



Northern Arizona Intergovernmental Public Transportation Authority

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NOTICE AND AGENDA OF PUBLIC MEETING AND POSSIBLE EXECUTIVE SESSION OF THE BOARD OF DIRECTORS (BOD) OF THE NORTHERN ARIZONA INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY

Pursuant to A.R.S. §38-431.02, notice is hereby given to the members of the Board of Directors of the Northern Arizona Intergovernmental Public Transportation Authority (“NAIPTA”) and to the general public that the Board will hold a meeting on:

Wednesday, September 21, 2016
10:00am
NAIPTA VERA Room
3773 N. Kaspar Dr.
Flagstaff, AZ 86004

Unless otherwise noted, meetings held in the Conference Room are open to the public. This is a WEB BASED meeting. Members of the Board of Directors may attend in person, by telephone or internet conferencing. Public may observe and participate in the meeting at the address above.

The Board of Directors may vote to hold an executive session for the purpose of obtaining legal advice from NAIPTA’s attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3). The executive session may be held at any time during the meeting. Executive sessions are not open to the public, pursuant to Arizona Open Meeting Law.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Clerk of the Board of Directors at 928-679-8922 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

The agenda for the meeting is as follows: -pages 1-4

1. CALL TO ORDER
2. ROLL CALL AND INTRODUCTIONS
3. APPROVAL OF MEETING MINUTES: 7/20/2016 -pages 5-11
4. CALL TO THE PUBLIC
The public is invited to speak on any item or any area of concern that is within the jurisdiction of the NAIPTA Board. Comments relating to items on the agenda will be taken at the time the item is discussed. The Board is prohibited by the Open Meeting law from discussing, considering or acting on items raised during the call to the public,



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but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.

- 5. COCONINO COMMUNITY COLLEGE (CCC) PRESENTATION ON THE STATE OF THE COLLEGE
Dr. Colleen Smith, CCC President

CONSENT ITEMS:

All matters under Consent Agenda are considered by the Board of Directors to be routine and will be enacted by a single motion APPROVING THE CONSENT AGENDA. If discussion is desired on any particular consent item, that item will be removed from the consent agenda and will be considered separately. All items on the Consent Agenda with financial impact have been budgeted.

- 6. APPROVE UPDATES TO TITLE VI CIVIL RIGHTS PROGRAM -pages 12-13
-Heather Dalmolin, Administrative Director
Staff recommends the Board of Directors approve updates to Title VI Civil Rights Program to bring policy compliant with Arizona Department of Transportation direction for policy layout and section titles.
- 7. APPROVE UPDATED PERSONNEL POLICY MANUAL -pages 14-25
-Heather Dalmolin, Administrative Director
Staff recommends the Board of Directors approve and adopt an updated Personnel Policy Manual to update various policies to most accurately reflect regulatory requirements and NAIPTA's actual practices.

DISCUSSION / ACTION ITEMS:

- 8. JANUARY 2017 SERVICE CHANGES PUBLIC HEARING AND ADOPT PROPOSED CHANGES -pages 26-33
-Alicia Becker, Transit Planner
Staff recommends the Board of Directors: 1) Conduct a public hearing on proposed service changes and route expansion for January 2017; 2) Review the proposed service changes and route expansion for January 2017 operations; 3) Close public comment period opened July 20, 2016; and 4) Consider adopting the proposed service changes.
- 9. MOUNTAIN EXPRESS PROGRAM RENEWAL -pages 34-47
-Jeff Meilbeck, CEO and General Manager
Staff recommends the Board of Directors approve a Service Agreement with Snowbowl Resort Limited Partnership in an amount ranging from \$38,360 to \$42,600.



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- 10. PROPOSITION 411 EDUCATION OUTREACH -pages 48-60
-Jeff Meilbeck, CEO and General Manager
None. This item is provided for information and discussion.
- 11. PILOT PROGRAM FOR PARKFLAG TRANSIT PASSES -pages 61-62
-Erika Mazza, Deputy General Manager
None. This item is provided for information and discussion.

PROGRESS REPORTS:

- 12. EMPLOYEE SATISFACTION SURVEY
-Jeff Meilbeck, CEO and General Manager
- 13. SUMMARY OF CURRENT EVENTS
-Jeff Meilbeck, CEO and General Manager
 - Federal Transit Administration (FTA) Capital Investment Grant (CIG) Workshop Update
 - Community Transportation Association of America (CTAA) Small Urban Network (SUN) Conference Update
 - CTAA Board Member
 - American Public Transportation Association (APTA) Leadership
 - Coconino Community College (CCC) Pilot Pass Program
 - Arizona Department of Transportation (ADOT) Grant Awards
 - 5339 Grant Awards

EXECUTIVE SESSION

Executive sessions are closed to the public.

The Board will consider a motion to convene an executive session pursuant to A.R.S. § 38-431.03 (A)(1) for the following purpose:

- 1. CEO and General Manager Contract and Compensation. ARS 38-431.03(A)(1).

Following the conclusion of the Executive Session, the Board will reconvene the public meeting.

DISCUSSION / ACTION ITEMS:

- 14. CEO AND GENERAL MANAGER'S CONTRACT AND COMPENSATION PACKAGE
-Art Babbott, NAIPTA Board Chair
The Board of Directors may take action regarding the CEO and General Manager's contract and compensation package.



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ITEMS FROM COMMITTEE AND STAFF:

15. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

The next Board meeting will be on Wednesday, October 19, 2016 and it will be a WebEx meeting based in Flagstaff in the NAIPTA VERA Conference room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004 at 10am. The public is invited to attend. October agenda items will include but not be limited to the FY2016 Annual Report, Amendment to the Advertising Policy, Strategic Long Range and Tactical Planning, Mobility Management Update and the Workforce Utilization Report. The October agenda will be available for review on NAIPTA's website and at NAIPTA's public posting places (listed on the NAIPTA website) at least 24 hours prior to the meeting, and should be consulted for a list of items that will come before the Board.

16. ADJOURNMENT



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Board of Directors Minutes for Wednesday, July 20, 2016

NAIPTA
3773 N. Kaspar Dr.
Flagstaff, AZ 86004

NOTE: IN ACCORDANCE WITH PROVISIONS OF THE ARIZONA REVISED STATUTES THE SUMMARIZED MINUTES OF NAIPTA BOARD MEETINGS ARE NOT VERBATIM TRANSCRIPTS. ONLY THE ACTIONS TAKEN AND DISCUSSION APPEARING WITHIN QUOTATION MARKS ARE VERBATIM.

The Board of Directors met in Regular Session on Wednesday, July 20, 2016 at 10:00 am in the NAIPTA VERA Room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004.

This was a WEB BASED meeting. Members of the Board attended in person, by telephone or internet conferencing. The public was invited to observe and participate in the meeting at the address above.

BOARD MEMBERS PRESENT:

Art Babbott (Chair), Board of Supervisors, Coconino County;
Scott Overton (Vice Chair), City Council, City of Flagstaff;
Celia Barotz, City Council, City of Flagstaff, by phone;
Veronica Hipolito (Secretary), Dean of Students, CCC, designee;
Rich Bowen, Associate Vice President for Economic Development, NAU, alternate, arrived at 10:16am

**Three of our five Board member seats must be present to constitute a quorum.*

***The City of Flagstaff holds two seats.*

BOARD MEMBERS EXCUSED:

Colleen Smith, President, CCC;
Rich Payne, Director of Residence Life, NAU;
Karla Brewster, City Council, City of Flagstaff, alternate;
Matt Ryan, Board of Supervisors, Coconino County, alternate

NAIPTA STAFF IN ATTENDANCE:

Jeff Meilbeck, CEO and General Manager;
Heather Dalmolin, Administrative Director;
Jim Wagner, Operations Director;
Jacki Lenner, Marketing Manager;
Jon Matthies, IT Manager;
Lauree Battice, Business Manager;
Kate Morley, Mobility Planner;
Alicia Becker, Transit Planner;
Rhonda Cashman, Clerk of the Board;



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Fredda Bisman, NAIPTA Attorney (via WebEx)

GUEST PRESENT: None.

1. CALL TO ORDER -Chair Babbott called the meeting to order at 10:00am.
2. ROLL CALL AND INTRODUCTIONS
3. APPROVAL OF MINUTES 6/15/2016

Vice Chair Overton moved to approve the June 15, 2016 meeting minutes. Secretary Hipolito seconded. All approved, none opposed. Motion carried.

4. CALL TO THE PUBLIC

No one came forth to speak during the call to the public.

CONSENT ITEMS:

All matters under Consent Agenda are considered by the Board of Directors to be routine and will be enacted by a single motion APPROVING THE CONSENT AGENDA. If discussion is desired on any particular consent item, that item will be removed from the consent agenda and will be considered separately. All items on the Consent Agenda with financial impact have been budgeted.

5. APPROVE RENEWAL OF LINE OF CREDIT FROM WELLS FARGO FOR \$500,000
-Heather Dalmolin, Administrative Director
Staff recommends the Board of Directors direct and authorize staff to renew the Wells Fargo credit line in the amount of \$500,000 to provide cash flow assistance as needed.

Secretary Hipolito moved to approve item #5 on the consent agenda as recommended. Vice Chair Overton seconded. There was no discussion. All approved, none opposed. Motion carried.

DISCUSSION / ACTION ITEMS:

6. JANUARY 2017 SERVICE ENHANCEMENTS PUBLIC HEARING AND REVIEW
PROPOSED SERVICE CHANGES
-Alicia Becker, Transit Planner
Staff recommends the Board of Directors: 1) Conduct a public hearing on proposed service enhancements and route expansion for January 2017; 2) Review the proposed service enhancements and route expansion for January 2017 operations; and 3) Open public comment period thru September 20, 2016.



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Ms. Becker reviewed a PowerPoint presentation with Board members. A map of the 5 Year Plan was shown and she noted the Board directive of a “go slow” approach a couple years ago. She detailed the proposed service changes and pointed them out on a map as well. Secretary Hipolito moved to open the public hearing. Director Barotz seconded. All approved, none opposed. Motion carried. The public hearing was opened at 10:09am. There were no members of the public present requesting to speak. Secretary Hipolito moved to close the public hearing. Vice Chair Overton seconded. All approved, none opposed. Motion carried. The public hearing was closed at 10:09am. Vice Chair Overton moved to open the public comment period as recommended. Secretary Hipolito seconded. All approved, none opposed. Motion carried. Chair Babbott asked for Ms. Becker to keep the Board apprised of the comments.

7. APPROVE 3RD AMENDMENT TO COCONINO COUNTY SERVICE AGREEMENT

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve the 3rd Amendment to the Coconino County Service Agreement (Intergovernmental Agreement) between NAIPTA and Coconino County for use of Fort Tuthill parking lot for the NAIPTA Commercial Driving License (CDL) Testing course.

Ms. Dalmolin communicated to the Board that the amendment captures the relationship between NAIPTA and Coconino County Parks and Recreation for use of a specific parking lot at Fort Tuthill as a Commercial Driver’s License (DCL) testing site. We have a third party tester on staff. We have an operator training program in place. NAIPTA previously used a parking lot at NAU which had logistical problems at times. The standard amendment language was used. NAIPTA and County staff have reviewed and Coconino County has approved it. It is still subject to both agencies legal approval. There was a question about which class CDL was required by NAIPTA. Mr. Wagner replied it is Class B, the CDL Passenger Endorsement. There was a brief discussion of the entities combining resources to conduct CDL testing. Secretary Hipolito moved to approve the 3rd Amendment as recommended. Vice Chair Overton seconded. All approved, none opposed. Motion carried.

8. APPROVE A COCONINO COMMUNITY COLLEGE INTERGOVERNMENTAL AGREEMENT FOR THE PILOT PASS PROGRAM

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve an Intergovernmental Agreement with Coconino Community College (CCC), for a Pilot Pass Program to allow all faculty, staff, and students to ride the entire Mountain Line system fare-free thru August 30, 2017.

Ms. Dalmolin reported the agreement reflects conversations between CCC and NAIPTA regarding a Pilot Pass Program for their students, faculty and staff. NAIPTA will provide service on all Mountain Line routes for one full year. The agreement has been reviewed by staff from both agencies. Two points of discussion were online



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students and how often the data will be reviewed. It is still pending legal review. Secretary Hipolito stated CCC staff is really excited about this opportunity and they appreciate all the work NAIPTA staff has done. She said enrollment will be reviewed approximately eight times per year using their current reporting structure. Chair Babbott commented that he is looking forward to seeing how this works out. There was a question about how detailed the data will be. Ms. Dalmolin responded that specific stops used by CCC students and how often will be able to be identified. Secretary Hipolito moved to approve the CCC agreement for the Pilot Pass Program. Vice Chair Overton seconded. All approved, none opposed. Motion carried.

Director Bowen arrived at approximately 10:16am.

9. APPROVE CITY OF WINSLOW INTERGOVERNMENTAL AGREEMENT FOR TRANSIT PLANNING SERVICES AND OPERATION

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve an Intergovernmental Agreement with the City of Winslow to capture roles, responsibilities, and funding for planning and operation of current and future transit services in and around City of Winslow.

Ms. Dalmolin noted the agreement is to capture the relationship between NAIPTA and the City of Winslow for the vanpool program and feasibility study to provide service connecting Flagstaff and Winslow. We are still waiting on grant funds. The agreement outlines roles and responsibilities. It has been approved by City of Winslow staff and attorney. This item was going before the Winslow Mayor and Council on July 12th, but we have not been able to confirm its approval yet. Overall the Board thought this would be a great opportunity and was supportive of sharing our knowledge. The in-kind cost is modest. At some point in the future maybe Winslow could offer a presentation. There was a request to keep the Board up-to-date on this item with a quarterly progress report.

10. TRANSIT DECISION 2016

-Jeff Meilbeck, CEO and General Manager

Staff recommends the Board of Directors discuss the timetable and deliverables for the Transit Decision 2016 ballot question.

Mr. Meilbeck pointed out the strategic workplan objective posted on the wall in the conference room which notes NAIPTA staff work with elected officials to get this item passed. At that time general elections were being held in May, but now they have been moved to November. He reviewed a PowerPoint presentation with the Board. He mentioned doing 20-30 educational outreach presentations in September and October with Board and TAC members. Our City Manager has requested NAIPTA speak to organizations at the same time as the City staff speaks about the courthouse. Ms. Cashman will work with Ms. Roederer to schedule the presentations. There was a question asked of Ms. Bisman about non-elected officials being able to advocate for the initiative as a partner agency employee. She replied it probably can only be elected



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officials. She will let us know. A board member commented that interested parties should be sure to allow enough time to get the statement notarized. Mr. Meilbeck stated the messaging for the ballot is very simple. He reported recent survey results supporting the renewal: 87 percent support for 10 years and 62 percent for 20 years. There is strong support for success. He asked those who feel they can advocate to please do so. There was a suggestion for all our Board elected officials to make a collective statement. Chair Babbott agreed to draft a statement.

PROGRESS REPORTS:

11. SUMMARY OF CURRENT EVENTS

-Jeff Meilbeck, CEO and General Manager

- Recognize NAIPTA Staff

Mr. Meilbeck recognized staff efforts for items on the agenda without much involvement from him. Noting they have done their jobs so well, he is able to do his.

- Small Transit Intensive Cities (STIC) Funding Update

Mr. Meilbeck said NAIPTA has had a lot of success with STIC funding. It has been increased under the Fixing America's Surface Transportation (FAST) Act. We are trying to get it increased sooner and at a higher rate. Our lobbyist is working with Representative Kirkpatrick, who is sponsoring a bill. He and Erika will be in Washington, DC next week meeting with congressional staffers in conjunction with a training they were invited to by the Federal Transit Administration (FTA). They will be looking into a \$40M grant for the bus rapid transit route. This leads nicely into the next item.

- Community Transportation Association of America (CTAA) Small Urban Network (SUN)

Mr. Meilbeck reported this is another organization NAIPTA has been involved with and is pursuing STIC funding. He is working on the national coalition. He is considering throwing his name in the ring to be a CTAA Board members. It is not a huge commitment of time and he has discussed this with Chair Babbott. He would like to contribute, if he is elected.

- Arizona Department of Transportation (ADOT) Staffing

Mr. Meilbeck stated NAIPTA values our great relationship with ADOT. They have been extremely supportive of projects we have done. Over the last year or two, they have had eroding levels of staffing. The director of the program has announced his retirement. The number two seems to be out of the office for an extended period of time. They have not been able to fill positions. Other organizations within the state are asking ADOT to step up and fill the positions so they can pass through federal grants. ADOT has that responsibility. The State has been under a hiring freeze. The Arizona Transit Association (AzTA) plans to advocate for distribution of pass through funds. He is still an AzTA Board member. We have experienced delays. NAIPTA has applied for \$5M-\$7M in grant funding. Some of that could have been distributed a year ago and



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it hasn't been. We are hoping for some news in the coming months. An ADOT staff member is coming up for a meeting tomorrow and we'll see how that goes.

- Employee Appreciation BBQ
Mr. Meilbeck let Board members know they are invited to the event on Friday. There will be a dunk tank. Please come if you are able to attend. He thanked the Board for their service and time commitment.

EXECUTIVE SESSION

This item was tabled until the September Board meeting.

Executive sessions are closed to the public.

The Board considered the executive session pursuant to A.R.S. § 38-431.03 (A)(1) for the following purpose:

1. CEO and General Manager Evaluation. ARS 38-431.03(A)(1).

DISCUSSION / ACTION ITEMS:

17. CEO AND GENERAL MANAGER'S CONTRACT AND COMPENSATION PACKAGE

-Richard Payne, NAIPTA Board Chair

The Board of Directors may take action regarding the CEO and General Manager's contract and compensation package.

This item was tabled until the September Board meeting.

ITEMS FROM COMMITTEE AND STAFF:

18. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

The next Board meeting will be on Wednesday, September 21, 2016 and it will be a WebEx meeting based in Flagstaff in the NAIPTA VERA Conference room, 3773 N. Kaspar Dr., Flagstaff, AZ 86004 at 10am. The public is invited to attend. September agenda items will include but not be limited to the FY2016 Annual Report and the Employee Satisfaction Survey. The September agenda will be available for review on NAIPTA's website and at NAIPTA's public posting places (listed on the NAIPTA website) at least 24 hours prior to the meeting, and should be consulted for a list of items that will come before the Board.

19. ADJOURNMENT -Chair Babbott adjourned the meeting at 10:40am.



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Art Babbott, Chair NAIPTA Board of Directors

ATTEST:

Rhonda Cashman, Clerk of the Board



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DATE PREPARED: September 12, 2016

DATE: September 21, 2016

TO: Honorable Chairman and Members of the Board

FROM: Heather Dalmolin, Administrative Director

SUBJECT: Approve Updates to Title VI Civil Rights Program

RECOMMENDATION:

Staff recommends the Board of Directors approve updates to Title VI Civil Rights Program to bring policy compliant with Arizona Department of Transportation direction for policy layout and section titles.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Treat everyone with respect
- ❖ Put the customer first
- ❖ Be trustworthy and dependable
- ❖ Strive for continuous improvement in all we do

5 Year Horizon:

- ❖ Build cooperative relationships regionally to expand and enhance NAIPTA's positive impact.

BACKGROUND:

In August of FY2016 the Board of Directions updated the Title VI Civil Rights Program to correct staff titles and update the meeting date for the Board of Directors and added delegation for administrative changes to the General Manager. Since approval of the Title VI Program, the program was submitted to the Federal Transit Administration for review and approval. The Title VI Program is still pending review however a recent review by Arizona Department of Transportation (ADOT) Civil Rights office resulted in several changes to bring Program compliant with ADOT guidance on the layout and section titles. While the changes are administrative in nature and the Board authorized the General Manager to make these changes, ADOT requires Board action to approve the changes made to the Program.

Examples of changes are:

- Renaming the Public Notice from Title VI Notice to the Public to Non-Discrimination Notice to the Public.
- Renaming the Title VI Complaint Procedure to Discrimination Complaint Procedure.
- Updating the Limited English Proficiency Plan to reflect 2010-2014 American Community Survey data for determining number of households with limited or no English speakers.



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TAC RECOMMENDATION:

The Transit Advisory Committee support recommendation of staff without discussion.

ALTERNATIVES:

- 1) Approve updated Title VI Civil Rights Program (**recommended**): These program changes are required by the Arizona Department of Transportation and the program is required for award of federal funds passed through ADOT.
- 2) Do not approve the update program (**not recommended**): If this program is not updated, NAIPTA's program could be perceived as out of date or incorrect and affect our eligibility for ADOT award of funds.

FISCAL IMPACT:

The various components of the Title VI Civil Rights Program do not have significant financial impacts.

SUBMITTED BY:

APPROVED BY:

Heather Dalmolin
Administrative Director

Jeff Meilbeck
CEO-General Manager

ATTACHMENTS:

1. Title VI Civil Rights Program, September 21, 2016 -available upon request



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DATE PREPARED: September 12, 2016

MEETING DATE: September 21, 2016

TO: Honorable Chairman and Members of the Board

FROM: Heather Dalmolin, Administrative Director

SUBJECT: Approve Updated Personnel Policy Manual

RECOMMENDATION:

Staff recommends the Board of Directors approve and adopt an updated Personnel Policy Manual to update various policies to most accurately reflect regulatory requirements and NAIPTA's actual practices.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for continuous improvement in all we do
- ❖ Be trustworthy and dependable

5 Year Horizon:

- ❖ Build cooperative relationships regionally to expand and enhance NAIPTA's positive impact.

BACKGROUND:

NAIPTA personnel policy was recently updated and adopted by the Board of Directors in June of 2015. The policy manual was updated to incorporate non-discrimination language as per local regulations, update the Vacation leave policy to reflect a gradual increase in maximum accrual, and modify various leave policies to recognize practice of collecting keys and uniforms when extended leave is approved.

Staff has recently updated the following policies:

- ❖ **Policies 3.7 Family Medical Leave of Absence, 3.8 Medical Leave (Not FMLA or Extended FMLA):** Staff has updated both to 1) better reflect regulatory language from federal FMLA regulations and 2) recognize NAIPTA practices for offering leave and requiring fitness for duty certification as the end of an approved leave.
- ❖ **Policy 3.9 Jury and Witness Duty Leave:** Staff has modified language to clarify when staff pays regular wages for staff that are serving Jury Duty.
- ❖ **Policy 4.6 Dress Code/Appearance:** Staff has updated the policy to add the new option of polo shirts provided by NAIPTA and specify requirement for slip resistant shoes as well as dark shoes and dark socks.

Upon approval of these policies, staff will update the manual and notify staff of the updates.



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TAC RECOMMENDATION:

The Transit Advisory Committee support recommendation of staff without discussion.

ALTERNATIVES:

- 1) Approve Personnel Policy Manual update (**recommended**): The changes are necessary to regulatory language and reflect NAIPTA practices.
- 2) Do not approve Personnel Policy Manual update (**not recommended**): If not approved, staff will need to consider input of the Board of Directors and redraft policies that meet direction of the Board.

FISCAL IMPACT:

There is no fiscal impact to updating the Personnel Policy Manual as proposed.

SUBMITTED BY:

APPROVED BY:

Heather Dalmolin
Administrative Director

Jeff Meilbeck
CEO & General Manager

ATTACHMENTS:

- | | |
|---|--------------|
| 1. Personnel Policy 3.7 Family and Medical Leave of Absence | -pages 16-20 |
| 2. Personnel Policy 3.8 Medical Leave (Not FMLA) | -pages 21-22 |
| 3. Personnel Policy 3.9 Jury and Witness Duty Leave | -page 23 |
| 4. Personnel Policy 4.6 Dress Code/Appearance | -pages 24-25 |



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3.7 Family and Medical Leave Of Absence

NAIPTA shall provide unpaid Family and Medical Leave in accordance with the federal Family and Medical Leave Act ("FMLA"), as summarized below. NAIPTA recognizes that employees occasionally need to take time away from work to care for family and medical needs. This policy is designed to meet those needs by allowing eligible employees the ability take time off for a limited period with job protection and also no loss of accumulated services provided the employee returns to work. Other types of paid and unpaid leave authorized by NAIPTA will run concurrently with FMLA- approved leave. Eligibility for additional leaves of absence beyond the time allotment permitted by the FMLA may also be requested by the employee and will be considered on a case by case basis.

Definition of Plan

NAIPTA provides up to 12 weeks of unpaid, job protected leave for the following reasons:

- The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care, and to bond with the newborn or newly-placed child;
- To care for a spouse, son, daughter, or parent who has a serious health condition, including incapacity due to pregnancy and for prenatal medical care;
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job, including incapacity due to pregnancy and for prenatal medical care; or
- For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.

Eligibility

To be eligible for leave under this policy, an employee must have been employed by NAIPTA for at least twelve months in total (need not be consecutive), and must have worked at least 1,250 hours during the twelve month period preceding the commencement of the leave. For the purposes of calculating the 1,250 hour requirement, paid time off for vacation, sick leave, holidays, and other paid time off are not included. Overtime hours, however, are included.

Military Related FMLA Leaves

1. Active Duty Leave: Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves may use the 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.
2. Caregiver Leave: FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (2) a veteran who was

discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

Use of Leave

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by NAIPTA, or 26 weeks as explained above. NAIPTA uses a 12-month period measured forward from the first day of an employee's leave.

Eligible spouses who work for the same employer are limited to a combined total of 12 workweeks of leave in a 12-month period to share for the following FMLA-qualifying reasons:

- The birth of a son or daughter and bonding with the newborn child,
- The placement of a son or daughter with the employee for adoption or foster care, and bonding with the newly-placed child, and
- The care of a parent with a serious health condition.

Eligible spouses who work for the same employer are also limited to a combined total of 26 workweeks in a single 12-month period to care for a covered service member with a serious injury or illness if each spouse is a parent, spouse, son or daughter, or next of kin of the service member (commonly referred to as "military caregiver leave"). This limitation also applies to a combination of military caregiver leave and leave for the other qualifying reasons listed above.

Under certain circumstances, an employee is entitled to take FMLA leave on an intermittent or reduced schedule basis. Employers must permit employees to take intermittent or reduced schedule leave when there is a medical need for such leave for an employee's own serious health condition, to care for a spouse, parent, son, or daughter with a serious health condition, or to care for a covered service member with a serious injury or illness. An employee is also entitled to use intermittent or reduced schedule leave for qualifying exigencies. An employee is not entitled to take intermittent leave for the birth and care of a newborn child or for the placement with the employee of a child for adoption or foster care unless the employer agrees to the arrangement.

If an employee needs leave intermittently or on a reduced schedule for planned medical treatment for their own serious health condition or for that of a qualifying family member, the employee must make a reasonable effort to schedule the treatment so as to not unduly disrupt the employer's operations.

If an employee needs intermittent or reduced schedule leave that is foreseeable based on planned medical treatment, he or she may be temporarily transferred to an alternative position that better accommodates recurring periods of leave.

Pay During Leave

NAIPTA requires the employee to use accrued paid leave while taking FMLA leave. Paid leave used at the same time as FMLA leave must be taken in compliance with NAIPTA's normal paid leave policies. If an employee's leave of absence does not constitute paid leave as defined in NAIPTA's paid leave

policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is leave without pay when paid leave benefits are exhausted.

Reinstatement

Upon return from FMLA leave, most employees will be reinstated to their original job, or a substantially equivalent position. Employees who take leave for their own serious health condition must obtain and present certification from the employee's health care provider that the employee is able to resume work as a condition of restoring an employee.

Certain highly compensated employees ("key employees") may have limited reinstatement rights.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Fitness for Duty – Return to Work Certification

In certain situations, employees returning from leave for their own serious health condition may be required to provide a return to work, or fitness for duty, certification from NAIPTA's health care provider.

In the case of intermittent or reduced schedule leave, NAIPTA will not require fitness for duty certification for each absence however if NAIPTA has reasonable belief that they employee's return to work presents a significant risk of hard to the employee or to others, NAIPTA may require a fitness for duty certification up to once every 30 days.

The employee's return to work may be delayed until the fitness for duty certification is provided. The employee is responsible for the cost of obtaining the fitness for duty certification.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with NAIPTA's normal call-in procedures.

NAIPTA will require a medical certificate from a physician or practitioner to support a claim for leave for an employee's own serious health condition or to care for a seriously ill child, spouse or parent. The certification forms are available in the Administrative Services Division. The certification must be

completed by a qualified health care provider. Employees must provide sufficient information for NAIPTA to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform NAIPTA if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide a certification and periodic recertification supporting the need for leave. At its discretion, the NAIPTA may require a second medical opinion and periodic recertification at its own expense. If the first and second opinions differ, NAIPTA, at its own expense, may require the binding opinion of a third health care provider, approved jointly by the NAIPTA and the employee.

Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with NAIPTA's attendance guideline. Employees on leave must contact the Administrative Services Division at least 14 days before their first day of return.

In all cases of extended leave, the employee's supervisor, or the Facilities/Security Manager, or other company designee, will obtain from the employee their NAIPTA identification card, and electronic access device/keys. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access into Employee Only areas of NAIPTA operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

Benefits & Protections

During FMLA leave, NAIPTA maintains the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse NAIPTA for payment of insurance premiums during leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. As with other types of unpaid leave, vacation leave and sick leave will not accrue during any FMLA unpaid leave. Holidays, bereavement leave, or employer's jury duty pay are not granted on unpaid leave.

NAIPTA's Responsibilities

NAIPTA will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, NAIPTA will provide a reason for the ineligibility.

NAIPTA will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If NAIPTA determines that the leave is not FMLA-protected, NAIPTA will notify the employee.

Unlawful Acts

FMLA makes it unlawful for NAIPTA to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against NAIPTA.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

3.8 Medical Leave (Not FMLA Eligible and Extended beyond FMLA)

A medical leave of absence may be granted to regular employees for absences arising from the employee's illness, injury, or pregnancy. Whether to grant the leave is subject to NAIPTA's sole discretion and may be approved under the following circumstances:

- The employee is not eligible for FMLA leave.
- Has exhausted all available FMLA leave.

For a medical leave to be granted, the following conditions must be met:

- The employee has completed 6 months of employment with NAIPTA.
- The employee notifies the immediate supervisor as soon as possible of the need for medical leave.
- All available sick leave and earned vacation are used at the beginning of the leave of absence.

The employee submits to the Administrative Services Division a written statement from the attending medical provider outlining the reason for leave and the estimated time needed. NAIPTA may require the employee to obtain an opinion from a medical provider selected by NAIPTA.

The immediate supervisor and Administrative Services Division approve the leave before the leave is taken.

Medical leaves, and any extension of leaves, will generally be limited to no longer than 6 weeks. An employee ready to return to work from leave must present a medical provider's statement indicating ability to return to work. If an employee is unable to return to work at the end of FMLA/extended leave, the employee may be entitled to additional accommodation under the Americans with Disabilities Act or other law. The employee must supply sufficient information from their medical provider indicating that he or she has a covered disability and when the employee will be able to return to work with or without reasonable accommodation. Any accommodation provided must not result in undue hardship to the employer. Potential accommodations will be determined after an interactive process between the employee and NAIPTA.

NAIPTA may reinstate an employee ready to return from a medical leave of absence when, in the opinion of NAIPTA, it is practical to do so or as a reasonable accommodation under the ADA.

In certain circumstances, employees returning from medical leave will be required to provide a return to work, or fitness for duty, certification from NAIPTA's health care provider. The fitness for duty certification may only pertain to the particular health condition that caused the employee's need for medical leave. The employee's return to work may be delayed until the fitness for duty certification is provided. The employee is responsible for the cost of obtaining the fitness for duty certification.

NAIPTA will continue medical and life insurance benefits for an employee on leave for a maximum of 6 weeks as long as the employee continues to pay the employee's portion of the premium. Vacation and sick leave will not accrue during a medical leave of absence. Holidays, bereavement leave, or employer's jury duty pay will not be granted during the leave.

Part-time employees are not eligible for leave under these guidelines except as required for a disability.

In all cases of extended leave, the employee's supervisor, or the Facilities/Security Manager, or other company designee, will obtain from the employee their NAIPTA identification card, and electronic access device/keys. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access into Employee Only areas of NAIPTA operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

3.9 Jury and Witness Duty Leave

NAIPTA recognizes jury duty as a civic responsibility of everyone. When summoned for jury duty, employees are granted leave to perform this duty.

1. Employees called for jury duty must advise their supervisor as soon as possible by presenting their "Notice to Serve."
2. Employees serving on Jury Duty during their regularly scheduled work shift shall receive their regular rate of pay during the time of the actual Jury Duty.
3. Employees who are released early from Jury Duty during their regular work hours shall promptly return to work.
4. Employees shall submit compensation received for Jury Duty to the Payroll Coordinator except the amount received for travel expenses.
5. An employee on jury duty during regular scheduled time off or on vacation leave, or leave without pay, will not receive Jury Duty pay and may keep any monies paid by the courts.

Witness Leave

Employees are given the necessary time off without pay to attend, participate or prepare for a court proceeding. Please notify your supervisor of the need to take witness leave as far in advance as is possible.

Accrued paid time off must be used for this leave.

4.6 Dress Code/Appearance

Professional appearance is of particular importance for NAIPTA employees who have direct contact with the public. Because of the diverse services of NAIPTA it is difficult to establish guidelines for grooming and proper attire that could be applied on a regional basis. It is, therefore, the responsibility of each supervisor or manager to set appropriate dress and appearance guidelines. It is also the responsibility of each employee to dress in compliance with these guidelines. In all cases, modesty, professional appearance, and personal hygiene should be emphasized. NAIPTA reserves the right to advise any employee at any time that his/her grooming, attire or appearance is unacceptable. After having been so advised the employee will be expected to comply with the suggested change. Failure to do so will result in disciplinary action. Repeated violations may result in additional disciplinary action.

Non-Uniformed Staff

Non-uniformed staff members are expected to wear professional clothing that is free of stains and holes. Items may not contain advertisements or logos for other companies, organizations, or products. Non-uniformed staff are expected to wear NAIPTA issued ID and may wear other NAIPTA issued logo items. ID may be displayed with a NAIPTA lanyard, retractable clip or lapel pin as each employee sees fit. NAIPTA recognition pins are allowed, but not required.

NAIPTA uniform items issued to non-uniformed staff are to be worn only while on duty.

Uniformed Staff

Employees represent NAIPTA when they are wearing their uniform.

NAIPTA issued uniform items will be worn at all times as appropriate to the job and season. This includes hats, jackets, flashlights, badges and operator nameplates. ID may be displayed with a NAIPTA lanyard, retractable clip or lapel pin as each employee sees fit. NAIPTA recognition pins are allowed, but not required.

Uniforms and accessories will be issued by NAIPTA to all operators upon completion of the training program. NAIPTA uniform items for both uniformed and non-uniformed staff are to be worn only while on duty and appropriate discretion should be used when wearing uniform traveling to and from work. All uniform shirts will be tucked in while employees on duty are representing NAIPTA to the community. Shoes and belts will be purchased by the employee. Shoes should be closed-toed, dark in color, and comfortable. Belts should be black with plain buckle. Employees in uniformed positions who have not yet received a uniform are to wear logo-free, dark, solid-colored pants and solid colored collared shirt until uniforms are available. Employees assigned a shift in a uniformed-position are to wear logo-free, dark, solid-colored pants and solid colored shirt. Once employees have clocked in for shift, they should be dressed and ready for work.

Advertisements or logo items for other companies, organizations, or products may not be worn while on-duty for both uniformed and non-uniformed employees. This includes hats, belt-buckles, jackets, lanyards, buttons, patches and other adornments.

Administrative Director's approval is needed to wear pins, ribbons or logo-shirts for other organizations of which NAIPTA is a member or supporter. The Administrative Director should be consulted concerning other organizations.

Uniforms issued to employees are to be kept in good conditions. All shirts and pants are to be returned to NAIPTA's main office weekly for regular cleaning and repair. Employees are responsible for reporting damaged pieces and items requiring repair. If lost, flashlights and punches will be replaced at the operator's expense. Upon termination of employment and per the Payroll Deduction Authorization form, employees are required to return all uniform pieces or will be held responsible for cost of unreturned items.

Approved uniform items include:

Shirts:

Issued Short and Long Sleeve Shirts
Issued Polo Shirt

Pants:

Issued Pants with either standard or elastic waist
Issued Shorts

Belt:

Black 1½ inch Leather with plain buckle

Shoes:

Black or dark colored Shoes
Shoes must be rated "slip resistant"

Socks:

Black or dark colored socks

Optional uniform items include:

Jackets:

Black, Navy, or Dark Gray Winter Coat
Navy Fleece Jacket
Navy Fleece Vest

Hats:

Any NAIPTA logo hat in good repair
Black or Navy Hats free of logos or advertisement

As management determines, other approved items may be added to the uniform pieces, or changes to the above items may be made with 7-day written notice to employees.



Northern Arizona Intergovernmental Public Transportation Authority

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DATE PREPARED: September 9, 2016

DATE: September 21, 2016

TO: Honorable Chairman and Members of the Board

FROM: Alicia Becker, Transit Planner

SUBJECT: January 2017 Service Changes Public Hearing and Adopt Proposed Changes

RECOMMENDATION:

Staff recommends the Board of Directors: 1) Conduct a public hearing on proposed service changes and route expansion for January 2017; 2) Review the proposed service changes and route expansion for January 2017 operations; 3) Close public comment period opened July 20, 2016; and 4) Consider adopting the proposed service changes.

RELATED STRATEGIC WORKPLAN OBJECTIVE:

Guiding Principles:

- ❖ Strive for continuous improvement in all we do.
 - ❖ Be fiscally responsible and responsive to changing demographics.
- 5 Year Horizon:
- ❖ Follow through on promises we have made.

BACKGROUND:

On May 15, 2013, the Board of Directors approved NAIPTA's 5-Year and Long Range Plan which approved enhancements to NAIPTA's service and route structure. The 5 Year Plan provides guidance as we continue to fine tune the system. Typically, Mountain Line service receives minor changes twice per year, winter and summer. Significant changes and route expansions usually occur in Summer, before school starts. For example, Mountain Link (Route 10) was launched in August 2011 and Route 14 was launched in August 2013 and Week-end Route 5 service was added in August 2016. Conversely, winter is usually a time for minor tune-ups and realignments. The urban landscape is always changing and Mountain Line changes with it.

NAIPTA is considering more extensive changes for January 2017 than is typical. The changes were not ready to be considered in August 2016 and we preferred not to wait until August 2017. These potential changes were developed in response to customer satisfaction surveys, efficiency evaluations, and ongoing planning efforts. Staff reviewed a variety of potential service enhancements and landed on a select few that will follow through on promises made, promises kept from the 2008 tax initiative. The following table lists all changes considered and whether they are recommended for implementation in January 2017. Changes not recommended may continue to be evaluated for future consideration.



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| Change Type | Description | Capital Requirements | Recommendation | Reasoning |
|------------------------|--|--|--|---|
| Service Span Expansion | Extend service hours to approximately 12:30am on Rt. 2 and Rt. 10 Friday and Saturday evenings. | None | Not recommended for January 2017. Continue to consider for future. | Initially considered due to Customer Satisfaction Survey support, expanding service hours' impacts accompanying staff including fleet, facilities, safety, and I.T. among others. Budgeting exercises did not consider services beyond operational needs that were unforeseen. |
| Route Modification | Modify Rt. 2 to service Flagstaff Medical Center on Beaver St. | New stop at De Silva and Beaver St. | Pending recommendation for implementation January 2017. | Adjustment in Rt. 2 would provide inline transfers for passengers between Rt. 5 without additional service hours required. |
| Route Modification | Reconfigure Rt. 3 to permanently traverse the Fourth St. deviation; Modify Rt. 3 alignment to service Sawmill and north NAU campus | New stops in the Sawmill area and at Franklin and Beaver St. | Pending recommendation for implementation January 2017. | Activity centers along Fourth St., public comment, and current productivity of the deviation initiated consideration of this alignment modification. With an intent to connect the Soliere Ave. corridor to NAU, these modifications were considered. It is thought that the route productivity will increase with this adjustment. |
| Route Elimination | Eliminate Rt. 10A, now serviced by Rt. 3 as modified | None | Pending recommendation for implementation January 2017. | The Rt. 3 modification would provide duplicative service in the Sawmill area. Rt. 10A resources will be folded into Rt. 10 providing increased access to the DCC and Downtown area. |
| Frequency Expansion | Add frequency on Rt. 10/10A, including shifting Rt. 10A to the DCC | DCC lighting improvements and staging reconfiguration | Pending recommendation for implementation January 2017. | In addition to combined Rt. 10 and Rt. 10A resources, crush loads on NAU campus corridors as well as increased ridership support added frequency on Rt. 10/10A. |

Public Outreach Schedule:

The level and type of proposed service changes for Route 2, Route 3, and Routes 10/10A require NAIPTA to fulfill public outreach as described in NAIPTA's Title VI, Civil Rights Program. Public outreach for some of the proposed changes was previously conducted during the August service change process. Additional outreach to inform the community of transit system changes will also be conducted in coordination with the fulfillment of public outreach for Route 2, Route 3, and Routes 10/10A.

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NAIPTA conducted the following outreach schedule:

- 1) July 10th / July 17th: Advertise Public Notice for First Public Hearing to be held at the July 20th NAIPTA BOD meeting in the Arizona Daily Sun.
- 2) July 20th BOD: Conduct First Public Hearing and commencement of open comment period.
- 3) September 11th / September 18th: Advertise Public Notice for Final Public Hearing to be held September 21st at the NAIPTA BOD meeting in the Arizona Daily Sun.
- 4) September 20th: Public comment period closes.
- 5) September 21st BOD: Provide update and report to BOD on public comments. Conduct Final Public Hearing and close open comment period. Staff requests recommendation to implement service changes on January 2nd.
- 6) January 2nd: Launch new service.

In addition to the public hearings, NAIPTA posted service change notifications in buses, at affected bus stops (specifically Flagstaff Medical Center and Foxglenn area stops) and solicited comment by direct mail or door hangers to residents and businesses along travel corridors.

NAIPTA is required to open a public comment period and report on comments 30-days prior to service launch as outlined in the Title VI program. The public comment period was opened July 20, 2016 and closes September 20, 2016. Reference NAIPTA's Title VI public participation plan for more information.

As of September 9, 2016, NAIPTA has received a total of 48 comments in regards to the proposed January 2017 service changes. Below is a summary of the comments received and whether comments were in support or opposition of the proposed changes. Attached are the comments received.

| Summary of Comments Received | | | | |
|------------------------------|----------------------|-----------|------------|-----------|
| Route Impacted | Service Change | Favor | Opposition | Total |
| 3 | 4th Street Alignment | 13 | 27 | 40 |
| 3 | Sawmill Alignment | 2 | 0 | 2 |
| 2 | DeSilva Alignment | 1 | 1 | 2 |
| 10 | Late Night Service | 1 | 0 | 1 |
| 10A | Elimination of Route | 0 | 3 | 3 |
| TOTAL | | 17 | 29 | 48 |



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TAC DISCUSSION:

TAC was supportive of the recommended changes and the incremental approach. Clarified that Route 10A service would go from 20 or 40-minute frequency during only the school year to 30 or 60-minute frequency year round.

ALTERNATIVES:

1. **Approve the route changes for January 2017.** This option will result in changes being implemented in January 2017. The changes will increase service ridership in higher demand areas and decrease service in lower demand areas. Overall, staff expect ridership levels to increase and for the transit system to be more efficient. Furthermore, these changes are consistent with the 5 Year Plan as approved by the Board in May 2013. Conversely, the changes will be unpopular with some because we will be removing service from a neighborhood that currently has service.
2. **Do not approve route changes for January 2017.** If the BOD does not approve the service changes, then NAIPTA will continue offering service exactly as it is today.
3. **Delay the route changes for January 2017.** If the BOD does not approve the service changes, then NAIPTA will continue offering service exactly as it is today and we will continue to evaluate changes for implementation as early as August 2017.
4. **Request staff to consider other route modifications for January 2017.** If the BOD would like to see additional options considered, staff will evaluate feasibility and conduct public outreach efforts in compliance with Title VI program. Staff will report to the Board in a future meeting.

FISCAL IMPACT:

The financial implications of all recommendations are contained within NAIPTA's FY 2017 budget and sustainable within our 10-year financial plan. Additional service hours were captured in the FY2017 budget, approved at the June 2016 BOD meeting.

SUBMITTED BY:

APPROVED BY:

Alicia Becker
Transit Planner

Jeff Meilbeck
CEO and General Manager

ATTACHMENTS:

1. January 2017 Service Enhancements Map -page 30
2. January 2017 Service Changes Comment Summary -pages 31-32
3. January 2017 Data Considerations -page 33

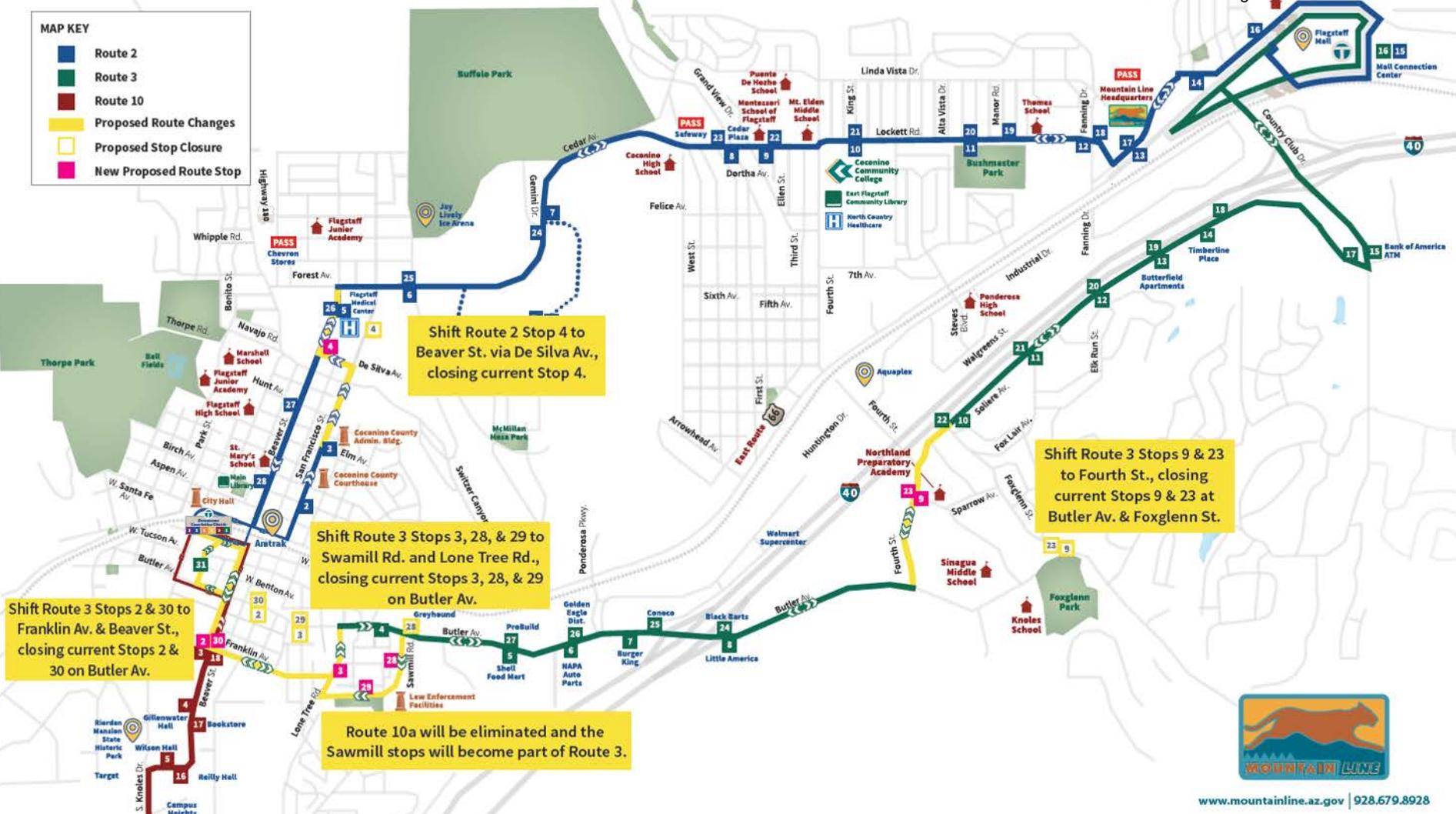
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PROPOSED SERVICE CHANGES: JANUARY 2017

MAP KEY

- Route 2
- Route 3
- Route 10
- Proposed Route Changes
- Proposed Stop Closure
- New Proposed Route Stop



Shift Route 2 Stop 4 to Beaver St. via De Silva Av., closing current Stop 4.

Shift Route 3 Stops 3, 28, & 29 to Swamill Rd. and Lone Tree Rd., closing current Stops 3, 28, & 29 on Butler Av.

Shift Route 3 Stops 2 & 30 to Franklin Av. & Beaver St., closing current Stops 2 & 30 on Butler Av.

Shift Route 3 Stops 9 & 23 to Fourth St., closing current Stops 9 & 23 at Butler Av. & Foxglenn St.

Route 10a will be eliminated and the Sawmill stops will become part of Route 3.



| Comment ID | Comment | Route | Favor or oppose change | Notes |
|------------|---|-------|------------------------|--|
| 2452 | We met a month or so ago at Foxglenn park when you were gathering signatures so I figured I would just ask you. Is the city proposing to route more buses through this neighborhood and when? We already have too many as it is. This is a residential neighborhood with lots of children. Is there going to be a time for public input? Personally, I don't think any city buses should be traveling through here. With the buses and the and the speeding vehicles around here we can't even let our daughter ride her bike. Please let me know who to contact about this matter. Thank you. | | 3 favor | |
| 2457 | Hello, I noticed that mountain link is considering extending hours and frequency for route 10. Personally, I think this would be really great. During breaks I work nearly every day and I have to take the bus to get to work. Sometimes I will show up at the bus stop at 12:30 or so for a 1 pm shift and I still manage to make it to work late because the buses come so infrequently to the stop. I have almost been fired because I make it to work late often because my fate depends on a bus that doesn't come frequently enough and an app for the bus service that doesn't work well. For those of us that don't have cars and have too long of a walk to get somewhere by foot really need the bus to be reliable and more frequent. I also think extending the hours is a great idea. There are a lot of college students in this town that like to go out at night. If a bus would be able to get you somewhere at 11 pm that would prevent drunk driving and just make people's life's easier. I hope you take my comments into consideration. | | 10 favor | |
| 2458 | I was informed that route 10 A would cease to operate during the next school year 2016-2017. Is this true? I ride the 10 A route constantly, I bought a pass mainly to board at sawmill during the past academic school year. | | 10A oppose | |
| 2460 | I wanted to submit that I do not like the changes to route 3. There will be no way to get to fox glen park | | 3 oppose | |
| 2461 | While I can understand why you change route 3, I think as a student it would be really inconvenient. The 10a bus runs every 15 minutes or so over to sawmill... Would the new route have a bus go by every 15 minutes? Otherwise, it would be a huge hassle to have to wait longer than a half hour for the bus. It looks like we'd have to pay a round trip ticket to get there and back, and then have to transfer anyway at NAU. I usually go over there at lunch, or at the end of my day for groceries, and then pay the one way fare to get back to campus so I can do work while I ride. I don't think I'd pay a round trip fare and have to wait more than 15 minutes for a bus, it wouldn't be worth it. | | 3 and 10A oppose | |
| 2462 | I first wanted to say thank you so much for the service that you offer our community. I am an instructor at NAU and I have benefited from your bus lines. I saw recently at the bus stop near my house that you are considering permanently closing the route that goes on Foxglenn Rd. I was disappointed when you changed the morning route to bypass this as this stop allows people in the south part of Foxglenn to ride the bus. This also allows people to easily access Foxglenn park. We recently moved to this location and one reason we liked this house was the proximity to the bus stop. I often see many people waiting for the bus or getting off the bus at the Foxglenn and Butler stop. Instead of bypassing this stop, could your bus line continue to service our neighborhood and then turn on Sparrow to still give students at Sinagua and NPA a closer stop. It would only add a short amount of time to the bus line but it would save people in our part of the neighborhood at least 20 minutes of walking time to access the stops. Thank you for considering my comments. | | 3 oppose | |
| 2464 | Threes all seem OK, except eliminating all 3 of 28, 29 & 30. This will cause me to quit using the bus to commute to work. Perhaps eliminating 27, 29 & 30 while retaining 28 would still work for others, while still keeping a commute to Sawmill viable. | | 3 oppose | *Once talking with customer and providing a map the comment turned positive as there was an initial misunderstanding |
| 2465 | Thank you for the opportunity to comment on the proposed changes to Route 3. I live in the Continental area, off of E Butler, and rely on the bus services to access downtown, University Ave area, Sawmill, and the Mall. Currently I walk a quarter of a mile to reach stops 9 & 23, a 10-minute walk. When school is in session my walk is increased to a half- to 3/4 miles, with a significant hill-climb up Sparrow Ave. The increase in mileage is also a challenge when there is significant weather, such as snow and ice. As a result, my normal 18-20 minute walk turns into a 35-40 minute challenge. I must also explain that I am a senior who has utilized the bus system for over 10 years. I was so pleased when Route 3 was expanded to include the Foxglenn area. I also voted in favor of increased taxes for improving the bus services and, as a result, have been pleased to see a greater clientele using the bus. Providing greater options that service a broader audience has been instrumental in such success. Gone are the days of riding with drunks, homeless, and school kids. There is a business class and senior contingency that recognize the values and services public transportation in Flagstaff has to offer. Given my location and needs, I find the proposed route changes to be disappointing and a disservice to those of us that live on the fringe of limited public transportation. Last year when changes to Rt 3 were made to accommodate the Northland Prep school, I was disappointed to see very little use of the bus by these students (especially at the expense of my lengthened walk-time and terrain challenge). To hear of this proposal to make the Rt 3 accommodation to Northland Prep permanent and to eliminate stops 9 & 23 at Foxglenn is disconcerting. It seems to go against the mission and goals of NAIPTA, as well as the tag line "Getting you where you want to go." Yes, I will still get to where I want to go; however, my time is important to me. Having to add 30 minutes (1 hour round trip) to my commute becomes a deterrent to using an award-winning bus system that I believe can be better developed for a broader public. I ask that at the very least, keep stops 23 & 9 on Foxglenn. Or, provide a stop on Foxglenn at Sparrow. I would walk another 7 minutes and let the few, young students climb the hill to school! | | 3 oppose | |
| 2466 | I live in the Foxglenn neighborhood, and would like to see the route remain as it is at this time. I see a benefit of the proposed change for the students at NPA, but the Aquaplex stop is relatively close, although the freeway overpass is less than ideal for pedestrians. From my observations, the stop at Foxglenn and Butler is used regularly by a variety of riders, including myself, but seems to have a large number of passengers visiting the park. I think it is very positive to see young people, especially with their skateboards, riding the bus. A stop at the top of 4th street would make for a steep walk or ride to visit the park and a change in the route would make access more difficult for many people. In addition, stops 9 and 3 are the closest east connection to the country club and foxglenn neighborhoods--moving the stop would further isolate these neighborhoods from bus service. I believe that Foxglenn Park is one of the finest public spaces in Flagstaff, and I would regret making it less accessible. | | 3 oppose | |
| 2467 | The change in the area of Sparrow and 4th are long overdue. Your management should ask itself this question: why did we ever change the route in the area of Sparrow & 4th Street in the first place, and how can we avoid making that kind of mistake again? | | 3 favor | |
| 2468 | This is about moving stops 9 and 23 to Fourth Street and Sparrow Avenue instead of the current Foxglenn Street and Butler Avenue. I find the current stops at Foxglenn St and Butler Av to be very convenient and would prefer if they are not moved. Thank you for the opportunity to provide my comments. | | 3 oppose | |
| 2469 | YES, PLEASE! There are a lot of students (Northland) and residents (condos, houses, apartments) along Fourth that would LOVE to see the proposed change. When I first saw the bus stop sign go up at Fourth & Sparrow, I was really excited. Then I learned it was only twice a day around the school schedule. It is a long way to walk all the way down to the Aquaplex to catch a bus. Please, there are a lot of people along the Fourth Ave. corridor that would greatly appreciate this service change. | | 3 favor | |
| 2470 | As a resident of Forest Springs, (along Fourth Avenue between Butler and Soliere), and a retired person, my wife and I would take full advantage of the proposed realignment of Route 3 that will make stops 9 and 23 more accessible. As a point of information, there will be 124 households when Forest Springs is completed and many of the residents are retired and would welcome the easier access to our great Mountainline. | | 3 favor | |
| 2471 | Customer called comment line and left a message expressing her disappointment in Mountain Line and proposing to pull out of the Foxglenn neighborhood. She said she was part of original canvassing efforts to bring bus service into the neighborhood and voted for our transit tax. If Mountain Line pulls service out of neighborhood we will be going against our word and she would likely never use the system again. Proposed routing the bus inbound through Foxglenn and outbound on Fourth St. Return call requested | | 3 oppose | *SS called customer back and she asked that Mountain Line think of the Flagstaff population when negotiating route changes, don't just think of NAU. She only pointed out that it was the only public transit in the area and with its absence a lot of people who can't afford to drive or take taxis might be stranded |
| 2472 | Customer called and said she was really upset about the proposed removal of the Foxglenn stops, said it was difficult to walk or even ride a bike up the hill to access the stops at Fourth and Sparrow. Requested that we call back and speak to her husband. | | 3 oppose | *SS called customer back and spoke with her and her husband and they expressed their disappointment by pulling service out of the neighborhood and wanted to know if it would be possible to serve both stop locations |
| 2473 | Customer called comment line and left a message stating that when the bus was initially proposed to come into the neighborhood that he was against it but now thinks that we should continue to run service through the neighborhood. Over the years he has seen that the drivers are very courteous and respectful of the speed limit which has caused other people in the neighborhood to slow their speeds. He sees lots of college kids and young people use the bus to go downtown and the bus is also good for safety reasons when there are events at Foxglenn park and people don't drink and drive. He thinks the stop is in a good location and feels that if he or anyone who relies on the bus had to walk any further to the bus that they wouldn't be able to do it. | | 3 oppose | |
| 2474 | The customer called the comment line and left a voicemail stating that she does not agree with the change to Route 3 and thinks the stops at Foxglenn should remain | | 3 oppose | |
| 2475 | Customer called the comment line and left a message saying that she supports moving the Foxglenn stops onto Fourth St and hopes that the bus will not continue to run through the neighborhood. | | 3 favor | |
| 2476 | Customer called the comment line and left a message thanking us for notifying people and sending along information regarding proposed changes. She said she understands why we are proposing to move the stop and thinks it would be nice to provide bus service to the continental neighborhood or close to the neighborhood where someone could park a bike or a car and catch the bus. | | 3 oppose | |
| 2477 | The proposed changes for route 3 sound like a wonderful plan. I live on Soliere and am a student at NAU. The changes would help me, and other students who live on the east side and rely on route 3, to get to campus faster. | | 3 favor | |
| 2478 | I am in favor of the proposed bus stop. As a resident in the immediate vicinity of the bus stop and as a daily walker in the area, I hope there will be pedestrian crosswalks established across N. Beaver at its intersection with DeSilva Ave. The traffic in this area between FMC and Columbus has drastically increased in the last couple of years and bus riders/pedestrians need a crossing at N. Beaver to safely access Bashas etc. | | 2 favor | |
| 2479 | Customer called the comment line and stated that he was in favor of relocating stops 9 and 23 to Fourth Street and keeping bus service out of the neighborhood | | 3 favor | |
| 2480 | Customer called comment line and said she was opposed to removal of stops 9 and 23 on Route 3. She and her family take the bus downtown often and thinks we should continue running Route 3 with the NPA school deviations like we are already doing | | 2 oppose | |
| 2481 | To whom it may concern, I like the way the route is now, it is just fine the way it is. If it changes the other way, the cars will back up, especially during rush hour, as it is when the school bus drops off kids, there is a line of cars, and to have that all the time will be a nuisance. The lights and noise at night, will be annoying. | | 3 oppose | |
| 2482 | I am disappointed to learn that the planned reroute of the Mountain Line green route will result in the elimination of the stop at Foxglenn St. near Butler Ave. This important stop serves two schools and one of our region's largest municipal parks, as well as one of the highest density family oriented residential areas. This stop also serves the entire western half of Continental Country Club. Please do not proceed with the planned reroute. Leave this portion of the Green route as it is. | | 3 oppose | |
| 2483 | I would like to see the bus stop at corner of Foxglenn and Butler remain. I, as well as many other folks in the neighborhood use this particular bus stop on a daily basis. Also another few concerns of mine are... Stop is further from park Further bus corner for schools Congestion during rush hours Slick in the winter at this particular area. | | 3 oppose | |
| 2484 | I am totally in favor of the realignment of Route 3 back up tp 4th street as it used to be. It is more accessible to students and other residents up there. Seeing and hearing the buses twice an hour on Foxglenn Street has been difficult. I live just off Foxglenn Street and it has been noisy. I don't know how the people who live right on the route have tolerated it. I never could understand why the route was changed from 4th street which even had a bus stop structure near Sparrow and routed through the middle of the neighborhood. I don't believe any other neighborhood in Flagstaff has this arrangement. The bus has a lot of difficulty maneuvering a right-hand turn off Foxlair onto Foxglenn Street. It often has to run over the curb to make this turn, especially if a car is waiting at the stop sign to turn left onto Foxlair. The buses are often going over the speed limit for the neighborhood street. People smoke at the bus stop on Foxglenn and Butler where there is a large wooden empty lot that could ignite. They also leave garbage and old food lying around. I have even seen a man urinating onto the bushes on private property at the bus stop at Butler. Please move the bus back to South Fourth Street where it can help more adults and students. | | 3 favor | |
| 2486 | I'm writing in favor of the proposed Route 3 realignments. In particular, I feel that the permanent realignment from Foxglenn Street to Fourth Street will provide a great service to students, faculty, staff, and parents at Northland Preparatory Academy (NPA). Many students take advantage of before- and after-school activities at NPA, and this realignment would allow them to utilize the Fourth Street stops outside of the 7am-8am and 3pm-4pm hours. This, in turn, will drastically cut down on the number of NPA affiliates needing to use Stop 22 (Soliere and the west end of Foxlair), which currently requires an illegal pedestrian street crossing or walking on the north side of Soliere, where there is no sidewalk. Thanks for continuing to do all that you do to make public transit in Flagstaff AMAZING! | | 3 favor | |
| 2487 | My daughter and I use the Route 3 bus line and find it very difficult to rearrange our schedules to grab the line when it is at 4th street and Sparrow. Sparrow is very steep, the sidewalk is not smooth. The stop located at FoxGlen and Butler is so much more convenient. One of the reasons we chose this location to live is that it was so close to the bus line. | | 3 oppose | |
| 2488 | Customer called and left a message on the comment line. Opposed to Route 2 realignment on DeSilva, it is a residential street, there is already too much commercial traffic, there is not proper snow removal or maintenance on Leroux, already put up with noise from ambulances and helicopters from FMC, upset about more noise and commercial traffic, suggests that the route should go across Columbus to then get to Beaver | | 2 oppose | |

| | | | | |
|------|---|---|--|--------|
| 2489 | Customer called the comment line and left a message stating that she was happy to see bus service re-established to what it was years ago, she was concerned with amount of school children at the stop and thinks there should be a trashcan for garbage. | 3 | | favor |
| 2490 | Customer called the comment line and left a message. He is a Foxglenn neighborhood resident, and he would be happy to see the route move to Fourth street from the neighborhood | 3 | | favor |
| 2491 | Customer called the comment line and left a message stating that they were in favor of the proposed changes to Route 3 | 3 | | favor |
| 2492 | I wrote about a month ago to express my opinion that I am opposed to the Route 3 change at fourth street. Thank you for responding that you took my comments into consideration. I just wanted to add a comment to what I previously wrote. The other day I got off work early so I took the alternate route 3 that services NPA. To my surprise, when I got to the NPA stop no one got off the bus and there were no students waiting to ride the bus. I spoke to a colleague who also takes route 3 in the morning and he also expressed that he rarely if every sees NPA students getting on or off the bus. I know this is a small snapshot, but I am alarmed that you are removing the popular stop near Foxglenn Park (I regularly see several people either waiting for the bus, getting on or off the bus at the stop). Please reconsider removing the Foxglenn/Butler stops. Thank you for taking these comments into account and thank you for the service you give our city. | 3 | | oppose |
| 2493 | I am writing to put in my plead for the Mountain Line to continue their stop at Foxglenn and Butler. I have just started using public transportation to get to work (NAU) this year. I was disheartened when I saw the notice that they may no longer use this bus stop. Taking away this stop not only affects me, but it also makes it a challenge for residents in a large eastern area of Flagstaff. I know elderly people who live in the country club area who use this stop since they do not drive anymore. Please let me know if there is anything I can do ensure this proposed change does not get approved. | 3 | | oppose |
| 2495 | I'm writing about the proposed service changes to effect in January 2017. I live in an low-income apartment building on 4th street, Pinehurst Apartments and I commute to Northern Arizona University. Please keep these stops operating year round, #2/30 and #22/9. I would love to ride the bus but stops #22/9 are only in effect with NPA is in session and I would very much like to ride the bus from 4th street to NAU in the summer as well. | 3 | | favor |
| 2496 | I'd like to submit my comment on the proposed change to Route 3 which would result in the permanent closure of stops 9 and 23 at Foxglen and Butler. I am a Mountain Line rider who lives in the country club area South East of Continental. I consider stops 9 and 23 walking distance from my house, making Mountain Line transit accessible for me. Moving these stops to Fourth and Sparrow places the nearest location for me to catch the bus for my commute to and from work too far to walk. If this change becomes permanent, Mountain Line would be too inconvenient for me to use. So for what it is worth, count me in as someone who does not want to see this change. | 3 | | oppose |
| 2497 | So, getting rid of the stop at Foxgenn and Butler is a TERRIBLE idea. 1) I've seen plenty of kids getting on and off at those stops in order to use Foxglenn Park. Getting rid of the stop there is a lame move for those children. 2) I live in West County Club. I enjoy using public transportation. I walk a mile just to get to those stops. Getting rid of them for "bus riders on south 4th street" is ridiculous. I understand that there's a deviation in the morning and afternoon for the school. But the distance that folks have to walk who live on south 4th for the 7 Line is already shorter than people like myself are walking now to Foxglenn now. In short, DON'T DO IT. | 3 | | oppose |
| 2498 | To all who are involved in Mountain Line, Thank you for all you have done for our community! When I was a child growing up here we didn't have the option of public transportation. With fuel being a leading cause of our family's carbon footprint, we love having the option of riding the bus. My grandmother who can no longer drive remains independent because of you, and she loves to travel with her great grandchildren as they are experiencing more ways to get around than a personal vehicle. Thank you! Why I am writing is that we recently moved to the Foxglenn neighborhood and are concerned about your potential plans to move the stop on Foxglenn. My husband commutes to NAU riding the bus or by bike, and we have international students living with us who also use the bus to go to NAU. For many international women, the idea of safety is daunting for them living abroad and without the protection of their family. Accessibility to close bus routes eliminates many of those fears when they need to travel in the dark. I understand the dilemma for those residents who live closer to 4th street and NPA. I hope there is a way that you can service both stops and allow more people to ride the bus. Thank you so much for what you do! And thank you for considering our concerns. | 3 | | oppose |
| 2499 | I like the proposed changes to Route 3. Just make sure it still meets up nicely with Routes 4 and 14 at the downtown transfer center! | 3 | | favor |
| 2500 | This is a horrible idea, butler Ave has some of the most highly used stops. Route 3 is currently the only route that goes far enough south, this is why foxglen/butler stop always has passengers waiting. The whole point of the bus system in flagstaff is to provide the public a choice of alternative transportation. Route 3 currently supports this by going through the midst of residential areas near foxglen/butler that may people use to commute. I know around 20 annual bus pass holders who live near the fox glen/butler stop that will be forced to find a different mode of transportation to commute. It's perfect how it's set up right now with 3A option during peak school hours. | 3 | | oppose |
| 2501 | I am writing to state my opposition of the Route 3 realignment involving eliminating the Foxglenn ST/Butler Ave stop. My husband and I moved to Flagstaff a month ago after I accepted an assistant professor position at NAU. We choose our house on Savannah Circle because it was away from the bustle of the universit, yet still accessible by public transportation. Immediately after we moved in we became aware of the proposed Route 3 changes. We would not have moved to this house if the availability of the bus was not an option. I investigated the proposed change (Replacing the Foxglenn/Butler stop with a stop at Sparrow/4th) and these are my observations. Moving the stop will all but ensure residents north of Foxglenn park will have difficulty reaching the new stop. The new stop is almost a full mile further from my house. Someone who lives on E Abbey Road will have to walk 2.8 miles to the nearest stop vs. 1.7 miles. The extra mile can be devastating to someone with walking difficulties. I also noticed the unsafe conditions the move would cause. Butler Road heading towards 4th St. does not have a sidewalk the entire way. Neither does 4th St heading up to Sparrow. In both cases, the sidewalks only extend half way up/down the streets. The shoulders on both streets are uneven, loose gravel and at times very narrow. These conditions force walkers into the busy road. Forcing children to walk this route to access the proposed stop is dangerous and reckless. The proposed stop at Sparrow/Fourth is also excessive. The stop at Soliere and Foxair is less than 0.3 miles away from it. The only riders who would benefit from this proposed stop change are those living in the housing development on Sparrow Ave. I can't imagine saving those residents a 0.3 mile walk is worth forcing other riders to walk over a mile more. Please reconsider this proposed change. | 3 | | oppose |
| 2502 | Customer called the comment line and stated that she commuted on mountain line daily and asks that we reconsider moving the stops. She understands the need for the school children but thinks the route is working fine the way it is | 3 | | oppose |
| 2503 | I'd like to recommend that the Route 3 bus stops at Foxglenn and Butler be retained, instead of making the morning and afternoon deviation permanent. I use the Foxglenn and Butler stop regularly for daily commuting, and see people waiting for buses at the stop each way throughout the day. In comparison, and I have ridden the bus multiple times during the Sparrow deviation, and have never seen anybody get on or off the bus at that stop. In addition to my own commute, I know many citizens who use Route 3 to go to Foxglenn Park (one of the more popular parks in Flagstaff), and the deviation will make it impossible to use public transportation for that purpose. A gas station is being built on the corner of Foxglenn and Butler, which I imagine may impact ridership as well | 3 | | oppose |
| 2504 | I'm writing to ask that you please reconsider the Route 3 changes to the Foxglenn area. Per a recent notice, the changes "would result in the permanent closure of the existing Stops 9 and 23 at Foxglenn St. and Butler Ave." This will have a huge and negative impact on everyone who lives in and/or near the Foxglenn community. I understand the need to avoid school traffic. If you still feel it necessary to close stops 9 and 23 please consider also closing stops 22 and 10 on Soliere Ave, and adding a stop closer to the center of the Foxglenn community potentially near where Sparrow Ave and Foxglenn St meet. This possibility would benefit the Foxglenn community, but also help avoid the school traffic. | 3 | | oppose |
| 2505 | If I understand the plan correctly, the permanent closure of existing Stops 9 and 23 (Foxglenn ST and Butler AVE) would mean a hike of almost a mile, up (and later down) a very substantial hill (Sparrow AVE), sometimes in inclement weather, to continue to access your city and university transportation services. It will also severely limit the families who utilize your services to attend special events in Foxglenn Park. I am sure that in your cost/benefit analyses, our Foxglenn numbers do not bear out. Just the same, you may color me disappointed. | 3 | | oppose |
| 2506 | | | | |
| 2507 | | | | |
| 2508 | | | | |
| 2509 | | | | |

Route 3's Fourth Street deviation has approximately **3-5 persons per hour more** than Foxglenn alignment.

Route 3's Fourth Street deviation serves an **additional 100 residents and 1,000 jobs** as compared to Foxglenn alignment.

Route 3's Fourth Street deviation is shorter than the Foxglenn alignment, **saving 11,472 miles** each year roughly.

NPA STOPS (IB/OB) - OCTOBER 2015

| | Boardings | Alightings |
|-----------|------------|------------|
| Ridership | 186 | 231 |
| Hours | 2 | 2 |
| Days | 22 | 22 |
| Per Hour | 4.23 | 5.25 |

FOX GLENN STOPS (IB/OB) - OCTOBER 2015

| | Boardings | Alightings |
|-------------------------|------------|------------|
| Ridership | 837 | 526 |
| Monthly Hours | 701.99 | 701.99 |
| Less NPA Deviated Hours | 657.99 | 657.99 |
| Per Hour | 1.27 | 0.80 |

SYSTEMWIDE - OCTOBER 2015

| | Boardings | Alightings |
|---------------|----------------|------------|
| Ridership | 206,138 | |
| Monthly Hours | 6,296.95 | 6,296.95 |
| Per Hour | 32.74 | 0.00 |

SYSTEMWIDE - APRIL 2016

| | Boardings | Alightings |
|---------------|----------------|----------------|
| Ridership | 188,103 | 188,000 |
| Monthly Hours | 6,130.90 | 6,130.90 |
| Per Hour | 30.68 | 30.66 |

Populations Serviced within 1/4 Mile

| Alignment | Population | Jobs |
|----------------------|------------|--------------|
| Fox Glenn Alignment | 6,005 | 9,765 |
| 4th Street Alignment | 6,108 | 10,883 |
| Difference | 103 | 1,118 |

Additional Populations Serviced within 1/4 Mile

| Alignment | Population | Jobs |
|-----------------------------------|--------------|---------------|
| Sawmill Alignment | 922 | 25 |
| Total Serviced as Proposed | 7,030 | 10,908 |

Mileage Saved using Fourth Street

| |
|------------------------------------|
| 1.2 miles saved per round |
| 32 hours per weekday |
| 15 hours per weekend day |
| 11,472 miles saved annually |



Northern Arizona Intergovernmental Public Transportation Authority

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DATE PREPARED September 14, 2016

MEETING DATE: September 21, 2016

TO: Honorable Chairman and Members of the Board

FROM: Jeff Meilbeck, CEO and General Manager

SUBJECT: Mountain Express Program Renewal

RECOMMENDATION:

Staff recommends the Board of Directors approve a Service Agreement with Snowbowl Resort Limited Partnership in an amount ranging from \$38,360 to \$42,600.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for Continuous Improvement in all we do

Goals:

- ❖ This item does not apply to any of NAIPTA's currently adopted measurable objectives but it is consistent with our 5 Year and Long Range Transit Plan.

BACKGROUND:

NAIPTA entered into an agreement with Snowbowl in FY 2016 to provide bus service from the Downtown Connection Center to Snowbowl Ski resort. The program, known as Mountain Express, operated as a pilot for 16 days. When the pilot program was approved we made the following evaluation commitments to measure success:

Mountain Express will be evaluated and a determination will be made whether or not to continue the service in future years. Evaluation factors include ridership levels, safety, customer feedback and ongoing financial support from Snowbowl. Ridership should average at least 15 boardings per bus hour, safety concerns need to be mitigated and customer feedback needs to be positive.

Based on our FY 2016 experience, Mountain Express met its performance measures. Mountain Express was well received by the general public, safety issues were manageable within current operating parameters, anecdotal customer feedback was positive and Snowbowl provided 100% funding for a total of \$25,398.67. Mountain Express provided 2,605 trips over 16 days for an average of 8 trips per service hour. This performance is about half of what we targeted. However, Mountain Express performance needs to be considered in the context of local weather. February 2016 was a warm month with little snow that resulted in lower visitation to Snowbowl and correspondingly lower ridership on Mountain Express. On peak visitation days such as January 23rd, Mountain Express had 26 boardings per hour which surpasses our target by 75%.



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Snowbowl, who is paying for the service, viewed Mountain Express as a success and has asked NAIPTA to expand Mountain Express service in FY 2017. If the MOU is approved service levels will nearly double from FY 2016. For example, Mountain Express would add service on Friday afternoons and would add more weekends in January and February. A complete service schedule is attached and here are the highlights:

- 2 trips per day from the Downtown Connection Center to Hart Prairie Lodge via 180 and Snowbowl road.
- 28 days per year, on peak week-ends and holidays.
- Snowbowl will pay \$80 per hour for bus service which will cover NAIPTA's costs
- Service is public transportation and anyone can ride whether they are skiing at Snowbowl or not.
- Mountain Line's standard fare will be charged at the Downtown Connection Center and all Mountain Line bus passes will be honored. Fares will not be charged at Hart Prairie and Fort Valley Parking area.

CONSIDERATIONS

Staff believe Mountain Express is a good step and a promising partnership opportunity. NAIPTA is fortunate to have a fleet of 26 buses and fortunate to have a private sector partner that sees the value of transit. Further, the funding provided by Snowbowl qualifies as local match that can be used to leverage additional funds. Although the City of Flagstaff transit tax does not have capacity for this service, other sources might. NAIPTA is positioned to pursue such funds.

A program known as Section 5311 provides transit funding in rural areas. NAIPTA has competed for and received section 5311 funding in the past. For example, we launched the Verde Lynx route in Cottonwood and the Roadrunner Route in Sedona. Most recently, NAIPTA received a \$120,000 Section 5311 grant to plan transit services for the City of Winslow. Although Section 5311 funds are competitive and over-subscribed, the public private partnership, clear need, and documented success should allow Mountain Express to be a strong contender. Section 5311 provides roughly a dollar for dollar match. If Snowbowl's financial commitment remained constant, and NAIPTA received a 5311 grant, Mountain Express service could conceivably double again in FY 2018.

Optimism and opportunity notwithstanding, the reality is that Mountain Express will not mitigate 180 congestion by itself. Significantly increased transit service levels and robust parking management initiatives would be needed for congestion to be measurably reduced. Although congestion reduction is a worthy goal and one to continue to pursue in partnership with others, NAIPTA would be wise to maintain reasonable expectations and not over-promise early results.

TAC DISCUSSION:

TAC was supportive of this program.



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FISCAL IMPACT:

As per the terms of the MOU, Snowbowl will pay \$80 per bus hour which will cover NAIPTA's costs for service provision. The cost range is from \$38,360 to \$42,600 because NAIPTA has offered to charge \$40 per hour when the buses are idle. The alternative is to "dead-head" the buses back to base which increases costs for fuel and reduces their availability on the Mountain. By offering a \$40 hourly rate for idle time, NAIPTA covers its basic costs, avoids sending empty buses up and down the road, and also leaves buses poised for service on the Mountain should Snowbowl need them. This approach saves Snowbowl about \$3,000 while still covering NAIPTA's basic costs. If the buses are pressed into service, the \$80 hourly costs will be charged.

SUBMITTED BY:

Jeff Meilbeck
CEO and General Manager

ATTACHMENTS:

- | | | |
|----|-----------------------------|--------------|
| 1. | Memorandum of Understanding | -pages 37-43 |
| 2. | Frequently Asked Questions | -pages 44-46 |
| 3. | Marketing Material | -page 47 |



Getting you where you want to go



NAIPTA-Snowbowl Agreement
July 1, 2016

Agreement NAIPTA and Arizona Snowbowl Resort Limited Partnership

The purpose of this Agreement ("Agreement") between the Northern Arizona Intergovernmental Public Transportation Authority ("NAIPTA") and Arizona Snowbowl Resort Limited Partnership ("Snowbowl") is to define the roles and responsibilities for Public Transportation Services, the "Mountain Express" service, to be provided to and from Snowbowl Ski Area. The Agreement is effective this 1st day of September, 2016 for the 2016-2017 winter season.

RECITALS

- A. NAIPTA, through its Mountain Line program, provides Public Transportation Services in the Flagstaff area as approved and supported by the community through the 2008 transit tax initiatives;
- B. Snowbowl operates the ski area off of Highway 180 in Flagstaff that draws skiers and visitors from the local community as well as outside the local area; and
- C. NAIPTA and Snowbowl agree that NAIPTA will provide a ~~pilot~~ program "Mountain Express" to Snowbowl ski area during peak days and hours in an effort to alleviate growing traffic concerns on Highway 180, as per the terms of this Agreement.
- D. NAIPTA and Snowbowl agree that the pilot program will be reviewed and evaluated at the conclusion of the ski season.

AGREEMENTS

NOW, THEREFORE, in consideration of the agreements set forth in this Agreement, NAIPTA and Snowbowl agree as follows:

1. **Snowbowl's Responsibilities.**
 - 1.1. Schedule. Snowbowl will provide a schedule of days and hours that the ski area historically reaches highest demand. Snowbowl staff will meet with NAIPTA to determine preliminary service days and hours required for maximum impact of service no less than 6 months in advance of the start of the ski season. Service days and hours schedule, as mutually agreed upon, will be developed no less than 45 days prior to the start of the ski season as the Service Schedule, attached as Exhibit A to this Agreement. Snowbowl will authorize and request additional hours of service as needed during the season.
 - 1.2. Access, Parking, and Loading Zones. Snowbowl will maintain the road between the parking areas to ensure the road is passable by public transit vehicles, including providing a plow as needed for passage. Snowbowl will provide an adequate loading zone at the Fort Valley parking area and at Hart Prairie to be used for boarding and alighting passengers. Parking

and restroom facilities will be made available to the bus/operator between trips at both locations.

- 1.3. Payment. Snowbowl will assist with the funding of this program. Fees have been mutually agreed upon to be \$80 per service hour and \$40 per idle hour as agreed upon in the Service Schedule. The total service hours will be documented in the updated Service Schedule annually. If additional service hours are determined and mutually agreed upon during the season, Snowbowl will pay the fee per hour for each added hour of service.

Snowbowl agrees to the following billing schedule. The first invoice will be due at the beginning of the service for 1/3 estimated program fees as per the agreed upon Service Schedule. The second invoice (2/3) will be due at the end of the Service Schedule and include the difference of billing for Service Schedule, additional service hours, and credits for any service hours cancelled. All invoices are payable within 30 days of receipt.

- 1.4. Ambassadors. Snowbowl will provide parking ambassadors at the Fort Valley parking lot and Hart Prairie parking lots to assist with boarding activities. Additionally, Snowbowl will make daily announcements regarding last bus to ensure passengers don't miss final bus and reduce need for callbacks.
- 1.5. Point of Contact and Radios. Snowbowl will name a point of contact for each service day. The point of contact is authorized to direct the snowplow as needed as well as authorize additional service hours. The point of contact will be reachable by radio. Snowbowl will provide to NAIPTA information regarding Snowbowl's radio tower and signals and allow NAIPTA to utilize their channel while providing service or Snowbowl will provide radios.
- 1.6. Marketing and Advertisement of Service. Snowbowl will support NAIPTA in development of marketing and advertising service for this program. Snowbowl will share in the cost of the marketing effort through the previously defined cost per service hour. Snowbowl will make available their logo and agrees to post a link to Mountain Line's service schedule on the Snowbowl website.
- 1.7. Cancellation or Delay of Service. Snowbowl acknowledges that NAIPTA reserves the right to cancel or delay daily service or a portion of service at any time due to safety concern and changing weather conditions. Snowbowl will provide announcements and communication to skiers as necessary to ensure skiers are notified of change in service times or options.
- 1.8. Public Transportation. Snowbowl recognizes that Mountain Line service is public and that all members of the public may board on a first-come first

Comment [HD1]: Still needed?

served basis. Reserving space on the bus or prioritizing Mountain Line passengers based on their pass-holding status is strictly prohibited.

2. **NAIPTA's Responsibilities.**

2.1. Schedule. NAIPTA will operate a special route to provide Public Transportation Services from the Downtown Connection Center to Snowbowl as agreed upon in the Service Schedule. The route will stop at the Fort Valley parking area and turnaround at Hart Prairie parking area at the times and days determined by NAIPTA and Snowbowl during annual Service Schedule development. NAIPTA may make additional trips on scheduled service days as determined necessary during regular operation of the program.

For trips departing Hart Prairie, NAIPTA agrees to delay departure time as determined necessary through mutual agreement of operator and Snowbowl ambassador to ensure the bus is as full as necessary before departing. NAIPTA is willing to transport as many passengers in a single trip as can be on the vehicle, both seated and standing, without passengers crossing the yellow 'standee' line. Capacity is estimated to be 28 seated and 12 standing passengers. Passengers will need to have personal belongings, including skis, secured by the passenger at all times.

2.2. Fares. ~~NAIPTA will collect a daypass fare at the Downtown Connection Center and at Fort Valley parking area and other determined stops along the route, as determined in NAIPTA's Fare Structure for passengers using the Mountain Express. NAIPTA will honor all regular passes on this service. NAIPTA will not collect fares on Mountain Express as Arizona Snowbowl is paying for service in lieu of fares.~~

~~Hart Prairie boarding will be fare free and all passengers can access the service at this point without fare.~~

2.3. Access, Parking, and Loading Zones. NAIPTA agrees to communicate with the Snowbowl contact as needed for plow service and will delay traveling between Fort Valley parking and Hart Prairie parking areas until a plow makes it possible to safely do so at NAIPTAS sole discretion. NAIPTA will use snow tires to increase safe passage of bus, as determined necessary by operator and fleet maintenance staff. NAIPTA will use the predetermined parking and loading zones.

2.4. Billing. NAIPTA will provide Snowbowl with 3 invoices. The first invoice will be submitted at the beginning of the service for 1/3 estimated program fees as per the agreed upon Service Schedule. The second invoice (2/3 billing) will be submitted within 30 days of last service day and include difference of billing for Service Schedule, additional service hours, and credits for any service hours cancelled. All invoices are payable within 30 days of receipt.

- 2.5. Point of Contact and Radios. NAIPTA dispatch office will coordinate with Snowbowl dispatch offices for each service day. NAIPTA Dispatch is authorized to direct the operator of the bus to stand down or wait as needed as well as authorize additional service hours. NAIPTA Dispatch will be reachable by radio or phone. NAIPTA will coordinate the programming of NAIPTA radio's to ensure ability to use Snowbowl's radio tower and signals (if applicable).
- 2.6. Marketing and Advertisement of Service. NAIPTA will lead the development of marketing and advertising service for this program. NAIPTA will pay for all cost associated with the marketing effort. NAIPTA will make available their logo and agrees to post a link to Snowbowl's Schedule on the Mountain Line website.
- 2.7. Cancellation or delay of Service. NAIPTA reserves the right to cancel or delay daily service or a portion of the service at any time due to safety concern and changing weather conditions. The decision to cancel can be triggered by the operator and requires approval of the Operations Manager. NAIPTA will provide as much notice as possible to Snowbowl point of contact so that skiers are notified of change in service times or options.
- 2.8. Reporting. NAIPTA will collect and provide to Snowbowl a summary of services provided and consumed. The data, including hours, miles, and passengers by pick up location, will be provided monthly, no later than 30 days after end of the period. NAIPTA will also provide a copy of the annualized report within 60 days of the end of the service.
- 2.9. Safety of Transportation. NAIPTA will be solely responsible for compliance with all all State and Federal Regulations applicable to public transport of passengers, including but not limited to, proper maintenance of vehicles, proper training and screening of drivers and all other necessary elements to operate a public transportation system over roadways during the winter months.

3. **General.**

3.1. This Agreement may be amended only by mutual agreement between the parties. This Agreement may be terminated by either party with 30-day written notice to the other party.

3.2. Insurance and Indemnity. Each party is responsible for maintaining general liability insurance to cover their individual activities hereunder and specifically agree to name the other party as an additional insured under each of their respective insurance policies for purposes of this Agreement and to each maintain general liability insurance policies with a minimum of Five Million dollars coverage per occurrence. The parties also specifically agree that this Agreement is not a joint venture and that, instead, NAIPTA is solely and exclusively responsible for the passengers during transport on their vehicles from the time they board the vehicles

until the time they disembark and that Snowbowl is responsible for compliance with A.R.S. Section 5-701 through 5-707 (2011) in the operation of its ski area, which ski area includes the surface of designated loading and unloading areas. NAIPTA agrees to fully defend and indemnify Snowbowl from any and all claims of personal injury, death or property damage arising from NAIPTA's transporting of passengers pursuant to this Agreement and to provide primary insurance coverage for any claims of such types that are made arising from such transportation. Snowbowl agrees to fully defend and indemnify NAIPTA from any and all claims for personal injury, death or property damage arising out of any allegation that Snowbowl has violated A.R.S. Section 5-701 through 5-707 (2011) made by any passenger transported by NAIPTA to Snowbowl and to provide its insurance coverage as primary on any claims of personal injury, death or property damage arising out of the operations of Snowbowl pursuant to A.R.S. Section 5-701 through 5-707 (2011), including the designated loading and unloading surfaces.

3.3. Notices. All notices given pursuant to the terms of this Agreement, shall be given to the other party in writing, delivered in person, sent by e-mail, or deposited in the United States mail, postage prepaid, registered or certified mail, return receipt requested at the addresses set forth below, or to such other address as the parties may substitute by written notice.

NAIPTA

Phone: (____)_____
Facsimile: (____)_____
Email: _____

Snowbowl:

Phone: (____)_____
Facsimile: (____)_____
Email: _____

A notice shall be deemed received on the date delivered, if delivered by hand, on the day it is sent by facsimile transmission, or on the delivery date indicated on receipt, if delivered by certified or registered mail. Any time period stated in a notice shall be computed from the time the notice is deemed received.

IN WITNESS WHEREOF, Snowbowl has caused this Agreement to be executed by its duly authorized representative, this ____ day of _____, 20__.

Snowbowl

By: _____

Its: _____

(Signature)

STATE OF _____ }

} ss.

County of _____ }

This instrument was acknowledged before me this ____ day of _____, 20__

by _____
_(Grantor).

IN WITNESS WHEREOF I hereunto set my hand and official seal.

Notary Seal

Notary Public

IN WITNESS WHEREOF, NAIPTA has caused this Agreement to be executed by its duly authorized representative, this ____ day of _____, 20__.

NAIPTA

By: _____

Its: _____

(Signature)

Approved as to form:

ATTEST:

By _____
Fredda J. Bisman
General Counsel, NAIPTA

Clerk of the Board

Mountain Express FAQ

What is Mountain Express?

Mountain Express is a public transit route operated by the Northern Arizona Intergovernmental Public Transportation Authority's (NAIPTA) Mountain Line fixed route bus system. This program offers service between the Mountain Line Downtown Connection Center (located on Phoenix Ave. between Milton Rd. and Beaver St.) and the Hart Prairie Lodge at Arizona Snowbowl, via the Fort Valley Parking Area at Highway 180 and Snowbowl Rd.

Which days will Mountain Express Run during the 2016-2017 ski season?

Mountain Express is scheduled to run as follows:

- Christmas Holidays: December 26-Jan 1
- Fridays (half-day only), Saturdays, and Sundays in January and February

What are the hours of service?

TBD depending on final discussions between NAIPTA and Snowbowl.

What if the bus gets stuck in traffic?

All times are approximate and will vary depending on traffic conditions. Riders can use Mountain Line's real time arrival app to see the Mountain Express buses in real time. Download the RideFLG app for free and track the status of the buses.

How much does it cost?

There is no fare to board the Mountain Express bus.

Can you ride other Mountain Line buses to get to the Mountain Express?

Riders can board any Mountain Line bus and connect to the Mountain Express at the Downtown Connection Center.

What do riders do with their gear?

All riders must hold onto their own gear while aboard the Mountain Express.

How will Snowbowl and Mountain Line staff communicate on Mountain Express service days?

Communications between Mountain Line and Snowbowl staff will be achieved via radio and telephone. Both companies will coordinate operations through their respective dispatching departments. Bus Operators will communicate via radio.

What role will Snowbowl staff play on Mountain Express Service days?

One member of the Snowbowl staff will serve as the primary liaison with NAIPTA to ensure operations run smoothly and the line of communication remains open. Snowbowl staff will establish and maintain the bus loading/unloading areas at Hart Prairie Lodge and the Fort Valley Parking area, ensuring adequate access for the Mountain Express vehicles. Snowbowl

staff will also maintain Snowbowl Rd. and will plow/cinder in front of the bus as the weather conditions necessitate.

What role will NAIPTA staff play on Mountain Express Service days?

NAIPTA staff will establish and maintain the loading/unloading areas at the Downtown Connection Center.

What happens if weather conditions make it unsafe for the buses to operate?

If the Mountain Express operators feel that weather conditions have deteriorated to the point where it is no longer safe to operate the vehicles, they will communicate with the Operations Director or Operations Manager to receive approval or further instructions on how to move forward with canceling service, or continuing until it is appropriate to stop service.

What happens if the Snowbowl or NAIPTA staff determines that additional service may be required on a particular day?

If additional services are deemed necessary both Mountain Line and Snowbowl will confirm the need for more transportation, which can only be provided if Mountain Line has the personnel and fleet available. If service on the mountain is delayed due to excessive traffic operators will continue to fulfill trip obligation.

How will anyone know about the Mountain Express?

The NAIPTA Marketing Department will take the lead on promoting the Mountain Express, in coordination with the Snowbowl Marketing Department. Marketing and public relations activities will be targeted towards locals, visitors, and students, and will include online, social media, email, print, and other tactics.

Who are the key points of contact for Mountain Line?

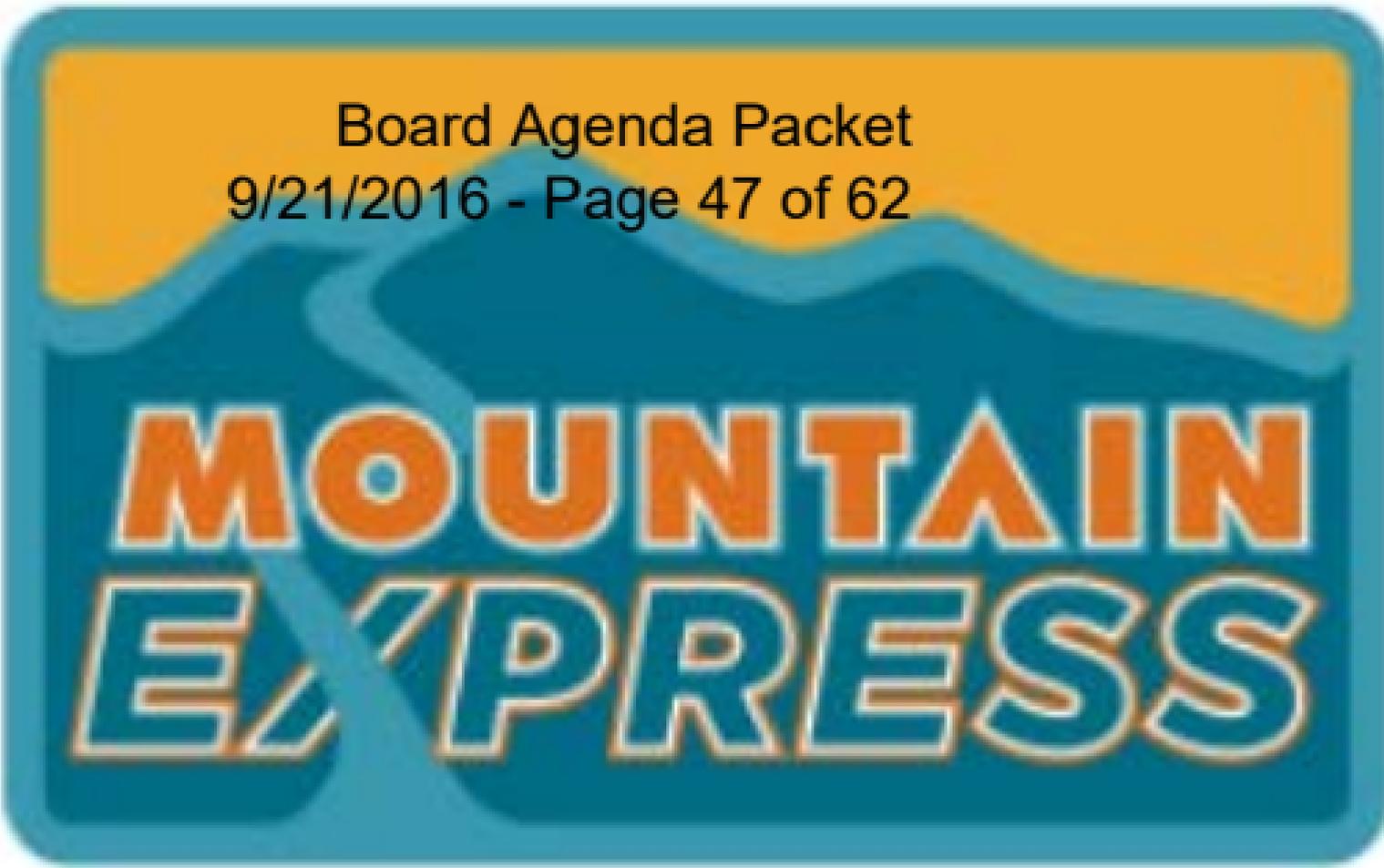
- *Jim Wagner, Operations Director:* (W) 928-679-8910 or (C) 928-607-0761
Responsible for: Authorizing additional service, service interruptions, emergency contact
- *Jan Knapp, Operations Manager:* (W) 928-679-8904 or (C) 928-707-3364
Responsible for: Authorizing additional service, service interruptions, scheduling, emergency contact
- *Mountain Line Operations Supervisors (varies from shift to shift):* (C) 928-699-1516
Responsible for: Main dispatching contact for Snowbowl (dispatch/ supervisors), daily operations
- *Jeff Meilbeck, CEO & General Manager:* (C) 928-220-2272
Responsible for: Notify in the instance of an emergency or crisis
- *Jacki Lenner, Marketing Manager:* (W) 928-679-8933 or (C) 602-791-6879
Responsible for: Handles all marketing and public relations

Who are the key points of contact for Arizona Snowbowl?

- *Dale Haglin, Mountain Manager:* 928-699-6360
Primary Contact

- *Jordin Detrick: 602-359-3114*
Primary Contact
- *Ryan Hartl, Resort Services Director: 928-214-4027*
Secondary Contact
- *Kolby Kvan, Guest Services Manager: 928-214-4025*
Secondary Contact
- *J.R. Murray, General Manager: 928-853-6064*
Secondary Contact

Board Agenda Packet
9/21/2016 - Page 47 of 62



**MOUNTAIN
EXPRESS**



Northern Arizona Intergovernmental Public Transportation Authority

3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928-679-8900 • FAX 928-779-6868 • www.mountainline.az.gov

DATE PREPARED September 14, 2016
MEETING DATE: September 21, 2016
TO: Honorable Chairman and Members of the Board
FROM: Jeff Meilbeck, CEO and General Manager
SUBJECT: Proposition 411 Education Outreach

RECOMMENDATION:

None. This item is provided for information and discussion.

RELATED STRATEGIC WORKPLAN OBJECTIVE

This item is related to two work plan objectives as adopted by Board in January 2015.

- 1) Analyze timing options for returning to voters with a transit tax renewal and prepare a recommendation for Flagstaff City Council by September 2015 that includes a minimum of a flat tax renewal scenario.
- 2) Keep the public informed and utilize elected officials and TAC members more extensively by providing them with information and outreach training by April 2015 and conduct 50 outreach presentations by May 2016.

BACKGROUND:

NAIPTA is in the midst of a public education effort regarding Proposition 411 and the election will be held on November 8, 2016. Staff will present a PowerPoint, outreach schedule and other collateral material. This discussion item will serve as a training on the overall issues and a reminder that NAIPTA staff and appointed officials may provide factual information and education only. This item will also be an opportunity for elected officials to discuss how they may want to be involved.

TAC DISCUSSION:

TAC members were supportive of the approach.

FISCAL IMPACT:

Outreach education is budgeted in FY 2017.



Getting you where you want to go





Northern Arizona Intergovernmental Public Transportation Authority

3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928-679-8900 • FAX 928-779-6868 • www.mountainline.az.gov

SUBMITTED BY:

Jeff Meilbeck
CEO and General Manager

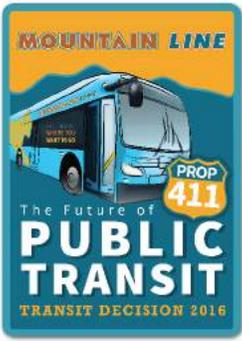
ATTACHMENTS:

- 1. Key Messaging and FAQs -pages 50-51
- 2. Draft Publicity Pamphlet Excerpt from City Clerk -pages 52-57
- 3. Brochure -pages 58-59
- 4. Open House Flyer -page 60



Getting you where you want to go





PROPOSITION 411:

CONTINUATION OF MOUNTAIN LINE SALES TAX

On November 8th Flagstaff voters will decide if the Mountain Line sales tax should be continued for another 10 years through 2030 at the current rate of 0.295%, which equals 29.5¢ on a \$100 purchase.



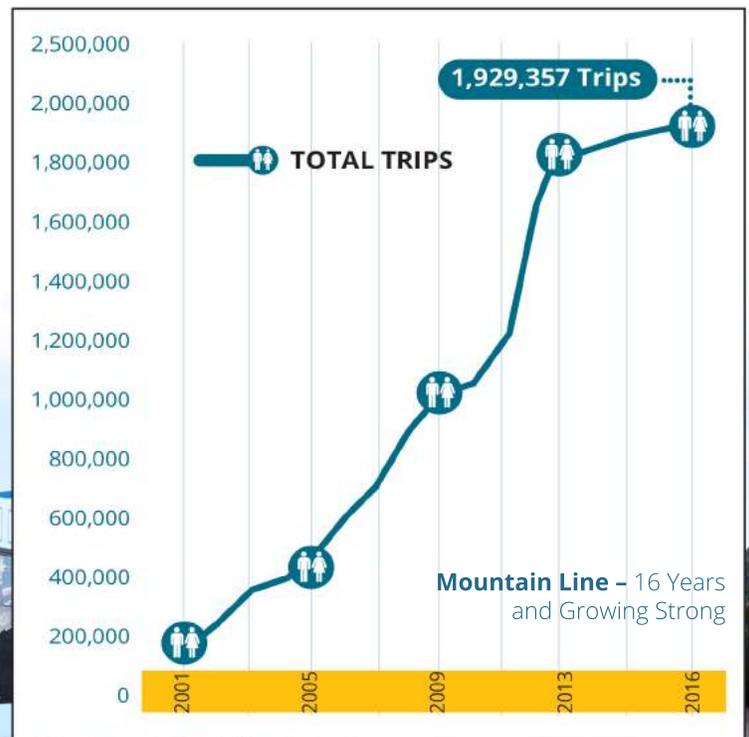
WHAT HAS HAPPENED SINCE 2008?

- ✓ **PROPOSITION 401** – CONTINUATION OF SERVICE
Continued Mountain Line services
- ✓ **PROPOSITION 402** – ADD NEW HYBRID BUSES
92 % of the bus fleet now hybrid-electric
- ✓ **PROPOSITION 403** – CONNECT DOWNTOWN TO WOODLAND VILLAGE
New high frequency route connecting Downtown to Woodland Village through Campus
- ✓ **PROPOSITION 404** – ADD NEW SERVICE AREAS
Added service in Bow and Arrow, Sawmill, and Sunnyside areas
- ✓ **PROPOSITION 405** – MORE FREQUENT SERVICE ON BUSY ROUTES
Increased frequency on cross-town routes to be every 20 minutes

FLAGSTAFF VOTERS ASKED, MOUNTAIN LINE DELIVERED

WHAT FLAGSTAFF THINKS ABOUT MOUNTAIN LINE

- 86.4% of riders are “very satisfied” or “satisfied” with Mountain Line
- 70% of riders depend on Mountain Line
- 87% of voters surveyed support continuing the Mountain Line sales tax for 10 years through 2030



REMEMBER TO VOTE
NOVEMBER 8TH
PROPOSITION 411
 MOUNTAIN LINE TAX CONTINUATION
mountainline.az.gov/Prop411 928.779.6624

1. Why is the City of Flagstaff sending this proposition to the voters?

The Mountain Line transit sales tax expires on June 30, 2020. If the existing transit sales tax is not continued, the Mountain Line system will have to be significantly reduced and may be eliminated altogether. City voters have authority to control the local sales tax rate, under the City Charter.

2. What is the Mountain Line transit sales tax?

The City of Flagstaff imposes a sales tax dedicated for public transit, called the Mountain Line transit sales tax. The transit sales tax was first approved by city voters in 2000, and increased by voters in 2008.

The Mountain Line transit sales tax is dedicated to supporting the Mountain Line public bus system and the Mountain Lift van services for people with disabilities. The current rate is 0.295%.

Technically, the city's sales tax is a tax transaction privilege tax on the gross revenues generated by retail sales and other taxable activities.

3. What will the Mountain Line transit sales tax cost?

If renewed, the transit sales tax rate will continue to be 0.295%, which is equal to 29.5 cents on a \$100 purchase.

4. Why is the City sending this proposition to the voters now?

The Transit Advisory Committee, the Governing Board of the Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA), and a Citizens' Review Commission made up of local leaders from throughout Flagstaff, carefully considered Mountain Line's performance, budgets, and results since 2008. All three groups recommended a proposition to continue funding at current rate for the November 8, 2016 election ballot.

5. Why did the Citizens' Commission and NAIPTA Board recommend continuing the Mountain line transit sales tax at the existing rate?

Mountain Line is currently operating efficiently and effectively within its budget and is expected to continue to be able to serve the city's public transportation needs through 2030, if the sales tax is renewed at the existing 0.295% rate.

6. Why is the continuation for 10 years instead of 20 years?

If approved, Prop 411 ensures that Mountain Line will continue to serve city residents for a decade. By renewing the tax for 10 years instead of 20, city voters have greater control over local taxes. NAIPTA will come back to voters before the end of 10 years to report on Mountain Line's performance.

7. Why are taxes used to pay for the Mountain Line system?

The Mountain Line system, like roads, bridges, and airports, is supported with tax dollars. While Mountain Line passengers pay a fare to ride, that revenue is not enough to fund the system. NAIPTA also uses federal grants and funding when available to help fund the Mountain Line system operations and improvements.

8. Why is the City considering using the sales tax to fund Mountain Line bus service?

Mountain Line bus service impacts everyone, including visitors and people from neighboring communities who are working or shopping in Flagstaff. A sales tax allows everyone to assist in paying for the system.

9. Has the City considered raising property taxes or increasing fares to pay for the transit system?

Yes. However, the Transit Advisory Committee, the Governing Board of the NAIPTA, and the Citizens' Review Commission all recommend renewing the transit sales tax.

Fares are reviewed, adjusted, and increased by the NAIPTA Board as needed. An increase in fares usually decreases ridership.

The Mountain Line transit sales tax is dedicated to funding the Mountain Line system. State law does not authorize NAIPTA to levy a property tax. The city's property taxes are limited by state law.

10. Who will pay the Mountain Line transit sales tax?

Every person and business purchasing taxable goods or engaging in taxable activities within the City will pay the sales tax. This includes visitors to Flagstaff as well as people who live outside the City limits and come into Flagstaff to work, shop, and socialize.

11. How does Flagstaff's overall retail sales tax rate compare to other Arizona cities?

The City of Flagstaff's overall sales tax rate of 2.051%, and the Mountain Line transit sales tax is part of that overall tax rate. This table shows the city sales tax rates for several Arizona cities as of January 2016.

| City | Retail Tax Rate |
|-----------------------|-----------------|
| Page | 3.000% |
| Sedona | 3.000% |
| Kingman | 2.500% |
| Phoenix | 2.300% |
| Flagstaff (existing)* | 2.051% |
| Prescott | 2.000% |
| Tucson | 2.000% |

12. What ensures that the transit sales tax money is used only for Mountain Line?

The ballot language is legally binding. Funds must be used as indicated in the proposition.

The ballot specifies the purposes of the tax as paying "the costs of acquiring, constructing, improving, operating, and maintaining facilities for the transportation of passengers within the City of Flagstaff including passenger buses and other motor vehicles, shelters, transfer stations, garages, maintenance facilities and equipment, and other transit facilities."

13. Will the transit sales tax rate increase if this proposition passes?

No. If approved, Proposition 401 will continue, but not increase, the current transit sales tax rate through 2030.

14. How have City voters previously supported transportation improvements?

In 1988, City voters approved bonds for several transportation improvements. In 2000, voters approved several sales tax increases to fund both street improvements and Mountain Line.

In 2008, voters approved an extension and 4 separate increases of the Mountain Line transit sales tax. All the transit system improvements were substantially delivered by 2014.

15. If the transit improvements were implemented by 2014, why do they still need to be funded?

A continuation of the existing tax will allow the transit improvements approved by voters in 2008 to continue through 2030.

16. Who uses the Mountain Line system now?

Between 2001 and 2008 grew from 114,000 to 800,000 and has more than doubled since 2008 to almost 2,000,000 in 2016.

A recent survey determined that more than 40% of Flagstaff's population has used the Mountain Line system in the past year and almost 2,000 different individuals use the Mountain Line system every week.

Over two-thirds of Mountain Line riders do not have access to a car and rely on public transportation. Almost one-half of Mountain Line riders are going to and from work or school.

17. What level of Mountain Line service does this proposition pay for?

This proposition will support Mountain Line's current service level of 363 days annually, with eight bus routes traveling the city from 6:00 a.m. to 10:15 p.m. on weekdays and from 7:00 a.m. to 8:15 p.m. on weekends and holidays. It will also support special services for people with disabilities in handicapped equipped vans and in taxis at current levels.

PROPOSITION 411



Mountain Line Transit Sales Tax Proposition

1. *Why is the City of Flagstaff sending this proposition to the voters?*

The Mountain Line transit sales tax expires on June 30, 2020. If the existing transit sales tax is not continued, the Mountain Line system will have to be significantly reduced and may be eliminated altogether. City voters have authority to control the local sales tax rate, under the City Charter.

2. *What is the Mountain Line transit sales tax?*

The City of Flagstaff imposes a sales tax rate dedicated for public transportation. This tax rate is called the Mountain Line transit sales tax. The transit sales tax was first approved by city voters in 2000, and the voters approved a rate increase in 2008.

The Mountain Line transit sales tax is dedicated to supporting the Mountain Line public bus system and the Mountain Lift van services for people with disabilities. The City voters have approved a 0.295% sales tax rate for Mountain Line transit sales tax. Technically, the city's sales tax is a transaction privilege tax on the gross revenues generated by retail sales and other taxable activities.

The Mountain Line serves a growing population and helps reduce the number of cars on the roads. Between 2001 and 2008 Mountain Line system ridership grew from 114,274 to 800,000 riders and has continued to grow from 800,000 in 2008 to almost 2,000,000 riders in 2016.

3. *Why is the City sending this proposition to the voters now?*

The Transit Advisory Committee, the Governing Board of the Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA), and a Citizens' Review Commission made up of local leaders from throughout Flagstaff, carefully considered Mountain Line's performance, budgets, and results since 2008. All three groups recommended to the Flagstaff City Council that a proposition to continue funding at the current tax rate level be placed on the November 8, 2016 election ballot.

4. *Why did the NAIPTA Board and the Citizen Commission recommend renewal of the Mountain line transit sales tax at the existing rate?*

Mountain Line is currently operating efficiently and effectively within its budget and is expected to continue to be able to serve the city's public transportation needs through 2030, if the sales tax is renewed at the existing 0.295% rate.

5. *Why did NAIPTA and the Citizen Commission recommend a renewal for 10 years instead of 20 years?*

A renewal ensures that Mountain Line will continue to serve city residents for a decade. By renewing the tax for 10 years instead of 20, city voters have greater control over local taxes. NAIPTA will come back to voters before the end of 10 years to report on Mountain Line's performance.

6. What will the Mountain Line transit sales tax cost?

If renewed, the transit sales tax rate will continue to be 0.295%, which is equal to 29.5 cents on a \$100 purchase.

7. Why are taxes used to pay for the Mountain Line system?

The Mountain Line system, like roads, bridges, and airports, is supported with tax dollars. While Mountain Line passengers pay a fare to ride, that revenue is not enough to fund the system. NAIPTA also uses federal grants and funding when available to help fund the Mountain Line system operations and improvements.

8. Why is the City considering using the sales tax to fund Mountain Line bus service?

Mountain Line bus service impacts everyone, including visitors and people from neighboring communities who are working or shopping in Flagstaff. A sales tax allows everyone to assist in paying for the system.

9. Has the City considered raising property taxes or increasing fares to pay for the transit system?

Yes. However, the Transit Advisory Committee, the Governing Board of the NAIPTA, and the Citizens' Review Commission all recommend renewing the transit sales tax.

Fares are reviewed, adjusted, and increased by the NAIPTA Board as needed. An increase in fares usually decreases ridership.

The Mountain Line transit sales tax is dedicated to funding the Mountain Line system.

State law does not authorize NAIPTA to levy a property tax. The city's property taxes are limited by state law.

10. Who will pay the Mountain Line transit sales tax?

Every person and business purchasing taxable goods or engaging in taxable activities within the City will pay the sales tax. This includes visitors to Flagstaff as well as people who live outside the City limits and come into Flagstaff to work, shop, and socialize.

11. How does Flagstaff's overall sales tax rate compare to other Arizona cities?

The City of Flagstaff's overall sales tax rate is 2.051%, and the Mountain Line transit sales tax is part of that overall tax rate. This table shows the city sales tax rates for several Arizona cities as of January 2016.

| City | Sales Tax Rate |
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| Page | 3.000% |
| Sedona | 3.000% |
| Kingman | 2.500% |
| Phoenix | 2.300% |
| Flagstaff (existing) | 2.051% |
| Prescott | 2.000% |
| Tucson | 2.000% |

Some cities, including the City of Flagstaff, impose an additional tax on the hospitality industry.

12. What ensures that the transit sales tax money is used only for Mountain Line?

The ballot language is legally binding. Funds must be used as indicated in the proposition. The ballot specifies the purposes of the tax as paying “the costs of acquiring, constructing, improving, operating, and maintaining facilities for the transportation of passengers within the City of Flagstaff including passenger buses and other motor vehicles, shelters, transfer stations, garages, maintenance facilities and equipment, and other transit facilities.”

13. Will the transit sales tax rate increase if this proposition passes?

No. If approved, Proposition 401 will continue, but not increase, the current transit sales tax rate through 2030.

14. How have City voters previously supported transportation improvements?

In 1988, City of Flagstaff voters approved bonds for several transportation improvements. In 2000, City voters approved several sales tax increases to fund both street improvements and transit services.

In 2008, voters approved an extension of the sales tax for Mountain Line operations and sales tax increases for four additional Mountain Line improvements. Those 2008 ballot measures were:

| Proposition | Rate | Cents per \$100 Purchase | 2008 Increase per \$100 Purchase | Improvement |
|-------------|--------|--------------------------|----------------------------------|---------------------|
| Prop. 401 | .00175 | 17.5 cents | None | Existing service |
| Prop. 402 | .00020 | 2.0 cents | 2.0 cents | Hybrid vehicles |
| Prop. 403 | .00020 | 2.0 cents | 2.0 cents | Additional Areas |
| Prop. 404 | .00040 | 4.0 cents | 4.0 cents | Additional Areas |
| Prop. 405 | .00040 | 4.0 cents | 4.0 cents | Increased Frequency |

15. What was the outcome of the 2008 transit ballot questions?

All transit questions were approved by over two-thirds of voters in 2008 and all the transit system improvements were substantially delivered by 2014.

16. If the transit improvements were implemented by 2014, why do they still need to be funded?

An extension of the existing tax will allow the transit improvements approved by voters in 2008 to continue through 2030.

17. Who uses the Mountain Line system now?

Between 2001 and 2008 ridership grew from 114,274 riders to 800,000 and has more than doubled since 2008 with 800,000 riders per year in 2008 to almost 2,000,000 riders in 2016.

A recent survey determined that more than 40% of Flagstaff’s population has used the Mountain Line system in the past year and almost 2,000 different individuals use the Mountain Line system every week.

Over two-thirds of Mountain Line riders do not have access to a car and rely on public transportation.

Almost one-half of Mountain Line riders are going to and from work or school.

Mountain Line also provides special services to people with disabilities in handicapped equipped vans, providing more than 24,000 special services trips in 2015.

18. What level of Mountain Line service does this proposition pay for?

This proposition will support Mountain Line's current service level of 363 days annually, with five bus routes traveling the City from 6:00 a.m. to 10:15 p.m. on weekdays and from 7:00 a.m. to 8:15 p.m. on weekends and holidays. It will also support special services for people with disabilities in handicapped equipped vans and in taxis at current levels.

OFFICIAL BALLOT

PROPOSITION NO. 411

OFFICIAL TITLE: A measure referred to the people by the City Council of the City of Flagstaff relating to continuation of a Transit Sales Tax Levy for public transportation

DESCRIPTIVE TITLE: Consideration of a levy of a Transaction Privilege Tax at a rate of 0.295% (\$0.00295) for a period commencing July 1, 2020, through June 30, 2030, for the purposes of acquiring, constructing, improving, operating, and maintaining equipment and facilities for a public transit system within the City of Flagstaff.

A "yes" vote shall have the effect of approving a levy continuing a Transit Sales Tax through June 30, 2030 at the existing rate of 0.295%. **YES**

A "no" vote shall have the effect of disapproving a levy and allowing the existing Transit Sales Tax to expire on July 1, 2020. **NO**

AS IT WILL APPEAR ON BALLOT

PROPOSITION NO. 411

A measure referred to the people by the Flagstaff City Council relating to continuation of a Transit Sales Tax Levy for public transportation

A "yes" vote shall have the effect of approving a levy continuing a Transit Sales Tax through June 30, 2030 at the existing rate of 0.295%.

A "no" vote shall have the effect of disapproving a levy and allowing the existing Transit Sales Tax to expire on July 1, 2020.

YES
 NO

ARGUMENTS FOR PROPOSITION NO. 411

The "for" and "against" arguments were reproduced exactly as submitted and were not edited for spelling, grammar, or punctuation. These arguments represent the opinions of the authors and have not been checked for accuracy of content.

We urge a YES vote on Proposition 411, which will renew for ten years our existing transit tax at a rate of .295 % so the Northern Arizona Intergovernmental Public Transit Authority (NAIPTA), the operator of our nationally recognized transit system in the Flagstaff area, can continue to provide critical regional transit services.

For the last 15 years NAIPTA has been growing the system by leveraging dollars, building partnerships, and developing strong relationships with funding agencies. Ridership has increased from 200,000 in 2001 to 1.9 million in 2015. The cost per passenger to operate the system has decreased from \$6.28 in 2001 to \$2.54 in 2015.

We know all too well that one of the biggest challenges facing Flagstaff is the increase in traffic congestion, especially in corridors like Milton Road. While there is no one single solution to the problem, we know that a robust public transit system is critically important to provide alternatives to single occupancy vehicular traffic. We can't imagine how much worse the traffic problem would be if all of the riders of Mountain Link and Mountain Line were forced to drive their cars on Milton and through downtown. And we can't imagine what would happen to riders who rely on Mountain Line/Mountain Link to get to work and conduct other daily activities because they don't own cars or are unable to drive.

Building our way out of congestion isn't the solution. Instead, we can adopt a systems approach to long-range transportation planning, which employs a variety of strategies, including public transit, to get us where we want to go. By voting YES on Proposition 411, Flagstaff voters will again be acknowledging that our public bus system, with its impressive record of achievements, is a vital element of our transportation infrastructure.

Celia Barotz
NAIPTA Board of Directors
Vice Mayor, City of Flagstaff (The views of Ms. Barotz are solely her own.)

Art Babbott
NAIPTA Chairman of the Board of Directors
Coconino County Supervisor, District I

To Our Fellow Citizens

The Economic Collaborative of Northern Arizona (ECoNA) urges a YES vote on Proposition 411 – Transit Tax.

As the regional economic development organization we meet with employers who regularly share with us the importance of public transportation in maintaining a consistent workforce. Since its inception the Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) has demonstrated its commitment to quality service and impressive record of achievements by participating directly in understanding the needs of our community. This commitment has lead NAIPTA to be recognized nationally as a leading public transportation organization.

A YES vote will continue this outstanding service and will aid in reducing congestion in our community, especially along Milton Road. The Mountain Line / Mountain Link are integral to getting many workers to their place of employment each day. Being without this important transportation system would add to greater automobile congestion and force some to either lose employment or seek lesser opportunities.

By supporting this initiative you will be supporting a proven public transit system that aids our workforce and provides an alternative to single occupancy vehicular traffic.

We urge you to vote YES for Proposition 411.

John Stigmon
President & CEO

Richard Bowen
ECoNA Board Member

Friends of Flagstaff's Future urges you to vote yes on Proposition 411.

Friends of Flagstaff's Future advocates for a more environmentally sustainable, socially just, and economically prosperous Flagstaff. Efficient and accessible public transit is a key component of each of these goals. Our local bus services, including the Mountain Line, Mountain Link, and Mountain Lift, enable local residents to reduce their use of personal automobiles and to get around efficiently even if they don't own a car.

A yes vote on Prop 411 would ensure funding for these bus services through 2030 by continuing an existing .295% sales tax, which is set to expire in 2020. Without this source of funding, the future of Mountain Line bus services will be seriously jeopardized.

Our community has come to rely on this excellent service in order to provide efficient and affordable transportation and ease congestion. Public transit in Flagstaff provides benefits to many diverse populations – permanent residents, students, and tourists all ride the bus.

We believe our local bus services are well worth the taxpayer dollars invested in them and urge you to vote yes on Proposition 411.

Tory Syracuse
Executive Director

David McCain
President of the Board of Directors

We support City Proposition 411. Mountain Line first got its start in Coconino County as the Pine Country Transit Bus. Over the years we have worked with the City to create a nationally recognized small city transit system that continues to grow and serve a broad diversity of our population. With over a million rides per year and growing, public transit is a critical part of a broader transportation system that helps provide relief to congestion, alternative choices, and a means of getting to areas that have no parking.

Mountain Line not only serves our seniors and school children, it connects the University to town, and helps our residents on fixed incomes. Mountain Line has become an economic engine connecting people to commercial hubs, and linking recreationists to trails.

The NAIPTA public bus system has delivered on every promise made since asking voters for their support in passing the ballot initiative. Promises made regarding increased frequency, an NAU connector, hybrid electric buses, and additional routes were kept. Promises Made, Promises Kept is what you can count on. Mountain Line is thriving, but it needs your support to continue to do so.

Mountain Line is a sound investment for a small portion of 1 cent. Please join us in supporting our public transit system by voting YES on Proposition 411.

Liz Archuleta, Coconino County Supervisor, District 2
Matt Ryan, Coconino County Supervisor, District 3

ARGUMENTS AGAINST PROPOSITION NO. 411

None submitted

WHAT HAS HAPPENED SINCE 2008?

PROPOSITION 401 – CONTINUATION OF SERVICE
Continued Mountain Line services



PROPOSITION 402 – ADD NEW HYBRID BUSES
92 % of the bus fleet now hybrid-electric



PROPOSITION 403 – CONNECT DOWNTOWN TO WOODLAND VILLAGE
New high frequency route connecting Downtown to Woodland Village through Campus



PROPOSITION 404 – ADD NEW SERVICE AREAS
Added service in Bow and Arrow, Sawmill, and Sunnyside areas



PROPOSITION 405 – MORE FREQUENT SERVICE ON BUSY ROUTES
Increased frequency on cross-town routes to be every 20 minutes



PROPOSITION 411 – CONTINUATION OF MOUNTAIN LINE SALES TAX
If not approved, service will likely end



PROPOSITION 411:

CONTINUATION OF MOUNTAIN LINE SALES TAX

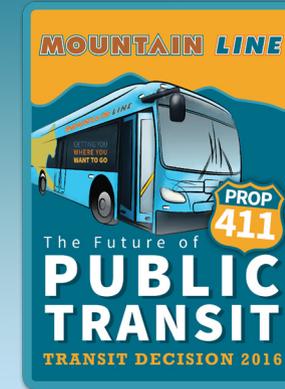
On November 8th Flagstaff voters will decide if the Mountain Line sales tax should be continued for another 10 years through 2030 at the current rate of 0.295%, which equals 29.5¢ on a \$100 purchase.

The Flagstaff transit sales tax was originally approved by voters in 2000. It was continued and increased in 2008.



Mountain Line sales tax is scheduled to end in 2020, unless City voters approve a continuation through 2030.

mountainline.az.gov | 928.779.6624



PROPOSITION 411:

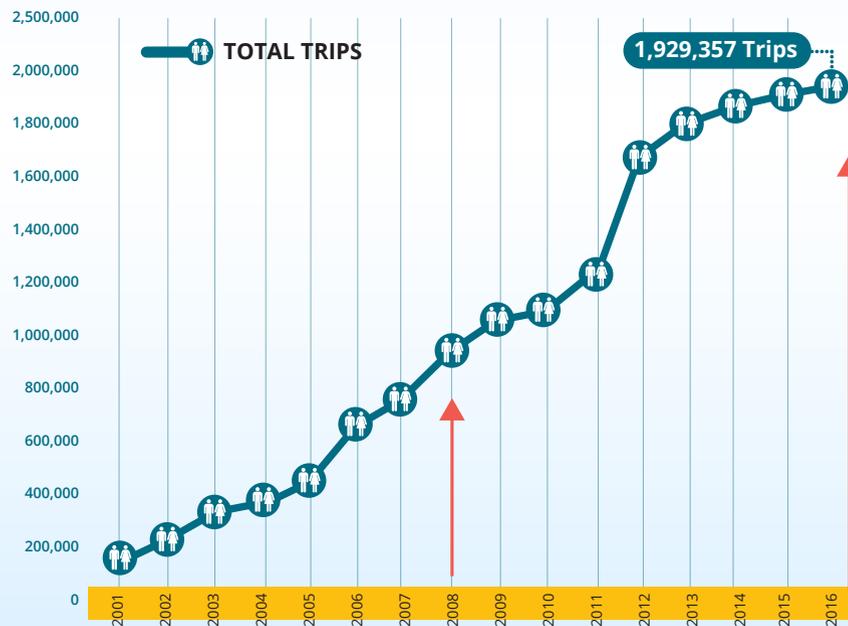
CONTINUATION OF MOUNTAIN LINE SALES TAX

On November 8th Flagstaff voters will decide if the Mountain Line sales tax should be continued (with no increase in tax).

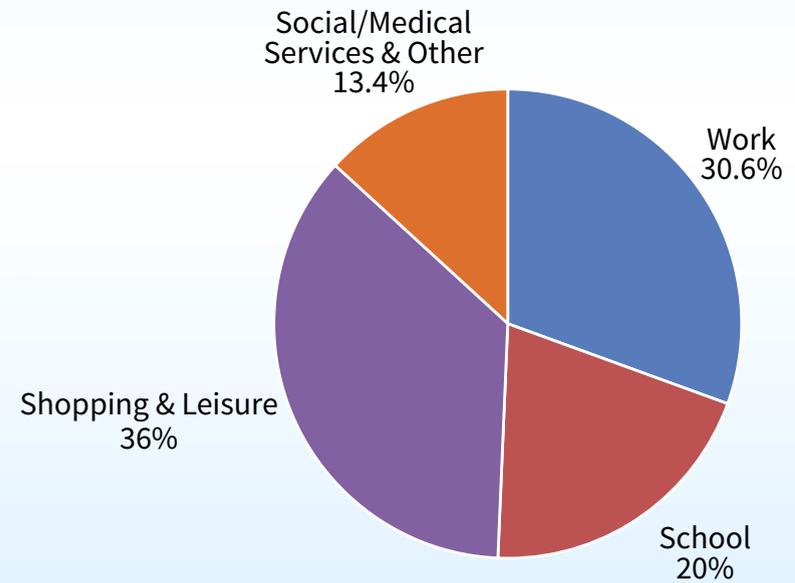


REMEMBER TO VOTE
NOVEMBER 8TH
PROPOSITION 411
MOUNTAIN LINE TAX CONTINUATION

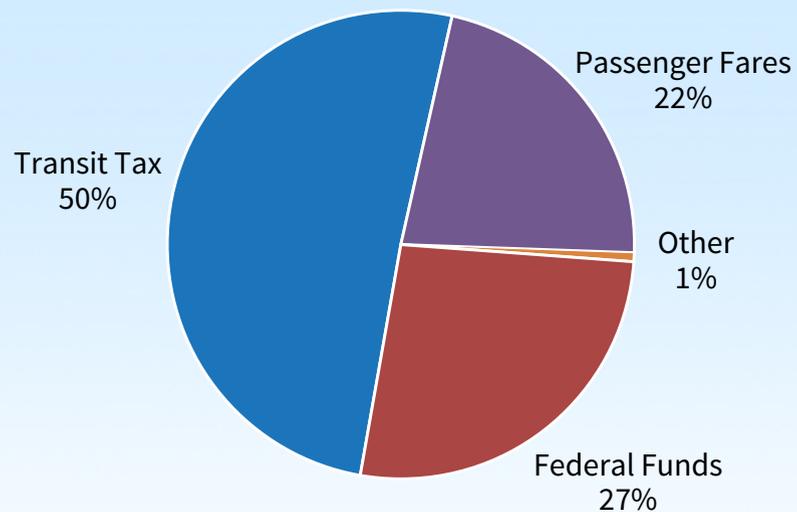
MOUNTAIN LINE – 16 YEARS AND GROWING STRONG



WHY RIDERS USE MOUNTAIN LINE



WHO PAYS FOR MOUNTAIN LINE?

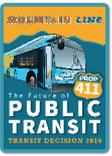


Operating Revenue only, FY2016

WHAT DO CITY VOTERS THINK?

87% of voters surveyed support continuing the Mountain Line sales tax for 10 years through 2030





**MOUNTAIN LINE
CONTINUATION
PROP 411**
mountainline.az.gov/Prop411



Board Agenda Packet
9/21/2016 - Page 60 of 62
**MUNICIPAL
COURTHOUSE
PROP 412**
flagstaff.az.gov/Prop412

COMMUNITY OPEN HOUSES

COME AND LEARN

FRIDAY, OCTOBER 7 FROM 6-8 P.M.

During First Friday ArtWalk at the Flagstaff Municipal Court Building – 15 N. Beaver St.

WEDNESDAY, OCTOBER 12 FROM 3:30-5:30 P.M.

East Flagstaff Community Library Community Room – 3000 N. Fourth St., Suite 5

MONDAY, OCTOBER 17 FROM 5-7 P.M.

Flagstaff Aquaplex – 1702 N. Fourth St.

Tuesday, October 25 from 3:30 – 6 p.m.

Flagstaff City Hall – 211 W. Aspen Ave.

Friday, November 4 from 6-8 p.m.

During First Friday ArtWalk at the Flagstaff Municipal Court Building – 15 N. Beaver St.



Getting you where you want to go

**REMEMBER TO VOTE
NOVEMBER 8TH**



Northern Arizona Intergovernmental Public Transportation Authority

3773 N. Kaspar Drive • Flagstaff, AZ 86004 • 928-679-8900 • FAX 928-779-6868 • www.mountainline.az.gov

DATE PREPARED September 9, 2016
MEETING DATE: September 21, 2016
TO: Honorable Chairman and Members of the Board
FROM: Erika Mazza, Deputy General Manager
SUBJECT: Pilot Program for ParkFlag Transit Passes

RECOMMENDATION:

None. This item is provided for information and discussion.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for Continuous Improvement in all we do
- ❖ Collaborate to enhance service delivery

Related 5 Year Horizon:

- ❖ Build cooperative relationships regionally to expand and enhance NAIPTA's positive impact.

BACKGROUND:

NAIPTA staff will present information on a potential pilot program with ParkFlag. Discussion between City staff and NAIPTA have identified a potential partnership where NAIPTA may provide bus passes at a rate similar to the rates adopted under the Ecopass program to employees who are within the downtown parking management district in lieu of employees purchasing monthly parking passes.

TAC DISCUSSION:

This item was presented to staff after the September TAC meeting. NAIPTA TAC will be briefed on future project development and implementation.

FISCAL IMPACT:

The conversations to date indicate that ParkFlag may purchase between 100 and 200 passes. Based on the existing Ecopass cost spreadsheet, the total revenue from the passes purchases would be between \$3,350 and \$6,700. There may be additional pass product costs (\$3/card) based on the unique passes developed for this program. The full fiscal impact will be part of the program goals and measurement tools once the mutual programs are developed.



Getting you where you want to go





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SUBMITTED BY:

APPROVED BY:

Erika Mazza
Deputy General Manager

Jeff Meilbeck
CEO & General Manager

ATTACHMENTS:

None.



Getting you where you want to go

APTA
• 2013 •
NAIPTA

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BEST
Transit
System