kate Morley, Deputy General Manager

Ms. Morley reported there is not much change. The kickoff with AECOM for the DCC is going well.

12. SUMMARY OF CURRENT EVENTS

-Heather Dalmolin, CEO and General Manager



Getting you where you want to go





Northern Arizona Intergovernmental Public Transportation Authority

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

Ms. Dalmolin noted the Operations Supervisor training is going well. Seven new operators have been hired on the heels of five trainees. We are approaching full staffing. Mountain Line has been awarded a \$300,000 grant from the Community Transportation Association of America (CTAA) for an On-Demand Pilot Program in the Huntington Human Service corridor. She shared her appreciation for Ms. Hollander’s quick rewrite of the 5307/5339 grant application so close to the submission deadline. Chair Whelan expressed her thanks for the hard work of staff.

Director McCarthy made a motion to move into executive session at approximately 11:34am. Vice Chair Peru seconded. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Jamie Whelan	X	
Steve Peru	X	
Art Babbott	X	
Jim McCarthy	X	
Dan Okoli	X	

EXECUTIVE SESSION

Executive sessions are closed to the public.

The Board considered a motion to convene an executive session pursuant to A.R.S. § 38-431.03(A)(3) and (4) for the following purpose:

1. Discussion and consultation with Mountain Line’s attorney for legal advice and with Mountain Line’s attorney and designated representatives, regarding a potential claim by a terminated employee. ARS § 38-431.03(A)(3) and (4).
2. Discussion and consultation with Mountain Line’s attorney for legal advice and with Mountain Line’s attorney and designated representatives, regarding the Papanastasopoulos v. NAIPTA litigations. ARS § 38-431.03(A)(3) and (4).

Following the conclusion of the Executive Session, the Board reconvened the public meeting at approximately 12:02pm.

ITEMS FROM COMMITTEE AND STAFF:

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

October/November Working Agenda

The Board and TAC Advance will be held on Wednesday, October 21, 2020. It will be a Zoom meeting based in Flagstaff in the Mountain Line Training Room, 3825 N. Kaspar Dr., Flagstaff, AZ 86004 at 9am. The public is invited to attend. October agenda items may include but not be limited to the Central Yavapai Metropolitan Planning Organization (CYMPO) Request for Service and Intergovernmental Agreement (IGA), Public Transportation Agency Safety Plan (PTASP) Report, Delegation of Authority Updates, Mountain Line Annual Report Discussion, a



Getting you where you want to go





Northern Arizona Intergovernmental Public Transportation Authority

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

Financial Update: Fare Capping Discussion, Legislative Update, and Fare Revenues, the Strategic Plan Updates, and the 5-Year Transit Plan. The October agenda will be available for review on Mountain Line's website and at Mountain Line's public posting places (listed on the Mountain Line website) at least 24 hours prior to the meeting and should be consulted for a list of items that will come before the Board and TAC.

The next Board meeting will be November 18, 2020 and it will be a Zoom meeting based in Flagstaff in the Mountain Line Training Room, 3825 N. Kaspar Dr., Flagstaff, AZ 86004 at 10am. The public is invited to attend. November agenda items will include but not be limited to the Active Transportation Master Plan presentation, the Climate Emergency presentation, Mountain Line Annual Report Adoption, Public Transportation Agency Safety Plan (PTASP) Report Adoption, Milton Corridor Update, First Quarter Revenue Report, Elerts Update, Human Trafficking Awareness Update, American Public Transportation Association (APTA) Health and Safety, Reopening Update, Workforce Utilization Report, and Delegation of Authority Updates. The November agenda will be available for review on Mountain Line's website and at Mountain Line's public posting places (listed on the Mountain Line website) at least 24 hours prior to the meeting and should be consulted for a list of items that will come before the Board.

22. ADJOURNMENT -Chair Whelan adjourned the meeting at approximately 12:03pm.

Jamie Whelan, Chair of the Mountain Line Board of Directors

ATTEST:

Rhonda Cashman, Executive Assistant and Clerk of the Board



Getting you where you want to go

