



Organizational Leadership & Capacity Assessment RFP

Addenda 1

MUTD Responses are indicated in bold text below.

The deadline for submissions is 5pm MDT, February 09, 2026.

Questions

Q. Section 2.2.7 Additional Information

Leadership, Workforce & Organizational Scope, Question 3. Does the organization have current indicators that project governance and financial oversight are not sufficiently being managed, under-funded, or scope deficient? If so, does MUTD request an 'in-depth' or 'observational' analysis and review of current facilities project governance and financing? The difference in scope and cost may be significant, so we appreciate an expanded description of your expectation.

A. First question: No specific indicators. Second question: At most, an 'observational' review is requested.

Data Availability & Assessment Tools, Question 2. Does the organization use any current benchmarking technology(ies) in place to extract, track, and report KPIs across departments? If so, which system and who is responsible for primary administration?

A. Mountain Line tracks various metrics and KPIs, but in a somewhat ad hoc manner at this time. We don't have an organization-wide system for tracking and monitoring KPIs, but there are department-specific tools in place.

Q. In addition to the CEO/GM, will we have access to key leadership performance reviews, evaluations, and funder required contingency plans to help

inform our leadership and governance analysis? Confirmation Request – Will we have access to requested internal surveys as part of historical document review?

A. yes

***Q.** Who will serve as the primary contact on the engagement? Will this be a singular (CEO) or shared (CEO and Board Chair) role.*

A. This project will have different contacts performing different duties. Data requests, interview coordination, and other logistics will have a primary staff contact to be determined. Substantive questions and any escalation of issues with timeliness will be addressed to the Board Executive Committee.

***Q.** Could you kindly provide the current organizational chart, or alternatively, the total number of departments and full-time employees (FTEs) within the organization?*

A. Organizational chart is attached.

Mountain Line

Board of Directors

Jordan Hess
CEO & General Manager

Jake 'Hoyle' McCallum
Director of Maintenance, Operations and Safety

Heather Halter
Director of HR & Administrative Services

Colin Woodrow
Director of Capital Projects, Planning & Technology

Allison Segal
Director of Finance

Thomas Williams
Maintenance Manager

Elizabeth Wehling
Operations Manager

Jake Ashbrook
Chief Safety Officer
DER

(Vacant)
Lead Operations Supervisor

Dispatching Supervisors
(5)

Road Supervisors
(6)

Candice Hartman
Paratransit Lead

Emma Lyon Delsordo
Training Supervisor

Technicians
(8)

Service Persons
(8)

Customer Support
Representative

Operators
(69/70)

Holly Wirtz
Paratransit Coordinator

Duane Roder
Paratransit Coordinator

Anji Reyner
Paratransit Coordinator

Melissa Dowdy
Human Resources Generalist

(Vacant)
Human Resources Generalist

Darlene Craven
Executive Assistant

Frank Kuhl
Procurement & Contracts Specialist

Garin Wally
Transit Analyst

Spencer Starke
Transit Planner

Jake Nicholes
IT Support Specialist

Jasmine Blumenbach
Accountant

Teddy Mierze
Accountant

Olga Kreimer
Communications Specialist