



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, January 17, 2024

10:00am

Mountain Line VERA Room

3773 N. Kaspar Dr.

Flagstaff, AZ 86004

Unless otherwise noted, meetings held in the conference room are open to the public. This is a WEB BASED meeting. Members of the Board of Directors may attend in person, by internet conferencing, or by telephone. The public may observe and participate in the meeting at the address above.

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.

Public Comment Process

The Mountain Line Board of Directors welcomes public comments during meetings. Members of the public can comment on items not on the agenda under the general call to the public and on items on the agenda at the time the item is considered, in the agenda order. There are three ways to submit comments:

1. **Written Comments:** Members of the public can submit public comments by email up until 9:00 a.m. on the day of the meeting. Comments can be emailed to publiccomment@mountainline.az.gov and should reference if the comment is part of the general call to the public or in reference to a specific agenda item. Every email, if received by 9:00 a.m. on the day of the meeting, will be entered into the official record.
2. **Virtual Comments:** Members of the public can join the meeting virtually to deliver public comments. Those wishing to attend virtually must email publiccomment@mountainline.az.gov by 9:00 a.m. on the day of the meeting with their name and agenda item for which they wish to provide comment. The Clerk of the Board will provide a link to access the meeting via Zoom and will introduce those giving public comments at the appropriate time in the agenda.

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3. In-Person Comments: Members of the public can attend any Board meeting in-person and submit a speaker card to the Clerk of the Board.

The agenda for the meeting is as follows:

-pages 1-4

1. CALL TO ORDER

2. ROLL CALL

3. SAFETY MINUTE

-Sam Short, Workforce Director

4. MILESTONE ANNIVERSARIES

-Heather Dalmolin, CEO and General Manager

5. CALL TO THE PUBLIC

The public is invited to speak on any item or any area of concern that is the jurisdiction of the Mountain Line Board. Comments relating to items on the agenda will be taken at the time the item is discussed. The Board is prohibited by the Open Meeting law from discussing, considering, or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a three minute presentation. A spokesperson for 10 or more people present at today's meeting may be given up to six minutes to speak. The Board will not recognize anonymous comments.

6. APPROVAL OF MINUTES 11/15/2023

-pages 5-12

CONSENT AGENDA:

All matters under the 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.

7. MOUNTAIN LINE TITLE VI POLICY

-pages 13-14

-Codi Weaver, Human Resources Manager

Staff recommends the Board of Directors adopt updates to Mountain Line's Title VI Policy to incorporate changes that reflect legal and regulatory requirements as well as Mountain Line's actual Title VI practices to stay compliant with the Federal Transit Administration.

DISCUSSION / ACTION ITEMS:

8. BUS STOP IMPROVEMENT PRIORITIES

-pages 15-17

-Estella Hollander, Planning Manager

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

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9. FY2024 EMPLOYEE ENGAGEMENT SURVEY RESULTS -pages 18-19

-Heather Dalmolin, CEO and General Manager

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

PROGRESS REPORTS:

10. FY2023 COMPLETION AND FY2024 FINANCIAL UPDATE -pages 20-21

-Josh Stone, Management Services Director

11. METROPLAN AND MOUNTAIN LINE COORDINATED PLAN UPDATE -page 22

-Estella Hollander, Planning Manager

12. 2024 TRANSIT TAX UPDATE -page 23

-Jacki Lenners, Deputy General Manager

13. DOWNTOWN CONNECTION CENTER PROJECT UPDATE -pages 24-27

-Anne Dunno, Capital Development Manager

14. COMMERCIAL DRIVER'S LICENSE (CDL) PROJECT UPDATE -pages 28-29

-Anne Dunno, Capital Development Manager

15. FY2025 MEETING DATES -pages 30-31

-Rhonda Cashman, Executive Assistant and Clerk of the Board

16. DELEGATIONS OF AUTHORITY -pages 32-33

-Heather Dalmolin, CEO and General Manager

17. SUMMARY OF CURRENT EVENTS -pages 34-36

-Heather Dalmolin, CEO and General Manager

ITEMS FROM COMMITTEE AND STAFF:

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

February/March Working Agenda

-page 37

The next Board meeting will be February 21, 2024 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. February agenda items may include but not be limited to City of Flagstaff Regional Plan 2045 Update, Workforce Budget Overview, Recruitment and Retention Update, Safety Plan Update, GMV Syncromatics Corp Update, Kaspar Maintenance Facility Update, Contract Template Changes, FY2025 Budget Message, Status on How Flagstaff Unified School District (FUSD) Service is Going, 2024 Transit Tax Update, First/Last Mile Update, and Delegation of Authority Updates. The

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February 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.

18. ADJOURNMENT

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Board of Directors Minutes for Wednesday, November 15, 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, November 15, 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);
Jeronimo Vasquez, (Vice Chair), Board of Supervisors, Coconino County, (Zoom), joined at approximately 10:02am;
Josh Maher, Associate VP for Community Relations, NAU, alternate, (Zoom);
Miranda Sweet, City Councilor, City of Flagstaff;
Lori Matthews, City Councilor, City of Flagstaff
**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, (Zoom);
Jacki Lenner, Deputy General Manager, (Zoom), left at approximately 11:00am;
Sam Short, Workforce Director;
Anne Dunno, Capital Development Manager;
Jeremiah McVicker, Maintenance Manager;
Codi Weaver, Human Resources Manager;
Dave Doss, Operations Manager;
Bizzy Collins, Strategic Performance Planner;
Estella Hollander, Mobility Planner;
Heather Higgins, Purchasing and Contracts Officer, (Zoom), joined at approximately 10:06am;
Jon Matthies, IT Manager;
Rhonda Cashman, Executive Assistant and Clerk of the Board;
Kris Beecher, Mountain Line Attorney, (Zoom)

GUESTS PRESENT:

None

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





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3. SAFETY MINUTE

-Sam Short, Workforce Director

Mr. Short reported on Thanksgiving Safety. Home cooking fires are prevalent. Safety tips were provided.

4. CALL TO THE PUBLIC

Ms. Cashman stated no members of the public were present and no written comments were received.

5. APPROVAL OF MINUTES:

a. Regular Board Meeting 9/20/2023

Director Sweet moved to approve the minutes for the regular meeting held on September 20, 2023. Director Matthews 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	

b. Special Board Meeting 9/28/2023

Director Sweet moved to approve the minutes for the special meeting held on September 28, 2023. Vice Chair Vasquez 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	

c. Board and TAC Advance 10/25/2023

Director Sweet moved to approve the minutes for the Board and TAC Advance held on October 25, 2023. Vice Chair Vasquez seconded. There was no discussion. All approved, none opposed. Motion carried. Chair Williams abstained since he was not in attendance at the Advance.





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

CONSENT AGENDA:

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6. UPDATED PERSONNEL POLICIES

-Josh Stone, Management Services Director

Staff recommends the Board of Directors adopt updates to Mountain Line's personnel policies to incorporate changes that reflect legal and regulatory requirements as well as Mountain Line's actual employment practices.

Director Matthews moved to approve the consent agenda. Vice Chair Vasquez 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	

DISCUSSION / ACTION ITEMS:

7. 2024-2025 LEGISLATIVE PRIORITIES

-Heather Dalmolin, CEO and General Manager

Staff recommends the Board of Directors approve and adopt the 2024-2025 Legislative Priorities.

Ms. Dalmolin stated the proposed legislative priorities are primarily the same with one small change to what was discussed in October. She reviewed the three federal priorities, four state priorities, and two local priorities. Director Maher moved to approve the 2024 Legislative Priorities. Vice Chair Vasquez seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Tony Williams	X	
Jeronimo Vasquez	X	

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Miranda Sweet	X	
Lori Matthews	X	
Josh Maher	X	

8. BATTERY ELECTRIC BUS (BEB) PILOT UPDATE

-Heather Dalmolin, CEO and General Manager

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

Ms. Dalmolin reported that Battery Electric Bus technology is quickly changing. She noted both our Mountain Line's BEB buses are still under warranty. She explained there were some delays getting the buses on property and put into service, as well as some supply chain issues. She reviewed some of the problems experienced with these buses. She told the Board that both companies, Gillig and New Flyer, have been responsive to staff concerns. She noted that some similar challenges were experienced when Mountain Line received its first hybrid electric buses. She explained the procedure is for the electric bus to return to base at 30 percent charge; staff have discovered that the outside temperature is impacting the battery range as well as route speed and driver actions (acceleration and braking). She noted the next steps are to get clear on a plan to purchase buses in the future and have on-route charging available (at the Downtown Connection Center). There were a couple of questions related to community feedback on the new buses and why the New Flyer bus had only been in service for 14 days at the time of this report. Ms. Dalmolin replied that the BEBs don't have strong reliability yet, but staff do plan to reach out to riders to get feedback in the future and she explained this data is from late October and one of the buses had been out of service due to low coolant for almost two weeks. Board members expressed some concerns over some news from other systems running BEBs including loss of power crashes and potential flooding problems during monsoons. There were also questions on how BEBs will perform in the snow, on plans to convert to 100 percent electric fleet when technology is changing rapidly, and the on-route charging being contingent on full build out of the Downtown Connection Center (DCC) Phase II. Ms. Dalmolin assured Board members that staff will be watching how the technology unfolds in the next few years and continue to learn, as well as actively share information with the Board.

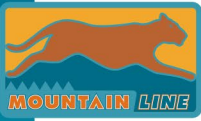
9. UPDATE THE 12-18 MONTH WORKPLAN

-Heather Dalmolin, CEO and General Manager

Staff recommends the Board of Directors approve the new 12–18 month workplan as an accompaniment to the 2020-2025 Strategic Plan.

Ms. Dalmolin introduced this item, stating the staff presenters will concentrate on the new items added to the workplan. Ms. Hollander presented Goal One-Service Excellence. She reviewed several new tasks under Objectives 1, 2, and 3. Mr. McVicker presented Goal Two-Stewardship of Resources. He reviewed the tasks for Objectives 1 and 2, including the new task of monitoring the performance of our electric vehicles and having leadership ride the bus to provide beneficial feedback. He stated there is currently an open Request for Information (RFI) for a Transit Asset Management system. Ms. Weaver presented Goal Three-Investing in Our Workforce. She reviewed new tasks under Objectives 1 and 2. She stated Objective 3 has nothing new. Mr. Short presented Goal Four-Enhanced Safety Culture. He reviewed new





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tasks under Objectives 1 and 3, noting staff are updating the current Safety Plan to include Battery Electric Buses. He stated Objective 2 has nothing new. There was a question about collaborating with local first responders and them being aware if there is an incident with BEBs. Mr. Short responded that first responders have been invited to tour the vehicles and our storage facility and review emergency procedures, like releasing the doors of the bus is without power. There was a request to receive updates, including how safety is incorporated. Ms. Hollander presented Goal Five-Community Engagement. She reviewed a couple new tasks under Objectives 1 and 2. Ms. Dalmolin presented Goal Six-Fiscal Responsibility. She reviewed a couple of new tasks under Objectives 1 and 2. She stated Objective 3 has nothing new. Vice Chair Vasquez made a motion to approve the updates to the workplan as presented. Director Matthews 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	

10. APPROVE WAGE INCREASE FOR NON-EXEMPT HOURLY STAFF

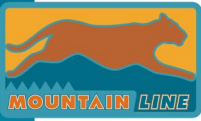
-Heather Dalmolin, CEO and General Manager

Staff recommends the Board of Directors approve an off-budget wage increase of sixty cents (\$0.60) per hour for all hourly positions effective January 1, 2024, in order to keep Mountain Line wages competitive with local minimum wage which is increasing by the same amount.

Mr. Short presented this item on behalf of Ms. Dalmolin. Mr. Short stated the Flagstaff minimum wage is increasing as of January 1, 2024. He reviewed the history of the pay plan and wage changes at Mountain Line. He noted the proposed 60 cent increase for hourly employees would cost Mountain Line \$56,000 in FY2024 and there is known capacity for \$30,000, but staff believe the difference can be made up; this would be an off-budget expense. Ms. Dalmolin explained the increase will be built into the next budget and the financial plan for sustainability; the \$56,000 for this fiscal year does include Arizona State Retirement System (ASRS) contributions and taxes. Director Matthews voiced some concern about annual increases and how they affect the agency. Chair Williams stated he understood how annual increases could make Boards nervous, but he stated he felt confident that staff has done due diligence. Director Matthews moved to approve the 60 cent wage increase per hour for hourly positions. Vice Chair Vasquez seconded. Director Matthews asked that staff remember to be mindful of the wage increases when discussions continue regarding Zero Fare going forward. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Tony Williams	X	
Jeronimo Vasquez	X	
Miranda Sweet	X	





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Lori Matthews	X	
Josh Maher	X	

11. 2024 BOARD OFFICERS

-Rhonda Cashman, Executive Assistant and Clerk of the Board

Staff recommends the Board of Directors enact Rules of Procedure, Section 5.3 Election and Re-election of Officers, (e) Continuity Extension, for the calendar year of 2024.

Ms. Cashman explained that Vice Chair Vasquez was due to rotate into the Chair position for Mountain Line in 2024, as well as currently serving as Chair of the Coconino County Board of Supervisors (BOS) and Chair of the MetroPlan Executive Board starting in 2024. She noted when staff became aware, Chair Williams was asked if he would be willing to continue as Chair for one more year as allowed under the continuity extension, to allow Vice Chair Vasquez some time to complete his Chairmanship of the BOS. She reported both Chair Williams and Vice Chair Vasquez were willing to continue in their current positions for one more year and then the rotation would continue as planned. Ms. Cashman asked the Board to approve the continuity extension per the Rules of Procedure if they so choose. Vice Chair Vasquez stated he would be willing to continue as Vice Chair for another year and then ascend to the Chair position. Chair Williams stated he is willing to continue, since being Chair has been a good experience for him. Director Matthews moved to approve the Rules of Procedure, Continuity Extension. 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	

PROGRESS REPORTS:

There were no questions regarding the progress reports.

12. FY2025 BUDGET SETTING TIMELINE

-Josh Stone, Management Services Director

13. KASPAR HEADQUARTERS MAINTENANCE PROJECT UPDATE

-Anne Dunno, Capital Development Manager

14. EQUAL EMPLOYMENT OPPORTUNITY(EEO) WORKFORCE UTILIZATION ANALYSIS, FEDERAL FISCAL YEAR 2023

-Codi Weaver, Human Resources Manager

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15. DELEGATIONS OF AUTHORITY

-Heather Dalmolin, CEO and General Manager

16. MILESTONE ANNIVERSARIES

-Heather Dalmolin, CEO and General Manager

Mr. Short recognized Mountain Line's milestone anniversaries on behalf of Ms. Dalmolin. He noted both Wil Yazzie and Richard Fox are celebrating one year anniversaries.

17. SUMMARY OF CURRENT EVENTS

-Heather Dalmolin, CEO and General Manager

On behalf of Ms. Dalmolin, Mr. Short recognized the remaining November anniversaries.

On behalf of Ms. Dalmolin, Ms. Dunno shared the following highlights:

- Mountain Line held a Halloween Costume Contest, and a photo was shared. Human resources also provided treats at the Kaspar office and the DCC.
- Mountain Line partnered with the Flagstaff Family Food Center for a Stuff the Bus event which was a big success.
- The excavation continues at the DCC. Loven has got the utility tie ins done before the cold.

ITEMS FROM COMMITTEE AND STAFF:

Ms. Dalmolin thanked staff for covering agenda items for her as she is attending virtually with unknown internet reliability.

Ms. Dalmolin reported that she had just heard Mountain Line received a \$12.4 million grant from the Arizona Department of Transportation, federal pass-through funding. She congratulated the staff that wrote and supplied information for this successful grant. She noted the breakdown is \$11 million for Phase II of the DCC, the bus plaza and civic space, \$320,000 for solar panels on the DCC building, and \$1 million for tech upgrades for buses. She said this is the largest one-time award from ADOT.

Ms. Dalmolin explained a service reduction would be going into effect on November 20th for Route 2 and Route 4 due to a staffing shortage and staff are working to get the message out to our riders. She noted the number one reason for leaving, per our departing staff, is the high cost of living.

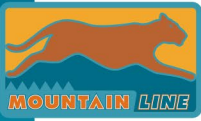
Chair Williams stated his appreciation for staff covering for Ms. Dalmolin. He communicated he really liked the rotation of staff for the 12-18 month workplan item. He said he is sad to hear about the service reduction. He reported that he attended the recent economic summit at Northern Arizona University (NAU) and it is not going to be easy; many community organizations are affected.

Chair Williams extended his best wishes for everyone to have a safe and happy holiday season.

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

January/February Working Agenda





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The next Board meeting will be January 17, 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. January agenda items may include but not be limited to the MetroPlan Route 66 Operational Assessment, Bus Stop Infrastructure, Title VI, Budget Message, Organizational Structure Update, Employee Satisfaction Survey, 2024 Transit Tax Update, Downtown Connection Center (DCC) Update, Meeting Calendar Review, and Delegation of Authority Updates. The January 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.

18. ADJOURNMENT -Chair Williams adjourned the meeting at approximately 11:26am.

Tony Williams, Chair of the Mountain Line Board of Directors

ATTEST:

Rhonda Cashman, Executive Assistant and Clerk of the Board

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DATE PREPARED: January 8, 2024

MEETING DATE: January 17, 2024

TO: Honorable Chair and Members of the Board

FROM: Codi Weaver, Human Resources Manager

SUBJECT: Mountain Line Title VI Policy

RECOMMENDATION:

Staff recommends the Board of Directors adopt updates to Mountain Line's Title VI Policy to incorporate changes that reflect legal and regulatory requirements as well as Mountain Line's actual Title VI practices to stay compliant with the Federal Transit Administration.

RELATED STRATEGIC PLAN OBJECTIVE

- ❖ Title VI helps maintain Federal Transit Administration standards and helps Mountain Line achieve their goal of providing services that are accessible for all ridership. Due to maintaining these standards, the Title VI Policy and Program supports the many goals and objectives of the strategic plan, in particular, service excellent, investing in the workforce, and enhanced safety and security.

BACKGROUND:

Mountain Line is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis race, color, or national origin (including Limited English Proficiency), as provided by Title VI of the Civil Rights Act of 1964, as amended, or on the basis of age, sex/gender, ability, gender identity or expression, and sexual orientation as provided by other civil rights statutes.

Mountain Line's Title VI policies are reviewed every three years and updated to reflect changes in Mountain Line's current Title VI practices. The Title VI officer conducts investigations, disciplinary action, and provides help towards Mountain Line creating an environment that is inviting for all riders.

Since the Board's last approval in January of 2020, staff has made the following updates to the policies:

- Changed Title VI Officer from Deputy General Manager to Human Resources Manager.
- Added newly updated MetroPlan Public Participation Plan.

FISCAL IMPACT:

There is no fiscal impact to updating Mountain Line's Title VI Policy as proposed, and failure to update some legally required policies could open Mountain Line to risk, resulting in fines and/or loss of federal funding.

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ALTERNATIVES:

- 1) Approve updates to Mountain Line's Title VI policies. (**recommended**): The changes incorporated are necessary to reflect both regulatory practice and actual Mountain Line employment practices.
- 2) Do not approve updates to Mountain Line's Title VI policies. (**not recommended**): If not approved, staff will need to take time to redraft policies. This delay has the potential to delay complaint processes and Title VI investigations placing Mountain Line at risk of not following the Title VI guidelines set forth by the Federal Transit Administration.

TAC DISCUSSION:

A member of the Transit Advisory Committee suggested sharing further involvement of Title VI related to the strategic plan.

SUBMITTED BY:

Codi Weaver
Human Resources Manager

APPROVED:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS:

1. Title VI Policy 2024-2027 -separate attachment

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DATE PREPARED: January 4, 2024

MEETING DATE: January 17, 2024

TO: Honorable Chair and Members of the Board

FROM: Estella Hollander, Planning Manager

SUBJECT: Bus Stop Improvement Priorities

RECOMMENDATION:

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

RELATED STRATEGIC PLAN OBJECTIVE

- ❖ Goal: Service Excellence
- ❖ Objective: Deliver service enhancements that are in line with our 5-year transit plan and make transit an attractive mode choice.

BACKGROUND:

At Mountain Line's October TAC and Board Advance, staff facilitated a discussion of Mountain Line's bus stops. Staff also conducted an interactive activity with TAC and Board members to prioritize bus stops in need of amenity upgrades in Mountain Line's existing system. There were four groups and each group had 29 sign bus stops, a sign stop has the least amount of passenger amenities and only has a sign to signify a bus stop, to prioritize and put them into categories of top priority, high priority, medium priority, and low priority. These 29 sign bus stops warrant amenity upgrades based on a scoring criterion identified in Mountain Line's Transit Guidelines. There are an additional thirteen logo bus stops that warrant upgrading to a shelter stop and these are incorporated into the finalized prioritized list. A logo stop has a place to sit, lighting, and a sign, but is uncovered.

The following prioritized list averages the results of the four groups and includes staff priorities if two or more bus stops scored the same. Overall, there were not any major discrepancies between the TAC and Board and staff's prioritization.

Constructability & Next Steps

Staff analyzed each bus stop to understand the feasibility of upgrading the bus stops. Various points were assigned based on the following criteria: constructability, budget, right of way (ROW), and if the bus stop was in ADOT's jurisdiction. Based on this scoring, 21% of the bus stops scored high feasibility, 55% scored medium feasibility, and 24% scored low feasibility. High feasibility means the proposed improvement was in the public ROW, there were no major constructability challenges, budget to implement would be low, and the bus stop was not in ADOT's jurisdiction. There may be opportunities to





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upgrade some of the bus stops, whether they are low or high feasibility, which coordinate with other City of Flagstaff capital projects, such as the recent Safe Streets and Roads for All grant (SS4A), which will add improved bike lanes and pedestrian crossings along Bulter Avenue from Milton Rd. to Sawmill. Staff will bring back an implementation strategy in Spring which will include funding opportunities and a transit easement acquisition procedure.

Bus Stop Name	Bus Route	Existing Amenity	Recommended Amenity	TAC/BOD & Staff Prioritization	Feasibility to Upgrade
Cedar/West Westbound	2	Sign	Shelter	1	Low
Fourth St/Walgreens	7	Sign	Shelter	2	Medium
Butler/San Francisco Eastbound	3,7,14	Sign	Shelter	3	Medium
Butler/ San Francisco Westbound	3,4,7	Sign	Shelter	4	Medium
Rt66/Arrowhead Westbound	66	Sign	Logo	5	Low
Fourth/ Route 66 Southbound	7	Sign	Logo	6	Medium
Fourth/Cedar Southbound	7	Sign	Shelter	7	Medium
Butler/Lucky (Conoco) Westbound	3	Sign	Shelter	8	Medium
Cedar/Cedar Plaza Westbound	2	Sign	Shelter	9	High
Route 66/Ponderosa Westbound	66	Sign	Logo	10	Medium
Beaver/Hunt	2	Sign	Shelter	11	Medium
Huntington/Grant Eastbound	7	Sign	Shelter	12	Low
Huntington/Grant Westbound	7	Sign	Shelter	13	Low
Butler/Elden Westbound	3,4,7	Sign	Shelter	14	Low
DeSilva Ave/Beaver	2	Sign	Shelter	15	Medium
Route 66/Country Club	66	Sign	Shelter	16	High
Soliere/Elk Run Westbound	3	Sign	Logo	17	Medium
Route 66/ San Francisco	66	Sign	Logo	18	Low
Route 66/Pinnacle	8	Sign	Logo	19	Medium
Foxglenn/Butler Eastbound	3	Sign	Logo	20	Medium
Foxglenn/Butler Westbound	3	Sign	Shelter	21	High
Sixth/First	7	Logo	Shelter	22	Low
Soliere/Foxlair Eastbound	3	Sign	Logo	23	Medium
Fourth/Felice	7	Logo	Shelter	24	Medium
Winter/Christmas Tree	66	Sign	Logo	25	High
Fourth/Huntington Northbound	7	Logo	Shelter	26	High
Cummings/Lynch	2	Sign	Logo	27	Medium
Fourth/Huntington Southbound	7	Logo	Shelter	28	High
Woodlands Village/University	8	Sign	Logo	29	High
Ft Valley/Forest	5	Sign	Logo	30	Low
Peak View/Mountain	5	Sign	Logo	31	Medium
Santa Fe/Park Westbound	5	Sign	Logo	32	Medium
Gemini/Pine Cliff (BASIS)	2	Sign	Logo	33	High
Butler/Elden Eastbound	2,7,14	Logo	Shelter	34	Low
Lockett/King Eastbound	2	Logo	Shelter	35	Medium
Lockett/Manor Westbound	2	Logo	Shelter	36	Low
Lockett/Alta Vista Eastbound	2	Logo	Shelter	37	Medium
Lockett/Alta Vista Westbound	2	Logo	Shelter	38	Medium
Butler (Filiberto's) Eastbound	3	Logo	Shelter	39	Medium
Forest Meadows Apartments	10	Logo	Shelter	40	Medium
Aspen (City Hall)	5	Logo	Shelter	41	High
San Fransico/Elm	2	Logo	Shelter	42	Medium

For reference: A sign stop has the least amount of passenger amenities and only has a sign to signify a bus stop. A logo stop has a place to sit, lighting, and a sign, but is uncovered. A shelter has seating, lighting, a map, and is covered.

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FISCAL IMPACT:

Mountain Line has \$150,000 in FY24 budget and Mountain Line's Capital Improvement Plan (CIP) for bus stop rehabilitation to maintain bus stops in our existing system; this value does not capture new improvements to bus stops. To implement these bus stop upgrades, additional funding will be needed in future budget cycles; bus stop improvements will be separate line items in the budget and CIP. Mountain Line will seek additional funding sources through grants and partnerships to improve amenities at existing bus stops.

TAC DISCUSSION:

Overall TAC members were supportive of this update. One member asked how reduced FUSD bus service impacts the priority list. Staff have reviewed the priorities again and have not made any adjustments. Cedar/West bus stop, which serves Coconino High School, is the number one priority and bus stops near Sinagua Middle School are also in the top 20 priorities. Opportunities to improve bus stops near FUSD middle and high schools can be further explored with FUSD leadership. Another member had a few grammatical suggestions to improve the report, which have been incorporated.

SUBMITTED BY:

Estella Hollander
Planning Manager

APPROVED BY:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS:

None.

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DATE PREPARED: January 8, 2023

DATE: January 17, 2024

TO: Honorable Chair and Members of the Board

FROM: Heather Dalmolin, CEO and General Manager

SUBJECT: FY2024 Employee Engagement Survey Results

RECOMMENDATION:

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

RELATED STRATEGIC PLAN OBJECTIVE

- ❖ Goal Three: Investing in Mountain Line Workforce
 - ❖ Objective: Develop a workplace culture that supports employee development and work-life balance.

BACKGROUND:

Mountain Line conducted the 2024 Employee Engagement survey in October/November 2023 through an online tool developed in conjunction with our contractor, TransPro, and as updated to reflect the new agency Vision and Core Values. We have historically conducted an employee survey at least once annually since 2002. The survey has proven to be an excellent tool for measuring the overall satisfaction and gaining feedback via employee comments. The survey is based on a procedure that ensures anonymity and confidentiality. Specifically, employees do not sign their name, surveys are conducted and tabulated by a third party, and survey results are shared with the entire staff team. The Mountain Line Leadership team will review the results and comments for trends and specific comments to identify opportunities to enhance the existing work environment.

Staff will present the survey results and report as prepared by TransPro to both the TAC and Board in January. We will also share the report and outcomes to our Leadership Team for response and finally share report and our responses to all staff by end of February.

FISCAL IMPACT:

There is no fiscal impact related to the survey. Changes in employee initiatives and programs as a result of survey results could have financial consequences in future years.

ALTERNATIVES:

No action is recommended; however, the Board may provide direction on additional information needed or recommended actions to address results of survey.





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TAC DISCUSSION:

The Transit Advisory Committee was offered an opportunity to review the outcome of the survey and ask questions. Advisor Bertelson, Coconino County, observed that these results and the comments received are not different than what the partners across the city are seeing.

SUBMITTED BY:

Heather Dalmolin
CEO and General Manager

ATTACHMENTS:

None.

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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 20224

TO: Honorable Chairman and Members of the Board

FROM: Josh Stone, Management Services Director

SUBJECT: FY2023 Completion and FY2024 Financial Update

As the FY2025 budget planning is underway, the purpose of this memo is to summarize the financial results for FY2023 and to provide year-to-date highlights of Mountain Line's FY2024 financial activities.

Financial Results FY2023

- City of Flagstaff transit tax revenue was budgeted at \$7,418,500 and ended FY2023 better than planned at \$8,317,343.
- Total passenger revenue for FY2023 was \$739,264, an increase of 20% compared to prior year.
- Federal revenue received as reimbursement for operating support and capital projects in FY2023 was \$8,052,923.
- Total system cost per passenger declined nearly 10% to \$6.36 compared to prior year due to a 21% increase in boardings of 271,000 passengers. \$6.36 is approximately 15% lower than the national average cost per boarding of \$7.29 for FY2023.
- Salaries and Benefits, including administration, for all programs for FY2023 was \$7,836,013. 1% less than budgeted.
 - Driver staffing shortage contributed to accumulation of \$434,340 of overtime for drivers. Driving staff vacancies helped close the budget gap across all pay categories resulting in drivers being overbudget by \$189,755.
- Fuel and Vehicle Parts and Supplies exceeded budget by \$249,456. We hope that this cost escalation in these areas has stabilized and will not be as severe going forward.
- Insurance costs, while a significant portion of the operating budget, and continuing to increase each year, were budgeted for and did not materially exceed budget.
- Total Operating Expenses for FY2023 were \$11,177,716, 1% less than budget.
- Capital Investments as improvements to existing assets or new projects escalated in cost for FY2023 as major projects started. Total capital expenses for FY2023 were \$5,467,770. Budget capacity for unfinished projects was carried forward to FY2024.
 - Investments in vehicles, including taking delivery of our first zero-emission bus was \$1,233,581.
 - Investment in the Downtown Connection Center was \$1,504,336.
 - Investment in the CDL Training Facility, in partnership with Northern Arizona University, was \$1,375,497.

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Financial Update FY2024

- City of Flagstaff transit tax revenue is budgeted at \$8,085,300. Guidance provided by the City is that a recession may no longer be likely, but the large increase in sales seen in the past couple of years is likely to have stabilized and plateaued. As a result, transit tax revenue for FY2024 is forecast as of December to be in line with plan. This should keep our fund balance on a reasonable trajectory through the end of the year.
- Total passenger revenue for FY2024 through November is \$374,413. This puts passenger revenue on budget year to date. Despite schedule reductions due to driver staffing, ridership remains strong.
- Total system cost per passenger as of November is \$6.23, tracking somewhat under prior year as costs are similar, but ridership has been 65,000 higher than the same period last year.
- Salaries and Benefits, including administration, for all programs through November is \$3,428,098. This is \$63,291 over budget, mostly due to one-time costs such as termination pay to departing employees.
 - Driver staffing shortage contributed to an accumulation of \$243,699 of overtime pay for drivers. Savings from staff vacancies across the organization helped to cover these expenses.
- Fuel and Vehicle Maintenance costs through November have exceeded budget by \$183,593. Much of this overage was due to replenishing depleted inventory of items such as tires and preparations for winter weather with vehicle chain replacements and repairs. This higher level of spending on vehicle components is not expected throughout the entire year. Fuel expenses were overbudget by \$38,698.
- Total Operating Expenses through November was \$4,525,629, 8% under budget.
- Capital Investment spending through November was \$5,443,942.
 - Investments in vehicles, including taking delivery of our second zero-emission bus was \$959,238.
 - Investment in the Downtown Connection Center was \$2,128,725.
 - Investment in the CDL Training Facility, in partnership with Northern Arizona University, was \$1,960,117. This project is largely complete and has been placed on hold pending work by APS in the spring of 2024.

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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 2024

TO: Honorable Chairman and Members of the Board

FROM: Estella Hollander, Planning Manager

SUBJECT: MetroPlan & Mountain Line Coordinated Plan Update

Starting in 2007, all Metropolitan Planning Organizations (MPO's) and Councils of Governments (COG's) in Arizona were required to adopt and annually update a Coordinated Public Transit - Human Services Transportation Plan to satisfy the federal requirements for Section 5310 grant funds. These plans must inventory existing transportation services for elderly individuals, individuals with disabilities, and low-income individuals, identify unmet transportation needs, and provide strategies for improving coordination to meet those needs. To meet this requirement, Mountain Line and MetroPlan partnered to develop the MetroPlan & Mountain Line Coordinated Public Transit - Human Services Transportation Plan (Coordinated Plan).

The Coordinated Plan has five identified transportation gaps with 39 identified strategies included. The five transportation gaps include information gaps, temporal gaps, spatial gaps, infrastructure gaps, and human capital gaps. To date, two-thirds of the strategies have some progress made from either Mountain Line, City of Flagstaff, or the City of Flagstaff's Commission on Inclusion and Adaptive Living. Three strategies are complete which include developing a train the trainer travel training program, simplifying the paratransit eligibility process, and establishing an on-demand microtransit service. Progress will continue to be made on the strategies through the work of the Coordinated Mobility Council (CMC). The CMC meets quarterly, and the meetings are publicly noticed and have regular participation by seniors, people with disabilities, members of human service agencies, the City of Flagstaff, and Coconino County. Mountain Line staff will bring forth a minor update of the Coordinated Plan to Mountain Line's TAC and Board of Directors in April.

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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 2023
TO: Honorable Chairman and Members of the Board
FROM: Jacki Lenners, Deputy General Manager
SUBJECT: 2024 Transit Tax Update

Mountain Line strategically placed work surrounding a potential November 2024 transit tax initiative on hold to allow for the November 2023 election and the Northern Arizona Healthcare (NAH) referendum to be decided by the voters. This hold included suspending meetings of the Citizen's Advisory Committee, pausing survey work, and postponing a decision on making a recommendation to our Board and subsequently to Flagstaff City Council about a transit tax.

With the NAH project no longer moving forward on the Fort Tuthill site, Mountain Line will not be asking voters to consider a tax increase to serve this location. After receiving clarity on this piece of a potential tax package, the Mountain Line team is ready to resume work to make an informed recommendation.

Next steps include:

- Meeting with key groups and community leaders
- Informal message testing to gauge voter sentiment and reactions
- Develop strategic campaigns about transit and the benefit of transit
- Restart the Citizen's Advisory Committee in the spring.

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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 2023

TO: Honorable Chairman and Members of the Board

FROM: Anne Dunno, Capital Development Manager

SUBJECT: Downtown Connection Center Project Update

Construction Progress

Mountain Line's Construction Manager at Risk (CMAR), Loven Contracting, is making steady progress on the building under a conditional building permit approved by the City of Flagstaff (City) on October 9th. Completed activities include utility tie-ins on Phoenix Avenue, foundations, and stem wall construction for the building. Ongoing activities include retaining and planter wall foundations and concrete masonry unit (CMU) stem walls, APS electrical secondary piping and deep under slab utilities. Next immediate activities in January are backfilling and completion of the building pad, site grading and storm sewer installation to attain the rough grading certificate. With the approved rough grading certification, the City will issue the final building permit in early February. Obtaining the final building permit is critical to the overall project schedule to allow the vertical CMU construction to commence ahead of the installation of the mass timber erection in early April. Loven developed the Building Information Model (BIM) to layout key building systems with input from Mountain Line, design team and key trade partners, a key process to coordinate efficient and aesthetically thoughtful building systems layout in the mass timber building with exposed piping. The DCC team continues to coordinate with the Downtown Mile Project for improvements along Milton Road and the City Art (sculpture and window glass) to incorporate into DCC Phase 1.

DCC Procurements

Mountain Line is currently procuring a DCC security system for cameras and access hardware. Mountain Line will release a procurement in January for rooftop solar followed by a procurement for furniture, fixtures, and equipment in late spring, 2024.

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DCC Phase 2 Planning

Mountain Line submitted a Phase 2a “Interim” site plan package to City planning that develops a temporary bus operations hub to serve transit during construction of the Rio De Flag (RDF) Project. Currently the RDF project, in the area of the DCC, is forecasted for construction approximately 2024-2027.

ADOT Traffic Improvement Analysis (TIA) update – Milton/Phoenix Traffic Signal Improvement

The TIA update was recently submitted to Arizona Department of Transportation (ADOT) for review. The TIA shows a proposed bus only traffic signal, curb island refuge, and at-grade pedestrian crosswalk. If the TIA update is approved by ADOT, the future improvements would allow buses to make left turns (southbound) onto Milton from Phoenix and more easily navigate left turns from Milton onto Phoenix, thus greatly improving access to the DCC for buses. Mountain Line is coordinating the traffic signal design with the City’s Downtown Mile (DTM) Milton Bridge replacement Project. Construction of Mountain Line’s traffic signal improvements would be timed along with or immediately following the DTM construction tentatively scheduled after 2025.

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Construction Photos:



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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 2023

TO: Honorable Chairman and Members of the Board

FROM: Anne Dunno, Capital Development Project Manager

SUBJECT: Commercial Driver's License (CDL) Project Update

As of early January 2024, the CDL course and access road are substantially complete. There are several items for contractor carryover to spring 2024 including pavement seal coating, installation of a CDL gate, seating amenity, and CDL striping. APS will raise the electrical transmission lines in early spring 2024 to provide required clearances over the CDL course. Mountain Line, NAU, and APS are currently in the process of executing an APS agreement for the new facilities located within the APS easement.

Pending weather to complete the final activities, the CDL course will open for use by Mountain Line and NAU in late spring. Third party users, such as Coconino Community College, may enter into a license agreement to use the course. A ribbon cutting ceremony is tentatively scheduled for May 2024.

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CDL Course (Substantially Complete)



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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 2023

TO: Honorable Chair and Members of the Board

FROM: Rhonda Cashman, Executive Assistant and Clerk of the Board

SUBJECT: FY2025 Meeting Dates

Pursuant to the current practice of Mountain Line, the meeting date calendar for the Board of Directors (Board) and the Transit Advisory Committee (TAC) is reviewed twice a year in January and June. This allows all Board, TAC, and staff members to plan and have meetings marked on their calendars.

Typically, the Coconino County Board of Supervisors is on summer recess late June to early August and the Flagstaff City Council is on summer recess early July to mid-August. Fall Semester classes at NAU and CCC typically begin the last week of August. Since the County Board of Supervisors and City Council members are on recess in July, it has been previously determined to be appropriate to have the Mountain Line meeting recess in July as well.

Staff also propose to continue the December recess as it is often difficult to achieve a quorum.

For FY2025, staff recommend the current practice of not holding TAC meetings in the months in which we have joint meetings, May and October. Joint meetings will be held for an extended amount of time.

If any member wishes to discuss these dates further, please request to have this topic added to a future agenda.

Attachment: Proposed FY2025 Meeting Dates

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MOUNTAIN LINE FY2025 REGULAR MEETINGS

Transit Advisory Committee (TAC) - First Thursday of each Month Board of Directors (BOD) – Third Wednesday of each Month

Date	Meeting	Location	Time
7/2024	Recess	-----	-----
8/1/2024	TAC	Zoom Mountain Line Based	10am
8/21/2024	BOD	Zoom Mountain Line Based	10am
9/5/2024	TAC	Zoom Mountain Line Based	10am
9/18/2024	BOD	Zoom Mountain Line Based	10am
10/16/2024	BOD/TAC Advance	TBD	9am-2pm
11/7/2024	TAC	Zoom Mountain Line Based	10am
11/20/2024	BOD	Zoom Mountain Line Based	10am
12/2024	Recess	-----	-----
1/2/2025	TAC	Zoom Mountain Line Based	10am
1/15/2025	BOD	Zoom Mountain Line Based	10am
2/6/2025	TAC	Zoom Mountain Line Based	10am
2/19/2025	BOD	Zoom Mountain Line Based	10am
3/6/2025	TAC	Zoom Mountain Line Based	10am
3/26/2025 (4 th Wed)	BOD	Zoom Mountain Line Based	10am
4/3/2025	TAC	Zoom Mountain Line Based	10am
4/16/2025	BOD	Zoom Mountain Line Based	10am
5/21/2025	TAC/BOD Joint Meeting	TBD	10am-2pm
6/5/2025	TAC	Zoom Mountain Line Based	10am
6/18/2025	BOD	Zoom Mountain Line Based	10am

Subject to change up until 24 hours before meeting

Proposed 12/8/2023



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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 2024

TO: Honorable Chair and Members of the Board

FROM: Heather Dalmolin, CEO and General Manager

SUBJECT: Delegations of Authority Update

In keeping with the requirements of the various authorities granted by the Board of Directors to the CEO and General Manager and as per the most recently adopted Resolutions, this update reports on all actions, including funding applications and executions of awards, enacted by the CEO and General Manager.

Collective Grant Authority – Resolution 2023-100

ADOT Section 5307/5339 Grant

The Arizona Department of Transportation (ADOT) awarded Mountain Line \$12.4 million in Federal Transit Administration Section 5307/5339 grant funds for several local transit projects and initiatives. This includes \$11,194,400 to construct the Downtown Connection Center (DCC) Bus Plaza, \$320,000 for solar panels on top of the DCC Administration Building roof that is currently under construction, and \$979,277 for security and technology equipment upgrades for our fixed route buses.

Procurement Authority – Resolution 2023-110

RSOQ 2023-300, Pedestrian and Bicycle Infrastructure Upgrades Design Task Order #2

Mountain Line has partnered with the City of Flagstaff to procure design professional services for pedestrian and bicycle infrastructure upgrades. RSOQ 2023-300, Pedestrian and Bicycle Infrastructure Upgrade Design was released September 16, 2022, and closed October 26, 2022, with the resulting contract awarded to Ardurra Group, and Task Order #1 for 5% design was executed April 15, 2023. Mountain Line and City of Flagstaff staff have completed 5% design, this Task Order #2 is to complete 60% design. The final Task Order (TO #3) will be for final design. The value of Task Order #2 is \$410,318, bringing the total cumulative contract value to \$557,200.50.

RFP 2022-140, Downtown Connection Center Construction Manager At Risk (CMAR), Amendment #4, Guaranteed Maximum Price (GMP)

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In May 2022, the Mountain Line Board of Directors approved the award of RFP 2022-140, DCC CMAR to Loven Contracting, Inc for Construction Manager At Risk services for the construction of the new Downtown Connection Center. The GMP No. 3 scope of work includes the cost of work for labor, materials, and equipment for associated with the city art for concrete, waterproofing, glazing, electrical and landscaping and general conditions, contractor contingency, material escalation, insurance, sales tax, and contractor fee. The value of GMP #3 is \$90,490.17, bringing the total cumulative value of the contract to \$25,276,441.43.

RFP 2020-110.2, Owners Representative Task Order #1, Change Order #1

RFP 2020-110.2, Owners Representative Services was released in December 2020 and was awarded to Nations Group for a fixed fee of 2% of the total project budget. Task Order #1 was issued in January 2021 for Owners Representative Services for the Downtown Connection Center project. Change Order #1 to Task Order #1 is to add additional budget due to scope changes. The value of Change Order #1 to Task Order #1 is \$173,843, bringing the total cumulative value of the Task Order to \$643,843.

RSOQ 2022-400, DCC Civil Engineering Task Order #4

In March 2022, Mountain Line awarded RSOQ 2022-400 to Woodson Engineering, Inc. (WE) for civil design services for Phase 1 of the Downtown Connection Center (DCC). The scope of work under the procurement was for civil design and associated landscape architecture services for Phase 1 DCC for the building and Phase 2 for the bus operations and civic space. The scope of Task Order #4 for DCC Phase 2 is broken into two subtasks, interim plans and ultimate buildout plans. The value of Task Order #4 is \$501,830, bringing the total cumulative value of the contract to \$1,048,393.74

RSOQ 2022-500, Architectural Design Services Task Order #3

In April 2022, Mountain Line awarded RSOQ 2022-50 to HDR, Inc. for architectural design services for Phase 1 of the Downtown Connection Center (DCC). The scope of work under the procurement was for architecture and engineering services for Phase 1 DCC for the building and Phase 2 for the bus operations hub. The scope of Task Order #3 for DCC Phase II is broken into two subtasks, interim electric vehicle charging plans and ultimate buildout plans. The value of Task Order #3 is \$438,187, bringing the total cumulative value of the contract to \$1,444,652.

RFP 2023-1160, Computer Aided Dispatch and Automatic Vehicle Location, Change Order #1

In September 2023, Mountain Line awarded RFP 2023-1160 to GMV Syncromatics Corp for Computer Aided Dispatch and Automatic Vehicle Location. This change order is to increase base quantity of units to account for the new BEB, increase the quantity of interior signage, decrease scope of integration with TransitFare, upgrade the APC sensors, and add equipment shelves to the buses. The value of Change Order #1 is \$85,462, bringing the total cumulative value of the contract to \$848,987.

Agreements and Contracts Authority – Resolution 2020-100

MetroPlan and Mountain Line Intergovernmental Agreement, Amendment #3

The Intergovernmental Agreement between Mountain Line and MetroPlan is amended to include IT services with MetroPlan's use of Mountain Line office space, effective November 6, 2023.

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MOUNTAIN LINE MEMORANDUM

DATE: January 17, 2024
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

- The 2023-2024 Mountain Express season kicked off on Dec. 26. Service ran daily from Dec. 26-Jan. 2 and will run on Saturdays/Sundays in January and February. Snowbowl is providing a \$10 resort voucher to all Mountain Express riders.
- After a frantic and challenging spring & summer dealing with Flagstaff construction & road repairs, we currently have no active construction zones affecting Mountain Line routes or passenger stops. Thank you, Anne, Jeremiah, Jacki, Mark, all Operation Supervisors and of course, our Transit Operators for an accident-free construction season. This is a huge accomplishment and kudos to all who made this successful. Per Operations Manager Dave Doss, "The sign on the door is true. 'Through these doors are the finest drivers in the world.' The Flagstaff community is fortunate to have our operators out there with a hard fast dedication to safety.
- We are ready for snow! Through diligent planning and collaboration with our local partners at City Streets and Parks and Recreation, we have successfully implemented measures to ensure a smooth and effective response to winter weather challenges. Our team has worked tirelessly to enhance our snow preparation strategies, including timely equipment maintenance, training for employees, and refining our snow removal procedures. This proactive approach is aimed at minimizing disruptions and ensuring the safety and well-being of our community. Per the Maintenance Manager Jeremiah McVicker, "I want to express my gratitude to each of our team members in Fleet and Facilities for their dedication and hard work in making this initiative a success. Your commitment to excellence is truly commendable."
- A quick look at our ridership from Bizzy reveals we continue our steady return to pre-COVID levels:
 - **Bus ridership is up 10%** - Though service reductions are in place due to staffing shortages, community members continue to come back to transit, representing 65% of pre-COVID ridership.
 - **Paratransit is down 16%** - Mountain Line is looking deeper into why we are this bucking the nationwide trend of ever-increasing paratransit ridership and will report back.
 - **Taxi Program is up 33%** (City Taxi up 35% and County Taxi down 2%) – An excellent transportation option for our paratransit eligible community members that allows same-

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day reservations and is partially paid for by Mountain Line. The increase in Taxi Program trips may likely be part of the explanation of the paratransit decrease.

- **GO! Microtransit is down 23%** - This program supports our more vulnerable community members to access needed services in the Huntington-Industrial area. Commingling microtransit and paratransit (using the same bus and Operator for both services) has reduced deadhead (non-revenue) hours by 39% in FY23. This increases efficiency for the system as a whole.
- **Vanpool is up 44%** - This program currently supports 9 vanpool groups and continues to be a great service for workers who live or work in nearby cities (i.e., Williams, Winslow, Holbrook) and connect to Flagstaff. Some employers are supporting the costs of these vanpools in addition to the County subsidy of \$400 per van per month.

Partnerships and Outreach

- Mountain Line staff continues to work closely with FUSD staff and families to ensure students who are impacted by the transportation changes have access to Mountain Line passes. This included attending five in-person events and handling pass distribution at the Mountain Line office. Staff have also helped many families with trip planning and other questions about transit. Approximately 200 semester passes have been distributed.
- Several staff attended a 2-day grant writing workshop in December that was put on by Grant Writing USA, MetroPlan, and Northern Arizona Council of Governments to strengthen grant writing skills and network with other grant writers in Northern Arizona.
- Staff have conducted roughly a half dozen visits with State Legislators and more are planned in January. We are sharing an update on progress with the Downtown Connection Center and again express our gratitude for funding. We are also sharing our annual report, our Legislative Priorities, and answering any questions they may have about our \$2M funding ask to help us match the federal award for the Kaspar Maintenance Facility project. This request is part of a statewide package for state funding to help communities in rural Arizona complete Transportation Infrastructure projects and we are grateful for the support of MetroPlan and Kate Morley who conducted the call for projects and included our funding request alongside requests from both the City and County.

Finance, Compliance, and Procurement

- As better detailed in the Delegation of Authority Progress Report, we have purchased a new computer-aided dispatch and real time arrival solution to replace our existing technology and services that were implemented in 2012 and 2014. The vendor, GMV, has completed installation on all vehicles and we are live with the solution internally. We will go live January 16th, 2024 with the customer facing parts of the solution, including updated signage at all stops. We are excited to bring an improved solution to our team and to improve the customer experience with better live route tracking and arrival predictions.
- FY2024 Triennial Review notice has been received. Congress requires FTA to comprehensively review organizations who receive federal transit funds for their programs every 3 years but had been suspended due to COVID. A reviewer will be scheduled to visit sometime between March and September of 2024. FTA will look at Mountain Line's management practices and compliance

Getting you where you want to go





Mountain Line

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across many areas such as financial management and capacity, technical capacity, maintenance, procurement, civil rights, and program-specific compliance requirements. This is a good opportunity to take a thorough look at all our processes and be sure that we are operating efficiently and effectively with our available resources. This will be Mountain Line's 8th review since 2001.

- The City of Flagstaff's 2024 minimum wage increased to \$17.40 as of January 1, an increase of \$0.60. Mountain Line's Board of Directors approved an unbudgeted pay increase on January 1 of \$0.60 per hour for all hourly, non-exempt staff. Pay ranges have also been adjusted as of January 1 to accommodate the increase. We hope to remain competitive in our recruitment for open positions and any open job postings have been updated to reflect new starting wage.

Staffing

- In the last 60 days, we have graduated three more staff members from our CDL Operator Training program. We are very excited to have these team members join our team. Our trainers have worked tirelessly for the last 18 months to give trainees the support they need while supporting operations with highly trained and qualified team members.
- We continue to be committed to providing refresher training to our staff, even while we are short-staffed. Our team has gotten creative, and all team members received winter driving training via online video that our Trainers created. We also refreshed staff on customer service training and reviewed actual performance videos in the December Operator meetings to engage the team in identifying areas we can improve. Again, congratulations to our Trainers for going outside the box to address training concerns and support our team.
- Estella Hollander's position was redefined to a Planning Manager. Estella provides leadership on Mountain Line's long range planning, grant strategy, and mobility management and this redefinition is a reflection of her expertise and skill set in these areas.
- Finance has been operating with a staffing shortage for the last couple of months. A new Finance Coordinator position was developed, posted, and we had 1 qualified applicant who will be interviewed in the next week. We hope to have an announcement of who will be filling that role soon. Many thanks to Josh Stone and Aliya De La Torre for taking on the extra work to ensure financial matters are handled timely and in accordance with our internal controls.
- Mountain Line is celebrating one of our most senior Transit Operators, Jen Petri. After 12 years of dedicated service to our community, she is retiring on January 15. Jen has been a cornerstone within our team as she delivered high quality customer service and has had one of the best service records (attendance, safety, performance). We will miss Jen tremendously but are happy to see her reach her goal of retirement.
- Happy Anniversary to our December and January anniversaries.

Getting you where you want to go



February: TAC Meeting is Thurs, 2/1 Board Meeting is Wed, 2/21

ITEMS:	WHO & WHAT:
Safety Minute	Sam
Milestone Anniversaries	Heather D
City of Flagstaff Regional Plan 2045 Update	Sara Dechter, City
Workforce Budget Overview	Josh - D
Recruitment and Retention Update	Sam/Codi - D/A
Safety Plan Update	Sam - D/A
GMV Syncromatics Corp Update	Jim/Dave/Jon-D/A
Kaspar Maintenance Facility Update	Anne - D/A
Contract Template Changes	Heather H - D/A
FY2025 Budget Message	Josh S - PR
Status on How FUSD Service is Going	Jacki - PR
2024 Transit Tax Update	Jacki - PR
First / Last Mile Update	Estella - PR
Delegation of Authority Update – Agreements, Grants, and Procurements:	Heather D - PR
March/April Agenda Calendar	

March: TAC Meeting is Thurs, 3/7 Board Meeting is Wed, 3/27

ITEMS:	WHO & WHAT:
Safety Minute	Sam
Milestone Anniversaries	Heather D
Operating Budget Overview	Josh - D
Financial Audit	Josh - D/A
August Service Changes (if any)	Estella - D/A
Biannual Performance Report	Bizzy - D/A
Delegation of Authority Update – Agreements, Grants, and Procurements:	Heather D - PR
April/May Agenda Calendar	

C = Consent, D/A = Discussion/Action, D = Discussion, PR = Progress Report