



Mountain Line

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Board of Directors Minutes for Wednesday, September 20, 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, September 20, 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), Vice President of Student Services, CCC, designee, (Zoom);
Josh Maher, Associate VP for Community Relations, NAU, alternate, (Zoom);
Miranda Sweet, City Councilor, City of Flagstaff, (Zoom);
Judy Begay, Board of Supervisors, Coconino County, alternate, arrival at approximately 10:03am
**Three of our five Board member seats must be present to constitute a quorum.*
***The City of Flagstaff holds two seats.*

BOARD MEMBERS EXCUSED:

Jeronimo Vasquez, (Vice Chair), Board of Supervisors, Coconino County;
Lori Matthews, City Councilor, City of Flagstaff

MOUNTAIN LINE STAFF IN ATTENDANCE:

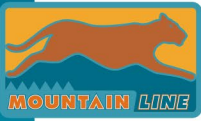
Heather Dalmolin, CEO and General Manager, (In Person/Zoom);
Jim Wagner, Operations Director, (Zoom), left at approximately 11:27am;
Josh Stone, Management Services Director, (Zoom/In Person for Executive Session);
Jacki Lenner, Deputy General Manager, (Zoom), left at approximately 11:27am;
Sam Short, Workforce Director, (Zoom/In Person for Safety Minute), left at approximately 11:27am;
Anne Dunno, Capital Development Manager, (Zoom), left at approximately 11:27am;
Jeremiah McVicker, Maintenance Manager, left at approximately 11:27am;
Codi Weaver, Human Resources Manager, (Zoom), left at approximately 11:27am;
Dave Doss, Operations Manager, (Zoom), left at approximately 11:27am;
Bizzy Collins, Strategic Performance Planner, (Zoom), left at approximately 11:27am;
Estella Hollander, Mobility Planner, (Zoom), left at approximately 11:27am;
Heather Higgins, Purchasing and Contracts Officer, (Zoom), joined at approximately 10:06am and left at approximately 11:27am;
Jon Matthies, IT Manager, left at approximately 11:28am and returned at approximately 1:03pm;
Rhonda Cashman, Executive Assistant and Clerk of the Board, left at approximately 11:28am and returned at approximately 1:03pm;
Scott Holcomb, Mountain Line Attorney, (Zoom), joined at approximately 10:02am

GUESTS PRESENT:

Gaylyn Johnson, Director of General Services, Dilkon Medical Center and Winslow Indian Health Care Center, left at approximately 10:37am

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1. CALL TO ORDER -Chair Williams called the meeting to order at approximately 10:00am.

2. ROLL CALL

3. SAFETY MINUTE

-Sam Short, Workforce Director

Mr. Short reported on Fire Prevention and Safety.

4. CALL TO THE PUBLIC

One written public comment was received via email.

5. MILESTONE ANNIVERSARIES

-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin recognized Grace Charley for her 15 years of service and several one-year anniversaries for Donald Palmer, Elvira Sisco, Stephen Yazzie, Chris Haviland, and Aaron Linehan. Chair Williams expressed his appreciation for these employees' work anniversary milestones on behalf of the Board.

6. APPROVAL OF MINUTES 8/16/2023

Director Sweet moved to approve the minutes for the regular meeting held on August 16, 2023. Director Maher seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Tony Williams	X	
Miranda Sweet	X	
Josh Maher	X	
Judy Begay	X	

DISCUSSION / ACTION ITEMS:

7. BIANNUAL PERFORMANCE REPORT

-Bizzy Collins, Strategic Performance Planner

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

Ms. Collins reviewed a chart for Financial and Service Performance Benchmarks. She explained the gap between 2019 and 2023 is to show ridership is recovering post pandemic as we strive to reach pre pandemic ridership levels by 2025. She noted the fixed route had reduced boardings due to driver shortages and reduced service in the last couple of years. She stated fixed route ridership is at about 62 percent of pre pandemic levels. She reported

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that the Paratransit and Microtransit co-mingled services are helping make these programs more efficient. She noted Paratransit has specific rules for approved clients and Microtransit operates within a specific area. She reported the City and County Taxi Programs are also for use by approved Paratransit clients. She noted the City Taxi program ridership has increased by 19 percent post pandemic and the County Taxi Program has decreased by one percent. She stated the Vanpool program was not affected by the pandemic and the program has grown by 50 percent post pandemic due to the addition of more vanpools. There was a question about how much lack of ridership is actually related to the pandemic. Ms. Collins stated she is unsure; riders could have found other transportation options, or they may be working from home, it is hard to say, but the plan is still to reach pre pandemic ridership. She reviewed the Strategic Plan FY2023 Scorecard and Key Performance Indicators (KPIs). She stated staff are still trying to figure out if the net promoter score or the customer satisfaction survey is the best tool to use for the Overall Customer Satisfaction goal. She communicated that the emissions data is suspect and the goal is still being established. There was a question about how staff determined the 70 percent figure for “residents who are more likely to be dependent on transit have access to the most frequent service.” Ms. Collins stated it came from the American Community Survey. She explained the information regarding accidents; the focus is on preventable accidents. She noted staff have implemented safety awards with the 100 Club and they are looking into an annual accident free award. She explained the community engagement item for “people who have never ridden the bus report Mountain Line is seen as a valuable service for our community” with the next goal to be determined in FY2026 due to a potential ballot measure in 2024. She noted that the Financial Health focus is on “bus service funded by local dollars and partnerships, increasing financial resiliency.” There were no further questions.

8. 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 reviewed some highlights of FY2023. He reported fixed route ridership was up by 21 percent with approximately 4300 trips; the cost has increased due to insurance, fuel, etc. He stated Paratransit ridership was just shy of the pre pandemic level with significant decreases experienced during in the winter months. He communicated that the City and County Taxi programs have consistent ridership and taxi trips saved the program approximately \$400,000. He noted there were nine vanpools in service, about 50 percent more over the prior year and there is continued interest in the program. He said the County Taxi program sees about 38 trips per month, but it has languished since the pandemic, a decrease in ridership of about 30 percent. He reviewed pie charts of the Revenues, Expenses, and General Fund. He then reviewed pie charts of Expenses by Type for the City of Flagstaff, Planning (grant funded), and Coconino County. There were no questions. Director Maher moved to approve the FY2023 Annual Report and authorize submission to the State of Arizona and partner agencies as required by the Master IGA. Director Sweet seconded. There was no discussion. All approved, none opposed. Motion carried.

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NAME	YES VOTE	NO VOTE
Tony Williams	X	
Miranda Sweet	X	
Josh Maher	X	
Judy Begay	X	

9. 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. Hollander thanked Ms. Gaylyn Johnson for being in attendance today to support this item. Ms. Hollander stated a service request was received from WIHCC to expand our vanpool program into Navajo County. She explained the \$400 subsidy would be paid by WIHCC. She reviewed the minimum requirements and additional considerations. She noted there has been interest for many years and staff are now seeking approval. There was a question about how the route will work. Ms. Hollander responded that the participants in the specific vanpool set their schedule, the sponsoring agency offers this service to their staff, and it is up to the staff to determine what groups are formed. Director Begay asked the Board to support this request for the healthcare workers. Director Begay made a motion to approve this vanpool request as presented. Director Sweet seconded. There was no discussion, but Ms. Gaylyn Johnson expressed her appreciation for the Board consideration of this service. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Tony Williams	X	
Miranda Sweet	X	
Josh Maher	X	
Judy Begay	X	

10. GRANT STATUS REPORT

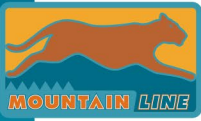
-Estella Hollander, Mobility Planner

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

Ms. Hollander shared that Mountain Line has received 147 grant awards valued at more than \$150 million. She noted Mountain Line has spent over 80 percent of the funds and leveraged 166 percent of City of Flagstaff Transit Tax dollars. She explained the types of federal funding awards: Federal Transit Administration (FTA) Grants can be formula funds or competitive grants, and some competitive grants are for funds swept from cities or towns without transit. She reviewed the list of Mountain Line's FTA Open Grants. She explained the Arizona Department of Transportation (ADOT) grants: 5310/5311, and then reviewed the list of ADOT Open Grants. Ms. Hollander stated she plans to offer a quick report to review grants received each year. Ms. Dalmolin communicated her appreciation for Ms. Hollander bringing approximately \$50 million in grant funds to Mountain Line over the last 5 years. Chair Williams also expressed his gratitude. There were no questions.

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11. 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 noted this is just an update; staff hope to deliver the project in the next few years. She provided some history related to the Kaspar Headquarters Master Plan (KHMP) approval in 2022; most staff will move to the new Downtown Connection Center (DCC) when it is completed. She explained the goal was to look at long term use for the existing facility. She stated technology and design are changing rapidly. She reviewed the Concept A Phasing for a three level, 21,000 square foot building with potential rooftop parking and solar. She also shared a cross section view of Phase 1 and Phase 2. She stated there will be a future lot modification request for the adjacent vacant lot that will require a zoning change. Ms. Dunno shared the maintenance facility scope: design and construction details, as well as the schedule. There were no questions. Chair Williams thanked Ms. Dunno and commented on a promising future for Mountain Line.

PROGRESS REPORTS:

There were no questions regarding the progress reports.

12. FLAGSTAFF IN MOTION INTERPRETATION AND RESOLUTION

-Bizzy Collins, Strategic Performance Planner

13. UPDATED FY2024 MEETING DATES

-Rhonda Cashman, Executive Assistant and Clerk of the Board

14. DELEGATIONS OF AUTHORITY

-Heather Dalmolin, CEO and General Manager

15. SUMMARY OF CURRENT EVENTS

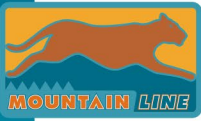
-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin shared the following highlights:

- Operator staffing is currently 48 full time and 5 part time; full service requires 53 full time. Management is trying not to ask operators for a mandatory sixth day of work.
- There is a service reduction in place, Route 10 is approximately every 15 minutes. She also stated that we have had to reduce service on other days (single day reductions) as needed due to lack of staff reporting to work (i.e. call outs).
- Human Resources (HR), Trainers, and Operations team members are working hard on recruitment and retention.
- Two new operators just graduated, and one is still in training.
- There was a Grand Canyon event in August. Ms. Dalmolin expressed her appreciation for staff at Northern Arizona University (NAU) and Flagstaff Unified School District (FUSD) when trying to arrange enough buses to transport a large number of guests to the venue.

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- Ultimately a private coach company received the business, but Mountain Line did have a bus available in case Americans with Disabilities Act (ADA) accessibility was needed.
- HR staff have been attending local job fairs and promoting a flexible schedule.
 - 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, and our Mechanics, Mr. Everett and Mr. Lyons attend South West Transit Association (SWTA) Summer University. Our mechanics specifically attended a two-day forum on electric vehicles.
 - The City of Flagstaff FY2023 Financial Report showed \$900, 000 more tax collected than expected. It will be held in the Transit Tax Fund.
 - She is pleased to announce the operators now have a new temporary breakroom at the DCC with heat and air conditioning, restrooms, and a refrigerator. A grand opening celebration was held recently. It is still a tight space, but it is temporary.
 - Eight more operators have received 100 percent on the road tests and joined the 100 Club.
 - A mentorship program was started in early July.
 - September anniversaries were recognized.
 - Senator Sinema visited Mountain Line in early August related to the Infrastructure Investment and Jobs Act (IIJS) grant we received.
 - We are learning a lot about our electric buses.
 - The County Fair service was well used; at times throughout the weekend we did experience a few full buses. The data is not yet available..

Director Begay made a motion to convene an executive session at approximately 11:27am. Director Maher seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Tony Williams	X	
Miranda Sweet	X	
Josh Maher	X	
Judy Begay	X	

EXECUTIVE SESSION

Executive sessions are closed to the public.

The executive session is pursuant to A.R.S. § 38-431.03(A)(1) for the following purpose:

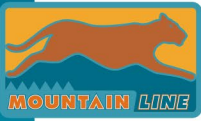
1. Discussion among the Board with Mountain Line CEO and General Manager regarding the Mountain Line CEO and General Manager evaluation. A.R.S. § 38-431.03(A)(1).

Following the conclusion of the Executive Session, the Board reconvened the public meeting at approximately 1:03pm.

DISCUSSION / ACTION ITEM:

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16. CHIEF EXECUTIVE OFFICER (CEO) AND GENERAL MANAGER CONTRACT AMENDMENT

-Josh Stone, Management Services Director

Staff recommends the Board of Directors adopt the third amendment to the CEO and General Manager Contract. (No staff report is in the agenda packet.)

Director Sweet made a motion to table this item until a future Board meeting with a date to be determined. Director Maher seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Tony Williams	X	
Miranda Sweet	X	
Josh Maher	X	
Judy Begay	X	

ITEMS FROM COMMITTEE AND STAFF:

Chair Williams reminded Board members that the October meeting will be a joint meeting with the TAC for the Advance.

Director Maher suggested a future agenda item to receive an update on the electric vehicle utilization. Ms. Dalmolin stated that is slated for November.

The Board and TAC Advance will be October 25, 2023, an in-person meeting based in Flagstaff at Roux 66, 2620 N. Steve's Blvd., at 9am. Lunch will be served. The public is invited to attend. October agenda items may include but not be limited to the 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.

The next Board meeting will be November 15, 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. November agenda items may include but not be limited to Personnel Policy Manual Updates, Bus Stop Infrastructure, Legislative Priorities, Confirm Leadership Roles, Budget Process Kickoff, Employee Satisfaction Survey, Electric Vehicle Bus Pilot Performance Report, Kaspar Maintenance Facility Update, 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 Board.

17. ADJOURNMENT

-Chair Williams adjourned the meeting at approximately 1:07pm.

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Tony Williams, Chair of the Mountain Line Board of Directors

ATTEST:

Rhonda Cashman, Executive Assistant and Clerk of the Board

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