



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, August 1, 2024

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, August 1, 2024, 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:

Greg Clifton, (Chair), City Manager, City of Flagstaff, (Zoom);
Kurt Stull, (Vice Chair), Executive Director of Facilities and Security, CCC, designee, (Zoom);
Carol Covington, Citizen Representative, Coconino County, (Zoom);
Michele James, Citizen Representative, City of Flagstaff, (Zoom);
Kim Musselman, Deputy County Manager, Coconino County, designee, (Zoom);
Rafy Rivera, Assistant Director of Shuttle Services, NAU, alternate, (Zoom);
Karli Vander Meersch, 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;
Erin Stam, Director, Campus Operations, Transit Services, NAU, designee;
Gail Jackson, Economic Development Representative, (ECoNA)

STAFF IN ATTENDANCE:

Heather Dalmolin, CEO and General Manager, (Zoom);
Jacki Lenners, Deputy General Manager, (Zoom);
Sam Short, Workforce Director, (Zoom);
Anne Dunno, Capital Project Manager, (Zoom);
Codi Weaver, Human Resources Manager,
Estella Hollander, Planning Manager, (Zoom);
Bizzy Collins, Strategic Performance Planner, (Zoom);
LaReina Reyes, Associate Transit Planner;
Jon Matthies, Information Technology Manager;
Rhonda Cashman, Executive Assistant and Clerk of the Board;
Cameron Stanley, Mountain Line Legal Counsel, (Zoom)

GUESTS PRESENT:

None.

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

1. CALL TO ORDER -Chair Clifton called the meeting to order at approximately 10:02am.
2. ROLL CALL
3. SAFETY MINUTE
-Sam Short, Workforce Director

Mr. Short reported on Back to School Safety and he provided some safety tips.

4. MILESTONE ANNIVERSARIES
-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin recognized the employees with July and August milestone anniversaries.

5. CALL TO THE PUBLIC

There were no members of the public present at the meeting, nor any email comments received.

6. APPROVE TAC MINUTES 6/6/2024

Advisor Covington made a motion to approve the minutes from June 6, 2024. Advisor Musselman seconded. There was no discussion. All approved, none opposed. Motion carried.

NAME	YES VOTE	NO VOTE
Greg Clifton	X	
Kurt Stull	X	
Carol Covington	X	
Michele James	X	
Kim Musselman	X	
Rafy Rivera	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. AMENDED RIDER CODE OF CONDUCT AND TRANSPORTATION SERVICE SUSPENSION POLICY

-Sam Short, Workforce Director

Staff recommends the Board of Directors approve Resolution 2025-170 to adopt the amended Mountain Line Rider Code of Conduct and Transportation Service Suspension Policy and authorize the CEO and General Manager to approve future updates that do not alter the intent of the Policy, The referenced documents are updated to incorporate changes

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

that reflect a more customer focused approach to providing transit services to the community while offering protective measures for the employees of Mountain Line.

Mr. Short provided a brief report regarding some changes to Mountain Line's Rider Code of Conduct to align with other public information, make the policy clear to staff and customers, and add additional resources for staff. He shared an example of the updated pet policy, also noting some of the suspension time lengths that have been added. Some additional changes were made to the Suspension Procedures and the Suspension Appeal Process was modified. Chair Clifton stated his appreciation of the summary report. Advisor Covington offered some correction comments related to a couple bullets on page 16 of the agenda packet that were not substantive to the recommendation or intent of this item. There was no other discussion.

ii. REVIEW ADVERTISING PROGRAM AND REVENUE UPDATE

-Jacki Lenners, Deputy General Manager

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

Ms. Lenners stated staff currently sell ads on the street side, curb side, and tail of the bus of all revenue vehicles and it is a popular program. She noted the advertising program is handled in-house and would not be appealing to an outside ad agency due to the small size of our fleet. She shared that our Fleet staff changes out the ads on the buses. She communicated that our internal ads are offered to non-profit agencies at a 50% discount. She explained that tail ads were all that were being sold when she started working at Mountain Line more than 10 years ago, and a previous Board approved expansion of the program. She stated that prior Board direction was to not interfere with or cover up our branding. As it is adjacent to the advertising program, she shared that a new vehicle wrap has been designed; it will be simpler, and the riders are likely to prefer it because it will not cover up the windows. She explained the advertising policy determines the types of ads that are not allowed, such as political ads, alcohol, or tobacco products, etc. She noted about 90-95 percent of ad space is sold out, which is a substantial source of revenue. Chair Clifton thanked her for her nice summary. There were no questions.

iii. REALLOCATION OF ADVERTISING REVENUES

-Heather Dalmolin, CEO and General Manager

Staff recommends the Board of Directors authorize the CEO and General Manager to reallocate \$500,000 in advertising revenue from the Mountain Line General Fund to Mountain Line operating funding to offset the financial impact of off-budget expenses necessary for workforce recruitment, development, and retention.

Ms. Dalmolin noted it is the intention of staff to offset the off-budget wage change for Operators and Operations Supervisors, which they hopefully read about in the Progress Reports. She reiterated that advertising revenue goes into the General Fund, and the intent was originally to use the funds as local match if an unexpected grant opportunity was identified by any of partners or programs. She commented that the General Fund balance has grown to over \$900,000. Staff are recommending the Board authorize her to use a portion of it in FY2025 to offset the wage change, staff development, and training tools and

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

resources. Chair Clifton noted this item would be for Board action and he was appreciative of the nice presentation, as well as the summary of the Off-Budget Wage Change progress report. Advisor Covington suggested having a caveat at the beginning of the Wage Change report to let TAC members know this was approved by the Board in June. Ms. Dalmolin stated she understood and confirmed the Board approved the wage change in June. There were no other comments or questions.

iv. FINANCIAL POLICY UPDATE

-Josh Stone, Management Services Director

Staff recommends the Board of Directors amend the Financial Management Policy to include reallocation of excess advertising revenues for the purpose of transit program operations when the General Fund balance exceeds \$750,000.

Ms. Dalmolin presented this item on behalf of Mr. Stone. She explained that the proposed change is going to the Board to set a maximum amount held in the General Fund because it is part of the Board set Financial Management policy. She noted if the amendment as proposed is approved, any funding in excess of \$750,000 would be deposited as program revenues instead of the General Fund and applied directly to offset local funds needed for operating programs. Advisor Covington asked a question about track changes on pages 46 and 47. Ms. Dalmolin confirmed that was intentional to show the updates to the actual policy, making it easy for the Board to see the proposed changes. Chair Clifton thanked her for covering for Mr. Stone. There was no further discussion.

v. MOBILITY AS A SERVICE (MAAS) PLAN UPDATE

-Estella Hollander, Planning Manager

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

Ms. Hollander informed the TAC that this mobility study has been an ongoing planning effort over the last year. She noted the goal of the plan was to look at how paratransit is operated in order to evaluate operational efficiency and cost effectiveness, and to consider how to enhance service for paratransit and microtransit riders. She explained Mountain Line contracted with Texas A&M Transportation Institute (TTI) to evaluate our current programs. She reviewed the progress to date and stated that no implementation has occurred yet. She shared that the Phase One recommendation is to continue operating in-house, incorporate Americans with Disabilities Act (ADA) Certified Overflow Providers, and add paratransit to the existing microtransit trip booking app and Phase Two would be use of a same day service, or on demand service, model for the paratransit program. She explained the model. She stated staff presented this to the Coordinated Mobility Council and they liked it. Advisor Musselman commented that this is awesome, and she commended the work on this study. Ms. Hollander reviewed the next steps as some are dependent on having a new Operations Director hired. There were no questions. Chair Clifton thanked her for the report.

b. **PROGRESS REPORTS:**

There were no questions related to the progress reports.

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

- i. OFF-BUDGET WAGE CHANGE
-Heather Dalmolin, CEO and General Manager
- ii. ANNUAL SAFETY REPORT
-Sam Short, Workforce Director
- iii. ANNUAL FLEET REPORT
-Jeremiah McVicker, Maintenance Manager
- iv. ANNUAL UPDATE ON THE BUS STOP REHABILITATION PROGRAM
-Jeremiah McVicker, Maintenance Manager
- v. DELEGATIONS OF AUTHORITY UPDATE
-Heather Dalmolin, CEO and General Manager
- vi. SUMMARY OF CURRENT EVENTS
-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin shared the following highlights:

- Mountain Line staff attended nine Back to School events over two weeks, totaling 132 hours at Flagstaff Unified School District Schools and BASIS, over 700 passes were given out or sold. Photos were shared.
- A Community Transportation Association of America training opportunity relating to Customer Driven Service was recently offered to the first eight staff. A photo was shared.
- Quarterly Operator meetings are happening again.
- Semi-annual refresher training is already scheduled for this winter for our Operations team.
- Leadership Coins is a new recognition program available to all employees, and the idea came from our Interim Operations Director, Mr. Hamelin.
- Mountain Line is returning to full service on August 5th for Route 2 and Route 4 and Route 10 will return to higher frequency later in the month when Northern Arizona University (NAU) and Coconino Community College (CCC) begin their fall semester.
- Mountain Line has hired five contracted drivers to assist us with getting back to full service while we continue to hire and get more operators trained.
- We were not successful in hiring an Operations Director in the first round of recruitment. The position is now open, and we have worked to ensure we are advertising locally.
- A high power, overhead charging unit is being installed at the Kaspar facility. A photo was shared.
- A Downtown Connection Center (DCC) wood beams photo was shared, along with others. TAC and Board members are invited to a tour on September 18th to see the sustainability features of the new building.
- Other staff July and August anniversaries were reviewed.

ITEMS FROM COMMITTEE AND STAFF:

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. Dalmolin welcomed Advisor Musselman back to the TAC, noting she has been appointed the County Manager's Designee.

Ms. Dalmolin asked that TAC members complete her annual evaluation survey sent to them by our Human Resources Manager, Ms. Weaver.

Chair Clifton welcomed Advisor Musselman, stated he was impressed with the staff anniversaries, and that he is looking forward to the DCC Tour.

Ms. Dalmolin stated there will be more information to come regarding the DCC Tour as there will be some dress requirements.

Ms. Dalmolin mentioned that the October joint meeting will be a State of Mountain Line meeting to report on the status of many areas of our agency.

8. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS September/October Working Agenda

TAC members have been invited to a tour of the new Downtown Connection Center, joining the Board of Directors on September 18, 2024, 10am-12pm, and no Mountain Line business will be conducted.

The Board and TAC Advance joint meeting will be held on October 16, 2024, and it will be an in-person only meeting based in Flagstaff in the Mountain Line Training Room, Flagstaff, AZ 86004, Light breakfast items and mingling at 8:30am, and the meeting at 9am-12pm. The public is invited to attend. October agenda items may include but not be limited to the FY2024 Annual Report, FY2025 Projections, Bus Stop Acquisition Policy, Biannual Performance Report, Electric Bus Performance Report, Trip Quest Roll Out with Data, Capital Program and Grant Funding Outlook Update, Succession Planning and Organizational Structure, 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.

9. ADJOURNMENT -Chair Clifton adjourned the meeting at approximately 11:07am.

Greg Clifton, 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

