

Mountain Line

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Board of Directors Minutes for Wednesday, March 22, 2023

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 22, 2023, at 10:00am in the Mountain Line VERA Room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004. This was a WEB BASED meeting. Members of the Board and Mountain Line staff attended in person, by internet conferencing, or by telephone. The public was invited to attend.

BOARD MEMBERS PRESENT:

Tony Williams, (Chair), Dean of Student Affairs, CCC, designee, (Zoom);
Jeronimo Vasquez, (Vice Chair), Board of Supervisors, Coconino County, (Zoom);
Miranda Sweet, Vice Mayor, City of Flagstaff;
Lori Matthews, City Councilor, City of Flagstaff, (Zoom);
Josh Maher, Associate VP for Community Relations, NAU, 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:

None.

MOUNTAIN LINE STAFF IN ATTENDANCE:

Heather Dalmolin, CEO and General Manager, (In Person and Zoom);
Jim Wagner, Operations Director, (Zoom);
Josh Stone, Management Services Director, (Zoom);
Jacki Lenner, Marketing and Communications Director, (Zoom);
Sam Short, Safety Manager, (Zoom);
Jeremiah McVicker, Maintenance Manager;
Bizzy Collins, Strategic Performance Planner;
Estella Hollander, Mobility Planner;
Mitch Reddy, Associate Transit Planner, (Zoom);
Heather Higgins, Purchasing and Contracts Officer, (Zoom);
Jon Matthies, IT Manager;
Rhonda Cashman, Executive Assistant and Clerk of the Board;
Scott Holcomb, Mountain Line Attorney, (Zoom)

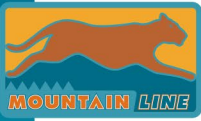
GUESTS PRESENT:

Judy Begay, Board of Supervisors, Coconino County, alternate, (Zoom);
Robert Weber, Transit Administrator, City of Sedona, (Zoom), left at approximately 10:25am

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

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3. SAFETY MINUTE -Sam Short, Safety Manager

Mr. Short reported on flooding. He noted how important it is to follow warnings to avoid the risk of drowning.

4. CALL TO THE PUBLIC

There were no members of the public in attendance.

5. APPROVAL OF MINUTES 2/15/2023

Director Maher moved to approve the minutes for February 15, 2023. Director Sweet seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Tony Williams	X	
Jeronimo Vasquez	X	
Miranda Sweet	X	
Lori Matthews	X	
Josh Maher	X	

6. SEDONA TRANSIT PRESENTATION -Robert Weber, Transit Administrator, City of Sedona

Mr. Weber reviewed a PowerPoint presentation with the Board. He shared his transit background and the City of Sedona's motivation to embrace transit during the pandemic and beyond. He answered Board member questions.

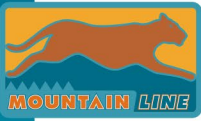
DISCUSSION / ACTION ITEMS:

7. UPDATE USER FEE SCHEDULE -Josh Stone, Management Services Director Staff recommends the Board of Directors update the adopted User Fee Schedule to include facility rental and use fees.

Ms. Dalmolin presented this item on behalf of Mr. Stone. She stated the User Fee Schedule is to assure the Federal Transit Administration (FTA) that when transit facilities are used by others, the costs are recovered reasonably, and that the agency is not using federally funded assets to compete with private businesses; it is required that collected fees go back into transit use. She also noted the updated facility rental and user fee structure is a requirement needed for construction grant agreements. There was no discussion. Director Sweet made a motion to approve the updated fees as recommended. Director Matthews seconded. There were no questions. All approved, none opposed. Motion carried.

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NAME	YES VOTE	NO VOTE
Tony Williams	X	
Jeronimo Vasquez	X	
Miranda Sweet	X	
Lori Matthews	X	
Josh Maher	X	

8. FY2024 OPERATING BUDGET

-Josh Stone, Management Services Director

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

Mr. Stone reported the overall operating budget will increase by 5.3 percent, with 70 percent being attributed to the workforce budget as discussed last month. He noted the remainder of the operating budget is increasing by 6.6 percent which is primarily due to a few expense categories: vehicle maintenance, parts, and supplies are up 20 percent; insurance is increasing by 31 percent; and facilities supplies and our janitorial contract are increasing by 14 percent. He communicated other program expenses will stay flat or increases will be absorbed by some savings in other areas and reallocation of budget capacity. Mr. Stone outlined some other budget factors: zero emissions bus operating costs are not clearly known, federal funds from the underutilized County Taxi program are being reallocated to maximize use of the County Vanpool program, planning software costs have been moved to a recurring expense, and recruitment/employee recognition/appreciation events were evaluated with some funds being reallocated to more broad appreciation efforts. Chair Williams acknowledged the cost of inflation. There was no discussion.

9. FY2023 MID-YEAR PERFORMANCE REPORT

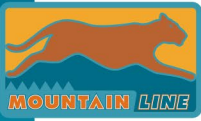
-Bizzy Collins, Strategic Performance Planner

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

Ms. Collins stated Mountain Line is a data rich organization. She asked Board members to think about strategic performance as she proceeds through the presentation. She is seeking Board feedback related to selecting KPI's that are aligned with the Strategic Plan, maximizing performance-sharing, telling Mountain Line's story, operating in a more efficient manner, and comparing performance with peer agencies. She shared performance graphs and other metrics for all Mountain Line programs: Fixed Route, Paratransit, Microtransit, City and County Taxi, and Vanpools. She reported that with the return of fixed route to full service on January 16, 2023, Mountain Line is seeing an increase in ridership; on track to return to pre-COVID ridership by end of FY2025. She noted Missoula, Montana is fare-free, which is important when looking at the peer community comparison; also noting that all our programs are not comparable with peers. She explained the comingling of Paratransit and Microtransit, along with a Lyft partnership made available for several months through our software contractor. She reported there were concerns over the Lyft quality of service and a procurement may be done to consider another Microtransit partner in the future. Ms. Collins shared that the City Taxi program has seen an increase of 23 percent ridership, while the County Taxi ridership is down

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about 37 percent; it is available for the people who need it. She reported the Vanpool program added five vans in January for healthcare organizations and the Forest Service; now a total of 10 vans are in operation. Board members shared their support for continuation of use of the historical data and projections; offering a full picture, which is helpful to them and potentially new Board members.

10. DOWNTOWN CONNECTION CENTER UPDATE

-Heather Dalmolin, CEO and General Manager

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

Ms. Dalmolin communicated that the Downtown Connection Center (DCC) project is moving along. She shared some updated renderings of the building. She explained Facilities staff will be moving the contents of the Operator Comfort Station out in order to make way for asbestos abatement of the current building, which is scheduled to begin on Monday. She stated a trailer is on order for an Operator break room, but it won't be received for about six weeks; meanwhile, a vehicle will be provided for breaks, along with portable restrooms. Ms. Dalmolin shared that there may be a possible groundbreaking in late April and construction is anticipated to last 18 months. She reported the City of Flagstaff Intergovernmental Agreement (IGA) amendment was passed by City Council the night before; a requirement for FTA to recognize the lease agreement as local match. Mr. Holcomb stated his appreciation for the hard work of Mountain Line staff and the support of the City Attorney in this matter. Chair Williams said he thought it looked good. There were no other comments.

11. 2024 TAX PACKAGE PROCESS

-Heather Dalmolin, CEO and General Manager

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

Ms. Dalmolin stated that we now have a Five-Year Plan, and we need funds for implementation. She noted Mountain Line plans to form a Citizen Advisory Committee (CAC) and member invitations have been sent out, looking for a wide audience. She explained that the CAC will report to staff, allowing the committee to be nimble and timely. She shared that the goal is to have a recommendation to City Council late this year, allowing a Mountain Line ballot initiative in 2024. She reported staff want time in the process to get out in the community. She noted there will be a procurement for a polling and education consultant; staff cannot advocate, only educate. She stated the plan is to share feedback from the CAC with the Board at future meetings, prior to requesting Board direction on the recommendation to the City. There were questions from the Board related to ballot competition, why we are going for funds, and if discussing fare free, and wondering if staff will know the impact prior to the tax initiative. Ms. Dalmolin responded that hopefully the fare free discussion would not impact a ballot initiative as it can be handled under current funding. She further replied that it is unknown currently as to how many other ballot initiatives there will be in 2024; she will stay aware. Chair Williams recommended being cognizant of associated costs and use of resources.

12. 2023 EMPLOYEE SATISFACTION RESULTS

-Heather Dalmolin, CEO and General Manager

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

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Ms. Dalmolin reviewed the results of the Employee Satisfaction Survey. She communicated that it was the first time offering the survey 100 percent electronically, and there were 71 out of 80 respondents noting that leaders do not participate. She was pleased to report 74 percent of respondents would recommend Mountain Line as an employer. In summary, Ms. Dalmolin stated there are opportunities for improvement related to reoccurring on-the-job training, timely and consistent performance reviews, recognition of ideas and suggestions, and getting back to in-person meetings. Board members were supportive of the work done to identify employee satisfaction and cautioned not to be too critical, some staff may not feel the need to bring ideas if the situation is positive overall, and they recommended continuing to do the work staff are good at doing.

PROGRESS REPORTS:

There were no questions regarding the progress reports.

13. DELEGATIONS OF AUTHORITY

-Heather Dalmolin, CEO and General Manager

14. SUMMARY OF CURRENT EVENTS

-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin shared the following highlights:

- Snow photos were shared, and she noted how challenging this winter has been with the abundance of snow and the Facilities team being down two team members: a small, but mighty team. She also stated six buses need repairs due to the berms and some glass was broken at bus stops due to the snowplows throwing up ice and snow.
- March anniversaries were reviewed.
- The Electric Bus Launch will be held tomorrow, and all Board members are welcome.
- Mountain Line received a Cybersecurity grant.
- Mountain Line received Section 5307/5339 grant funding for 4.5 new electric buses, support vehicles, and the Kaspar Master Plan construction.
- Mountain Line is not pursuing the AZ Smart Grant. Under the Arizona Department of Transportation's (ADOT's) interpretation, Mountain Line is not eligible, but this differs from the legislator's intent. Staff will work to figure this out.
- Transit Employee Appreciation was celebrated on March 18th.

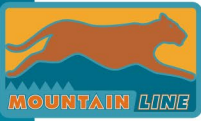
Chair Williams stated he applauds staff for keeping operations going for riders at risk due to so much snow.

ITEMS FROM COMMITTEE AND STAFF:

Director Sweet stated she and Director Matthews would not be available for the April 19th meeting as they will be representing the City in Washington, D.C.

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SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

April/May Working Agenda

The next Board meeting will be April 19, 2023 and will be a hybrid in-person and Zoom meeting based in Flagstaff in the Mountain Line VERA 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 FY2022 Financial Audit, The Coordinated Plan, Zero Fare Pilot Program for Students, Capital Budget Overview, Bus Stop Equity Analysis, Mountain Express Report, 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.

15. ADJOURNMENT -Chair Williams adjourned the meeting at approximately 11:47am.

Tony Williams, Chair of the Mountain Line Board of Directors

ATTEST:

Rhonda Cashman, Executive Assistant and Clerk of the Board

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