



Mountain Line

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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 (BOD) of the Northern Arizona Intergovernmental Public Transportation Authority ("Mountain Line") and to the general public that the Board will hold a meeting on:

Wednesday, March 23, 2022
10:00am
Mountain Line Training Room
3773 N. Kaspar Dr.
Flagstaff, AZ 86004

Due to the current public health emergency related to the Coronavirus, this meeting held in the Training Room will not be open to the public. This is a WEB BASED meeting. Members of the Board of Directors may attend by telephone or internet conferencing. Members of the public may submit comments related to agenda items before 9am on the day of the meeting to transportation@naipta.az.gov and observe the meeting by following the instructions at <https://mountainline.az.gov/about-us/board-of-directors/>.

The Board of Directors may vote to hold an executive session for the purpose of obtaining legal advice from Mountain Line'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
3. SAFETY MINUTE
-Sam Short, Safety Manager
4. APPROVAL OF MINUTES 2/16/2022

-pages 4-9

CONSENT AGENDA:

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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. UPDATE USER FEE SCHEDULE

-pages 10-15

-Heather Dalmolin, CEO and General Manager

Staff recommends the Board of Directors update the adopted User Fee Schedule to reflect the most current advertising fees for selling advertisement space on the bus and delegate authority to the CEO and General Manager to update the User Fee Schedule with future advertising rate updates as appropriate for the current market conditions.

DISCUSSION / ACTION ITEMS:

6. REOPENING PLAN: REMOVING THE MASK MANDATE

-pages 16-23

-Sam Short, Safety Manager

Staff recommends the Board of Directors move to Phase 4 of the Reopening Plan.

7. FY2021 FINANCIAL AUDIT REPORT

-pages 24-29

-Josh Stone, Management Services Director

Staff recommends the Board of Directors approve the FY2021 Financial Audit Report as completed by Fester and Chapman P.C. and authorize staff to file report as required by March 31, 2022.

8. AWARD RFP 2022-140 CONSTRUCTION MANAGER AT RISK (CMAR) -pages 30-31

-Kate Morley, Deputy General Manager

Staff recommends the Board of Directors award the procurement, RFP 2022-140 Construction Manager at Risk (CMAR) for the Downtown Connection Center and authorize the CEO and General Manager to approve contract(s) with Loven Contracting.

9. FY2023 OPERATING BUDGET

-pages 32-33

-Josh Stone, Management Services Director

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

10. FLAGSTAFF REGIONAL PLAN PRESENTATION

-Mark Reavis, Heritage Preservation Officer, City of Flagstaff and Jordan Holliger, Associate Planner, Comprehensive Planning, City of Flagstaff

PROGRESS REPORTS:

11. OPERATIONS STATUS REPORT

-pages 34-35

-Jim Wagner, Operations Director

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12. SUMMARY OF CURRENT EVENTS

-pages 36-37

-Heather Dalmolin, CEO and General Manager

ITEMS FROM COMMITTEE AND STAFF:

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

April/May Working Agenda

-page 38

The next Board meeting will be April 20, 2022 and will be a Zoom meeting based in Flagstaff in the Mountain Line Training 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 Regional Transportation Plan Presentation, The Coordinated Plan, FY2023 Budget – Capital, Kaspar Headquarters Master Plan, Mountain Line GO! Airport Update, Downtown Connection Center Artists Team Presentation, Flagstaff in Motion, Mountain Express Update, and Delegation of Authority Updates. The April 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.

13. ADJOURNMENT

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Board of Directors Minutes for Wednesday, February 16, 2022

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, February 16, 2022, at 10am in the Mountain Line Training Room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004.

This was a WEB BASED meeting. Members of the Board and staff 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:

Adam Shimoni, (Chair), City Councilor, City of Flagstaff, (Zoom);
Miranda Sweet, City Councilor, City of Flagstaff, (Zoom);
Jeronimo Vasquez, Board of Supervisors, Coconino County, (Zoom);
Josh Maher, Associate VP for Community Relations, NAU, alternate, (Zoom);
Kurt Stull, Executive Director of Facilities and Security, CCC, alternate, (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:

Tony Williams, (Vice Chair), Dean of Student Affairs, CCC, designee

MOUNTAIN LINE STAFF IN ATTENDANCE:

Heather Dalmolin, CEO and General Manager, (Zoom);
Kate Morley, Deputy General Manager, (Zoom);
Jim Wagner, Operations Director, (Zoom);
Josh Stone, Interim Management Services Director and Financial Analyst, (Zoom);
Jacki Lenner, Marketing and Communications Manager, (Zoom);
Jon Matthies, Information Technology Manager;
Jeremiah McVicker, Maintenance Manager, (Zoom);
Danelle Knight, Human Resources Manager, (Zoom), joined at approximately 10:23am;
Anne Dunno, Capital Project Manager, (Zoom);
Bizzy Collins, Transit Planner, (Zoom);
Brody Smith, Associate Transit Planner, (Zoom);
Heather Higgins, Purchasing and Contracts Officer, (Zoom), left at approximately 10:14am;
Rhonda Cashman, Executive Assistant and Clerk of the Board;
Scott Holcomb, Mountain Line Attorney, (Zoom)

GUESTS PRESENT:

Andrew Ittigson, AECOM, (Zoom);
Cheryl Barlow, Coconino County, (Zoom);





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Judy Begay, Board of Supervisors, Coconino County, alternate, (Zoom), joined at approximately 11:02am

1. CALL TO ORDER -Chair Shimoni called the meeting to order at approximately 10:01am.
2. ROLL CALL
3. SAFETY MINUTE
-Samuel Short, Safety Manager

Mr. Wagner provided the Safety Minute on behalf of Mr. Short. He reported Benzene is a chemical with a sweet odor and it is highly flammable. He noted it is found in crude oil and it is a major part of gasoline. He shared that Benzene is an irritant, as well as a cancer-causing agent.

4. APPROVAL OF MINUTES 1/19/2022:

Director Maher moved to approve the minutes for January 19, 2022. Director Sweet seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Adam Shimoni	X	
Miranda Sweet	X	
Jeronimo Vasquez	X	
Josh Maher	X	
Kurt Stull	X	

DISCUSSION / ACTION ITEMS:

5. APPOINTMENT TO THE METROPLAN EXECUTIVE BOARD

-Heather Dalmolin, CEO and General Manager

Staff recommends the Board of Directors appoint a Mountain Line Board member to fill the MetroPlan Executive Board seat vacancy.

Ms. Dalmolin briefly explained the Mountain Line representative on the MetroPlan Executive Board needs to be from Coconino Community College (CCC) or Northern Arizona University (NAU) to avoid quorum issues for Coconino County and the City of Flagstaff. She reported the NAU President has not appointed a designee since the departure of Dan Okoli; Josh Maher, the NAU alternate, is not currently eligible to serve in this capacity. She told the Board she spoke to Vice Chair Williams already and confirmed he was willing to serve as the MetroPlan Executive Board member representing Mountain Line. Director Vasquez nominated Director Williams. Director Sweet seconded. There was no discussion. All approved, none opposed. Motion carried.





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NAME	YES VOTE	NO VOTE
Adam Shimoni	X	
Miranda Sweet	X	
Jeronimo Vasquez	X	
Josh Maher	X	
Kurt Stull	X	

6. FY2023 WORKFORCE BUDGET AND STRATEGIES

-Heather Dalmolin, CEO and General Manager

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

Ms. Dalmolin reported this is the first of three segments presented for discussion of the FY2023 budget leading up to approval in June. She recognized Mr. Stone and Ms. Knight for their contributions to this report. She reviewed the workforce strategies including benefits and pay plan structure. She noted this budget information was already submitted to the City of Flagstaff, as required by the City, in early February. She noted there are indirect and direct staff positions; direct staff positions are impacted by service changes. The overall FY2023 budget for workforce and workforce strategies related cost is an increase of six percent over FY2022. The Board was supportive of the workforce budget and understood the increased recruitment costs.

7. REOPENING PLAN UPDATE

-Samuel Short, Safety Manager

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

Ms. Morley provided this report on behalf of Mr. Short. She stated this is pretty much a check-in as Mountain Line is still in Phase 3, as is the City. She noted the Transportation Security Administration (TSA) Federal Mask Mandate is set to expire on March 18th. She reminded Board members the Mountain Line Plan requires the Board to lift the masking requirement for riders and staff regardless of the mandate being allowed to expire or be lifted to afford us local control in evaluating the situation upon removal of the mandate and this item may be placed on the March agenda. She communicated that staff continue to follow Centers for Disease Control (CDC) recommendations and local guidance. She explained that with less staff available due to illness, route prioritization has gone to level four, but staff hope to return to prior level with four buses operating on Route 10 soon. She shared that a telework policy is in place and some staff continue to work from home. Ms. Morley reported staff had an Employee Choice Policy ready to comply with the Occupational Safety and Health Administration (OSHA) Emergency Temporary Standard (ETS) regarding mandatory vaccination or testing, but the Supreme Court issued a stay on the mandate and now OSHA has withdrawn the ETS. The Board was supportive of staff continuing to monitor and track COVID, as well as masking requirements. Overall, Board members said they understood the concern over the mismatch related to the federal mask requirements and potential for conflict. They recommended proceeding with caution as there may be more variants to come.





8. ANNUAL UPDATE ON THE BUS STOP PROGRAM

-Anne Dunno, Capital Project Manager and Jeremiah McVicker, Maintenance Manager
The Board may provide direction, but there is no recommendation from staff at this time.

Ms. Dunno introduced Mr. McVicker as our new Maintenance Manager and turned it over to him to share information about the Bus Stop Rehabilitation program. He stated the purpose of the program is to keep Mountain Line facilities clean and in good condition. He reported the program budget is typically between \$103,000 and \$140,000 annually. He shared maps of the slated locations for upcoming bus shelter replacement and rehabilitation. There were no questions. Ms. Dunno then reviewed the draft Capital Improvement Program (CIP) in two phases over the next two years. She stated some Mountain Line plans are waiting on corridor plans to be completed by the City and others are pending grant funding applications. She added bus stops are planned for east of Little America due to the development of the Butler corridor, noting that this information was not included in the staff report. The bus stop amenity map was shared. Some challenges exist related to right-of-way (ROW) or corridor planning by the Arizona Department of Transportation (ADOT) and by the City. There was a question about the method of determining priority for improvements. Ms. Dunno responded specifically to the prioritization for each of the improvements for phased consideration in the next two years. She commented that other priorities are set due to development and working with the city and other partners. There was some discussion about geographical equity, use of adopted Transit Guidelines, and future potential challenges to secure bus stop easements versus acquisition. Ms. Dunno stated she is drafting an Easement Acquisition Policy for Board approval. She explained a goodwill approach is always attempted, but the policy would allow Mountain Line to take next steps, if needed; a tool in our toolbox to help staff with project requirements. Ms. Dalmolin communicated Mountain Line has completed all the easy bus stop development. The Board was supportive of being proactive with a policy and continuing to use a "lens of equity" in future discussions.

9. MOUNTAIN LINE GO! QUARTERLY UPDATE

-Estella Hollander, Mobility Planner
The Board may provide direction, but there is no recommendation from staff at this time.

Ms. Morley provided this report on behalf of Ms. Hollander. She reminded the Board the microtransit pilot is serving the Huntington and Industrial corridor and it is grant-funded for a limited time. She stated microtransit is not meant to replace fixed route service, but it can provide coverage in areas without bus service and/or late night service. The microtransit pilot service area map was shared. She communicated that Mountain Line Go! provides access for human service agencies to the fixed route system; it is not conducive to offer fixed route service in this corridor. Ms. Morley provided a ridership update; trips are increasing month over month, due to more trips the wait time has increased, wait time is also impacted by paratransit trip priorities as this service is co-mingled with paratransit, and on-time performance is good. She stated staff are working to promote usage of the app, but there is a call-in option available to ensure equitable access to the service reservations. She shared that staff have received mostly positive comments; we are calling passengers after their first ride to promote customer service. She noted a satisfaction survey will be done in March and the pilot will run through June 30th. Due to having funding available, she shared an airport service pilot will begin on





March 1st, allowing access from anywhere within the Flagstaff city limits for \$2 per trip. She reported an evaluation of the program will be done to understand the demand and how service can work for potential implementation as funding is identified. Ms. Morley told the Board they will receive a final report. There was some discussion about this exciting new temporary service and interest in finding funds to ensure it is continued, not leaving gaps in service. Staff was directed to research American Rescue Plan Act (ARPA) funds through Coconino County. It was also suggested to connect with Navajo and Hopi Senom transit agencies and hold a future discussion when agendized.

10. FY2022 2ND QUARTER PERFORMANCE REPORT

-Brody Smith, Associate Transit Planner

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

Mr. Smith shared several graphs reflecting ridership performance for Fixed Route, Paratransit, City and County Taxi Programs, Vanpools, and Microtransit. There was a question about cost per rider in FY2029 still being higher than in 2019. Ms. Morley responded that despite recovery of ridership, cost of fuel and wages are expected to be higher. There was another question about setting higher ridership targets, say 3 million riders. Ms. Morley replied that with no new service planned, it will be difficult to increase ridership to that extent, but there is the possibility of expansion if a tax is passed in 2024; otherwise, staff is not promoting service due to COVID. There was a request to hold a future ridership discussion.

11. FLAGSTAFF IN MOTION, A COMMUNITY TRANSIT PLAN

-Bizzy Collins, Transit Planner

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

Ms. Collins provided an overview of the work that has been done thus far. Mr. Ittigson proceeded to offer information on three proposed scenarios: 1) Fixed Route and Microtransit, 2) Microtransit, and 3) Fixed Route and Capital Improvements. He noted Microtransit scoring was done using the Spare Labs (scheduling and dispatching software) model. He shared a chart comparing the scenarios and Scenario #1 has the highest score. Ms. Collins communicated the next steps are another round of public involvement, determining cost estimates for each scenario to bring back in March, and to determine the recommended scenario(s). A Board member requested the PowerPoint slides for this presentation be sent to Board members for reference. Ms. Collins agreed to send them. Ms. Dalmolin stated the May Joint Meeting would provide an opportunity to discuss the Strategic Plan as it relates to Flagstaff in Motion.

PROGRESS REPORTS:

There were no questions regarding the progress reports.

12. UPDATE ON THE STRATEGIC PLAN

-Heather Dalmolin, CEO and General Manager

13. SUMMARY OF CURRENT EVENTS





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-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin shared the following highlights:

- Staff are close to filling the Operations Manager position.
- Most Operator positions are filled, but still need back up staff.
- Four interviews took place for the Management Services Director position and has now been narrowed down to two candidates.
- Our House bill is proceeding through the State legislative process. Ms. Dalmolin and Ms. Morley spoke to legislators last week and the bill is moving to the floor as the next step. They will state the case as a regional transit provider and explain connectivity.
- Welcome to two new employees: Sheldon Yazzie, Human Resources Technician and Sophia Quick, Human Resources Intern.
- January anniversaries were acknowledged, pointing out two on Zoom right now, Josh Stone and Jim Wagner.

ITEMS FROM COMMITTEE AND STAFF:

Chair Shimoni thanked Board members for the discussion and reminded them that the next meeting will be the 4th Wednesday in March due to Spring Break.

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

March/April Working Agenda

The next Board meeting will be March 23, 2022 and will be a Zoom meeting based in Flagstaff in the Mountain Line Training Room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004 at 10am. The public is invited to attend. March agenda items will include but not be limited to Flagstaff Regional Plan Presentation, User Fees Update, COVID Reopening Plan Mask Mandate, FY2021 Financial Audit, Downtown Connection Center (DCC) Construction Manager At Risk (CMAR) Procurement, FY2023 Budget – Operating, Flagstaff in Motion, Operations Status Report, and Delegation of Authority Updates. The March 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.

16. ADJOURNMENT -Chair Shimoni adjourned the meeting at approximately 12:00pm.

Adam Shimoni, Chair of the Mountain Line Board of Directors

ATTEST:

Rhonda Cashman, Executive Assistant and Clerk of the Board

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DATE PREPARED: March 8, 2022

MEETING DATE: March 23, 2022

TO: Honorable Chair and Members of the Board

FROM: Heather Dalmolin, CEO and General Manager

SUBJECT: Update User Fee Schedule

RECOMMENDATION:

Staff recommends the Board of Directors update the adopted User Fee Schedule to reflect the most current advertising fees for selling advertisement space on the bus and delegate authority to the CEO and General Manager to update the User Fee Schedule with future advertising rate updates as appropriate for the current market conditions.

RELATED STRATEGIC PLAN OBJECTIVE

- ❖ Goal: Fiscal Responsibility
 - While there are no clear objectives on user fees and our advertising revenues, setting clear fees and selling advertising is support of our overall goal and objectives for Fiscal Responsibility.

BACKGROUND:

The Mountain Line User Fee Schedule was updated and adopted in January 2022 as a result of the decision of the Board of Directors to implement Fare Capping. The user fees as presented with this item included the rates for our Mountain Line Advertisement Sales Program. Unfortunately, the schedule was out of date and reflected options and fees that are no longer available in our current program. Our Marketing and Communications Director, Jacki Lenners, has updated the User Fee Schedule to reflect the advertising rates that are used when selling these spaces.

Additionally, staff are recommending that the Board authorize the CEO and General Manager to update the User Fee Schedule as necessary to reflect advertising rates as updated to keep current with market conditions for this type of advertising space.

FISCAL IMPACT:

The User Fee Schedule as adopted in January does not reflect the current advertising rates we are using to sell advertising space. Updating the User Fee Schedule with these accurate rates is critical to the funding received from this source. The correct fees are part of the adopted budget and financial plan.

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ALTERNATIVES:

- 1) Adopt the updated User Fee Schedule and authorize the CEO to make future changes **(recommended)**: Staff recommends that the Board of Directors adopt the updated User Fee Schedule to reflect the most current advertising rates used by Mountain Line and authorize the CEO to make future updates to advertising fees.
- 2) Do not adopt the updated User Fee Schedule (not recommended): If the User Fee Schedule is not updated, we will have to update our advertising program and reduce the rates. As these spaces are regularly sold out with a wait list, reducing the rate would not maximize revenue we might receive from selling these spaces.
- 3) Do not authorize the CEO to update the User Fee Schedule (not recommended): If the Board does not take action to authorize the CEO to make future updates, the Board will be required to authorize changes and potential updates to fee structures may be delayed due to timing of updates and the schedule of Board meetings.

TAC DISCUSSION:

The Transit Advisory Committee did not discuss this consent item.

SUBMITTED BY:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS:

- | | |
|--------------------------------|--------------|
| 1. User Fee Schedule – mark up | -pages 12-13 |
| 2. Final User Fee Schedule | -pages 14-15 |

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User Fees

Updated: January 19, 2022

Fares: *(Riders can pay-per-ride and receive benefit of day pass and/or period pass rates by using fare media and mobile ticketing instead of cash fares.)*

Single Fare

as listed in the Route Guide

Day Pass

as listed in the Route Guide

Period Pass

as listed in the Route Guide

Special Services

\$100 per Hour

Requires application and approval of CEO, cannot violate Charter regs

Advertising *(Requires signed agreement and cannot violate Mountain Line's advertising policy)*

Standard Bus Exterior Buy (Tail, Curbside, or Streetside Ad) — Full (15 buses) (All buses)

<u>Contract Period</u>	<u>Per Bus/Per Month Cost</u>
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1-2 months	\$1,900 265 per mo
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3 - 5 months	\$1,700 250 per mo
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6 - 8-11 months	———— \$1,550 235 per mo
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9-12+ months	———— \$1,450 220 per mo
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———— Articulated Bus Exterior Buy — 1/3 buy (5 buses) (Tail, Curbside, or Streetside Ad)

— Longest contract available is 9 months due to NAU breaks

<u>Contract Period</u>	<u>Per Bus/Per Month Cost</u>
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1-2 months	\$ 800 315 per mo
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3 - 5 months	\$ 720 295 per mo
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6 - 8-9 months	\$ 680 275 per mo
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9-12 months	\$ 650 per mo
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Standard Bus Interior Buy — Full (15 buses) (All buses)

<u>Contract Period</u>	<u>Monthly Cost</u>
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1-2 months	\$ 230 per mo 365
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3 - 5 months	\$ 200 per mo 340
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6 - 8-11 months	———— \$ 180 per mo 315
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9-12+ months	———— \$ 160 per mo 290
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Articulated Bus Interior Buy — 1/3 buy (5 buses) (All buses)

<u>Contract Period</u>	<u>Monthly Cost</u>
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1-2 months	\$ 90 per mo 300
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3 - 5 months	\$ 75 per mo 270
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6 - 8-11 months	———— \$ 65 per mo 240
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9-12+ months	———— \$ 55 per mo 210
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Paratransit Van Exterior Buy (Tail Ad)

<u>Contract Period</u>	<u>Per Van/Per Month Cost</u>
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1-2 months	\$127
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3-5 months	\$120
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6-11 months	\$113
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12+ months	\$106
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Public Documents and Materials (*Requires a Public Record Inspection and Copy Request form*)

Staff time	\$25.00 per hour
Materials fee (multi-format media material/CD/DVD)	\$ 5.00
Materials fee (single sided copy)	\$.25
Administrative Overhead fee	2% of total

Notary

Public Notary Service	\$2.50 per document/signature
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User Fees

Updated: January 19, 2022

Fares: *(Riders can pay-per-ride and receive benefit of day pass and/or period pass rates by using fare media and mobile ticketing instead of cash fares.)*

Single Fare	as listed in the Route Guide
Day Pass	as listed in the Route Guide
Period Pass	as listed in the Route Guide

Special Services

\$100 per Hour

Requires application and approval of CEO, cannot violate Charter regs

Advertising *(Requires signed agreement and cannot violate Mountain Line's advertising policy)*

Standard Bus Exterior Buy (Tail, Curbside, or Streetside Ad)

<u>Contract Period</u>	<u>Per Bus/Per Month Cost</u>
1-2 months	\$265
3 - 5 months	\$250
6 - 11 months	\$235
-12+ months	\$220

Articulated Bus Exterior Buy (Tail, Curbside, or Streetside Ad) – Longest contract available is 9 months due to NAU breaks

<u>Contract Period</u>	<u>Per Bus/Per Month Cost</u>
1-2 months	\$ 315
3 - 5 months	\$ 295
6 - 9 months	\$ 275

Standard Bus Interior Buy (All buses)

<u>Contract Period</u>	<u>Monthly Cost</u>
1-2 months	\$ 365
3 - 5 months	\$ 340
6 - 11 months	\$ 315
-12+ months	\$ 290

Articulated Bus Interior Buy (All buses)

<u>Contract Period</u>	<u>Monthly Cost</u>
1-2 months	\$ 300
3 - 5 months	\$ 270
6 - 11 months	\$ 240
-12+ months	\$ 210

Paratransit Van Exterior Buy (Tail Ad)

<u>Contract Period</u>	<u>Per Van/Per Month Cost</u>
1-2 months	\$127
3-5 months	\$120
6-11 months	\$113
12+ months	\$106

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DATE PREPARED: March 14, 2022

MEETING DATE: March 23, 2022

TO Honorable Chair and Members of the Board

FROM: Sam Short, Safety Manager

SUBJECT: Reopening Plan: Removing the Mask Mandate

RECOMMENDATION:

Staff recommends the Board of Directors move to Phase 4 of the Reopening Plan.

RELATED STRATEGIC PLAN OBJECTIVE

- ❖ Goal: Enhanced Safety Culture
- ❖ Objective: Manage transportation facilities and amenities to support a safe environment for staff and customers.

BACKGROUND:

Mountain Line's Reopening Plan indicates it will follow the phase the City of Flagstaff is in. Currently, both the City and Mountain Line are in Phase 3. The City tracks four monitoring criteria in making determinations about phases:

- Downward trajectory over four or more weeks;
- Demonstrated ability to follow CDC Guidelines;
- Healthcare facility capacity for seriously ill; and
- Ability to provide testing, monitoring, and contact tracing.

As of March 15th, all criteria are moving in a positive direction. Accordingly, on March 15th, Flagstaff City Council decided the City will move to Phase 4 effective April 11, 2022. The City will continue to monitor COVID data and make adjustments as needed. While the Mountain Line Reopening Plan is slated to move in tandem with the City, staff are bringing an action to the Board to confirm their desire to move to Phase 4.

Mountain Line's Reopening Plan Phase 4 states:

- Resume normal hours and operations
- Use of PPE (Personal Protective Equipment) is phased out in accordance with CDC guidelines
- Positive Employee Test at any Phase
 - Employee to coordinate with HR and follow existing protocol

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In addition to the Reopening Plan, Mountain Line has been required to follow the Transportation Security Administrations (TSA) Security Directive 1582/84-21-01C. since February 25th, 2021. This security directive requires all transportation entities to require the use of a face mask by anyone occupying a transit vehicle, building, or service stop.

We are currently following the TSA security directive, which is set to expire on April 18th, 2022, at the recommendation of the Center for Disease Control and Prevention (CDC). During this extension, the CDC will work with government agencies to help inform a revised policy framework for when, and under what circumstances, masks should be required in the public transportation corridor. If the TSA security directive is not renewed, masks would no longer be required if in Phase 4 unless the CDC otherwise recommends the use of them as PPE.

Since the implementation of the TSA security directive, staff have seen a significant increase in the number of challenging encounters with customers who do not wish to follow the directive and causes interruptions to service in order to require passenger compliance with the requirement. This is due to similar directives/orders not being in place anywhere else in the community.

FISCAL IMPACT:

Mountain Line currently uses approximately 3000 masks per month, which is valued at approximately \$1,500. Staff have previously received donations of masks from Coconino County and other entities, but we will have to purchase more to continue the with the mask mandate after April 18, 2022.

ALTERNATIVES:

- 1) Move to Phase 4 of the Reopening Plan (**recommended**): By removing the mask mandate (if the TSA security directive expires), staff should see a decrease in the number of challenging encounters with passengers, lessen the amount of service delays due to challenging encounters, and save staff time and financial resources by purchasing, stocking, and handing out masks.
- 2) Do not move to Phase 4 of the Reopening Plan (**not recommended**): By not removing the mask mandate, staff will continue to purchase, stock, and hand out masks, encounter service delays and challenging encounters from customers who are not required to wear a mask anywhere else.

TAC DISCUSSION:

The Transit Advisory Committee did not discuss this item. It was not known then that the TSA Security Directive would be extended by 1 month, or that the City of Flagstaff would move to Phase 4 of the Reopening Plan on April 11th, 2022.





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SUBMITTED BY:

Sam Short
Safety Manager

APPROVED BY:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS:

1. Reopening Plan -pages 19-23

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COVID-19 Reopening Plan June 2021

Mountain Line's Reopening Plan is designed to provide a framework for gradually resuming regular procedures and practices in a safe and thoughtful manner. This plan is based on current best practices recommended by the Centers for Disease Control (CDC) and Coconino County Health & Human Services (CCHHS). Mountain Line moved very quickly to the Phase 1 conditions once COVID-19 appeared in Coconino County in order to protect employees and the community. Every decision and policy change was guided through the lens of maintaining a safe environment while also providing an essential service. Safety will continue to be the cornerstone moving forward. As the situation with COVID-19 is very fluid and new details continue to emerge, this plan will be updated as necessary to reflect the most current conditions and information. The ultimate goal is to return to full service levels and return employees to the office, but there are many steps along that path, and this plan clearly defines those necessary steps and milestones.

Phase 1: Initial Conditions

Service Levels

- Weekend service levels remain in place seven days a week
- Rear door boarding
- Face coverings mandated on buses and at stops effective 6/21/20 and hand out masks as long as supplies last.
- Encourage riders to maintain 6 feet social distancing through messaging campaign. Fleet to add markings to bus to help people visualize 6 feet as soon as possible.
- 6+ foot space buffer from Operator

Buses and Bus Stops

- Nightly cleaning and disinfecting of buses in shop 3
- Disinfecting buses at least every other round per DCC Bus Disinfecting SOP using EPA approved disinfectants
- High contact touch surfaces of bus stops are disinfected with EPA suggested bleach/water solution at least once per week
- Bus stop furniture at connection centers are disinfected with EPA suggested bleach/water solution at least once daily as these are the highest traffic areas
- Hand sanitizer (60% or greater alcohol content) dispensers will be added to bus stanchions.

Fare Collection

- Fare free

Work Environment/Headquarters and Comfort Station

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- Closed lobby
- Face coverings required for employees when in public, shared or common use areas
- Temperature check and health screen required with log
- Daily disinfection of common touch surfaces throughout the building. Facilities to provide appropriate cleaning solutions in common spaces for anyone's use including restrooms.
- Restrictions on number of employees in common spaces based on room capacity for social distancing
- Meetings held remotely to extent possible
- Board and TAC meetings held remotely
- Most office staff work from home with rotation of managers and staff in the building
- Dispatch area closed to staff
- Temporary eligibility for paratransit services without an in-person interview

Communication and Employee Support

- Daily to weekly messaging to staff with updates and new policies

Personnel Policies

- 2.11 Infectious Disease Control Policy
- Families First Coronavirus Response Act: Employee Paid Leave Rights (see Department of Labor)

No Later than July 1 sub task

- Institute coordinated messaging campaign:
 - Wear face covering
 - Practice social distance
 - Essential trips
 - Distribute face coverings to riders as needed

Phase 2: In coordination with planned service changes on August 9th. All items above continue unless otherwise noted.

Service Levels

- Return to scheduled service levels
 - ☐ Continue to require riders to wear face coverings and hand out face coverings while supplies last
 - ☐ Continue to encourage riders to maintain 6 feet distance
 - ☐ Consider Route 10 service increase one week early to accommodate move-in if possible.
 - ☐ Pre-service change notification campaign

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- Removing/ swapping sign
- Social media
- Designation/ header signs
- Coordinate with NAU on their messaging regarding face covering/ distancing
- ☐ Route Prioritization Plan/ Pandemic Service Level Plan available for if we are short staffed

Buses and Bus Stops

- Provide clean buses to the public
 - ☐ Buses sanitized no less than every three hours at DCC
 - Jim to notify staff of change and modify bus tracker
 - ☐ Disinfecting and cleaning nightly in Shop 3 using Shop 3 Bus Cleaning SOP.
- High contact touch surfaces of bus stops are disinfected with EPA suggested bleach/water solution at least once per week
- Bus stop furniture at connection centers are disinfected with EPA suggested bleach/water solution at least once daily as these are the highest traffic areas
- Continue to be fare free

Work Environment/Headquarters and Comfort Station

- Continue as in Phase 1

Communication and Employee Support

- Weekly to monthly messaging to staff

Personnel Policies

- 2.11 Infectious Disease Control Policy
- Families First Coronavirus Response Act: Employee Paid Leave Rights (see Department of Labor)

Phase 3: Upon the City of Flagstaff entering Phase 3. All previous provisions stay in place unless otherwise noted.

Service Levels

- Maintain service levels
 - Continue to require riders to wear face coverings per local, state, or federal requirements, until such time as those requirements are lifted
 - Continue to encourage riders to maintain 6 feet distance
 - Route Prioritization Plan/ Pandemic Service Level Plan available for if we are short staffed

Buses and Bus Stops

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- Clean and sanitize buses and bus stops per Mountain Line's standard protocols and cleaning procedures

Fare Collection

- ☐ Schedule and contract with Garda to do as much of the cash handling as possible
 - Garda to follow any health screening, mask requirements
 - Return required staff to office to manage cash counting and Garda
- ☐ Develop and distribute SOP for staff to handle/sort cash, from touching fare boxes to sorting money:
 - Gloves and KN95 offered to employee.
 - Provide optional smock to protect clothing
 - Open front desk to public to allow pass purchases (see details below)
- ☐ Sanitize fare boxes nightly
- ☐ Allow individual pass holders who ask to get free passes to replace pass value passes through June 30, 2021.

Work Environment/Headquarters and Comfort Station

- Require face coverings and have available per local, state, or federal requirements, until such time as those requirements are lifted in any shared spaces
- Continue occupancy restrictions based on social distancing
- Open lobby normal hours for customer service including package delivery
 - ☐ Queuing-Post signage and floor markings to encourage social distancing
 - ☐ Determine, and post, maximum occupancy of lobby areas
 - ☐ Provide hand sanitizer with minimum of 60% alcohol content for visitor use
 - ☐ Keep all staff reporting structures in place until further notified (health screenings upon arrival, face covering)
 - ☐ Open regular office hours
- Require staff to return back to offices unless under general approved telecommuting policy
 - ☐ Disinfectant cleaners made available for staff to clean respective areas
 - ☐ Hand sanitizer stations available throughout buildings
 - ☐ Heightened office cleaning by janitorial continues
 - ☐ Meetings may be held in person under following guidelines
 - Room occupancy is posted and followed
 - ☐ Dispatch area open to staff with face covering and social distancing per room occupancy.

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- ☐ Visitors are allowed so long as health screening is met and other rules followed.
- ☐ Gatherings and celebratory functions must adhere to max occupancy guidelines for the room in which they are held.
- ☐ Relocate staff who share offices or rotate schedules (single occupancy workstations) to extent possible
- Continue with temporary eligibility for paratransit services without an in-person interview
- Business related visitors are welcome so long as health screening, face covering and occupancy standards are met.

Communication and Employee Support

- ☐ Message to staff on an as-needed basis.

Personnel Policies

- 2.11 Infectious Disease Control Policy
- Travel for employees will be limited to those jurisdictions that still have a moderate or significant transmission of COVID-19. Any work related travel needed for critical infrastructure is exempt from these restrictions.
- Families First Coronavirus Response Act: Employee Paid Leave Rights (see Department of Labor) (effective until federal regulation expires or is lifted)

Phase 4: Upon Mayor's declaration, at the end of the pandemic.

- Resume normal hours and operations
- Use of PPE is phased out in accordance with CDC guidelines

Positive Employee Test at any Phase

- Employee to coordinate with HR and follow existing protocol

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DATE PREPARED: March 15, 2022

MEETING DATE: March 23, 2022

TO: Honorable Chair and Members of the Board

FROM: Josh Stone, Management Services Director

SUBJECT: FY2021 Financial Audit Report

RECOMMENDATION:

Staff recommends the Board of Directors approve the FY2021 Financial Audit Report as completed by Fester and Chapman P.C. and authorize staff to file report as required by March 31, 2022.

BACKGROUND:

In accordance with A.R.S. 28-9101 et seq. to establish an intergovernmental public transportation authority and the Master IGA, the Board will initiate an annual audit within 120 days of the end of each fiscal year and formally approve the report before submitting a certified copy to the Auditor General's Office.

In Spring 2018, NAIPTA completed a procurement process that identified Fester and Chapman P.C. as best value contractor to perform financial audit services and staff awarded the contract in March 2018. The performance of the FY2021 Financial Audit is the fourth year of the awarded 5-year agreement.

The FY2021 audit began in October with off-site document testing. The audit covered many areas of review to test the conformity of NAIPTA's prepared financial statements with U.S. generally accepted accounting principles (GAAP). During the off-site testing and through electronic document collection and review, staff from the auditing firm reviewed various topics of the financial statements, including but not limited to examination of grant expenditures, fixed asset recording, purchase policy compliance, and internal controls.

During the normal course of work completed during the audit, NAIPTA staff was available and responsible for timely submission of documents and information.

The issued Report to the Board of Directors, including the Financial Reports is dated February 28, 2022. Based on the final report and feedback from the auditors, the following conclusions were reached:

1. No deficiencies in internal controls were identified.
2. Testing of compliance with laws, regulations, contracts, and grant agreements disclosed no instances of noncompliance or other matters that are required to be reported under Government Auditing Standards.
3. No transactions were entered into during the year without appropriate authorization.
4. All significant transactions have been recognized in the financial statements in the proper period.
5. Reasonable estimates were developed by staff for amounts due to other governments and depreciation of assets.
6. No difficulties were experienced in dealing with management.
7. There were no disagreements with management.
8. NAIPTA qualified as low-risk auditee.





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9. NAIPTA did not consult another firm for a 2nd opinion on any matters.

The final report was issued prior to the Board of Directors meeting on March 23, 2022, and the report filing due date is March 31, 2022.

FISCAL IMPACT:

Approval of the FY2021 Financial Audit has no fiscal impact.

ALTERNATIVES:

- 1) Approve the FY2021 Financial Audit report (**recommended**): Approval of the report is consistent with the Master IGA and allows staff to continue implementing changes needed for good internal controls.
- 2) Do not approve the FY2021 Financial Audit report (**not recommended**): If the report is not approved, staff would need to engage in a second or an independent audit of the work completed by Fester and Chapman P.C.

TAC DISCUSSION:

The Transit Advisory Committee did not discuss this item.

SUBMITTED BY:

Josh Stone
Management Services Director

APPROVED BY:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS:

- | | |
|--|----------------------|
| 1. FY2021 Report to the Board of Directors | -pages 26-29 |
| 2. FY2021 Audit Financial Statements | -separate attachment |



**Northern Arizona Intergovernmental Public
Transportation Authority**

Report to the Board of Directors

June 30, 2021



February 28, 2022

The Board of Directors of
Northern Arizona Intergovernmental Public Transportation Authority
Flagstaff, Arizona

We have audited the financial statements of the business-type activities of Northern Arizona Intergovernmental Public Transportation Authority (the Authority) for the year ended June 30, 2021. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards, *Government Auditing Standards* and the Uniform Guidance, as well as certain information related to the planned scope and timing of our audit. We have communicated such information in our letter to you dated July 12, 2021. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Findings

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the Authority are described in Note 1 to the financial statements. We noted no transactions entered into by the Authority during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimates affecting the Authority's financial statements were:

The net pension liability for ASRS was calculated using actuarial valuations as disclosed in Note 6.

Management's estimate of the amounts due to other governments is based on estimated future operating expenses for transit services the Authority provides to partnering governments.

The amount of depreciation recorded by management is based on management's estimates and Federal Transit Authority guidelines regarding the useful lives of the capital assets being depreciated.

We evaluated the key factors and assumptions used to develop these estimates in determining that they are reasonable in relation to the financial statements taken as a whole.

Certain financial statement disclosures are particularly sensitive because of their significance to financial statement users. The most sensitive disclosure affecting the financial statements was:

The disclosure of the Authority's pension plan in Note 6 to the financial statements is based on actuarial valuations involving estimates of the funded status of ASRS.

The financial statement disclosures are neutral, consistent, and clear.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are clearly trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements. There were two client adjusting journal entries and two adjusting journal entries.

Disagreements with Management

For purposes of this letter, a disagreement with management is a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditors' report. We are pleased to report that no such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included in the management representation letter dated February 28, 2022.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to the Authority's financial statements or a determination of the type of auditors' opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as the Authority's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Matters

With respect to the supplementary information accompanying the financial statements, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with accounting standards generally accepted in the United States of America, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.

This information is intended solely for the use of the Board of Directors and management of the Authority and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,

Fester & Chapman, PLLC



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DATE PREPARED: March 15, 2022

MEETING DATE: March 23, 2022

TO: Honorable Chair and Members of the Board

FROM: Kate Morley, Deputy General Manager

SUBJECT: Award RFP 2022-140 Construction Manager at Risk (CMAR)

RECOMMENDATION:

Staff recommends the Board of Directors award the procurement, RFP 2022-140 Construction Manager at Risk (CMAR) for the Downtown Connection Center and authorize the CEO and General Manager to approve contract(s) with Loven Contracting.

RELATED STRATEGIC PLAN OBJECTIVE

- ❖ Goal: Service Excellence
- ❖ Objective: Invest in capital to improve efficiencies and infrastructure to enhance customer-first service delivery.

BACKGROUND:

Staff conducted an open and competitive procurement, issuing a request for proposals (RFP 2022-140) for Construction Manager at Risk (CMAR). The procurement is for all phases of the Downtown Connection Center located at the Phoenix and Milton intersection and along Phoenix Avenue in Downtown Flagstaff. The required services include providing pre-construction design-assistance and construction management services. Three firms submitted proposals in response to the RFP: Willmeng Construction, Kinney Construction, and Loven Contracting. An evaluation committee consisting of two Mountain Line staff members, two representatives from Mountain Line's Owner Representative firm (Nation's Group), and a licensed contractor reviewed and scored all proposals. The evaluation committee also conducted interviews of all three firms in accordance with the RFP.

Based upon submittals and interviews, the evaluation committee found Loven Contracting to be the highest qualified firm, offering Mountain Line the best value on the project. The pricing for construction phase services is not an allowable evaluation criterion under Arizona law and award of construction services must be based solely on qualifications; however, FTA regulations call for price to be considered as a factor. Pricing for pre-construction services was considered, but not evaluated, in order to maintain compliance with both Arizona and Federal regulations. There was a negligible difference between proposals in terms of cost and value to overall project.

A summary of scoring is available on request.

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The recommendation for award has been reviewed and approved by the CEO and General Manager. Due to nature of the procurement and amount of the resulting contract, staff is asking the Board to award the procurement and authorize the CEO and General Manager to approve the related contract(s) under the Annual Delegation of Authority.

ALTERNATIVES:

- 1) **Award the procurement of Construction Manager at Risk (CMAR) with Loven Contracting (recommended):** Mountain Line staff and the evaluation committee recommend award of the contract for CMAR to Loven Contracting. after thoroughly vetting and considering the qualification of all respondents to RFP 2022-140. Awarding the procurement and authorizing the CEO to approve the contract(s) will keep the project on track to break ground in the summer of 2022 and avoid further cost escalations.
- 2) **Do not award the procurement to Loven Contracting (not recommended):** Not awarding the procurement will delay the construction of the DCC, contributing to increasing cost. The Board could provide further direction as to what considerations are necessary in making a recommendation.

TAC DISCUSSION:

The Transit Advisory Committee asked why a CMAR process was chosen. CMAR allows for overlap between the design team and the construction team so they can ensure constructability and collaborate on methods to reduce costs and supply chain delays in the final plan sets. A design build process allows similar collaboration but would have needed to be initiated earlier.

SUBMITTED BY:

Kate Morley
Deputy General Manager

APPROVED BY:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS:

- | | |
|---|-------------------------|
| 1. RFP 2022-140, Construction Manager at Risk | -available upon request |
| 2. Loven Contracting proposal | -available upon request |
| 3. Evaluation Committee scoring | -available upon request |

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DATE PREPARED: March 15, 2022

DATE: March 23, 2022

TO: Honorable Chair and Members of the Board

FROM: Josh Stone, Management Services Director

SUBJECT: FY2023 Operating Budget

RECOMMENDATION:

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

RELATED STRATEGIC PLAN OBJECTIVE:

- ❖ FY2023 budget supports all aspects of the Strategic Plan Goals and Key Objectives

BACKGROUND:

Staff will be presenting information on the operating portion of the FY2023 budget, excluding workforce expenditures already presented in February. Our overall operating budget request represents an increase of 12.7% over FY2022, from \$9.9 million to \$11.2 million.

As presented in February, approximately \$775,000 of the increase is an important investment in our workforce aimed at recognizing our employees with competitive pay. The remainder of the increase is almost entirely attributable to a rapid escalation of fuel and oil costs, liability insurance continuing to rise, and vehicle maintenance of our aging fleet. Staff have worked to contain costs in all other areas and any impacts are minimal.

We are fortunate to have strong transit tax revenue, allowing our fund balance to remain above 20% with the presented budget. Budget requests were shared with our local partners in January. Revenue will be confirmed as partner agencies approve their budgets and federal grant funds are awarded.

FISCAL IMPACT:

There is no fiscal impact currently associated with this FY2023 budget discussion. The items discussed will impact the final FY2023 budget proposed at the June 2023 meeting.

ALTERNATIVES:

No action is recommended; however, the Board may provide direction on additional information needed or on budget items as presented.

TAC DISCUSSION:

The Transit Advisory Committee did not discuss this item.





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SUBMITTED BY:

Josh Stone
Management Services Director

APPROVED BY:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS

None.

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MOUNTAIN LINE MEMORANDUM

DATE: March 23, 2022
TO: Honorable Chair and Members of the Board
FROM: Jim Wagner, Operations Director
SUBJECT: Operations Status Report

This report outlines a brief overview of Mountain Line Operations Department for Fiscal Year 2022. The Operations Department consist of three divisions that report to the Operations Director: Maintenance, Training, and Operations.

Maintenance:

The Maintenance Division consists of both Facilities and Fleet maintenance and is supervised by the Maintenance Manager. Facilities is staffed with one Coordinator, one Facilities Technician III and two Facilities Technician II. The Fleet department is staffed with a Fleet Supervisor, four Mechanics and one Bus Detailer/Fueler. The Maintenance Division is charged with:

- property security,
- preventative maintenance and repair programs for all of Mountain Line's facilities and fleet equipment,
- responsible for preparing reports on maintenance cost, procurement, amortization, and depreciation of Mountain Line assets,
- responsible for ensuring compliance with FTA requirements, and
- support and advise other departments and staff regarding design characteristics, location and maintenance characteristics of Mountain Line buildings, bus shelters, and other Mountain Line facilities.

Currently the Maintenance Division is recruiting for a Facilities Technician III and Fleet Mechanic.

Training:

The Training Division consists of two trainers. This division is responsible for developing the skills and knowledge of all new and current employees. This is accomplished through teaching, coaching, and providing guidance on all policies, procedures, and any information deemed necessary to ensure a safe work environment. The Training Division is recruiting for a trainer.

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Operations (Bus/ Paratransit Operations):

The Operations Division is supervised by the Operations Manager and is staffed with one Operation Coordinator, nine Supervisors (Field/Dispatch) and fifty-three Bus/Paratransit drivers. The primary focus of the Operations Division is to ensure transit service is safely operating as close to schedule as possible and to provide reliable courteous transportation to our riders. Over the past several months staff has recognized the loss of several key positions but is making forward progress in recruitment for the following open positions; Operations Manager, Operations Supervisor, and continued driver recruitment.

Mountain Line currently operates nine routes with 20 buses in peak weekday service and 10 buses during weekend service. Paratransit utilizes 3 cutaway vans on average due to the on-demand type service. Staff is operating seasonal weekend Mountain Express service with 3 buses and a pilot Microtransit service. Current on-time performance (OTP) for the bus program is 95% with 670,092 boardings through December. The Paratransit service ridership has fluctuated since the beginning of the pandemic but is on a steady rise as more services are reopening. OTP for the Paratransit program through December is 95% with 5,503 boardings.

One of the ongoing challenges is the ability to attract adequately qualified driving staff. The current operations roster for both Bus and Paratransit identifies 48 total drivers on staff necessary for our current programs with a full complement identified as 53. Until recently Mountain line had difficulty attracting drivers which created a tremendous amount of overtime work to cover open shifts, driver fatigue and turnover. In October 2021, the Board of Directors approved an off-budget wage increase for staff that created more competitive wages with local market conditions, which resulted in an immediate increase in applications. Additionally, leadership looked at a variety of ways to attract new staff and retain newer staff members including a job fair, weekly discussion at CCC with their CDL training course students, and a change to how operations bids are developed and packaged to spread around the more challenging routes. Mountain Line is the closest to fully staffed it has been within the last three years which has greatly reduced the need for overtime and driver fatigue.

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MOUNTAIN LINE MEMORANDUM

DATE: March 23, 2022
TO: Honorable Chair and Members of the Board
FROM: Heather Dalmolin, CEO and General Manager
SUBJECT: Current Events

The monthly Transit Voice is available with highlights of news to know, job well done, note-worthy events, and updates on projects. Some of these were also noted in the Mountain Line Minute.

Operations and Staffing

- We have 49 of our needed 53 transit drivers. We have been very successful in attracting and retaining staff since October; however, we have still lost a few due to retirement and performance concerns leaving us with several open positions. We will start our next class in March and are hopeful we can close the gap 100% to get our fulltime positions staffed.

Partnerships and Outreach

- Bizzy presented our ZEB Plan to more than 400 people on an APTA webinar. ZEB Plans are a new requirement for receiving electric bus grants and agencies are looking to places like us who did this prior to requirements for lessons learned.
- Kate presented State funding ask, HB 2576, to the Flagstaff Chamber of Commerce in an effort to gain support of its business members.
- Staff met with City staff to discuss a plan for trying to get more tourists to ride the bus while visiting Flagstaff. The first step will be meeting with the Northern Arizona Lodging Tourism and Restaurant Association to educate industry leaders about Mountain Line.
- Mountain Line GO! Airport service launched Tuesday, March 1. We are excited to offer this opportunity. While we anticipate very little use immediately, we hope to have some ridership data available at the meeting.

Finance, Compliance, and Procurement

- Mountain Line is kicking off a grant-funded website accessibility audit project, working with a Digital Accessibility Analyst at NAU to help guide the process and develop a quality Scope of Work.
- Procurement and Operations are working on two procurements designed to improve our efficiency in the Operations Division. The first is a request for proposals to identify a run-cutting (the process of cutting fixed routes into shifts for staffing) and scheduling software that will aid in creating our operator shifts in a user friendly and efficient manner. The second is a request for information that will aid us in exploring contract options that can achieve more cost-effective transportation options as related to our paratransit and paratransit taxi program.

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- Staff are also working on a procurement to upgrade our heating and cooling systems to add air sanitizing systems to all of our buses and vans as part of our ongoing effort to make choosing transit safe and healthy.

Employees and Morale

- We are combining Employee Appreciation Day (March 4) and the informal Transit Employee Appreciation Day (March 18) to celebrate our staff on March 18. We will be providing treats for all staff, hanging a banner at the Downtown Connection Center to encourage the public to participate in thanking our drivers, and will be sharing messages on social media. We welcome any message you wish to share.
- Congratulations to Josh Stone. Josh has been selected to fill the vacant Management Services Director position. In addition to his financial background with Mountain Line, he served as Administrative Manager in the private sector for more than 10 years. We are excited to see Josh in this new role.
- Happy Anniversary to our February anniversaries.



Andrew Everett 13 years



Marvin Chee 9 years



Arlinda Yazzie 2 years



Lisa Connor 3 years



Joshua Reynolds 5 years

Getting you where you want to go



April: TAC Meeting is Thurs, 4/7 Board Meeting is Wed, 4/20

ITEMS:	WHO & WHAT:
Safety Minute	
Regional Transportation Plan Presentation	Dave Wessel
The Coordinated Plan	Estella - C
FY2023 Budget - Capital	Josh S - D/A
Kaspar Headquarters Master Plan	Anne - D/A
Mountain Line GO! Airport Update	Jacki - D/A
DCC Artists Team Presentation	Kate - D/A
Flagstaff in Motion	Bizzy - D/A
Mountain Express Update	Brody - PR
Delegation of Authority Update – Agreements, Grants, and Procurements: Architecture Services for DCC, Engineering Services for DCC, 5310 Grant Application, Congressionally Directed Spending Award, 5339 Grant Award, and First/Last Mile IGA with the City	Heather D - PR
May/June Agenda Calendar	

May: No TAC Meeting Board and TAC Joint Meeting is Wed, 5/18

ITEMS:	WHO & WHAT:
Safety Minute	
DCC IGA with City of Flagstaff	Kate - D/A
FY2023 Budget Presentation	Josh S - D/A
Review Strategic Plan	Heather - D/A
Flagstaff in Motion	Bizzy - D/A
Future Ridership Discussion	Jacki - D/A
Workforce Utilization Report	Josh S - PR
Delegation of Authority Update – Agreements, Grants, and Procurements: NAU Campus CDL Course IGA and Lease Agreement, CDL Course/Road Construction, and CMAR for Campus Bus Storage	
June/August Agenda Calendar	