

Mountain Express Board of Directors Meeting

AGENDA

April 18th, 2024

9:00 a.m.

Remote Only Via Zoom

- I. Roll Call – 9:00 a.m.**
 - II. Public Comment – 9:05 a.m.**
 - III. Reading and Approval of the Meeting Minutes from March 28th, 2024 – 9:10 a.m.**
 - IV. Staff Report – 9:15 AM**
 - V. Unfinished Business – 9:45 AM**
 - VI. New Business – 10:00 AM**
 - a. Selection of firm for 5-year transit and ZEV plan, as recommended by the subcommittee.**
- MOTION 002.2024:** The Mountain Express Board of Directors authorizes the Managing Director to pursue a contract with the chosen firm consistent with the approach, as outlined in the firm’s detailed proposal.
- VII. Unscheduled Business – 10:20 a.m.**
 - VIII. Schedule Next Board Meeting – 10:25 a.m.**
 - IX. Adjournment – 10:30 a.m.**

Zoom Remote Access:

<https://us06web.zoom.us/j/86570635845?pwd=RuWhB3ZVYRLq14D1HNxpdWed6MMsqf.1>

Meeting ID: 865 7063 5845

Passcode: 430064

**MOUNTAIN EXPRESS
BOARD MEETING MINUTES
March 28, 2024 - 9:00 a.m.
TOWN OF CRESTED BUTTE CHAMBERS AND ZOOM**

I. ROLL CALL

Call to order at 9:02 AM.

PRESENT

Roman Kolodziej (in person)
Jason MacMillan (in person)
Anna Fenerty (in person)
Alex Gruzen (remote)
Dwayne Lehnertz (in person)

OTHERS PRESENT: Jeremy Herzog – MX Managing Director; Leah Petito – MX Business Manager; Suzanne Beuoy- MX Operations Manager; Levi Prosser- MX Fleet Manager; Brittany Coutts- MX Administrative Assistant; Dara MacDonald- Town of Crested Butte Town Manager; Troy Russ- Town of Crested Butte Community Development Director; Ian Billick-Town of Crested Butte Mayor; Travis Gleason- FirstTracks; Mike Fisher- FirstTracks.

II. PUBLIC COMMENT:

None

III. READING AND APPROVAL OF THE MINUTES FROM THE FEBRUARY 15TH, 2024 MEETING.

ACTION: Reading and approval of the February 15th, 2024 meeting minutes.

MOTION: A. Fenerty moved to approve the February 15th, 2024 meeting minutes; A. Gruzen seconded the Motion. With all in favor, the Motion carried.

IV. STAFF REPORT

These notes are in addition to the MD Report included in the Board Packet.

A. CURRENT OPERATIONS

1. S. Beuoy shared a success story about ambassador R. Rutkowski.
2. S. Beuoy reported on the CBCS PE transportation.
3. S. Beuoy reported on past special events.
4. S. Beuoy shared the Transit Center locking operations.
5. S. Beuoy reported on the summer schedule.

6. J. Herzog reported on FirstTracks.

7. J. Herzog reported on LNT.

B. SHOP REPORT

1. J. Herzog and L. Prosser gave a shop update.

C. BUSINESS MANAGEMENT

1. L. Petito gave a social media update.

2. L. Petito gave an HR update.

D. ORGANIZATIONAL UPDATE

1. J. Herzog reported on STOR.

2. J. Herzog reported on the RFP.

3. J. Herzog reported on the Whetstone Project.

DISCUSSION: J. Herzog shared ridership data for FirstTracks. A. Gruzen shared his appreciation for the employee success story. A. Fenerty inquired about the summer schedule. S. Beuoy shared the process. A. Gruzen inquired about Town Shuttle ridership trends. J. Herzog and D. MacDonald shared corresponding sales tax data and data from FirstTracks. J. MacMillan shared a conversation he had with RTA. J. Herzog shared about the upcoming FirstTracks survey. R. Kolodziej inquired about data and cost sharing. A. Gruzen inquired about FirstTracks data. A. Fenerty asked to clarify the language used in the packet. J. Herzog confirmed that he would do so. A. Gruzen shared his appreciation for FirstTracks data. J. MacMillan inquired about FirstTracks feedback from the Mt. Crested Butte Town Council. D. Lenhertz and R. Kolodziej spoke about their experiences and feedback. A. Fenerty shared her perspective as a Town of Crested Butte Council member. R. Kolodziej inquired about FirstTracks data. J. Herzog clarified. A. Gruzen inquired about FirstTracks data. J. Herzog to reach out to FirstTracks about gaining information. R. Kolodziej inquired about FirstTracks wait times. T. Gleason responded. A. Gruzen inquired about FirstTracks guaranteed wait times. J. Herzog responded. R. Kolodziej requested further data on wait times. J. Herzog confirmed that he would provide that data moving forward. A. Gruzen inquired about the incident/accident report for FirstTracks. M. Fisher clarified. R. Kolodziej inquired about the number of FirstTracks drivers. A. Gruzen inquired about driver employment process. M. Fisher clarified. R. Kolodziej and D. Lehnertz inquired about the mechanic injury. L. Prosser clarified. R. Kolodziej inquired about the RFP process. A. Fenerty and D. Lehnertz shared their experiences on the RFP committee. A. Gruzen inquired about the scope of the Whetstone Project.

V. UNFINISHED BUSINESS

None

VI. NEW BUSINESS

A. Discussion of Whetstone Transit Facility, funding and upcoming 5339(b) application

DISCUSSION: J. Herzog shared that the Whetstone project will require more funding due to rising costs. The cost increase of the project will use up the entirety of our capital reserve and there will be a need in the future for more reserves. A. Gruzen inquired on the timeline for the additional reserves needed. J. Herzog clarified. A. Gruzen recommended updating our reserve budget to accommodate higher costs and funds needed. R. Kolodziej commented on funding choices in the future. D. MacDonald inquired about Mt. Crested Butte Admission Tax funds. R. Kolodziej clarified. D. MacDonald inquired if Mt. Crested Butte would help fund the Whetstone construction. R. Kolodziej commented. J. MacMillan commented on the current number of projects needing to be funded. A. Gruzen inquired on potential changes to Whetstone based on the Transportation Plan. J. Herzog commented.

B. Discussion of 5339(b) grant program and upcoming vehicle applications

DISCUSSION: J. Herzog shared the current opportunities of vehicles and requirements of the grant program. J. Herzog gave his recommendations. A. Gruzen inquired about the buses moving into the reserve role and transit vans. J. Herzog commented. J. MacMillan inquired about the impact of turning down rewarded vehicles. A. Gruzen inquired about operating cost benefits. J. Herzog commented. R. Kolodziej clarified that he supported bringing FirstTracks in house to support cost savings and requested clarification on what savings there would be to bringing it in house. J. Herzog commented. J. MacMillan commented on electric options. J. Herzog commented on availability. J. MacMillan shared that he would be comfortable moving forward with the recommendation. A. Fenerty shared that she would like to wait on applying for transit vans for FirstTracks. D. Lehnertz shared his difficulty on deciding to apply for FirstTracks vehicles. A. Fenerty inquired on timing of grant program. J. Herzog clarified. R. Kolodziej commented on service expansion demands and that he would be comfortable moving forward with the two buses. A. Gruzen commented on funding and electric options. J. Herzog confirmed the timing of application and confirmed he would move forward with applying for two buses.

C. Discussion of Mt. Express and Chateaux agreement

DISCUSSION: J. Herzog provided background information on the Three Seasons route and the grant from the Downtown Development Authority to the Chateaux HOA. A. Gruzen clarified there were no funds requested. J. Herzog confirmed. R. Kolodziej provided background information to the funding. A. Fenerty commented on the straightforwardness of the decision. J. Herzog agreed and will move forward with the agreement.

VII. UNSCHEDULED BUSINESS

A. Discussion of parking in the Town of Crested Butte

DISCUSSION: J. MacMillan began a conversation on recent parking decisions made by the Town of Crested Butte. J. Herzog commented on the relationship with the Town of Crested Butte and impacts on Mountain Express. A. Fenerty expanded on why certain decisions were made. R. Kolodziej commented on the public's parking choices. J. MacMillan and A. Fenerty shared

Crested Butte parking trends. T. Russ commented on higher impact days. D. MacDonald commented on the school parking lot. T. Russ commented on the upcoming parking summit with multiple entities. J. MacMillan commented on the importance of the relationship with Mountain Express moving forward. J. Herzog outlined his thoughts moving forward. R. Kolodziej commented on Mt. Crested Butte parking lots. J. MacMillan spoke to the uniqueness of Crested Butte parking options. D. Lehnertz shared his appreciation for the conversations being had. J. MacMillan shared that he will be stepping down from the Crested Butte Town Council and his potential replacement.

VIII. SCHEDULE NEXT BOARD MEETING

Next regular meeting: April 18, 2024, 9:00 AM remote or in person access.

IX. ADJOURNMENT

ACTION: Move to adjourn.

MOTION: D. Lehnertz moved to adjourn the meeting. With all in favor, the meeting was adjourned.

Meeting adjourned: 10:45 AM

Roman Kolodziej, Chairman



Anna Fenerty, Secretary



MX Staff Report




Operations Management

March Transit System Outcomes

Riders  9%
 142,830
Includes Columbine / Snodgrass + FirstTracks

YTD Riders  4%
 370,629

Incident / Accident
 0 / 2

- NTD Report submitted, now required to split out fixed route vs. senior van, late night taxi + FirstTracks
- Positive discussions with Chateaux HOA continue, legal agreement by May
- Split spring break creates some unpredictability across the system ... TX, OK and Denver all separate weeks

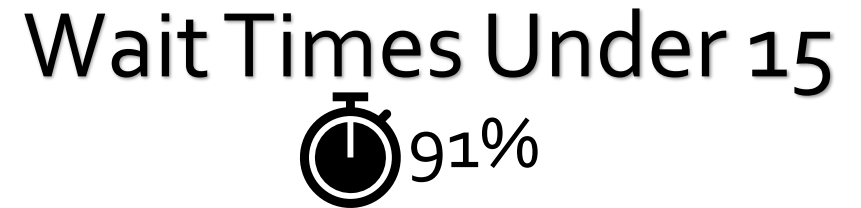
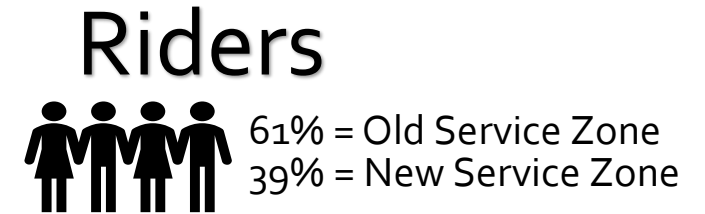
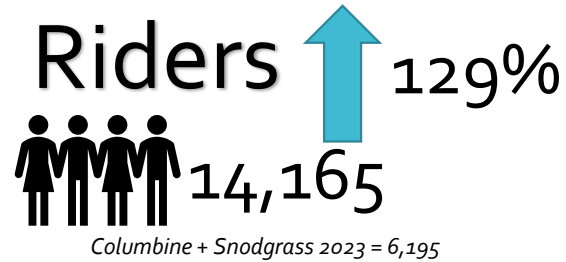
Cost Per Passenger Analysis – Last 12 Months

Introduction

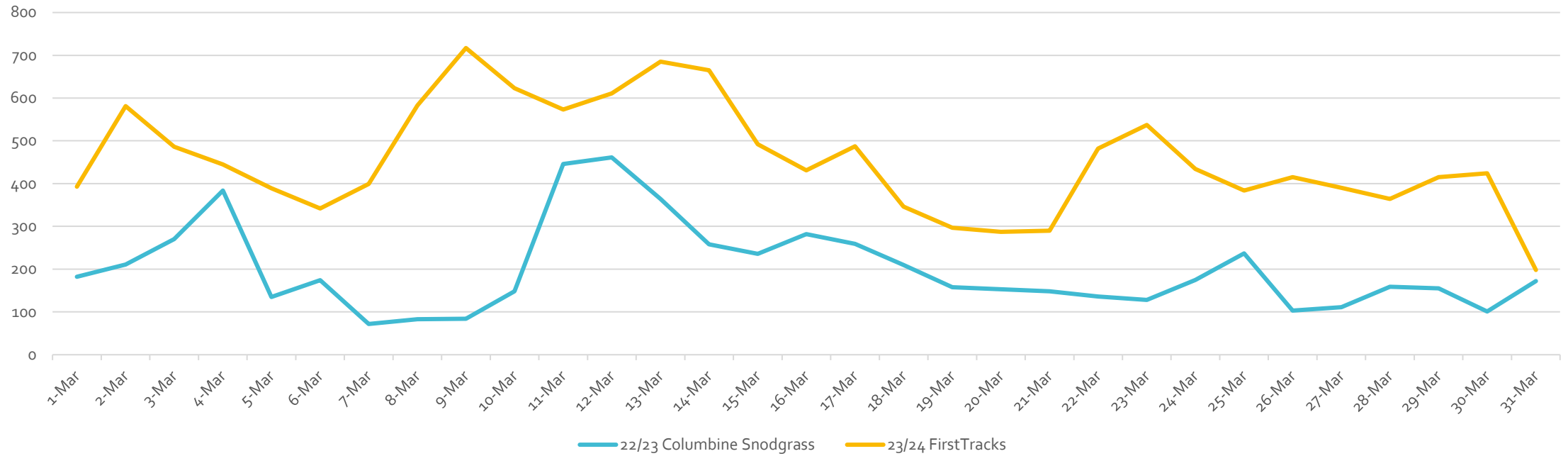
- This comparison is intended only as context for the FirstTracks metrics. This is not a formal staff evaluation of route effectiveness.
- Best practice for this analysis would be for a specific fiscal year, not the last 12 months.
- Method = Route assigned costs based on it's % of total MX service hours. Costs include labor + benefits, vehicle expenses and overhead. Contracted services only assigned their contract costs.
- Had Columbine/Snodgrass ran this winter, we assume it would have run at a cost of \$9.18 per passenger. Last winter it served 21,135 passengers.

Route	Passengers	Cost Per Passenger
Winter Town Shuttle <i>(2023/2024)</i>	395,891	\$2.51
Crystal/Castle <i>(2023/2024)</i>	35,696	\$5.44
3 Seasons <i>(2023/2024)</i>	44,968	\$4.62
FirstTracks <i>(2023/2024)</i>	49,214	\$7.82
Spring Town Shuttle <i>(2023)</i>	5,762	\$19.02
Fall Town Shuttle <i>(2023)</i>	12,179	\$10.22
Summer Town Shuttle <i>(2023)</i>	118,638	\$5.57
Summer Condo <i>(2023)</i>	5,789	\$48.55
Late Night Taxi <i>(2023/2024)</i>	2,966	\$58.48
Senior Van <i>(2023/2024)</i>	3,629	\$27.16

FirstTracks March Outcomes – Executive Summary

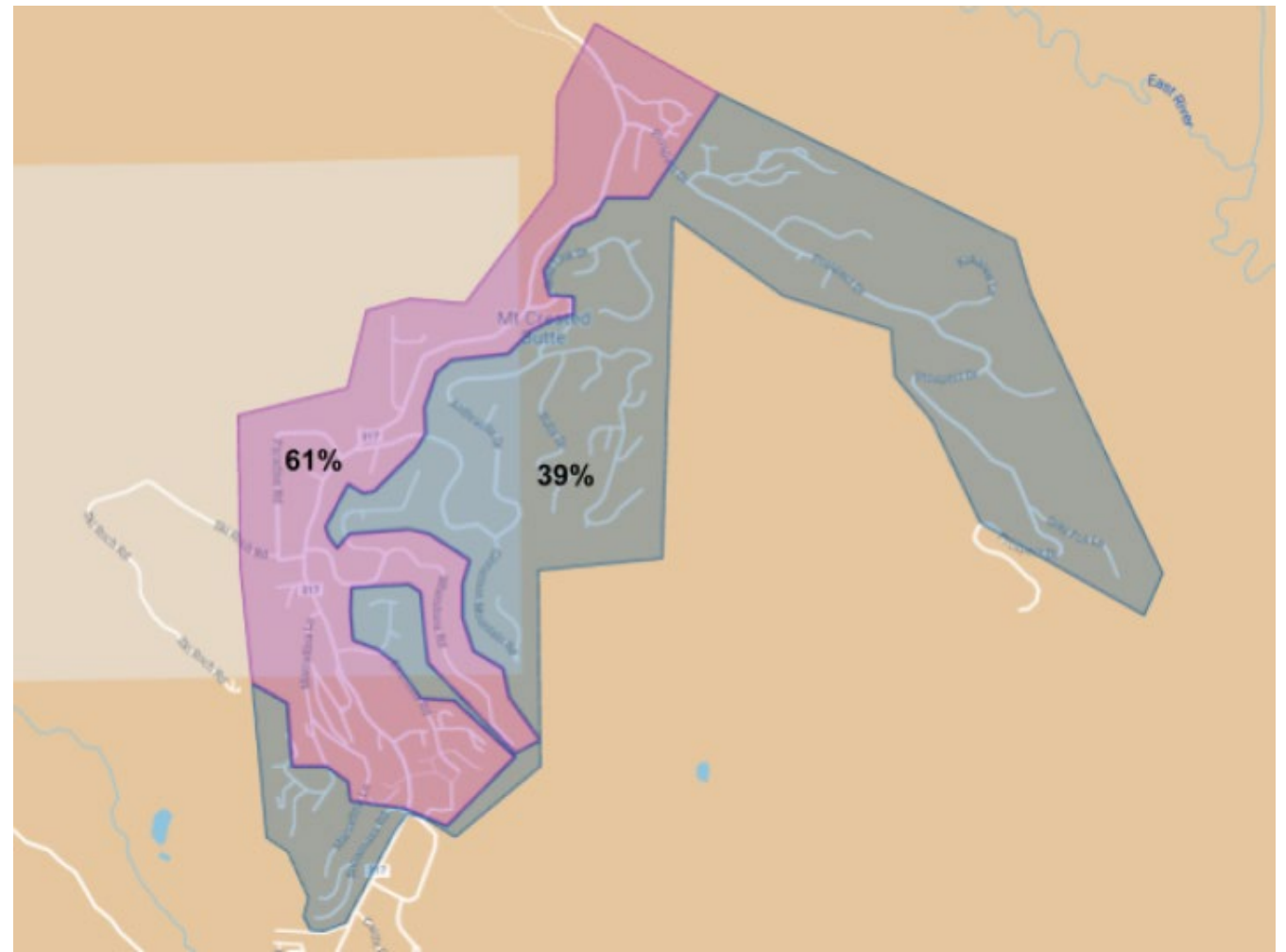


Daily Riders



FirstTracks Outcomes – March Daily Riders

FirstTracks March Outcomes - Riders

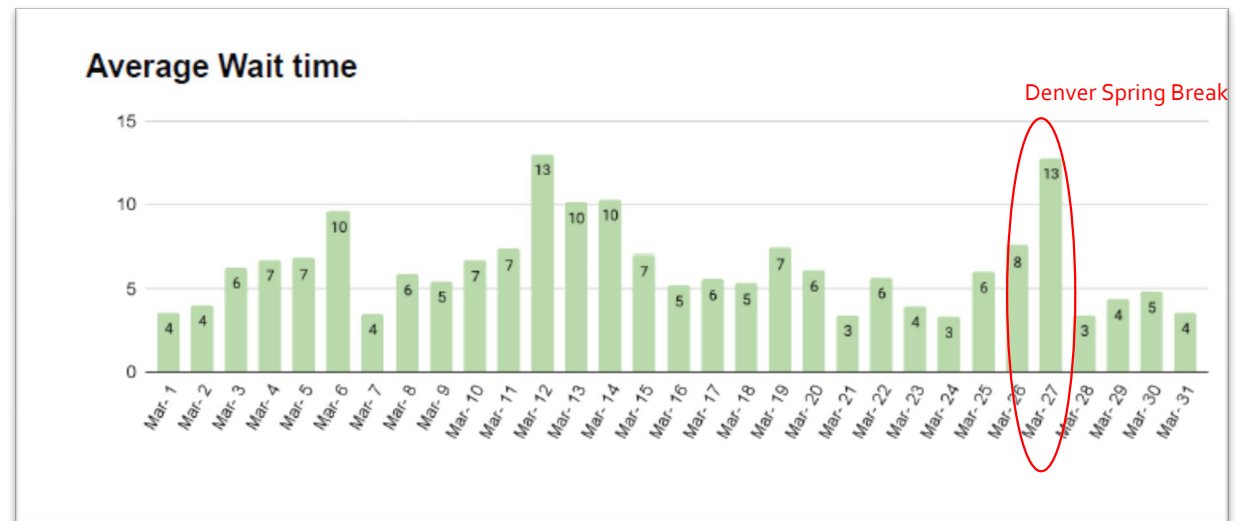
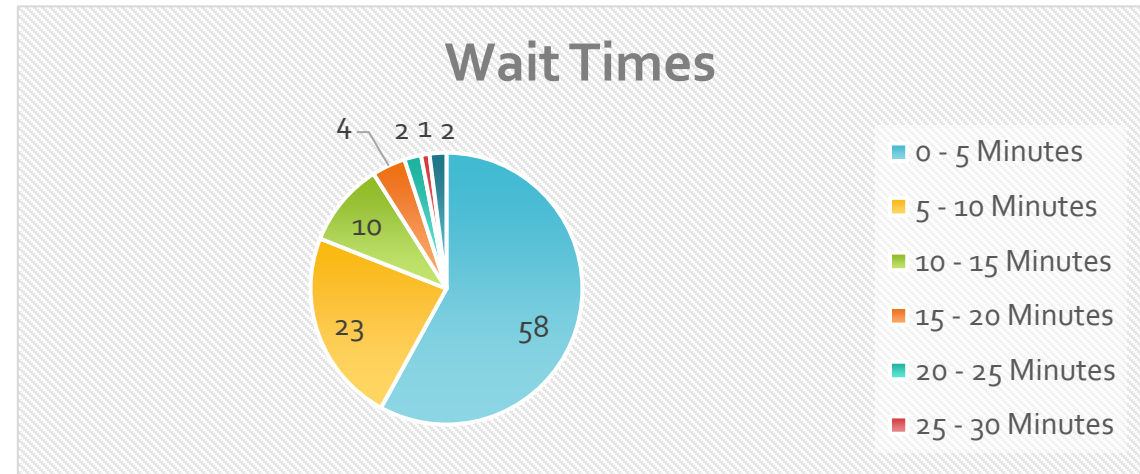


FirstTracks March Outcomes – Reviews

- “This service is so beneficial to getting large groups to and from homes a little further away from the center of town. We were able to eat in town and shop because we could easily call this service! “
- “Thank you for accommodating the infant, car seat & stroller, as well as the friendly service!”
- “Love this! Please continue this program .”
- “I love First Tracks!!!!”
- “Had the festive music going for disco inferno night!”

FirstTracks March Outcomes – Wait Time

80% of rides over expected wait time attributed to spring break, a busy weekend or the staffing issue on March 4th



FirstTracks March Outcomes – 2% of Rides and Their Excessive Wait Time

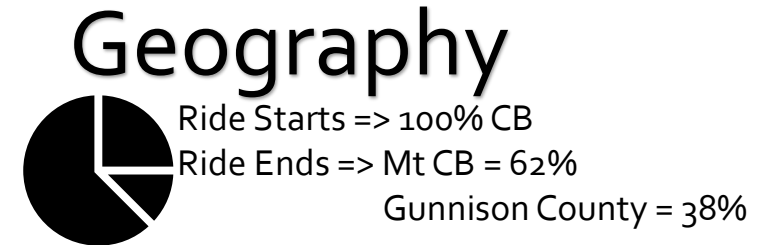
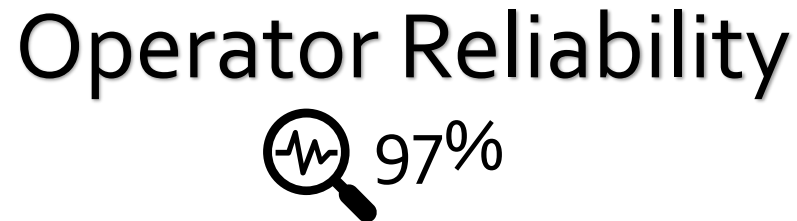
Wait Time	Rides
30 – 39 Minutes	87
40 – 49 Minutes	27
50 – 59 Minutes	9
60+ Minutes	4
Total	127 <i>***Out of 5,913 rides in March***</i>

- Longer wait times mostly 3pm - 5pm, when some shift changes occur
- Possible future mitigation strategies being evaluated by Downtowner
 - Vehicle parking closer to the service area to minimize downtime during shift changes
 - Doing earlier / later shift changes to so we don't have any shift changes happening from 3pm - 5pm
 - Overlapping some AM / PM shifts to give us 4 drivers online during the PM rush

FirstTracks March Outcomes – Misc. Metrics

- Other data points we're watching ...
 - % of rides shared = 39%
 - No shows = .25% (*i.e. 57 out of 5,913*)
 - ADA rides = 4

LNT March Outcomes



March Senior Van Outcomes

Riders
 247

Incidents
 0

Miles
 3719

Incident / Accident Log

	Description	Mgmt Review	MX Response + Lessons Learned	Board Policy Implications?
Late Night Taxi	Driver observed possibly violating significant safety policy prior to shift	Jeremy	Response pending from Alpine	N
Late Night Taxi	Driver reported to have stopped answering phone early in the shift. MX had notified Alpine Express in advance of the importance of coverage that evening because of a popular community event. Event organizers did not notify MX of increased event size until 2 days prior, by which point it was too late to add extended bus service to supplement the late night taxi. RTA also unable to add service to assist the sizeable CB South and Gunnison population attending the event.	Jeremy	Unsure if LNT stopped running or just got overwhelmed. Response pending from Alpine	N
FirstTracks	On Thursday March 20th while dropping off a passenger a First Tracks driver tried turning around in their parking lot. While attempting to make their turn they caught the roof of our transit van on the bottom of one of the balconies extending from the building causing minor cosmetic	Mike + Jeremy	Police were called and an accident report was filed. We made contact with the property manager and exchanged information incase they found any damage to the property. No one was injured, damage was minimal.	N
FirstTracks	A resident of Belleview called in to file a complaint about drivers speeding	Mike + Jeremy	Paul followed up with the resident to let them know we would speak with the drivers who were online during that time. We also spoke with the entire team reminding them to keep their speeds below the speed limit in residential areas. We have also started sending reminders to the team on Mondays and Fridays reminding drivers to slow down across the board. Speed limit reminders added inside vehicles on top portion of windshield.	N
Fixed Route	Clipped mirror	SRB	Tail swing caught the mirror navigating a tight squeeze for a bus	N
Fixed Route	Clipped mirror	SRB	Bus driver moved too far to right to share road with oncoming traffic	N



Shop Management

Shop Report – March

400/800/Annual Hour Services

5

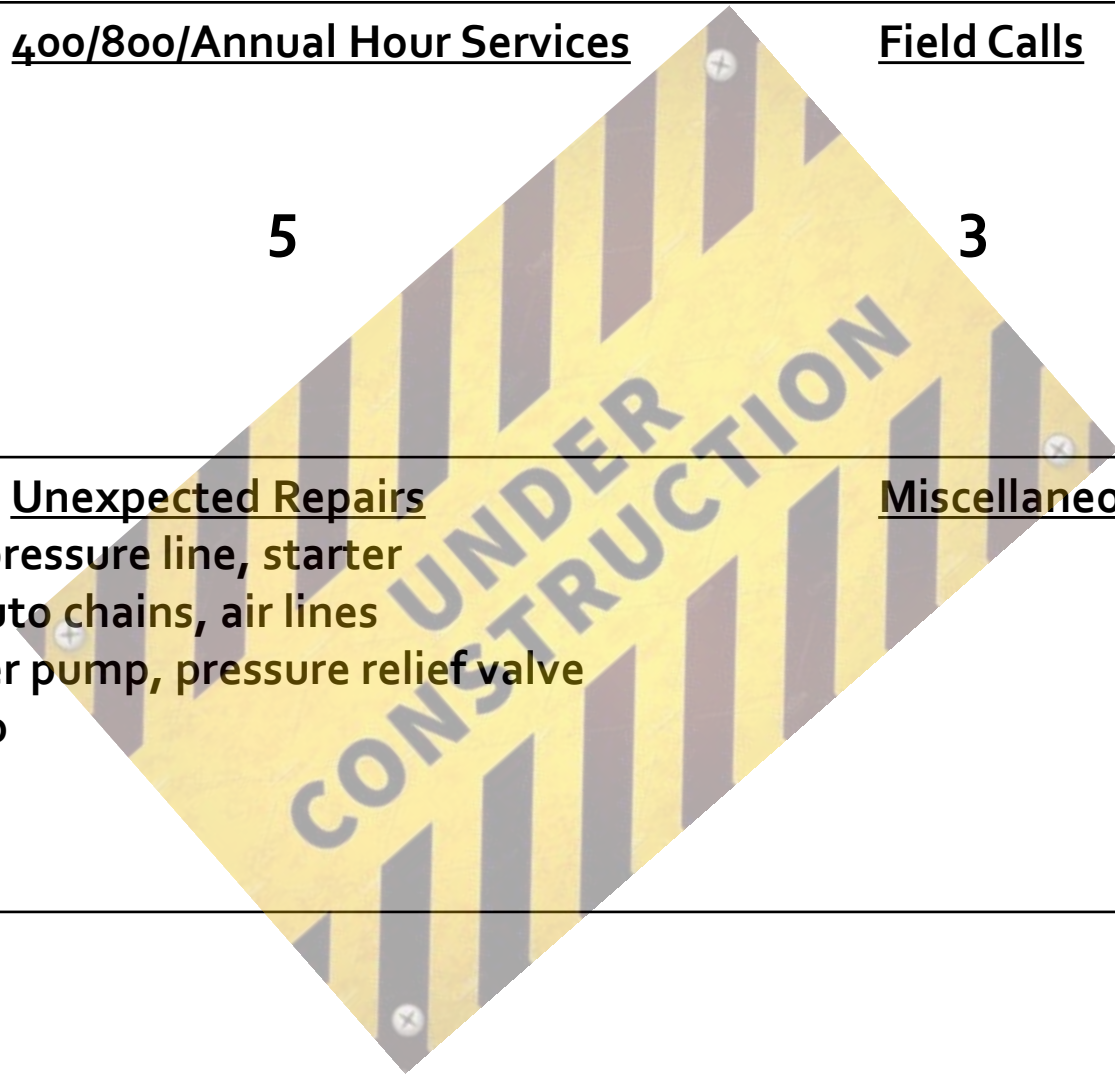
Field Calls

3

Unexpected Repairs

Dog – DEF pressure line, starter
Powder – Auto chains, air lines
Bug – Heater pump, pressure relief valve
Fox – Stereo

Miscellaneous Projects





Business Management

Q1 Financial Analysis - Themes

- Themes won't emerge until later in the year, but largely as expected
- It's mostly flat ... revenue down 1.5%, expenses up 4%
- FirstTracks assumptions mostly working out so far
 - Hourly wages reduction materialized
 - Fuel reduction materialized
 - Repair and maintenance (*always highly variable!*) reduction not yet materialized
 - Expenses within 3% of budget. Overage due to added capacity at peak times to ensure appropriate wait times, with growth of ridership

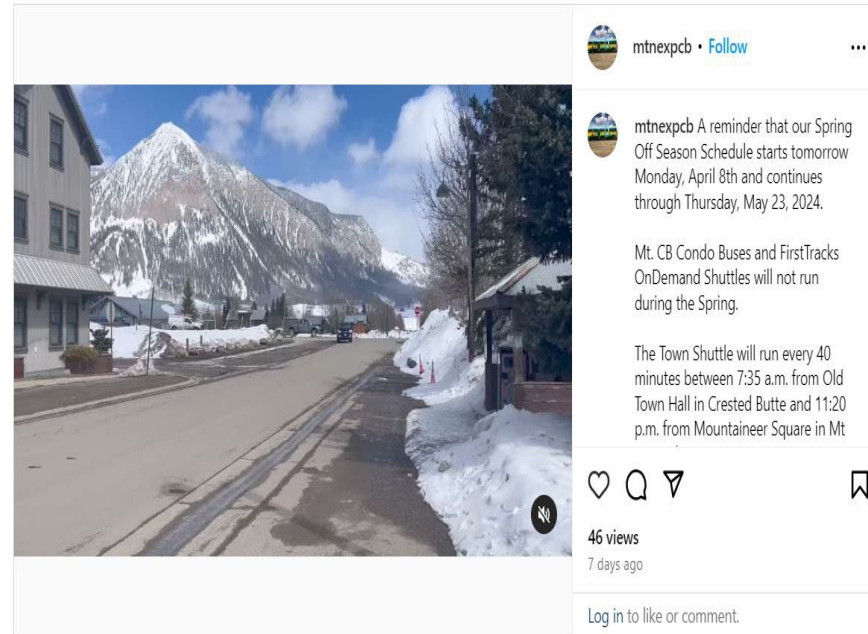
Q1 Financial Analysis - Details

	Top Line View		
	<u>Budget</u>	<u>Actuals</u>	<u>Variance</u>
Revenue	\$1,138,327	\$1,119,927	\$18,400 Under Budget
Expense	\$1,044,868	\$1,086,284	\$41,416 Over Budget
Net Income	\$93,459	\$33,643	\$59,815 Under Target

Expense Deep Dive		
<u>Category</u>	<u>Variance</u>	<u>Why?</u>
<u>Under Budget</u>		
Permanent Salaries	\$14,424	Open mechanic position, temporary fill-in reflected in Hourly budget line
Utilities	\$2,928	Warmer winter reduces heating bill
Snow Removal	\$3,000	Missing invoice, vendor mistake
Marketing	\$1,875	Only paid marketing for FirstTracks, coded to 3104061 – On Demand
<u>Over Budget</u>		
Overtime	\$3,276	Limited staff fill in open shifts
Holiday	\$10,205	Staff to re-evaluate quarterly allocation
Sick Leave	\$14,585	2 staff with extended illness use sick bank
Retirement Expense	\$4,535	Staff to re-evaluate budgeting calculation
Administrative Service	\$2,215	Higher end of year expenses. Contractor rate adjustment.
Office Expense	\$4,023	\$1,300 in job postings + \$1,700 in office supplies. Staff to re-evaluate budget. \$1,400 in computer maintenance budgeting under Consultants.
Repair and Maintenance	\$13,437	Variable category, shop report "under construction" to provide more supporting information
Oil/Fluid	\$5,185	Bulk purchase

Only variances over 10% and \$1,000 summarized

Public Outreach



The image is a screenshot of an Instagram post from the account 'mtnexpcb'. The post features a photograph of a snow-covered mountain peak in the background, with a street and buildings in the foreground. The text of the post provides information about the 'Spring Off Season Schedule' starting on Monday, April 8th, and continuing through Thursday, May 23, 2024. It also lists specific shuttle services that will not run during the spring season and details the schedule for the Town Shuttle, which runs every 40 minutes between 7:35 a.m. and 11:20 p.m. from two locations. The post has 46 views and was posted 7 days ago.

mtnexpcb • Follow

mtnexpcb A reminder that our Spring Off Season Schedule starts tomorrow Monday, April 8th and continues through Thursday, May 23, 2024.

Mt. CB Condo Buses and FirstTracks OnDemand Shuttles will not run during the Spring.

The Town Shuttle will run every 40 minutes between 7:35 a.m. from Old Town Hall in Crested Butte and 11:20 p.m. from Mountaineer Square in Mt

46 views
7 days ago

Log in to like or comment.

Public Outreach continued...



**Customer feedback
Wanted!
FirstTracks Satisfaction
Survey (targeted) due out
very soon!**



HR



Year 2 – Continued to mature and re-evaluate the review process for Supervisors and Drivers/Washers. Enacted a very thorough and well-Intentioned process that highlights the successes of each driver, as well as identifying areas of improvement in a supportive manner.

1. Digital Signature Process - for the acknowledgement of receipt of review by employee.
2. Employees were encouraged individually to schedule an appointment if any questions/concerns/feedback were had by the employee.
3. Collaborative process between Supervisors and the Management team.
4. Feedback is based on Check Rides done throughout the season.

HR Continued...

Highlights:

1. 97% Retention Rate
2. Overall score remained nearly the same



How will we use this information?

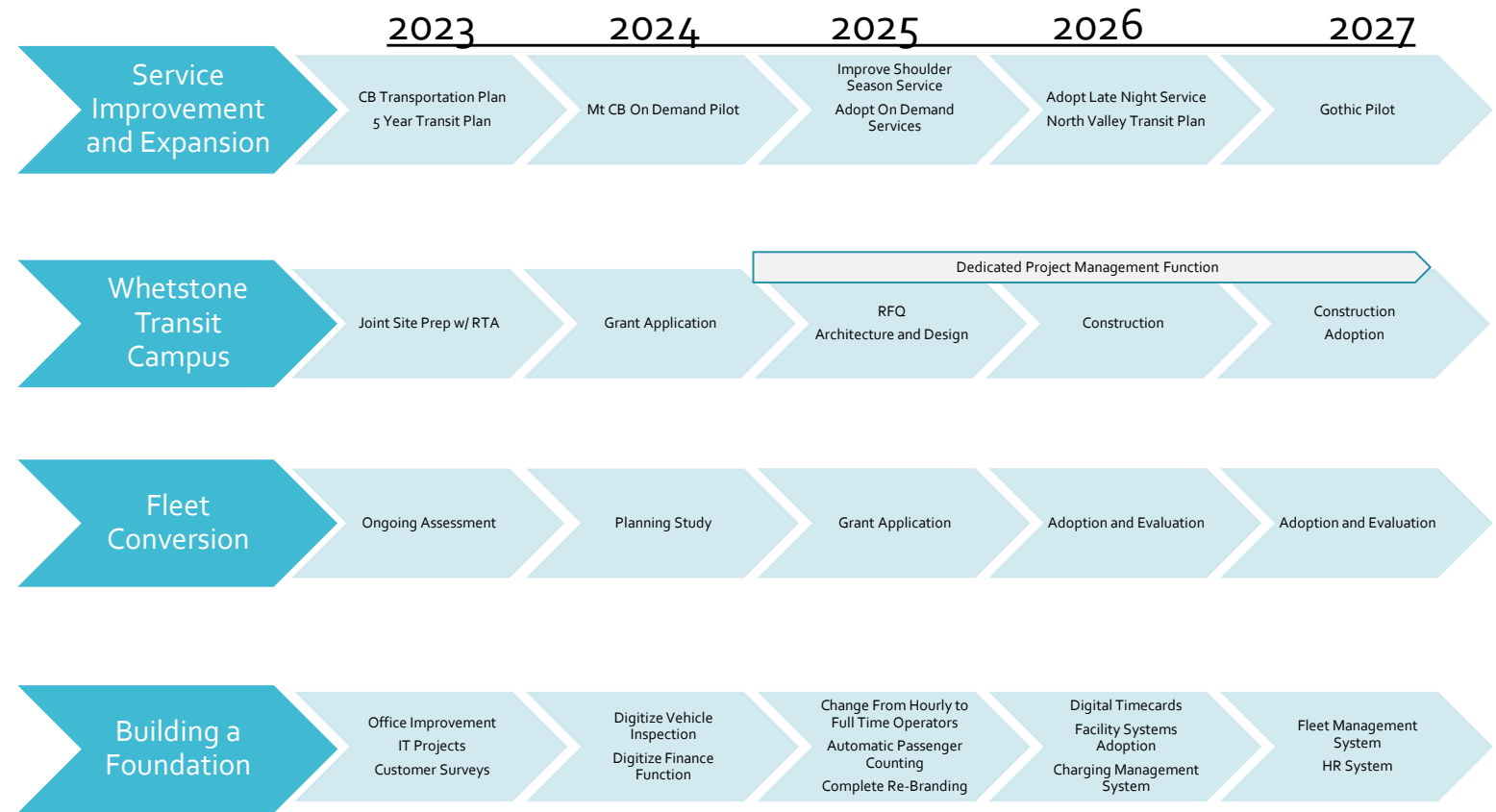
See Action Plan highlighted in 03/15/2024 email from JH to All Staff in April's Board Packet materials





Organizational Updates

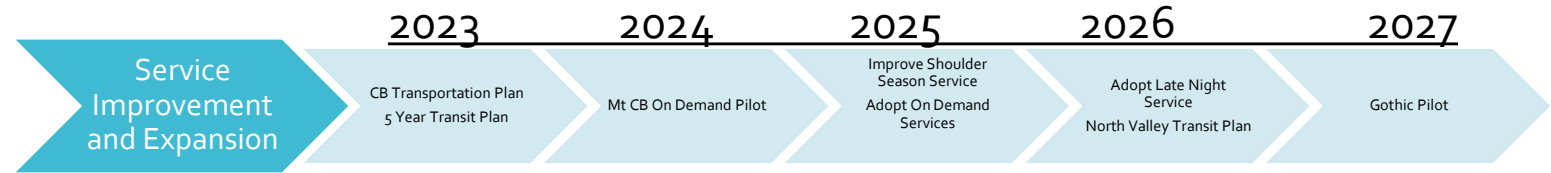
Tentative 5 Year Roadmap



Important Changes From Last Year

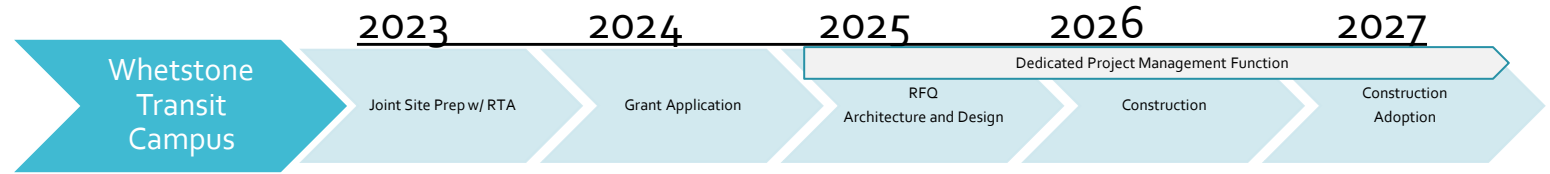
- Whetstone transit campus delayed one year
- Prioritized on demand service over others
- Added shoulder season service + adjustment to staffing model
- Significantly delayed Gothic Pilot

Service Improvement and Expansion



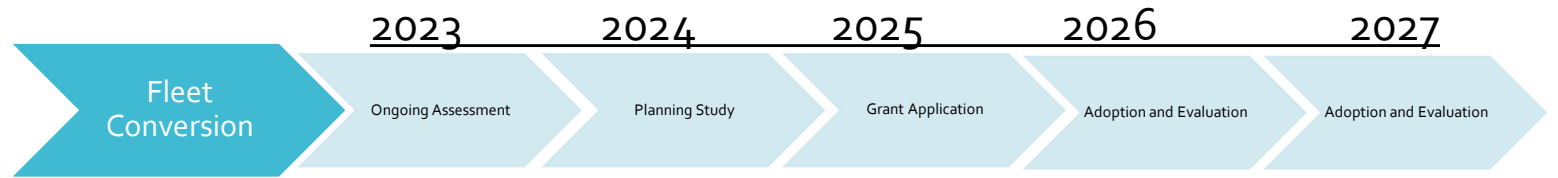
- High level discussions related to
 - Using school parking lot as a park and ride. Peer outreach to Park City.
 - Whetstone housing project and transit options
- Timeline of RFP for 5 Year Transit and ZEV Transition Plan
 - Distributed = 11/28
 - Questions due to MX = 12/15
 - Responses due to respondees = 12/22
 - Proposals due to MX = 12/29
 - Selection Committee Review = 3/6 – 3/15
 - Questions to Proposers = 3/15 - 3/22
 - Interviews (if needed) by MX = 3/25
 - Final selection committee scoring = 4/1
 - Board decision and notification = 4/18

Whetstone Transit Campus



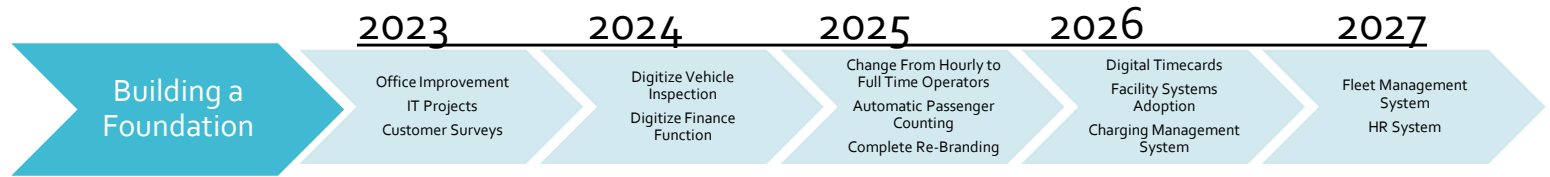
- Applications successfully submitted for the following programs
 - FTA Bus and Bus Facilities - 5339(b)
 - Congressionally Directed Spending

Fleet Conversion



- No updates

Building a Foundation



- No updates

From: [Jeremy Herzog](#)
To: [Leah Petito](#); [Levi Prosser](#); [Suzanne Beuoy](#)
Subject: Annual MX Staff Survey Results
Date: Friday, March 15, 2024 5:09:21 PM

MX Team,

Many thanks to all those who took time to fill out the staff survey. Leah, Levi, Suzanne and myself read every word of each and every survey, then met as a team to discuss the results. Please see below for a summary of the feedback and our action plan!

Feedback Summary

How satisfied are you with MX as a whole? 3.1 in 2024 vs. 3.6 in 2023

How likely are you to recommend MX as an employer? 3.0 in 2024 vs. 3.8 in 2023

I feel I can talk to my supervisor about problems honestly and openly 3.2 in 2024 vs. 3.2 in 2023

Relationships between colleagues are open, friendly and respectful 3.5 in 2024 vs. 3.7 in 2023

How satisfied are you with training programs offered by MX? 2.6 in 2024 vs. 2.8 in 2023

I feel I am paid fairly compared to my peers in the valley? 2.2 in 2024 vs. 2.2 in 2023

Culling through the written feedback to help further analyze the data, we also identified the below themes in support of the numerical ratings.

Positive Feedback

- Flexible schedule
- Team camaraderie
- Fun work environment

Constructive Feedback for Improvement

- More technical training at orientation
- More communication around the happenings of MX
- Better wages and more benefits (vacation time / 401k / wellness discounts / etc.)

Action Plan

We take the above feedback seriously and want to work to action the constructive feedback we found. Although MX has a strong performance of workplace retention, achieving a 97% rate in 2023, we always can do better. Please find the below action plan.

- For winter orientation next year, we will shift the focus and move to more hands-on technical training, to augment the conference room based organizational updates. We will also move summer orientation from a meeting to more technical training. During check rides, the supervisor team will place more focus on training as well.
- We will be re-instating the Drivers Advisory Committee that was paused with the

pandemic, so look for an email from Suzanne on how to engage with that starting this summer. In case everyone wasn't aware, we already have a system in place where the management team reviews daily written updates provided by the supervisor team, so please continue to raise day to day operating concerns to them.

- Although MX has raised our wages roughly 25% since 2019, and improved benefits such as bonuses and healthcare, I recognize inflation in the valley has also rampant during that time. Which stresses all working families. As a public transit entity, we must balance investment in our staff with the service demands of the community as well. During the annual budgeting process, we will continue to prioritize further wage adjustments and improved total compensation as best we can.

As you know from presentations at orientation, the jobs of the management team have all changed to meet the demands of the organization, which means we're not in the field as much as you were accustomed to seeing from Bill + Chris. None the less, I am making frequent trips to the base area, and you're welcome to chat me up then. And while Leah, Levi and Suzanne are based out of our main offices, our bus barn, they are also out in the field as they are able to ... so feel free to chat them up as well. For easiest access, you are encouraged to email or call to setup an appointment, or pop in while our doors are also frequently open. Finally, please continue to look for the monthly emails about the happenings of MX and start dialogue about any of those topics that interest you. 3 weeks left to go before our end of season celebration at A Bar Above, let's finish this one out strong!!

Sincerely,
Jeremy

Managing Director
Mountain Express
970.722.8545
jherzog@mtnexp.org

For further information our public transit services, please visit www.mtnexp.org

MOUNTAIN EXPRESS
Revenue and Expense Report
 January through March 2024

	<u>Q-T-D</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D</u>	<u>YTD BUDGET</u>	<u>VARIANCE</u>	<u>ANNUAL BUDGET</u>
INCOME							
3013220 · FTA 5311 OPERATING GRANT	0.00	0.00	0.00	0.00	0.00	0.00	310,000.00
3013227 · INTEREST INCOME	387.01	19,500.00	-19,112.99	387.01	19,500.00	-19,112.99	78,000.00
3013335 · ADVERTISING INCOME	0.00	0.00	0.00	0.00	0.00	0.00	14,100.00
3013336 · SERVICE REVENUE	0.00	0.00	0.00	0.00	0.00	0.00	184,416.00
3013337 · SENIOR VAN SERVICE	19,501.62	23,250.00	-3,748.38	19,501.62	23,250.00	-3,748.38	93,000.00
3013345 · ADMISSIONS TAX - MT CB	358,638.05	346,800.00	11,838.05	358,638.05	346,800.00	11,838.05	510,000.00
3013346 · MT CB SALES TAX	386,882.08	388,901.00	-2,018.92	386,882.08	388,901.00	-2,018.92	916,500.00
3013347 · TOWN OF CB SALES TAX	354,518.19	359,876.00	-5,357.81	354,518.19	359,876.00	-5,357.81	1,324,000.00
TOTAL INCOME	<u>1,119,926.95</u>	<u>1,138,327.00</u>	<u>-18,400.05</u>	<u>1,119,926.95</u>	<u>1,138,327.00</u>	<u>-18,400.05</u>	<u>3,430,016.00</u>
LABOR AND BENEFITS							
3104010 · PERMANENT SALARIES	105,201.43	119,625.00	-14,423.57	105,201.43	119,625.00	-14,423.57	478,500.00
3104015 · HOURLY	309,279.88	303,000.00	6,279.88	309,279.88	303,000.00	6,279.88	819,600.00
3104020 · OVERTIME	13,775.57	10,500.00	3,275.57	13,775.57	10,500.00	3,275.57	20,000.00
3104021 · LATE NIGHT SHIFT / HOLIDAY	28,205.74	18,000.00	10,205.74	28,205.74	18,000.00	10,205.74	45,000.00
3104025 · SICK LEAVE	21,086.33	6,501.00	14,585.33	21,086.33	6,501.00	14,585.33	26,000.00
3104031 · FICA EXPENSE	37,026.57	34,500.00	2,526.57	37,026.57	34,500.00	2,526.57	113,000.00
3104035 · HEALTH INSURANCE	100,558.05	99,750.00	808.05	100,558.05	99,750.00	808.05	399,000.00
3104040 · RETIREMENT EXPENSE	15,860.43	11,325.00	4,535.43	15,860.43	11,325.00	4,535.43	45,300.00
3104060 · LATE NIGHT TAXI	44,230.53	46,104.00	-1,873.47	44,230.53	46,104.00	-1,873.47	184,416.00
3104061 · ON DEMAND SERVICE	216,911.09	210,500.00	6,411.09	216,911.09	210,500.00	6,411.09	700,000.00
3104070 · MEDICAL EXAMS	0.00	1,626.00	-1,626.00	0.00	1,626.00	-1,626.00	6,500.00
3104071 · DRUG/ALCOHOL SCREENS	1,402.00	876.00	526.00	1,402.00	876.00	526.00	3,500.00
3104080 · DRIVER UNIFORMS	755.25	0.00	755.25	755.25	0.00	755.25	1,500.00
3104090 · SEASON BONUS	0.00	0.00	0.00	0.00	0.00	0.00	90,000.00
3104095 · OTHER BENEFIT	579.30	0.00	579.30	579.30	0.00	579.30	8,000.00
TOTAL LABOR AND BENEFITS	<u>894,872.17</u>	<u>862,307.00</u>	<u>32,565.17</u>	<u>894,872.17</u>	<u>862,307.00</u>	<u>32,565.17</u>	<u>2,940,316.00</u>
RENT AND UTILITIES							
3154110 · RENT	1,017.76	1,149.00	-131.24	1,017.76	1,149.00	-131.24	4,600.00
3154120 · UTILITIES	9,071.69	12,000.00	-2,928.31	9,071.69	12,000.00	-2,928.31	28,500.00
3154130 · TELEPHONE	1,627.12	1,725.00	-97.88	1,627.12	1,725.00	-97.88	6,900.00
3154140 · TRASH PICKUP	1,003.20	924.00	79.20	1,003.20	924.00	79.20	3,700.00
3154155 · HOA DUES	0.00	0.00	0.00	0.00	0.00	0.00	5,000.00
3154160 · SNOW REMOVAL	0.00	3,000.00	-3,000.00	0.00	3,000.00	-3,000.00	3,000.00
TOTAL RENT AND UTILITIES	<u>12,719.77</u>	<u>18,798.00</u>	<u>-6,078.23</u>	<u>12,719.77</u>	<u>18,798.00</u>	<u>-6,078.23</u>	<u>51,700.00</u>

MOUNTAIN EXPRESS
Revenue and Expense Report
 January through March 2024

	<u>Q-T-D</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D</u>	<u>YTD BUDGET</u>	<u>VARIANCE</u>	<u>ANNUAL BUDGET</u>
ADMINISTRATIVE							
3204210 · ADMINISTRATIVE SERVICE	8,065.50	5,850.00	2,215.50	8,065.50	5,850.00	2,215.50	23,400.00
3204215 · AUDIT	0.00	0.00	0.00	0.00	0.00	0.00	6,000.00
3204220 · LEGAL SERVICES	306.67	501.00	-194.33	306.67	501.00	-194.33	2,000.00
3204230 · CONSULTANTS	2,636.10	2,499.00	137.10	2,636.10	2,499.00	137.10	10,000.00
3204240 · TRAVEL	53.97	0.00	53.97	53.97	0.00	53.97	4,000.00
3204245 · MARKETING	0.00	1,875.00	-1,875.00	0.00	1,875.00	-1,875.00	7,500.00
3204250 · OFFICE EXPENSE	5,022.85	999.00	4,023.85	5,022.85	999.00	4,023.85	4,000.00
3204260 · MEMBERSHIPS	0.00	7,000.00	-7,000.00	0.00	7,000.00	-7,000.00	7,000.00
3204270 · EDUCATION/SEMINARS	550.00	999.00	-449.00	550.00	999.00	-449.00	4,000.00
TOTAL ADMINISTRATIVE	16,635.09	19,723.00	-3,087.91	16,635.09	19,723.00	-3,087.91	67,900.00
INSURANCE							
3254310 · VEHICLE INSURANCE	10,674.99	10,500.00	174.99	10,674.99	10,500.00	174.99	42,000.00
3254330 · WORKERS COMP	16,701.00	15,666.00	1,035.00	16,701.00	15,666.00	1,035.00	47,000.00
3254340 · UNEMPLOYMENT	0.00	625.00	-625.00	0.00	625.00	-625.00	2,500.00
3254341 · CO FAMLPI PAID MED LEAVE	2,260.25	1,500.00	760.25	2,260.25	1,500.00	760.25	6,000.00
TOTAL INSURANCE	29,636.24	28,291.00	1,345.24	29,636.24	28,291.00	1,345.24	97,500.00
VEHICLE EXPENSE							
3304410 · REPAIR & MAINT - VEHICLES	46,685.53	33,249.00	13,436.53	46,685.53	33,249.00	13,436.53	133,000.00
3304415 · SHOP SUPPLIES	3,186.69	3,750.00	-563.31	3,186.69	3,750.00	-563.31	15,000.00
3304420 · FUEL	69,839.77	70,500.00	-660.23	69,839.77	70,500.00	-660.23	165,400.00
3304425 · OIL/FLUIDS	10,936.14	5,751.00	5,185.14	10,936.14	5,751.00	5,185.14	23,000.00
3304430 · TIRES	0.00	0.00	0.00	0.00	0.00	0.00	37,500.00
3304435 · OPERATIONS	1,623.94	2,250.00	-626.06	1,623.94	2,250.00	-626.06	9,000.00
3304440 · TOOLS	148.41	249.00	-100.59	148.41	249.00	-100.59	1,000.00
3304470 · SIGNS	0.00	0.00	0.00	0.00	0.00	0.00	1,000.00
TOTAL VEHICLE EXPENSE	132,420.48	115,749.00	16,671.48	132,420.48	115,749.00	16,671.48	384,900.00
TOTAL OPERATING EXPENSES	1,086,283.75	1,044,868.00	41,415.75	1,086,283.75	1,044,868.00	41,415.75	3,542,316.00
NET INCOME	33,643.20	93,459.00	-59,815.80	33,643.20	93,459.00	-59,815.80	-112,300.00

MOUNTAIN EXPRESS
Revenue and Expense Report
 January through March 2024

	<u>Q-T-D</u>	<u>BUDGET</u>	<u>VARIANCE</u>	<u>Y-T-D</u>	<u>YTD BUDGET</u>	<u>VARIANCE</u>	<u>ANNUAL BUDGET</u>
CAPITAL INCOME							
3013341 · CDOT 5304 GRANT	0.00	0.00	0.00	0.00	0.00	0.00	145,000.00
3013350 · RTA GRANT - SENIOR VAN	0.00	0.00	0.00	0.00	0.00	0.00	20,000.00
TOTAL CAPITAL INCOME	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>165,000.00</u>
CAPITAL EXPENDITURES							
3355001 · DIESEL BUSES	0.00	100,000.00	-100,000.00	0.00	100,000.00	-100,000.00	100,000.00
3355020 · SERVICE IMPROVEMENT & EXPANSION	0.00	0.00	0.00	0.00	0.00	0.00	60,000.00
3355023 · FLEETING CONVERSION	0.00	0.00	0.00	0.00	0.00	0.00	45,000.00
3355024 · BUILDING REPAIRS AND MAINT	8,514.13	0.00	8,514.13	8,514.13	0.00	8,514.13	0.00
TOTAL CAPITAL EXPENDITURES	<u>8,514.13</u>	<u>100,000.00</u>	<u>-91,485.87</u>	<u>8,514.13</u>	<u>100,000.00</u>	<u>-91,485.87</u>	<u>205,000.00</u>
NET CAPITAL ACTIVITY	<u>-8,514.13</u>	<u>-100,000.00</u>	<u>91,485.87</u>	<u>-8,514.13</u>	<u>-100,000.00</u>	<u>91,485.87</u>	<u>-40,000.00</u>
NET GAIN AFTER CAPITAL ACTIVITY	<u><u>25,129.07</u></u>	<u><u>-6,541.00</u></u>	<u><u>31,670.07</u></u>	<u><u>25,129.07</u></u>	<u><u>-6,541.00</u></u>	<u><u>31,670.07</u></u>	<u><u>-152,300.00</u></u>

MOUNTAIN EXPRESS

Balance Sheet

As of March 31, 2024

	<u>Mar 31, 24</u>
ASSETS	
Current Assets	
Checking/Savings	
3001001 · CHECKING - CB BANK	10,167.90
3001010 · MONEY MARKET - CB BANK	278,805.34
3001011 · CHECKING - COMMUNITY BANKS	150,000.00
3001020 · CERTIFICATES OF DEPOSIT	2,320,211.69
Total Checking/Savings	<u>2,759,184.93</u>
Accounts Receivable	
3001101 · ACCOUNTS RECEIVABLE	19,501.62
Total Accounts Receivable	<u>19,501.62</u>
Other Current Assets	
3001116 · DUE FROM MT CRESTED BUTTE	525,430.00
3001145 · DUE FROM CB SALES TAX	246,145.00
3001175 · DEPOSITS/PREPAIDS	46,841.70
Total Other Current Assets	<u>818,416.70</u>
Total Current Assets	<u>3,597,103.25</u>
Fixed Assets	
3001339 · BUILDINGS	1,198,855.18
3001340 · EQUIPMENT	3,065,184.60
Total Fixed Assets	<u>4,264,039.78</u>
TOTAL ASSETS	<u><u>7,861,143.03</u></u>
LIABILITIES & EQUITY	
Liabilities	
3002005 · ACCOUNTS PAYABLE	108,251.63
3001015 · BMO BANK N.A. CREDIT CARD	815.78
3002050 · WAGES PAYABLE	32,061.57
3002052 · FICA	2,452.71
3002059 · DEFERRED REVENUE	73,263.12
3002062 · FAML I PAID MED LEAVE	4,520.67
3002501 · INVESTMENT IN FIXED ASSETS	4,264,039.78
Total Liabilities	<u>4,485,405.26</u>
Equity	
3002299 · OPERATING RESERVE	1,500,000.00
3002300 · CAPITAL RESERVE ACCOUNT	1,750,000.00
3002998 · FUND BALANCE	100,608.70
Net Income	25,129.07
Total Equity	<u>3,375,737.77</u>
TOTAL LIABILITIES & EQUITY	<u><u>7,861,143.03</u></u>

ride_date	rating	feedback
3/1/2024	5	Devon was awesome! Right on time, and an awesome sense of humor. Thanks for offering this Service!
3/1/2024	5	Very convenient!
3/1/2024	5	Thanks
3/1/2024	5	So nice!!
3/2/2024	5	Gteat!
3/2/2024	5	Joe is amazing, love him with my life!
3/2/2024	5	It was the best ride I've ever had
3/2/2024	5	Joe was great as always. Even helped with our groceries!
3/2/2024	5	Lovely
3/2/2024	5	Rock on Decen, thank you for always being you
3/2/2024	5	Thank you Dion! Best music choice!
3/3/2024	5	Best driver ever
3/3/2024	5	Excellent. First timers
3/3/2024	5	Perfect! So convenient.
3/3/2024	5	Love it
3/3/2024	5	Happy last day Joe! Great job this season!
3/3/2024	5	Kalani is a life saver!!!
3/3/2024	5	Frank the tank made it through 16" of snow to get me and my boy home safely. 10 out of 5 stars
3/3/2024	5	Great guy
3/3/2024	5	Great ride!
3/4/2024	5	Amazing person and driver!!!! Highly recommend.
3/4/2024	5	Great ride!
3/4/2024	5	I forgot my bag at the pick up location & he was very accommodating on returning to retrieve it!
3/4/2024	5	Great ride - would do it again.
3/5/2024	5	Top shelf. Great service.
3/5/2024	5	Heather was amazing
3/5/2024	5	Great ride, nicest guy
3/6/2024	5	Frank was friendly and the ride was efficient.
3/6/2024	5	Always super friendly
3/6/2024	5	Excellent
3/6/2024	5	Polite friendly
3/6/2024	5	Thanks Frank!
3/6/2024	5	Awesome!!! Give him a raise!
3/6/2024	5	Thank you frank. I left my bag on the bus, calling back
3/6/2024	5	Thanks
3/6/2024	5	Great guy!
3/6/2024	5	Not Eric's fault! .but the algorithm missed again. Also the vehicle has a broken seatbelt.
3/7/2024	5	Doug is the man!

3/7/2024 5 Very pleasant!

3/7/2024 5 Awesome

3/7/2024 5 Amazing

3/8/2024 5 Collin looks just like Brad Pitt 10/10

3/8/2024 5 This service is so beneficial to getting large groups to and from homes a little further away from the center of town. We were able to eat in town and shop because we could easily call this service!

3/8/2024 5 very kind!

3/8/2024 1 Ride was ordered and shown as completed without being picked up. Nothing to do with the driver.

3/8/2024 5 All good and good music.

3/8/2024 5 Great driver

3/8/2024 5 Amazin

3/8/2024 5 On time and friendly!

3/9/2024 5 Super nice & informative!

3/9/2024 5 Great service Thanks

3/9/2024 5 Emily is fantastic!!

3/9/2024 5 Great and very nice

3/9/2024 5 Kindness

3/9/2024 5 Excellent

3/9/2024 5 Thank you for accommodating the infant, car seat & stroller, as well as the friendly service!

3/9/2024 5 Love this! Please continue this program

3/9/2024 5 Frank is great.

3/9/2024 5 Dion is wonderful

3/9/2024 5 Funny and positive!

3/9/2024 5 Frank is the best! Thank you for accommodating our large group!

3/10/2024 5 Super nice guy

3/10/2024 5 Excellent as always!

3/10/2024 2 Everything is great but I don't think is ok to have to wait on people that are not ready. The driver had to wait 7 minutes for a a pick up, which made me late for work. This is not the first time

3/10/2024 5 On time, helpful, and friendly.

3/10/2024 5 Smooth

3/10/2024 5 Thanks for helping with the skis, Deven!

3/10/2024 5 WE LEFT OUR CAMERA IN HIS CAR

3/10/2024 5 Great driver

3/11/2024 5 So convenient! Thanks for making it so easy!

3/11/2024 5 Great driver friendly service :)

3/11/2024 5 Ben was great!!

3/11/2024 5 Courteous, professional, and prompt!

3/11/2024 5 Great job. Very nice and engaging person. Very professional.

3/12/2024 5 Arriving 7 minutes early for my scheduled ride didn't help

3/12/2024 5 Make it 10 stars

3/12/2024 5 He was very accommodating and good communication.

3/12/2024 5 Awesome!! Very Friendly
3/12/2024 5 Great
3/12/2024 2 You need to stop waiting for people that are late to arrive when the van shows up. Everyone who is ready when the van shows up ends up waiting.
3/12/2024 5 Seatbelt is still broken.
3/12/2024 5 Great experience
3/13/2024 5 Great service and there were no delays today
3/13/2024 5 Fantastic
3/13/2024 5 Super helpful. Helped explain the whole system.
3/13/2024 5 Great guy
3/13/2024 5 Excellent!
3/13/2024 5 Timely pick up. Great service!
3/13/2024 5 Very helpful and friendly!
3/13/2024 5 This service is fantastic! Friendly and timely.
3/13/2024 5 How bout dem stillers
3/13/2024 5 Doug is the man!
3/13/2024 5 If Paul can send me his Venmo again, I would love to send a tip. I thought I got it in the van, but I didn't. Thanks!!
3/13/2024 5 Awesome
3/13/2024 5 So gracious!
3/13/2024 5 Love him
3/13/2024 5 Amazing driver 10/10!
3/13/2024 5 Eric was awesome!!!
3/13/2024 3 Algorithm worked backwards again. At 2 minutes it went to 6. And the drivers need to STOP speeding.
3/14/2024 5 Very friendly and on time
3/14/2024 5 Doug was awesome! We live up on the top level of eagles nest. Would be great to be able to ask for the cars that can make it up the hill.
3/14/2024 5 Great
3/14/2024 5 Doug is great!
3/14/2024 5 Always a pleasure
3/14/2024 5 Collin was the best driver we've had this his far with First Tracks. He's AWESOME!
3/14/2024 5 On time and great service
3/14/2024 5 The most Amazingmost wonderful and sweet human great driver tooo!!
3/14/2024 5 The best
3/14/2024 5 the best
3/14/2024 5 Sorry for standing you up the first time
3/15/2024 5 Rob was a great driver and a superb help with our bags and everything!
3/15/2024 5 Excellent service
3/15/2024 5 Awesome
3/15/2024 5 Thank you
3/15/2024 5 I love First Tracks!!!!
3/15/2024 3 App didn't update time of arrival. Driver showed up and app still said 7 mins to arrival.

3/15/2024 4 Wish I ordered ride doober
3/15/2024 5 Deven rocks!
3/15/2024 5 I said it before and I'll say it again! . Best driver ever!!!
3/15/2024 5 Awesome
3/15/2024 5 Awesome
3/16/2024 5 Tricia was a dream
3/16/2024 5 Emily was awesome!
3/16/2024 5 Fast and no idle chatter: perfect.
3/16/2024 5 Helpful and kind.
3/16/2024 5 Super helpful!
3/16/2024 5 Loved the music!
3/16/2024 5 So fast
3/17/2024 5 Awesomeness
3/17/2024 5 All the drivers are great. My only ding is that the app prompts me for a rating.
3/17/2024 5 Frank the tank knows how to handle his sh*t.
3/17/2024 5 Spiritual
3/17/2024 5 You are awesome
3/17/2024 5 Rob is the BEST driver! Very smooth, and great to chat with!!
3/17/2024 5 Thanks Frank
3/17/2024 5 Super friendly!
3/17/2024 5 Wait time was longer than estimated.
3/17/2024 5 Excellent service
3/17/2024 4 Ur nice
3/17/2024 5 Super nice and considerate of everyone
3/17/2024 5 Fun convo!!
3/17/2024 5 Super nice guy
3/18/2024 5 Perfect
3/18/2024 5 Very courteous. Enjoyed visiting with him!
3/18/2024 5 Very nice and friendly, and answered a few questions for us. Got us right where we needed to quickly and safely! ,
3/18/2024 5 Great conversation
3/18/2024 5 Great ride
3/18/2024 5 Friendly and informative! This is a great service
3/18/2024 5 Great guy very personable
3/18/2024 5 Collin is always so helpful and friendly.
3/18/2024 5 Frank was friendly, and got us to where we needed quickly !!
3/18/2024 5 Thank you Frank!! Amazing service.
3/19/2024 5 Right on time!
3/19/2024 5 Thanks Ben
3/19/2024 5 Super friendly and right on time!

3/19/2024 5 Super friendly!

3/19/2024 5 Friendly and helpful

3/19/2024 5 All is good Great driver short wait. Keep the program it's awesome

3/19/2024 5 Ben does a great job . A true professional!

3/19/2024 5 Great Service!

3/19/2024 5 Just a solid ride!

3/20/2024 5 Super friendly!

3/20/2024 2 Not as helpful as the other drivers. Also unaware that the music playing was super inappropriate for family with lots of vulgarity

3/20/2024 1 Dude wrecked right into my porch

3/20/2024 5 Great Service.

3/21/2024 5 Always a pleasure

3/21/2024 5 Great tunes!

3/21/2024 5 Great ride!!

3/22/2024 5 Thank you for picking us up Rob

3/22/2024 5 Very kind!

3/22/2024 5 Super nice and friendly

3/22/2024 5 Prompt pick up, friendly and helpful driver. Thank you Devin!!

3/22/2024 5 Great!

3/22/2024 5 Dion was a smooth operator behind the wheel

3/22/2024 5 Always great riding with frank

3/22/2024 5 Thank you!

3/23/2024 5 Great, friendly driver

3/23/2024 5 Amanda is so amazing

3/23/2024 5 Super friendly, thank you Amanda :-)

3/23/2024 5 Friendly and kind

3/23/2024 5 Awesome

3/23/2024 5 Thank you!

3/23/2024 5 Thanks for cutting your lunch short to get us

3/23/2024 5 Very grateful for the service.

3/23/2024 5 Water

3/23/2024 5 Emily was so friendly and helpful!! She waited for me and was so kind about her wait. Thank you Emily and congrats on your recent nuptials :-)

3/23/2024 5 Kind, clean,, convenient

3/23/2024 5 Emily is so nice and welcoming and flexible.

3/24/2024 5 Excellent

3/24/2024 5 Spiritual!

3/24/2024 5 Friendly and helpful, thanks Rob

3/24/2024 5 Excellent

3/24/2024 5 Thanks

3/24/2024 5 Wonderful service. Thank you so much.

3/24/2024 5 Dion is great. I realized after I got out that my dog probably left paw prints in the vehicle. If so, I am so sorry I didn't clean this up. Appreciate you Dion and thanks for the ride.

3/24/2024 5 Emily was amazing and super helpful!

3/24/2024 5 I wish I had some cash

3/24/2024 5 Always great to ride with Dion

3/24/2024 5 Thanks!

3/24/2024 5 Super friendly and helpful

3/25/2024 5 Thank you Rob. You're incredible

3/25/2024 5 Friendly and fast

3/25/2024 5 Have a great day Rob, will miss you.

3/25/2024 5 Thank you! Wonderful. I loved it. It was perfect and on time with highly recommend.

3/25/2024 5 Furda

3/25/2024 5 Great

3/25/2024 5 Wonderful personality and a good driver!

3/25/2024 5 Excellent driver, no wait time at all!

3/25/2024 5 Collin was very prompt and has a great personality!

3/25/2024 5 Super efficient and friendly

3/25/2024 5 Mark is a super nice guy with good people skills! Also he is a very good driver.

3/25/2024 5 He's a cutie

3/25/2024 5 Great ride

3/25/2024 5 Very nice

3/25/2024 5 Very personable

3/26/2024 5 Easy!

3/26/2024 5 Very friendly

3/26/2024 5 Furda cheddar

3/26/2024 5 Rob was right on time and we appreciated him!! Thanks!!

3/26/2024 5 Brad Pitt sexy!

3/26/2024 5 Furda

3/26/2024 5 Friendly and prompt

3/26/2024 5 Super friendly

3/26/2024 5 Quick and friendly

3/27/2024 5 Very delightful, smooth and efficient!

3/27/2024 5 Great

3/27/2024 2 26 minute wait is long.

3/27/2024 5 Great job

3/27/2024 5 Cheddar and beauty

3/27/2024 5 Best driver!

3/27/2024 5 Great communication and very friendly

3/27/2024 1 Said if you're having a bad day get out .. well I had a death in my family so I wanted to get out

3/27/2024 5 Eric was great but the wait was over 30 minutes and the ride went from Mountain Square to Paradise to Morning glory and then up to prospect. It made for a very long ride.

3/28/2024	5 Great service, great excellent app and updates, all good all around. Doug is a great, outgoing driver and asset to the service.
3/28/2024	5 Awesome driver!
3/28/2024	5 Great!
3/28/2024	5 Thanks Doug. Smooth ride
3/28/2024	5 Deven was safe and very friendly! Thanks!
3/29/2024	5 Had the festive music going for disco inferno night!
3/29/2024	5 Frank is awesome!
3/30/2024	5 Kalani was great!
3/30/2024	5 Very nice.
3/30/2024	5 Very friendly
3/30/2024	5 Thank you Deven!
3/30/2024	5 Awesome
3/30/2024	5 Jazzed!
3/31/2024	5 Definitely way better than the bus
3/31/2024	5 Thank you!