



Mountain Line

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

Transit Advisory Committee Minutes for Thursday, September 7, 2023

NOTE: IN ACCORDANCE WITH PROVISIONS OF THE ARIZONA REVISED STATUTES THE SUMMARIZED MINUTES OF NAIPTA TAC MEETINGS ARE NOT VERBATIM TRANSCRIPTS. ONLY THE ACTIONS TAKEN AND DISCUSSION APPEARING WITHIN QUOTATION MARKS ARE VERBATIM. AUDIO RECORDINGS OF NAIPTA TAC MEETINGS ARE ON FILE IN THE NAIPTA CLERK'S OFFICE.

The Transit Advisory Committee met in Regular Session on Thursday, September 7, 2023, at 10:00am in a WEB BASED meeting. Members of the TAC and Mountain Line staff attended in person, by internet conferencing, or by telephone. Some staff were present in the Mountain Line VERA Room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004. The public was invited to attend.

TAC MEMBERS PRESENT:

Erin Stam, (Chair), Director, Campus Operations, Transit Services, NAU, designee, (Zoom);
Greg Clifton, (Vice Chair), City Manager, City of Flagstaff, (Zoom), joined at approximately 10:05am;
Tiffany Kerr, Health Disparities Program Manager, Coconino County, designee, (Zoom);
Carol Covington, Citizen Representative, Coconino County, (Zoom);
Kurt Stull, Executive Director of Facilities and Security, CCC, designee, (Zoom);
Michele James, Citizen Representative, City of Flagstaff, (Zoom), joined at approximately 10:05am;
Carlton Johnson, Citizen Representative, City of Flagstaff, alternate, (Zoom), made quorum to start the meeting on time and until Advisors James and Clifton's arrival;
Maria Machelor, President, ASNAU, (Zoom)

**Five of our eight TAC member seats must be present to constitute a quorum.*

TAC MEMBERS EXCUSED:

Dave Wessel, Planning Manager, MetroPlan;
Kate Morley, Executive Director, MetroPlan, alternate;
Gail Jackson, Economic Development Representative, (ECoNA)

STAFF IN ATTENDANCE:

Heather Dalmolin, CEO and General Manager, (In Person/Zoom);
Josh Stone, Management Services Director, (Zoom);
Jim Wagner, Operations Director;
Anne Dunno, Capital Development Manager, (Zoom);
Jeremiah McVicker, Maintenance Manager;
Bizzy Collins, Strategic Performance Planner, (Zoom);
Dave Doss, Operations Manager, (Zoom);
Codi Weaver, Human Resources Manager,
James Olson, Information Technology Technician;
Rhonda Cashman, Executive Assistant and Clerk of the Board;
Kris Beecher, Mountain Line Legal Counsel, (Zoom)

GUESTS PRESENT:

Rafy Rivera, Assistant Director of Shuttle Services, NAU, alternate, (Zoom);

Getting you where you want to go





Mountain Line

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

Carlton Johnson, Citizen Representative, City of Flagstaff, alternate, (Zoom), left at approximately 11am

1. CALL TO ORDER -Chair Stam called the meeting to order at approximately 10:00am.
2. ROLL CALL
3. SAFETY MINUTE
-Sam Short, Workforce Director

Ms. Weaver reported on the importance of reporting safety issues for multiple reasons, including: strong work safety culture, preventing litigation and law suits, preventing patterns, and increasing worker wellness.

4. MILESTONE ANNIVERSARIES

Ms. Dalmolin recognized the employees with September milestone anniversaries.

5. CALL TO THE PUBLIC

There were no members of the public present at the meeting.

6. APPROVE TAC MINUTES 8/3/2023

Advisor Covington made a motion to approve the minutes from August 3, 2023. Vice Chair Clifton seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Erin Stam	X	
Greg Clifton	X	
Tiffany Kerr	X	
Carol Covington	X	
Kurt Stull	X	
Michelle James	X	

7. REVIEW OF THE DRAFT BOARD BUSINESS AGENDA

The TAC reviewed the draft Board Business Agenda and discussed staff reports, in order to provide recommendations to the Board. Specific comments and recommendations are noted in these minutes.

a. DISCUSSION / ACTION ITEMS:

- i. BIANNUAL PERFORMANCE REPORT
-Bizzy Collins, Strategic Performance Planner
The Board may provide direction, but there is no recommendation from staff at this time.

Getting you where you want to go





Mountain Line

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

Ms. Collins reviewed the financial and service performance benchmarks for each program: Fixed Route, Paratransit, Microtransit, City and County Taxi Programs, and Vanpools. Per the Strategic Plan, the FY2023 Scorecard and Strategic Plan Key Performance Indicators (KPIs) showed on-time performance just shy of the 95 percent goal. She explained some of the other goals still need to be set for FY2024. There was a question regarding the differences between Paratransit and Microtransit. Ms. Collins explained each and how Mountain Line co-mingles these services for efficiencies. She also told TAC members that staff will have better data related to the KPIs in about six months. Ms. Dalmolin noted that at Mountain Line any accident, whether vehicle to vehicle or vehicle to immovable object is defined as an accident. Accident does not necessarily indicate a vehicular collision. Ms. Collins explained the 100 Club for operators; 15 operators have received recognition and they are eligible for a bonus. She stated the Never Rider Survey is going to get pushed to FY2026 due to the focus on a potential FY2024 ballot measure. There was a question about what happens when there is an accident. Mr. Wagner outlined the process required following an accident. TAC member feedback was provided on Financial Health, 6.2, that this is good information for the public to know and that a multiplier may be cleaner than the percentages. There was another question about why Mountain Line ridership is not back to pre-COVID levels yet. Ms. Collins replied that the projection is to increase ridership by 30 percent this year. Chair Stam commented that operator shortages that impact service levels also affect ridership. Ms. Collins stated Mountain Line staff are hoping to return to regular service soon and to be able to offer full service all year long this year. There were no further questions.

ii. FY2023 ANNUAL REPORT

-Josh Stone, Management Services Director

Staff recommends the Board of Directors approve the FY2023 Annual Report and authorize staff to submit the report to the State of Arizona and partner agencies as required in the Master IGA.

Mr. Stone walked the TAC through the Year in Review section of the Annual Report, as well as looking at program performance for Fixed Route, Paratransit, Taxi Programs, and Vanpools, which is posted on our website monthly. He also reviewed Mountain Line's Revenues, Expenses, and the General Fund. There was a TAC member's suggestion to look at the staff report alternatives and perhaps offer another option to allow edits and bring back for review but understood that it ultimately has to be submitted by the deadline. There was no further discussion.

iii. WINSLOW INDIAN HEALTH CARE CENTER (WIHCC) REQUEST FOR SERVICE

-Estella Hollander, Mobility Planner

Staff recommends the Board of Directors approve Winslow Indian Health Care Center (WIHCC) service request to participate in the Mountain Line Vanpool program.

Ms. Dalmolin presented this item on behalf of Ms. Hollander. She outlined the request for service from the Winslow Indian Health Care Center. She noted they are requesting three vans with a \$400 per month subsidy for each that WIHCC has agreed to pay as the local match. Ms. Dalmolin reviewed the additional parameters that must be considered for a new

Getting you where you want to go





Mountain Line

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

service request and noted this could be the first step in collaborative service. There were no questions.

iv. GRANT STATUS REPORT

-Estella Hollander, Mobility Planner

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

Mr. Stone presented this item on behalf of Ms. Hollander. He reviewed the Mountain Line grant statistics over the past 18 years. He shared a graph of the FY2023 Federal Funding Awards. He noted the Federal Transit Administration (FTA) Grant descriptions. He reviewed the list of open FTA grants. He shared that Mountain Line has historically been very successful in obtaining grants due to the dedicated transit tax funds for local match. He reported that Mountain Line also receives Arizona Department of Transportation (ADOT) grants, Section 5310 and 5311. Mountain Line currently has four open ADOT grants. There were no questions.

v. MAINTENANCE FACILITY DESIGN KICKOFF

-Anne Dunno, Capital Project Manager

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

Ms. Dunno provided some background information. She noted in FY2022 Mountain Line staff finished the Kaspar Headquarters Master Plan; from there, goals were developed. She reported that bus and maintenance technology are changing fast, and staff are doing their best to keep up with it. She shared some slides of the Concept A section view and phasing, as well as the lot modification, the maintenance facility goals, scope, schedule, and funding. She stated HDR, Inc. is under contract for design and engineering and a Construction Manager at Risk (CMAR) procurement will be released this fall. She emphasized how important federal grants are to our community. There was a comment about the impact of snow and snow removal concerns related to potential rooftop parking. There was a suggestion regarding a couple edits to the staff report. Ms. Dalmolin stated it is due to a recent grant award that is moving this project forward. There were no further comments.

b. PROGRESS REPORTS:

There were no questions regarding the progress reports.

i. FLAGSTAFF IN MOTION INTERPRETATION AND RESOLUTION

-Bizzy Collins, Strategic Performance Planner

ii. UPDATED FY2024 MEETING DATES

-Rhonda Cashman, Executive Assistant and Clerk of the Board

iii. DELEGATIONS OF AUTHORITY

-Heather Dalmolin, CEO and General Manager

iv. SUMMARY OF CURRENT EVENTS

Getting you where you want to go





Mountain Line

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

-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin shared the following highlights:

- Four trainees are slated to take their Commercial Driver's License (CDL) tests next week.
- Mountain Line currently has 48 full time operators and five part time operators. We need 53 full time operators to not have to require overtime. There has been above average absenteeism in the last couple of weeks.
- There was a Grand Canyon event in July in which Mountain Line worked with Northern Arizona University (NAU) and Flagstaff Unified School District (FUSD) to arrange transportation, but a private company did come forward for the event transportation and Mountain Line was the back up.
- Human Resources participated in an NAU job fair and there will be another one later this month.
- Ms. Collins and Ms. Hollander attended the American Public Transportation Association (APTA) Sustainability conference.
- Ms. Dalmolin and Mr. Stone attended the Community Transportation Association of America (CTAA) Small Urban Network (SUN) conference.
- Ms. Dalmolin attended the South West Transit Association (SWTA) Summer University training, along with two mechanics: Mr. Everett and Mr. Lyons. Our mechanics took part in a two-day electric bus symposium.
- Our operators now have a temporary building on-site at the Downtown Connection Center (DCC) with running water and a refrigerator. A celebration was held for them.
- Eight more operators have joined the 100 Club.
- Mountain Line has started a Mentorship Program with some bus specific training being done by stellar operators, allowing our trainers to focus on the Commercial Driver's License (CDL) testing requirements.
- September anniversaries were recognized.
- Mountain Line took delivery of our second electric bus.
- Mountain Line provided free service to the County Fair and offered free fare system-wide to encourage ridership.

ITEMS FROM COMMITTEE AND STAFF:

8. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

October/November Working Agenda

The Board and TAC Advance will be October 25, 2023, an in-person meeting at Roux 66, 2620 N. Steve's Blvd., Flagstaff, AZ 86004 at 9am. Lunch will be served. The public is invited to attend. October agenda items may include but not be limited to the 2024 Transit Tax Update, Bus Stop Infrastructure, Partnerships, and Bus Stop Acquisition Procedure, Legislative Priorities, Flagstaff in Motion (FIM) Interpretation and Resolution, and Delegation of Authority Updates. 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.

Getting you where you want to go





Mountain Line

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

The next TAC meeting will be November 2, 2023, and it 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. November agenda items may include but not be limited to Bus Stop Infrastructure, Legislative Priorities, 2024 Transit Tax Update, Confirm Board Leadership Roles, Budget Process Kickoff, Employee Satisfaction Survey, Electric Vehicle (EV) Bus Pilot Performance Report, Grant Award Notification, 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 TAC.

9. ADJOURNMENT -Chair Stam adjourned the meeting at approximately 11:27am.

Erin Stam, Chair of the Mountain Line Transit Advisory Committee

ATTEST:

Rhonda Cashman, Executive Assistant and Clerk of the Board

Getting you where you want to go

