

Mountain Line

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Board of Directors Minutes for Wednesday, August 21, 2024

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, August 21, 2024, 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;
Jeronimo Vasquez, (Vice Chair), Board of Supervisors, Coconino County, (Zoom);
Miranda Sweet, City Councilor, City of Flagstaff;
Josh Maher, Associate VP for Community Relations, NAU, alternate, (Zoom)
**Three of our five Board member seats must be present to constitute a quorum.*
***The City of Flagstaff holds two seats.*

BOARD MEMBERS EXCUSED:

Lori Matthews, City Councilor, City of Flagstaff

MOUNTAIN LINE STAFF IN ATTENDANCE:

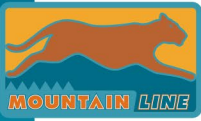
Heather Dalmolin, CEO and General Manager;
Jacki Lenners, Deputy General Manager, left at approximately 11:44am;
Josh Stone, Management Services Director, left at approximately 11:10am;
Sam Short, Workforce Director, (In Person/Zoom), left at approximately 11:10am;
Anne Dunno, Capital Development Manager, (In Person/Zoom), left at approximately 11:10am;
Codi Weaver, Human Resources Manager, left at approximately 11:10am and returned at approximately 11:44am;
Dave Doss, Operations Manager, (Zoom), joined at approximately 10:02am and left at approximately 11:10am;
Bizzy Collins, Strategic Performance Planner, left at approximately 11:10am;
Estella Hollander, Mobility Planner, left at approximately 11:10am;
Heather Higgins, Purchasing and Contracts Officer, (Zoom), joined at approximately 10:02am and left at approximately 11:10am;
Jon Matthies, IT Manager, left at approximately 11:11am and returned at approximately 12:10pm;
Rhonda Cashman, Executive Assistant and Clerk of the Board, left at approximately 11:44am and returned at approximately 12:10pm;
Scott Holcomb, Mountain Line Attorney, (Zoom)

GUESTS PRESENT:

Judy Begay, Board of Supervisors, Coconino County, (Zoom), joined at approximately 10:04am and left at approximately 11:10am;

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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 Back to School Safety and shared some safety tips.

4. MILESTONE ANNIVERSARIES

-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin reviewed the July and August milestone anniversaries.

5. CALL TO THE PUBLIC

Ms. Cashman read one written public comment received via email regarding free fare. The public comment will be attached to the minutes as a public record.

6. APPROVAL OF MINUTES:

- a. Regular Meeting 4/17/2024
- b. Special Meeting 5/13/2024
- c. Regular Meeting 6/26/2024

Chair Williams asked for Mr. Holcomb's opinion on approving the minutes without a majority of members being in attendance that were present at the June meeting. Staff confirmed the minutes were sent in the agenda packet in advance of the meeting and no comments were received about any discrepancies. Director Sweet made a motion to approve the minutes for all three meetings. Director Maher 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	
Josh Maher	X	

DISCUSSION / ACTION ITEMS:

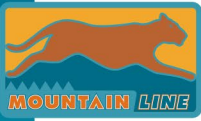
7. AMENDED RIDER CODE OF CONDUCT AND TRANSPORTATION SERVICE SUSPENSION POLICY

-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

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of the Policy. The referenced documents are updated to incorporate changes 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 reported on the proposed changes that are aimed at making our rider policies more customer friendly, matching our posted public information (as recently updated), and provide additional support for our operators. Some examples are: pets are allowed versus requiring animals to be trained service animals, modified suspension lengths to align length of suspension to fit the reason, change to require a supervisor to suspend a passenger versus drivers having authority to suspend for more than a single trip, and the Human Resources Manager has been added to the process since that position is also the Equal Employment Opportunity (EEO) Officer, Americans with Disabilities Act (ADA) Officer, and Civil Rights Officer. There were questions about other cities allowing pets on the buses and what led to supervisors being required to issue a suspension. Mr. Short responded that yes, many cities are now moving towards allowing pets, and he replied that the suspension process as a whole was being revised to improve both the application of suspension and completion of necessary documentation with person being suspended. Ms. Dalmolin explained that this change allows the operators to focus on customer service and the supervisors can support them and coach them through the situation while conducting enforcement of rider rules. Mr. Short shared that 90% of operator disputes are over collection of fare payment. Mr. Holcomb stated that Mountain Line staff try to handle suspensions fairly and treat passengers well. Chair Williams would like to know the impact of this policy change down the road. Director Maher moved to approve the Rider Code of Conduct and Suspension Policy. Director Sweet seconded. There was no further discussion. All approved, none opposed. Motion carried.

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

8. REVIEW ADVERTISING PROGRAM AND REVENUE UPDATE

-Jacki Lenner, Deputy General Manager

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

Ms. Lenner shared some of the history of the advertising program, recent fiscal year revenues, and policy restrictions. She noted Mountain Line staff have managed our advertising program which is approximately 90 percent full; interior ads are discounted for non-profits. She explained the Board sets the policy, which was recently updated to not allow electronic cigarettes, nor are political ads allowed; a previous Board chose to limit advertising space to sign versus full or bigger vehicle wraps to preserve the Mountain Line branding visible on our vehicles. There were no questions or discussion.

9. REALLOCATION OF ADVERTISING REVENUES

-Heather Dalmolin, CEO and General Manager

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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 stated that all advertising revenue currently goes to the General Fund, by design and as a function of financial management. She noted the General Fund has now grown to a balance of approximately \$900,000. She is asking to reallocate \$500,000 to the Operating Fund. She explained the policy for advertising revenue was originally established to create a source of local match funds for off-budget grant applications or to create partner loans as needed due to local funding shortfall. This policy was established when we operated services on behalf of Sedona and Cottonwood in 2008. The policy was also established when advertising revenues averaged \$35,000 a year. The transfer of the funds to operations will help offset the wage increase, as well as invest in staff development, and recruitment/retention as allowed by the Financial Management Policy. There were no questions. Director Sweet made a motion to approve the reallocation of funds as presented. 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	
Josh Maher	X	

10. 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.

Mr. Stone explained the General Fund has been maintained as a flexible fund and staff would now like to update the policy to authorize the CEO and General Manager to move funds in excess of \$750,000 to operations. He noted the red-lined financial policy document in the agenda packet shows the proposed changes. There was a question about how funds have been used in the past and if this request is for use in a similar way. Ms. Dalmolin responded that prior to 2006 all advertising revenues went to operations as there is a federal requirement that advertising revenues earned using federal funded vehicles, facilities, or assets has to be used for transit programs. She shared that when the recession hit in 2008, the General Fund was established as a "Rainy Day Fund", and this is the first proposed use of those funds. Vice Chair Vasquez made a motion to approve the changes to the Financial Management Policy as indicated. 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	
Jeronimo Vasquez	X	
Miranda Sweet	X	
Josh Maher	X	

11. 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 stated that the kickoff of this study was in August 2023 with consultants from Texas A&M Transportation Institute. She noted the project goal is “to create new and improved mobility options for paratransit and microtransit riders through new technology and contracted relationships that maximize transit options in a cost efficient and effective manner.” She said the team did a deep dive into our paratransit and microtransit programs. She noted current operations are in-house and no implementation has been done yet. She explained Phase 1 is to continue in-house operations with overflow contracting through providers like UZURV and SilverRide, who are Americans with Disabilities Act (ADA) certified ride hailing providers, but that do not necessarily have wheelchair accessible vehicles. She reviewed Phase 2 which will offer same day paratransit service, and she shared a diagram of the types of services providers offer. Ms. Hollander noted the next steps include some compliance and policy modifications, developing a scope of work for ADA Overflow providers, and pursuit of contracted services as identified in Phase 1. Implementation of the same day paratransit program with an opt-in option and identification of additional contracted service providers identified as part of Phase 2 are pending the hire of the new Operations Director due to their significance. There were questions about how the ADA certification fits in and how this program is different from the taxi program. Ms. Hollander responded the ADA certification is specialized training to help with understanding and customer service needs of disabled passengers. Ms. Dalmolin stated this enhanced paratransit and microtransit service would allow same day service to maximize client accessibility. The Board was supportive of this direction for these programs.

PROGRESS REPORTS:

There were no questions regarding the progress reports.

12. ANNUAL SAFETY REPORT

-Sam Short, Workforce Director

13. ANNUAL FLEET REPORT

-Jeremiah McVicker, Maintenance Superintendent

14. ANNUAL UPDATE ON THE BUS STOP REHABILITATION

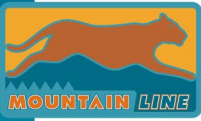
-Jeremiah McVicker, Maintenance Superintendent

15. DELEGATIONS OF AUTHORITY

-Heather Dalmolin, CEO and General Manager

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16. SUMMARY OF CURRENT EVENTS

-Heather Dalmolin, CEO and General Manager

Ms. Dalmolin shared the following highlights:

- Eleven staff members attended several Back to School events, distributing approximately 900 passes.
- A bus stop improvement at Lake Mary and Mohawk, made possible through collaboration with the property developer, is in progress.
- The overhead pantograph charger is being installed at Kaspar headquarters. This is a fast charger to aid our battery-electric buses. This charger is considered a pilot to collect data.
- Leadership Coins are a new recognition program for those that go above and beyond.
- Multiple Operations staff members have been attending various online Community Transportation Association of America (CTAA) trainings. Eight Operators participated in the Customer Driven Service class in the VERA Room.
- Bus stop rehabilitation including painting and roof repairs have been taking place this summer.
- A bus shelter was installed at the Commercial Driver's License (CDL) training facility to aid in training operators how it feels to pull up to a bus stop. Ms. Dalmolin thanked the facilities team for this creative idea.
- Several photos were shared of the Downtown Connection Center (DCC) construction. Ms. Dalmolin reminded Board members of the DCC building tour and a look at Phase 2 on September 18th. She also noted that Mountain Line has bought out the City parking lot as it is needed for construction workers to park in. There are a few ADA parking spots available in one area, but no public parking otherwise.
- July and August Anniversaries were recognized.
- Ms. Lenner has been selected to participate in the American Public Transportation Association (APTA) Leadership Program.

Director Sweet made a motion to move into an executive session at approximately 11:09am. 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	
Josh Maher	X	

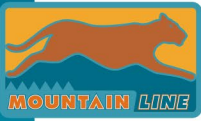
EXECUTIVE SESSION

Executive sessions are closed to the public.

The Board considered a motion to convene an executive session pursuant to A.R.S. § 38-431.03(A) for the following purposes:

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1. Discussions or consultations with Mountain Line’s legal counsel for legal advice and with legal counsel and designated representatives regarding the purchase, sale, or lease of real property. ARS 38-431.03(A)(3), (4) & (7).
2. 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 12:11pm.

DISCUSSION / ACTION ITEMS:

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

-Codi Weaver, Human Resources Manager

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

Vice Chair Vasquez made a motion to table the CEO and General Manager contract action item to a September special meeting, date and time to be determined. 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	
Josh Maher	X	

ITEMS FROM COMMITTEE AND STAFF:

Chair Williams reminded Board members of the upcoming DCC Tour scheduled on Wednesday, September 18, 10am-12pm; this is not a business meeting. Also, he noted the Board and TAC will hold a joint meeting on October 16, 8:30am-12pm. Ms. Dalmolin shared that the October meeting will not be the traditional Strategic Planning Advance due to the pending ballot initiative, it will be more of a State of Mountain Line address; March and May meetings will have more of a strategic planning focus in 2025. She also noted the October joint meeting will end earlier than usual to accommodate those attending the Arizona Rural Transportation Summit that begins that day.

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

September/October Working Agenda

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

The next Board and TAC Joint meeting will be held on October 16, 2024, and it will be an in-person only meeting based in Flagstaff in the Training Room at Mountain Line, 3773 N. Kaspar Dr., Flagstaff,

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AZ 86004 from 8:30am-12pm. Morning refreshments will be served. The public is invited to attend. October agenda items may include but not be limited to Electric Bus Performance Report, Biannual Performance Report, FY2024 Annual Report, FY2025 Projections, Capital Program and Grant Funding Outlook Update, and Succession Planning and Organizational Structure, Transit Tax Update, Employee Engagement Survey Report, Wage Change Impact, Trip Quest Roll Out with Data, 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.

18. ADJOURNMENT -Chair Williams adjourned the meeting at approximately 12:17pm.

Tony Williams, Chair of the Mountain Line Board of Directors

ATTEST:

Rhonda Cashman, Executive Assistant and Clerk of the Board

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