

Agency Activity Report

To: Board of Directors
From: Jordan Hess, CEO & General Manager
Date: September 25, 2025

The following is a summary of staff activities between August 16, 2025, and September 15, 2025:

Administrative & Financial Services

Human Resources

- Organizational Projects – Assisting Projects/Planning/Procurement/IT team on several organizational initiatives.
- Recruitment & Hiring – Starting next new hire class on November 10.
 - Recruiting director of operations – Posting position in early September
 - Sitting general managers at other transit agencies are among strong candidate pool
 - Scheduling first round of interviews in September, followed by in-person second and final interviews into October
 - Estimated start date in December depending on candidate's notice requirements
- Workers' Compensation – Currently managing four active cases, including three off-duty incidents
 - Recently lost a long-term employee to a workers' compensation injury
- Leave Management – Managing nine active Family and Medical Leave Act leaves
- Labor Relations – Preparing for upcoming arbitration

Finance

- Processed 96 payments totaling \$1,526,025 to 80 vendors
- Processed 2 payrolls, health insurance and benefits for 115 employees
- Completed the 1.5% collective bargaining agreement increase for the maintenance department
- Continued FY25 audit preparation
- Collaborated with the county staff in reviewing FY26 mill levy options
- Prepared final draw for MT-2023-002 RAISE/MRA award
- Requested reimbursement for labor hours from two work orders through warranty billing
- Collaborated with project manager on new facility timeline and financing
- Blumenbach is finalizing her capstone project presentation for the Transit Next Leader Institute emerging leadership program
 - Attended third and final peer group meetings and executive coaching sessions

Operations

Maintenance

- Electrification – All new electric buses are now fully in service.
 - Transferred usable electronic components from retired buses to new fleet
- Marshall Shuttle Service – Launched service during weekend of September 13-14
 - Preparing second shuttle for service this week
- Charging Infrastructure – Installed and operations with a few glitches but overall successful rollout.
 - Technicians have completed Heliox (vendor) charger training that ensures full teams is prepared to operate and maintain new equipment

Operations

- Launched Transit to Trails on Saturday, September 13 and over 50 riders used the service over Saturday and Sunday.
 - The service will operate on Saturdays and Sundays from September 13 to October 26.
 - Word of mouth and continued promotional efforts should increase ridership during the pilot program.
- Construction on England Boulevard allows for implementing new routing for Route 11 that should improve on-time performance along the route.

Communications

Events and Sponsorship

- September 7 – Received approximately 220 visits at the table during the Sunday Streets promotion of Marshall Mountain Line shuttle.
- September 27 – Participating in ClimateFEST

Marketing

- Released Marshall Mountain Line shuttle promotional materials and distributing posters and postcards

Outreach

- Route 11 update outreach and announcements in process.
- Working with partner organization to promotion Marshall Mountain Line shuttle directly to clients and target audience.
- Reviewing and discussing paratransit rider guide edits at monthly Specialized Transportation Advisory Committee meeting.

Other Communications

- Interim system map updates in progress to include Routes 3 and 11 changes.
- New designs for vans in progress
- Individual route map designs in progress

- Continuing brand update implementation (document templates, website updates, operational signage and paratransit paperwork).

Capital Projects, Planning, and Technology

Projects

- Transfer Center Interior Renovation – Planning committee reviewed OZ Architecture plans at September meeting.
 - Nearing design completion with reduced options to streamline contractor bid process.
 - Preparing general contractor procurement package for advertising in early October.
- Maintenance Operations Administration Building Update – See Item No. 5.9
 - Preparing for stakeholder meeting on September 29 regarding shared infrastructure
 - DJ&A submitted design plans for the infrastructure to the city
 - Scheduled design work sessions with the architecture and engineering team on September 23 and 24.
- Electrification – Awaiting announcement regarding FY2026 low-no grant application
 - Coordinating with Liberty Electric to correct connectivity for e-gauge monitoring and reporting tools
 - Preparing request for proposal scope for fleet operations and charge management software for implementation in early 2026

Procurement

- Supervisor Vehicle – See Item No. 5.8

Planning

- Automatic Passenger Count – Transferring service to new vendor despite continuing challenges with current vendor
- Service Plan Implementation – Coordinating with City of Missoula on design review for new stops along Routes 10 and 11
 - Recent service changes include an interim Route 11
 - Planning committee took a field trip along the proposed Route 15 and discussed district management, service planning and the bus stop improvement plan
 - Coordinating with Downtown Safety Access Mobility project regarding stop design review
- Service to Mullan Road and Sxwtpqyen Area – Developing contract amendment for Route 15 engineering and surveying with IMEG
 - Tentative schedule: surveying in autumn; design and permitting in winter; contracting with general contractor in later winter/early spring; and starting construction in summer 2026
 - Exploring ride share transit services and preliminary information from Uber
 - Met with Uber representatives at APTA TRANSform conference following up on a preliminary study request
- Land Mobile Radios – See Item 5.5
 - Coordinating with RedTail Communications and the city to access Mount Sentinel and Waterworks Hill.

IT

- Teams – Channel creation nearing completion
 - Rolling out channels in 2-week intervals by department for correct and final files transfer and smooth workflow adoption
- 37 opened tickets in last thirty days
 - Troubleshooting Teams and SharePoint issues on multiple tickets