

MUTD Board of Directors Meeting
Staff Report

Attachments
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To: Board of Directors
From: Jordan Hess, General Manager & CEO
Meeting Date: September 4, 2025

Agenda Item: 4.1 Agency Activity Report

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

Administrative & Financial Services

Human Resources

- **Employee Support & Compliance** – Facilitating Family Medical Leave Act meetings and processing workers' compensation cases.
- Ongoing workplace investigations and employee relations matters.
- **Employee Engagement & Recognition** – Hosted the annual safety picnic with a strong employee turnout.
 - Melissa Dowdy led the social committee in organizing the event that featured safety and attendance awards, as well as other employee achievements
- **Recruitment and Onboarding** – Successfully filled all four available positions and completed a new hire training class.
 - Training new employees, including two new dispatch supervisors.
 - Determining next operator new hire class and a new services position in facilities maintenance.
- **Compensation and Labor Relations** – Developed a new compensation policy in coordination with the compensation analysis.
 - All positions were reviewed relative to target market ratios and adjustments were made as needed.
- Completed maintenance wage negotiations.
- Hosted a joint labor-management committee training presented by the Montana Department of Labor and union representatives.
 - The labor-management committee held its first organization meeting to establish bylaws and ground rules after the training.
- **Recruitment and Organizational Development** – Drafted the director of operations job description and will post once final input is finalized.
- Will be developing an employee engagement survey

Finance

- Registered CY2024 IRA tax credits for 4 Gillig buses and chargers

- Finalized FFY26 TIP and submitted to the Missoula Metropolitan Planning Organization for the Montana Department of Transportation, the Federal Highway Administration and the Federal Transportation Administration approval
- Uploaded FY26 budget into Abila for easier reporting
- Started FY25 year-end adjustments in preparation for annual audit with JCCS
- Drafted debt policy for finance committee review
- Collaborated with financial advisor and bond attorney on new facility financing
- Prepared draw #6 (\$551,400) against new facility architecture and engineering award
- Transmitted FY26 5307 formula operating award to FTA for review
- Requested reimbursement for labor hours from 7 work orders through warranty billing
- Submitted UPWP FFY25 Q3 quarterly report
- Submitted FY25 Q4 5310 quarterly report
- Processed all staff awards for FY25 while processing payrolls
- Submitted quarterly 941 reports and state unemployment reports
- Paid 81 vendors and 10 staff totaling \$2,506,011

Operations

Maintenance

- The collective bargaining agreement wage reopener negotiations have been completed, and a final agreement was reached.

Operations

- Scott Street Roundabout – Normal routing has resumed now that the construction has been completed.
 - The detour on Route 3 established during the construction is now permanent and should improve on-time performance while avoiding overlaps with Route 2 and allow timely connection to all other routes.
- Route 11 is undergoing modifications that should improve on-time performance.
 - The section between the VA hospital Reserve Street will be abandoned due to traffic conditions and a lack of bus stops.
 - The new route will travel through the residential area along England Boulevard from the VA hospital.
- Three new drivers and one dispatcher are currently in training. A second dispatcher will join the team in September.

Communications, Outreach, and Marketing

Events and Sponsorship Participation

- September 7 – Sunday Streets
- September 27 – ClimateFEST
- October 3 – First Friday

Marketing

- Continuing brand rollout incorporating digital platforms, internal templates, digital assets, agency documents and forms, and uniforms
- Preparing Marshall Mountain Line campaign launch
- Scheduling photo shoot for the board and staff

Outreach

- Preparing Routes 3 and 11 service changes

Communications

- Continuing route and system maps revisions and updates
- Made minor updates to the current map for reprinting
- Updates to the paratransit rider guide are in process
- Rolled out Transit application updates

Capital Projects, Planning, & Technology

Projects

Maintenance Operations Administration Building

- FTA approved administration settlement
- Conditional Letter of Map Revision issued to the City of Missoula on August 26, 2025
- Completed 60% design and cost estimation
- Developing critical path timelines
- Preparing for the September 23 work sessions and September 24 design workshop
- Developing approach to shared infrastructure general contracting in coordination with DJ&A
- Keeping construction on schedule through developing procurement and contracting processes
- Launched National Rural Electric Cooperative Association study with Missoula Electric Cooperative
 - Data transmission is in process and anticipating an update in late autumn

Electrification

- Heliox installation is complete
 - Troubleshooting with ChargePoint regarding connection to charge management for Charger #10
- Replacing Rombus 60KW chargers with modern 180KW 2:1s to create universal function and resiliency while ensuring connectivity as the next phase at Shakespeare
 - This will front load electrification at the new facility.
- Awaiting announcement regarding the FY2026 Low-No grant application.
- Coordinating with Liberty Electric to correct connectivity for E-Gauge monitoring and reporting tool
- Ongoing peak capping corrections and charge management

- Coordinating test launch of fleet operations software through ChargePoint including mapping charging infrastructure in vector format, MAC addresses of fleet, schedule blocking, and incident monitoring/reporting
- Mapping entire Shakespeare facility from current to final phases for streamlined communication and planning across projects/planning/procurement, operations, maintenance/service, and outside contractors/vendors.
- Continuing fleet operations coordination between departments (operations, maintenance, planning, IT, data) to create internal solutions for scheduling charging and vehicle assignments based upon range, charging infrastructure, and run cuts.
- Preparing scope for RFP for fleet operations and charge management software to implement in early 2026.

Procurement

- **Transfer Center Interior Renovation** – Golden York Griddle will end service and tenancy at the end of October.
 - The tenant is thankful for the opportunity and Mountain Line's support.
 - Because the tenant has not been able to secure a new location, he determined that closing early is the best course of action.
 - Conducted a series of internal and meetings with OZ Architecture for programming and design refinement.
 - OZ Architecture will present to and receive feedback from the Board at the September 10 planning committee meeting.
 - The design-bid-build process is proceeding and the goal is to prepare a procurement package for a general contractor by early October.
- New Facility – Geothermal contract – see staff report

Planning

Automatic Passenger Count – Transfer to the new vendor, Swiftly, is progressing despite continuing challenges with CleverDevices.

- NTD certification – Additional support from Swiftly to conduct the APC. See staff report.
- NTD report is due on October 31 and the staff is communicating with the NTD analyst regarding the certification and resulting data
- The staff coordinated with the Missoula Metropolitan Planning Organization to revise the UPWP reporting adding more detail
- **Service Plan Implementation** – Coordinating with the City of Missoula on design review for new stops along Routes 10 and 11.
 - Recent service changes include an interim Route 11.
- **September Planning Committee** – Topics for discussion will include district management, service planning and the bus stop improvement plan.
 - The meeting will start with a bus ride along the proposed Route 15 and return to base for the remaining 40 minutes.
- **Route 15** – Stop design must be contracted if the agency is to provide service along Mullan Road via Route 15.
 - To facilitate the stop design, the agency must enter into a contract amendment with IMEG.

- The procurement process dictates surveying in the autumn, designing and permitting in the winter, contractor procurement in late winter/early spring, and construction in summer 2026.
- **Bus Stop Improvement Plan** – The following processes are continuing:
 - Data analysis
 - Existing conditions reports
 - Methodology development
 - Operator/staff surveys
 - An infrastructure prioritization framework for tiers of amenities
 - Procurement approach
 - Project management plan in keeping with the capital improvement plan
 - Funding approach based on the budget
- **Recreation Shuttle** – Finalizing routing, public-facing materials and tracking the implementation process

IT

- **Microsoft Teams** – Channel creation nearing completion
 - Rolling out channels on 2-week intervals by department to ensure access, correct and final files are moved, and workflow adoption is smooth
 - Anticipate full transition to channels by calendar year end
- **Land Mobile Radios** – Continuing coordination with the city to gain access to Mount Sentinel and Waterworks.
 - Providing update at September 24 board meeting
- **Clever Devices** – 12 open tickets regarding headsigns
 - Coordinating onsite visit to commission 2 remaining buses
- **Infrastructure** – Testing new archive serve to hold historical video footage and document files
 - Deploying Teams conference room scheduling terminals
 - Testing a password manager for deploying agency wide in coming months
- **Tickets and Miscellaneous** – 40 opened tickets in last 30 days
 - Troubleshooting Teams and SharePoint issues on multiple tickets