

Agency Activity Report

To: Board of Directors
From: Jordan Hess, CEO & General Manager
Date: March 26, 2026

The following is a summary of staff activities between February 16 and March 15, 2026:

CEO & General Manager

- Attended the Community Transportation Association of America's legislative fly-in.
 - Met with staff from offices of Senators Daines and Sheehy and Representative Downing.
 - Met with top officials from the Federal Transit Administration.
 - Met with Wendel architects and various partner organizations.
- Supported the board's executive committee in selecting an organizational leadership and capacity consultant.
 - Held initial staff-level kick-off meetings with consultants.
- Met with Missoula County's planning staff regarding tax increment financing and taxing jurisdictions within the county.
- Met with FTA's Region 8 staff numerous times regarding new facility funding.
- Met with Missoula County Public Schools to discuss opportunities to collaborate on transportation initiatives.
- Presented to City of Flagstaff Sustainability Commission on zero fare transit.
- Began hosting a professional fellow from the Young Southeast Asian Leaders Initiative, Alistina Castanheira from Timor Leste is placed at Mountain Line for four weeks learning about transit, pedestrian safety, urban design, and accessibility.
- Conducted three media interviews.
- Initiated weekly meetings with MUTD lobbyist to strategize matters before the Legislature's Transportation and Revenue Interim Committees.
- Met with residents regarding petitions to remove properties from the urban transportation district.
- Hosted recurring partnership meetings with Missoula County Commissioners, three Missoula-area legislators, Missoula Economic Partnership, Missoula Chamber of Commerce.
- Supported planning efforts to showcase recreation shuttles for the Montana Trails, Recreation and Park Association annual conference to be held in Missoula.
 - Co-hosting a field trip to Marshall Mountain during conference in early April.
- Selected preferred vendor for board management software.
- Met with Missoula County staff for reference check for finalist.
- Attended City Council meeting to highlight Transit Employee Appreciation Week.

- Supported staff in review of guaranteed maximum price, financing, contracting and risk analysis, and other new facility matters.
- Supported staff in the activities listed below:

Administrative & Financial Services

Human Resources

- Recruitment – Recruiting for four positions: project & administrative coordinator; board clerk & executive assistant; two maintenance technicians.
 - Targeting filling all positions by mid-April.
- Transit Employees Appreciation Week – Features wellness initiatives, catering and snacks throughout the week and raffles with prizes donated with vendors and community partners.

Finance

- Accounts Payable – Processed 103 payments totaling \$785,198.
- Accounts Receivable – Requested reimbursement for labor hours and parts from 23 work orders through warranty billing.
- Assets – Continued asset data organization and clarification.
- Audit – Submitted FTA triennial audit on February 27.
- Initiated Western Conference of Teamsters Pension Trust audit covering from April 1, 2022, to present.
- Budget – Distributed budget workbooks to staff with a March 20 due date.
- Completed first draft of FY27 compensation budget.
- Grants – Attended FTA meetings including bi-monthly check-in and 5339(a) grant application check-in.
- Submitted successful MT-2025-004 5339(c) budget revision updating the period of performance to align with Center for Technology and the Environment contract completion.
- Continued refining new facility financing with Baker Tilly and Dorsey & Whitney.
- Payroll – Processed 2 payrolls, and paid health insurance & benefits for all staff.
 - Completed supplemental payroll for referral bonuses.
- Continue to calculate and distribute 2025 qualified overtime employee reports as requested.
- Training – Segal and Blumenbach participated in first of four sessions of FTA’s 2026 Transit Asset Management Peer Working Group.
- Segal and Blumenbach continue to attend Missoula County Workday report training.
 - MUTD has been given access to Workday, and full reporting abilities will be available once historical data is loaded.
- Segal attended NTI’s Introduction to Transit Asset Management and CTAA’s Leadership Academy in Washington, DC.
- Other – Assisted the planning team with organization optimization task tracking worksheet.

Operations

Maintenance

- Received new floor trailer and preparing it for field work.
- Starting bus stop shelter installations in two weeks.
- Starting ABB charger training next week.
- Working with HR to fill vacancies in service and maintenance.

Operations

- Transfer center is completely closed.
 - Distributing water and other items to operators during closure.
- Half the supervisor pool participated in verbal judo training and the other half will train in May.
- All supervisors have now received their TSI supervisor certification.
- Promoted a dispatching supervisor to road supervisor on February 16 to fill an open posting and started training.
- The new operator class started on March 9.
- The labor management committee met on February 26.
- There is a detour on Route 8 at Eaton Street.
 - Supervisors working on a detour that will impact Route 2 on Johnson St. south of 14th Street from mid-April through mid-October.
- Conducting information technology system vendor interviews and selected a vendor.
- Continuing collaborating and coordinating operations activities with new director of operations.

Communications

Events and Sponsorship

- Feb. 24-25: Customer service representative joined the Springs Resource Fair to support residents with information about bus and paratransit service.
- April 21 – UM Sustainability Fair
- May 1 – First Friday trolley launch

Marketing

- “March Onto the Bus” promotion for riders logging trips with Missoula in Motion
- New social media templates highlighting bus routes to events active on Instagram
- Campaign planning for spring service and summer route changes

Outreach

- Specialized Transportation Advisory Committee reviewed the updated paratransit rider guide.
 - Expecting approval in March.
- Planning sponsorship with Clark Fork Coalition, Pride, the Queer Prom.
- Planning service change outreach with Missoula in Motion.
- Contributed to signage and rider communication study for Houston-Galveston Area Transit.

- Drafted individual route landing page designs.

Press

- Coordinated local media stories about Mountain Line and uncertain gas prices
- Mountain Line included in Grist story about transit electrification.

Other Communications

- Attended APTA MarComX Workshop in Savannah, GA in February.
- Researching updated rider messaging tools from Via.
- Adding new route colors in use on social media to next GTFS database update.
- Reviewing new map designs with staff this week.
- Finalizing bus stop signage designs for presenting at the April planning committee meeting.
- Secured mayoral proclamation announcement on March 18 as Transit Operator Appreciation Day.