



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, November 16, 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 1-3

1. CALL TO ORDER
2. ROLL CALL AND INTRODUCTIONS
3. APPROVAL OF MEETING MINUTES: 10/19/2016 -pages 4-10
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.

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 THE FY2016 ANNUAL REPORT -pages 11-12
-Heather Dalmolin, Administrative Director
Staff recommends the Board of Directors approve the FY2016 Annual Report and authorize staff to submit the report to the State of Arizona and partner agencies as required in the Master IGA and by state law.
- 6. APPROVE FIRST AMENDMENT TO TRANSITFARE AND SYSTEMS LTD TRANSIT IT SOLUTIONS CONTRACT -pages 13-14
-James Wagner, Operations Director
Staff recommends the Board of Directors approve the first amendment to TransitFare and Systems Transit IT Solutions contract for Real-time Arrival solution, Stop Annunciators and Wi-Fi routers on board the buses increasing the award amount by \$30,000.

DISCUSSION / ACTION ITEMS:

- 7. STRATEGIC LONG RANGE AND TACTICAL PLANNING -page 15
-Jeff Meilbeck, CEO and General Manager
The Board may take action, but no recommendation is being made.
- 8. STRATEGIC POLICY ADVANCE -pages 16-17
-Jeff Meilbeck, CEO and General Manager
The Board may take action, but no action is needed and no recommendation is being made.
- 9. HORIZON AGENDA AND WORK SESSIONS -pages 18-19
-Jeff Meilbeck, CEO and General Manager
The Board may take action, but no recommendation is being made.
- 10. 5310-5311 AWARD NOTIFICATION SUMMARY -pages 20-21
-Heather Dalmolin, Administrative Director
The Board may take action, but no action is needed and no recommendation is being made.



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- 11. FY2017 BUDGET IMPACTS OF 5310 AWARD -pages 22-24
-Heather Dalmolin, Administrative Director
The Board may take action, but no action is needed and no recommendation is being made.

- 12. MOBILITY MANAGEMENT INVOLVEMENT: TAXI VOUCHER CASE STUDY
-Kate Morley, Mobility Planner -pages 25-38
Provide direction for staff on how the Board of Directors would like to engage in Mobility Management.

PROGRESS REPORTS:

- 13. SUMMARY OF CURRENT EVENTS
-Jeff Meilbeck, CEO and General Manager
 - State Funding Task Force
 - Proposition 411 Outreach
 - Pilot Program for ParkFlag Transit Passes
 - Coconino Community College (CCC) Pilot Pass Program Update
 - Downtown Business Alliance and Stakeholders
 - Shop 3 Corrective Action Update

ITEMS FROM COMMITTEE AND STAFF:

- 14. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS
The Board and TAC Strategic Policy Advance is scheduled for Thursday, December 1, 2016, 9am – 4pm in the NAIPTA Training Room, 3825 N. Kaspar Drive, Flagstaff, AZ 86004. Parking will be available at NAIPTA's Administrative Office, 3773 N. Kaspar Drive. Please plan to attend in person. Lunch will be provided. The public is invited to attend. The Advance 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 be discussed at the Advance.

The next Board meeting will be on Wednesday, January 18, 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. January agenda items will include but not be limited to HIPPA Plan, Financial Audit, Mountain Line Financial Projections, FY2018 Meeting Calendar Review, Advertising Policy, Passenger Fares and Quarterly Performance Report. The January 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.

- 15. ADJOURNMENT



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Board of Directors Minutes for Wednesday, October 19, 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, October 19, 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;
Rich Payne, Director of Residence Life, NAU

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

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

BOARD MEMBERS EXCUSED:

Rich Bowen, Associate Vice President for Economic Development, NAU, alternate;
Karla Brewster, City Council, City of Flagstaff, alternate;
Matt Ryan, Board of Supervisors, Coconino County, alternate;
Colleen Smith, President, CCC;
Veronica Hipolito (Secretary), Dean of Students, CCC, designee

NAIPTA STAFF IN ATTENDANCE:

Jeff Meilbeck, CEO and General Manager;
Erika Mazza, Deputy General Manager;
Heather Dalmolin, Administrative Director;
Jim Wagner, Operations Director;
Jacki Lenners, Marketing Manager;
Jon Matthies, IT Manager;
Lauree Battice, Business Manager;
Anne Dunno, Capital Project Manager;
Kate Morley, Mobility Planner;
Alicia Becker, Transit Planner;



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Rhonda Cashman, Clerk of the Board;
Fredda Bisman, NAIPTA Attorney (via phone, approximately 10:14-10:54am)

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 9/21/2016

Director Payne moved to approve the September 21, 2016 meeting minutes. Director Barotz seconded. All approved, none opposed. Motion carried.

4. CALL TO THE PUBLIC

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

Chair Babbott stated he will reorder the agenda due to time constraints. Quorum may be lost by 11am.

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. ADVERTISING POLICY REVISION – MEDICAL MARIJUANA AND ILLEGAL ITEMS

-Jacki Lenners, Marketing Manager

Staff recommends the Board of Directors approve a revision to the Advertising Policy to include medical marijuana and related products and services, as well as any other illegal items in the list of Excluded Advertising categories.

6. APPROVE USE OF COOPERATIVE PURCHASING AGREEMENT WITH CITY OF FLAGSTAFF UNDER JOB ORDER CONTRACTING

-Anne Dunno, Capital Project Manager

Staff recommends the Board of Directors approve the use of City of Flagstaff's Cooperative Purchasing Agreements with Horizontal Contractors awarded under COF RSOQ 2015-28 Job Order Contracting with individual contract values not to exceed (NTE) \$250,000 in a fiscal year.



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7. THIRD AMENDMENT TO WOODSON ENGINEERING & SURVEYING, INC.
CONTRACT FOR THE BUS STOP MOBILITY IMPROVEMENTS PROJECT

-Anne Dunno, Capital Project Manager

Staff recommends the Board of Directors approve and authorize the third amendment to the Woodson Engineering & Surveying, Inc. contract as a component of the Bus Stop Mobility Improvements Project in an amount not to exceed \$10,000.

Per Chair Babbott, Item 6 was pulled from the consent agenda. Vice Chair Overton moved to approve Items 5 and 7 under the consent agenda. Director Barotz seconded. All approved, none opposed. Motion carried.

The Board returned to Item 6 later in the meeting.

DISCUSSION / ACTION ITEMS:

11. ACCEPT APPLICATION AND EXECUTION OF FEDERAL TRANSIT
ADMINISTRATION (FTA) GRANT APPLICATION AZ -2016-002

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve and authorize execution of FTA application AZ-2016-002 totaling \$1,217,905 for projects to include operations, facility rehabilitation, and the passenger shelter program.

Ms. Dalmolin gave a brief overview of this grant award. Director Barotz moved to approve the application and execution of this FTA grant as presented. Vice Chair Overton seconded. All approved, none opposed. Motion carried.

12. ACCEPT FUNDING AND APPROVE EXECUTION OF ARIZONA DEPARTMENT OF
TRANSPORTATION (ADOT) AWARD OF FEDERAL FUNDING

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors accept and approve execution of Arizona Department of Transportation award of \$3,849,050 in federal funds for projects to include facility rehabilitation, environmental review and preliminary engineering of the Bus Rapid Transit system, and purchase of additional articulated buses.

Ms. Dalmolin gave a brief overview of this grant award. Director Barotz moved to approve the application and execution of this ADOT grant as presented. Vice Chair Overton seconded. All approved, none opposed. Motion carried.

13. APPROVE APPLICATION AND EXECUTION OF FEDERAL TRANSIT
ADMINISTRATION (FTA) GRANT APPLICATION AZ-2016-003

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve and authorize execution of FTA application AZ-2016-003 totaling \$2,202,522 for purchase of additional articulated buses. (application number is pending final assignment of number from Federal Transit Administration)



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Ms. Dalmolin gave a brief overview of this grant award. Director Barotz moved to approve the application and execution of this FTA grant as presented. Vice Chair Overton seconded. All approved, none opposed. Motion carried.

14. APPROVE AMENDMENT TO NEW FLYER OF AMERICA CONTRACT AND PURCHASE OF FIVE 60-FOOT HYBRID ELECTRIC ARTICULATED BUSES

-James Wagner, Operations Director

Staff recommends the Board of Directors approve the First Amendment to New Flyer of America contract to add one hybrid electric articulated bus and purchase of five 60-foot hybrid electric articulated buses at a cost not to exceed \$4,937,066.

Mr. Wagner briefly spoke to the need for this contract amendment and the bus purchases based on the use of grant funds just approved by the Board. Director Barotz moved to approve the amendment as stated. Director Payne seconded. All approved, none opposed. Motion carried.

10. UPDATE AND ADOPT REVISED JANUARY 2017 SERVICE CHANGES

-Erika Mazza, Deputy General Manager

Staff recommends the Board of Directors review and adopt the revised service changes for January 2017 operations.

This item was reviewed after Item 14. Ms. Mazza led the Board through a PowerPoint presentation. The five year plan was reviewed briefly. Additional information was conveyed through a Remix (new software) map. An alternative for Route 3 through the Foxglenn neighborhood was discussed. This is not recommended to change in January. It will take more time to evaluate if this is a viable option.

Ms. Bisman joined the meeting at approximately 10:14am.

The Route 3 Sawmill Service Map was reviewed on screen. Routes 3, 7, 4 and 14 service stops on the North and West sides of the shopping center. Route 10A has been in service for almost 3 years. It was needed primarily to turn around the articulated bus. Now it can be done at the Downtown Connection Center. Fare confusion and ridership lost with most students choosing to walk when needing to pay to get to campus and no payment required with Jacks card when boarding on campus to return home. Route 10A only operates when Northern Arizona University (NAU) is in session. Messaging on schedule and fares is cumbersome to communicate in route guides, etc. The discontinuation of Route 10A will provide for easy messaging, no additional cost and consistent timing to the area. The Route 10A resources will be shifted to Route 10 where there is the demand. The public comments were reviewed again. Director Payne felt this was more efficient and he stated his support of staff's recommendation. Director Payne moved to approve the revised service changes as presented. Director Barotz seconded. All approved, none opposed. Motion carried.



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6. **APPROVE USE OF COOPERATIVE PURCHASING AGREEMENT WITH CITY OF FLAGSTAFF UNDER JOB ORDER CONTRACTING**

-Anne Dunno, Capital Project Manager

Staff recommends the Board of Directors approve the use of City of Flagstaff's Cooperative Purchasing Agreements with Horizontal Contractors awarded under COF RSOQ 2015-28 Job Order Contracting with individual contract values not to exceed (NTE) \$250,000 in a fiscal year.

Item 6 was discussed at length. Ms. Dunno explained only local dollars will be used for these contracts. The objective is to piggyback on the City procurement. NAIPTA will go to all three vendors for each proposal. The types of jobs this contract will assist with require a lot of mobilization and logistics where a cost benefit for pricing is typically not recognized, but this may help. Overall Board members are skeptical of this type of contract. The concern is it sometimes excludes small or medium contractors and often gets abused. The flexibility in timing is the best reason to support this type of contract.

Director Barotz left the meeting at approximately 10:44am. There was still a quorum to continue the meeting.

Mr. Meilbeck addressed the process. He stated he has been pursuing this opportunity for 10 years to be more agile. He offered to bring each proposal to the Board, if needed. Ms. Dalmolin stated it is set up for the General Manager to approve at this point, but she agreed they could go to the Board. Per Chair Babbott, he is looking for a commitment from the organization to scrutinize each task. He is not asking for another burdensome process. He asked for Board feedback. Director Payne offered an option to consult the Chair for approval versus waiting for a Board meeting. Vice Chair Overton said he didn't want to kill it. He recommended caution. Chair Babbott would like it to be used in some instances and consider not using it in some circumstances. He asked for a report in a year to see what was used and what the pricing was. Vice Chair Overton moved to approve Item 6 as presented with report back to the Board to evaluate in a year. Director Payne seconded. All approved, none opposed. Motion carried.

8. **APPROVE THE FY2016 ANNUAL REPORT**

-Heather Dalmolin, Administrative Director

Staff recommends the Board of Directors approve the FY2016 Annual Report and authorize staff to submit the report to the State of Arizona and partner agencies as required in the Master IGA.

This item was tabled to the November meeting.

9. **STRATEGIC POLICY ADVANCE**

-Jeff Meilbeck, CEO and General Manager

The Board may take action, but no action is needed and no recommendation is being made.



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This item was tabled to the November meeting.

PROGRESS REPORTS:

15. UPDATE ON ADOT SECTION 5310 AND 5311 GRANT AWARDS

-Heather Dalmolin, Administrative Director

This item was tabled to the November meeting.

16. FY2017 5310 AWARD BUDGET IMPACTS

-Heather Dalmolin, Administrative Director

This item was tabled to the November meeting.

17. SUMMARY OF CURRENT EVENTS

-Jeff Meilbeck, CEO and General Manager

- State Funding Task Force
- Proposition 411 Outreach
- Pilot Program for ParkFlag Transit Passes
- Coconino Community College (CCC) Pilot Pass Program Update
- Downtown Business Alliance and Stakeholders (added item)

This item was tabled to the November meeting.

Per Chair Babbott, he would like to discuss the work session idea under the Strategic Policy Advance item next month.

ITEMS FROM COMMITTEE AND STAFF:

18. SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS

The next Board meeting will be on Wednesday, November 16, 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. November agenda items will include but not be limited to Strategic Long Range and Tactical Planning, Mountain Line Financial Projections and Quarterly Performance Report. The November 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 10:54pm.



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Art Babbott, Chair NAIPTA Board of Directors

ATTEST:

Rhonda Cashman, Clerk of the Board



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DATE PREPARED: November 8, 2016

MEETING DATE: November 16, 2016

TO: Honorable Chairman and Members of the Board

FROM: Heather Dalmolin, Administrative Director

SUBJECT: Approve the FY2016 Annual Report

RECOMMENDATION:

Staff recommends the Board of Directors approve the FY2016 Annual Report and authorize staff to submit the report to the State of Arizona and partner agencies as required in the Master IGA and by state law.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

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

BACKGROUND:

In accordance with A.R.S. 28-9101 et seq. to establish an intergovernmental public transportation authority and the Master IGA signed by Coconino County, signed on June 7, 2013, the Board will issue an annual report on or before December 1 containing a full account of the transactions, activities and finances for the preceding fiscal year and other facts and recommendations. The Board shall transmit copies of the report to each member municipality, university and county, to the Secretary of State, to the Arizona state library, archives and public records and, on request, to any member of the public.

The FY2016 Annual Report is a formal document designed to meet the state regulation. The report contains a summary of the activities, including performance data from City of Flagstaff public transportation systems. The report provides an overview of FY2016 revenues and expenditures. The current capital program is highlighted as part of the 5 year Transit Plans for NAIPTA programs. The FY2016 performance information and financial data from the report is as presented to the Transit Advisory Committee and Board of Directors throughout the year. The financial data is reflective of the year end information as reviewed with and presented to each partner agency. The financial information is currently still being reviewed as part of NAIPTA's annual financial audit and if anything changes as a result of the audit, an amended report will be filed no later than March 31, 2017 and presented to the TAC and Board in April 2017.



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TAC DISCUSSION:

None.

ALTERNATIVES:

1. Approve submission of Annual Report (**recommended**): If the Board approves the Annual Report, staff can proceed with submission of the Annual Report on time and NAIPTA will remain compliant with State of Arizona regulations.
2. Don't approve report (not recommended): If the Board does not approve the report, staff would be delayed in submitting the Annual Report. This delay could mean NAIPTA would not meet deadline for submission as required by the Arizona Revised Statutes.

FISCAL IMPACT:

There is no budgetary or financial impact with adoption of the FY2016 Annual Report.

SUBMITTED BY:

APPROVED BY:

Heather Dalmolin
Administrative Director

Jeff Meilbeck
CEO & General Manager

ATTACHMENTS:

1. NAIPTA FY2016 Annual Report -sent separately from packet



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DATE PREPARED: November 8, 2016
MEETING DATE: November 16, 2016
TO: Honorable Chairman and Members of the Board
FROM: James Wagner, Operations Director
SUBJECT: Approve First Amendment to TransitFare and Systems Ltd Transit IT Solutions Contract.

RECOMMENDATION:

Staff recommends the Board of Directors approve the first amendment to TransitFare and Systems Transit IT Solutions contract for Real-time Arrival solution, Stop Annunciators and Wi-Fi routers on board the buses increasing the award amount by \$30,000.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles

- ❖ Collaborate to enhance service delivery
- ❖ Strive for continuous improvement in all we do

5 Year Horizon

- ❖ Apply imagination, creativity and innovation to improve the service we deliver

BACKGROUND:

In July 2015, the Board of Directors approved the third amendment to TransitFare and Systems Ltd contract from RFP 2014-104 Automated Fare Collection. The amendment was for \$27,900 for upgrades to fare consoles as well as additional contract capacity for system customization. Fare console upgrades were allotted \$17,900 focusing on cellular connectivity on buses allowing riders options to use emerging fare technology.

In April 2016, the Board of Directors awarded RFP 2016-100 Transit IT Solutions to TransitFare and Systems Ltd for real-time arrival solution, stop annunciators, and wi-fi routers onboard buses in the amount not to exceed \$120,000. RFP 2016-100 Transit IT Solutions provided opportunity to increase system performance by upgrading to a router that will allow for multiple system service while reducing the need for multiple cellular contracts. By upgrading today staff envision less need for additional equipment to expand onboard surveillance technology (Seon cameras) and customer Wi-Fi for the future as well as potential cost savings.

Staff delayed procurement for cellular upgrade to fare box consoles that was approved in July 2015 and shifted the saving to the newer cellular/ router combination solution that allows for increased capacity for onboard systems.

The proposed 1st Amendment to TransitFare and System contract for Transit IT Solutions includes the following changes:

- Real Time Arrival Solution \$19,518
 - NAIPTA branded trip planning map
 - Added 2 buses (purchased during system implementation)
 - Update to the fare console programming to improve vehicle tracking
- Annunciators \$15,738

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- Digital Signage as part of stop announcements
- System Modification allowance \$12,644

The total Transit IT Solution approval, with this change and the savings from the other contract change, is \$150,000. This proposed 1st amendment does include roughly 10% of quoted cost for change requests and other system modifications required for bringing system up to date or improving operations and/or efficiency.

TAC DISCUSSION:

None.

ALTERNATIVES:

- 1) Approve recommendation for First Amendment to TransitFare and Systems Ltd contract **(recommended)**: Approving the First Amendment will allow staff to continue with equipment upgrades and system customization resulting in a cohesive transit IT solution.
- 2) Do not approve the recommendation **(not recommended)**: If recommendation is not approved, staff would be unable to move this project forward and delays could be experienced with finalizing necessary components for real-time arrival and annunciator systems.

FISCAL IMPACT:

This project is a FY2017 budgeted expense and is supported by sufficient local funding.

SUBMITTED BY:

James Wagner
Operations Director

APPROVED BY:

Jeff Meilbeck
CEO & General Manager

ATTACHMENTS:

1. TransitFare First Amendment -available at meeting



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DATE PREPARED November 8, 2016

MEETING DATE: November 16, 2016

TO: Honorable Chairman and Members of the Board

FROM: Jeff Meilbeck, CEO and General Manager

SUBJECT: Strategic Long Range and Tactical Planning

RECOMMENDATION:

The Board may take action, but no recommendation is being made.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for Continuous Improvement in all we do

BACKGROUND:

NAIPTA has embarked on a number of planning activities all of which relate to larger efforts at the City of Flagstaff and the FMPO. The purpose of this staff report is to open a discussion on how the various plans inter-relate, how they can be sequenced, and how various planning efforts can be leveraged for maximum individual and collective success.

TAC DISCUSSION:

TAC was supportive of the effort to put all plans into context.

FISCAL IMPACT:

Each planning effort has a cost. The impact of better coordination between plans should be to reduce costs overall and increase effectiveness.

SUBMITTED BY:



Jeff Meilbeck
CEO and General Manager

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DATE PREPARED November 8, 2016

MEETING DATE: November 16, 2016

TO: Honorable Chairman and Members of the Board

FROM: Jeff Meilbeck, CEO and General Manager

SUBJECT: Strategic Policy Advance

RECOMMENDATION:

The Board may take action, but no action is needed and no recommendation is being made.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for Continuous Improvement in all we do

Goals:

- ❖ This item applies to all of NAIPTA's goals and objectives

BACKGROUND:

NAIPTA has conducted a Strategic Policy Advance every year since 2006 to develop an 18 month strategic work plan. This work plan is one of the primary reasons for NAIPTA's success, because it has defined success and given staff clear direction on how to proceed.

The December 1, 2016 advance is important because NAIPTA has reached a number of milestones:

- NAIPTA substantially delivered all propositions promised to voters in 2008.
- NAIPTA owns and operates facilities that are adequate for existing service levels.
- The November 8, 2016 transit continuation decision (Proposition 411) will be made.
- NAIPTA has a financial plan to sustainably provide existing services for the next 10 years.

The December 1, 2016 advance provides opportunity for NAIPTA to be intentional about its future, and there are a number of profound policy questions we can explore:

- What opportunities exist for increased coordination with Campus Shuttle Services?
- Can NAIPTA's grant writing success be leveraged for the benefit of other member agencies and other transportation modes?
- What role will Uber and Lyft play in meeting the transportation needs of Flagstaff?
- How should NAIPTA participate in the pending 2018 Transportation Tax renewal?
- Can NAIPTA provide regional service along the I-40 corridor?
- What are NAIPTA's priorities and what do we want to accomplish in the next 5 years?



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NAIPTA has contracted with Jim Charlier to facilitate this advance. Jim will be conducting Stakeholder interviews with Board members and the TAC chair in preparation for the advance.

TAC DISCUSSION:

There was no discussion.

FISCAL IMPACT:

The advance will not have significant fiscal impacts, but the conclusions of the event, and the actions we decide upon in our strategic work plan, will. Such impacts will be explored as each identified work plan item is refined and brought forth in coming years.

SUBMITTED BY:

Jeff Meilbeck
CEO and General Manager



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DATE PREPARED October 31, 2016

MEETING DATE: November 16, 2016

TO: Honorable Chairman and Members of the Board

FROM: Jeff Meilbeck, CEO and General Manager

SUBJECT: Horizon Agenda and Work Sessions

RECOMMENDATION:

The Board may take action, but no recommendation is being made.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for Continuous Improvement in all we do

BACKGROUND:

In recent meetings Board members have expressed interest in NAIPTA's long term (horizon) agenda and the possibility of holding more NAIPTA work sessions. Work sessions would allow more access for Board engagement in NAIPTA issues and initiatives. Sharing NAIPTA's horizon agenda would give the Board more information on how work is being sequenced. For example, work sessions might be held on topics such as campus shuttle services collaboration, the 5 Year Transit Plan, and serving people with disabilities who live outside the Flagstaff City limits. The purpose of this discussion is to better understand the Board's needs.

In an attempt to apply the work session discussion to a practical example, staff have structured the "County Taxi Voucher FY 2018" staff report in a way that invites the Board to engage.

Staff are hopeful that between these two staff reports and discussions we will gain a better understanding of how the Board wants to engage.

TAC DISCUSSION:

There was little discussion. TAC were generally supportive of the approach.

FISCAL IMPACT:

None



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SUBMITTED BY:

Jeff Meilbeck
CEO and General Manager



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DATE PREPARED: November 8, 2016

MEETING DATE: November 16, 2016

TO: Honorable Chairman and Members of the Board

FROM: Heather Dalmolin, Administrative Director

SUBJECT: 5310-5311 Award Notification Summary

RECOMMENDATION:

The Board may take action, but no action is needed and no recommendation is being made.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

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

BACKGROUND:

On April 20, 2016, the NAIPTA BOD approved the submittal of two grant applications through the Arizona Department of Transportation (ADOT) FY2016 Section 5310 and Section 5311 grant programs and execution of subsequent awards.

Section 5310 Award Notification Summary

- Mobility Management (\$105,700) for ongoing delivery of our regional mobility management program. NAIPTA was awarded \$112,500, with an 80/20 split. Federal share of \$90,000 and local match of \$22,500. This award is higher than the prior year which was funded at \$100,000. The grant request was budgeted into FY2017, however the additional \$6,800 in revenue was not.
- City Taxi Voucher (\$90,000) for ongoing program delivery of the City's taxi voucher program. NAIPTA was awarded \$64,000 with a 50/50 split: federal share of \$32,000 and local match of \$32,000. This amount is \$4,000 more than the prior year. The grant request was included in the FY2017 budget.
- County Taxi Voucher (\$88,038) for ongoing program delivery of the County's taxi voucher program. NAIPTA was awarded \$40,000 with a 50/50 split: federal share of \$20,000 and local match of \$20,000. This award amount is \$4,000 more than the prior year. The grant request was included in the FY2017 budget.
- ADA Plus Paratransit (\$224,886) for ongoing delivery of enhanced paratransit services within the City of Flagstaff. NAIPTA was awarded \$100,000 with a 50/50 split: federal share of

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\$50,000 and local match of \$50,000. This award amount is consistent with the prior year and was not budgeted for FY2017.

Section 5311 Award Notification Summary

On July 22, 2016, ADOT contacted NAIPTA staff to confirm award notification for the 5311 program. ADOT awarded year one of a two year request.

- Regional Vanpool Program (\$89,707) for ongoing program delivery of the Northern Arizona regional vanpool program contracted through vRide. NAIPTA was awarded a total of \$76,207 at an 85/15 split. This is \$13,500 less than the request. Federal share is \$65,015 and local match from Coconino County of \$11,192. This amount is higher than the previous year award of \$72,000 with at 74/26 split.
- Winslow Planning (\$200,000). The request included \$150,000 for planning services and \$50,000 for administrative costs. The full \$200,000 was awarded at an 80/20 split. Federal share is \$160,000 and local match is \$40,000. Winslow's portion of the local match is \$20,000 with the remainder of the match identified as other.

TAC DISCUSSION:

The Transit Advisory Committee had no questions for Mrs. Dalmolin regarding the update.

FISCAL IMPACT:

The financial impact of the awards results in an administrative budget revision to recognize a change in funding sources for the programs and ultimately in a savings to the City of Flagstaff.

SUBMITTED BY:

APPROVED BY:

Heather Dalmolin
Administrative Director

Jeff Meilbeck
CEO & General Manager

ATTACHMENTS:

None



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DATE PREPARED: November 8, 2016

MEETING DATE: November 16, 2016

TO: Honorable Chairman and Members of the Board

FROM: Heather Dalmolin, Administrative Director

SUBJECT: FY2017 Budget Impacts of 5310 Award

RECOMMENDATION:

The Board may take action, but no action is needed and no recommendation is being made.

RELATED STRATEGIC WORKPLAN OBJECTIVE

This item relates to the following Guiding Principles from the Strategic Work plan:

- Strive for continuous improvement in all we do
- Treat everyone with respect
- Show initiative, imagination and creativity
- Put the customer first
- Be fiscally responsible and responsive to changing demographics

BACKGROUND:

The Federal Transit Administration (FTA) distributes Section 5310 funds to Arizona Department of Transportation (ADOT) on an annual basis and ADOT is responsible for conducting a process to award these funds to providers throughout the state to support mobility for seniors and people with disabilities. Since this funding source was introduced, NAIPTA has been successful in applying for and receiving these funds to support our ADA Plus program, our Mobility Manager and mobility management efforts, and the Taxi Voucher programs. Budgeting Section 5310 funds is difficult because ADOT’s process typically commences in late winter-early spring of each year and actual grant awards are announced after the NAIPTA budget requests are submitted to our partner agencies and NAIPTA’s budget has been adopted. In response to this challenging timeline for announcement of funding awards, staff is reliant on estimating awards based on application and historical awards. Estimations are made conservatively and usually below the funding requests made from ADOT. This strategy has served us well and generally we have received more grant funding than we have budgeted. As a result of the success of our applications and receipt of funds, we have a good record of meeting service commitments to the public while minimizing local costs to NAIPTA member agencies.

In an effort to demonstrate need and describe our various programs that meet ADOT’s grant application requirements, staff divides the Section 5310 application into four categories while NAIPTA’s adopted budget only includes revenue from ADOT in 3 of the 4 categories, not budgeting funds to support the ADA Plus program that is part of Mountain Lift’s overall operations.

Award Status:

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As the table below demonstrates, our FY2017 award includes funding from ADOT in all four categories. The funding award results in NAIPTA receiving \$17,578 in federal funds that were not part of the proposed and adopted budget.

	Application	2017 Budget	2017 Revised Budget	Increase/ (Decrease)
Mobility Management				
City		\$ 21,142	\$ 22,050	\$ 908
County		\$ -	\$ -	\$ -
Section 5310 (ADOT Pass-Thru)		\$ 84,560	\$ 90,000	\$ 5,440
sub total	\$ 105,702	\$ 105,702	\$ 112,050	
City Taxi Voucher				
City		\$ 44,019	\$ 56,038	\$ 12,019
County		\$ -	\$ -	\$ -
Section 5310 (ADOT Pass-Thru)		\$ 44,019	\$ 32,000	\$ (12,019)
sub total	\$ 90,000	\$ 88,038	\$ 88,038	
County Taxi Voucher				
City		\$ -	\$ 25,843	\$ 25,843
County		\$ 20,000	\$ 20,000	\$ -
Section 5310 (ADOT Pass-Thru)		\$ 45,843	\$ 20,000	\$ (25,843)
Other		\$ 25,843	\$ 25,843	\$ -
sub total	\$ 88,038	\$ 91,686	\$ 91,686	
ADA Plus				
City		\$ 100,000	\$ 50,000	\$ (50,000)
County		\$ -	\$ -	\$ -
Section 5310 (ADOT Pass-Thru)		\$ -	\$ 50,000	\$ 50,000
sub total	\$ 224,868	\$ 100,000	\$ 100,000	
Total Impact of Grants				
City		\$ 165,161	\$ 153,931	\$ (11,230)
County		\$ 20,000	\$ 20,000	\$ -
Section 5310 (ADOT Pass-Thru)		\$ 174,422	\$ 192,000	\$ 17,578
Other		\$ 25,843	\$ 25,843	\$ -
		\$ 385,426	\$ 391,774	

As a result of the ADA Plus program award that was 100% unbudgeted, we have the opportunity to reallocate local funds to shore up programs that were budgeted to be full funded through federal award and ensure all programs described are provided while decreasing the required local match from the City of Flagstaff by \$11,230.

Through this reallocation, with no additional requests to our partners, NAIPTA is able to maintain the level of service that was committed to for FY2017. Staff has considered alternatives to reallocation, however this results in the rationing of programs and reduction in service as happened with Coconino County Taxi Voucher Program in 2015.

Staff is cognizant that this reallocation process shines a light on an underlying instability in the way in which these programs are structured. Staff is researching ways to improve both the ADOT grant request and the internal budget process to resolve these issues, including the possibility of major programmatic modifications. Recommendations for the FY2018 grant application and budget will be brought forth in the coming months.

TAC DISCUSSION:

The Transit Advisory Committee had no questions for Mrs. Dalmolin regarding the update.

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FISCAL IMPACT:

An administrative budget revision to recognize a change in funding sources for the programs results in a net savings to the City of Flagstaff.

SUBMITTED BY:

APPROVED BY:

Heather Dalmolin
Administrative Director

Jeff Meilbeck
CEO & General Manager

ATTACHMENTS:

None



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DATE PREPARED: November 7, 2016
DATE: November 16, 2016
TO: Honorable Chairman and Members of the NAIPTA Board
FROM: Kate Morley, Mobility Planner
SUBJECT: Mobility Management Involvement: Taxi Voucher Case Study

RECOMMENDATION:

Provide direction for staff on how the Board of Directors would like to engage in Mobility Management.

RELATED STRATEGIC WORKPLAN OBJECTIVE

Guiding Principles:

- ❖ Strive for continuous improvement in all we do
- ❖ Treat everyone with respect
- ❖ Show initiative, imagination and creativity
- ❖ Be fiscally responsible and responsive to changing demographics

BACKGROUND:

The way transit agencies are providing service is rapidly expanding to include public/ private partnerships, technology and incorporation of shared cars and bikes. In such an environment, it's critical that staff understand how and when the NAIPTA Board of Directors would like to be involved in these complex opportunities. Current issues with stability in the County and City Taxi Voucher Programs provide a relevant case study to work through some of the issues and allow the Board to provide guidance as to what level of involvement they desire. The following details some of the Taxi Voucher issues and allows for the Board to discuss how they would like to proceed with Mobility opportunities. It will also provide background information for upcoming recommendations for the Taxi Voucher Programs.

Mobility Management places emphasis on moving people throughout an entire trip rather than focusing on one mode. It focuses on innovation and changing usual business practices, offering a single point of access for customers and managing community-wide transportation services.

TAXI VOUCHER EXAMPLE:

In light of unstable funding awards though Section 5310 for ADA Plus and City and County Taxi Vouchers, staff has been reviewing ways to sustain these programs. Through this research, staff has come up with a series of possible actions to modify these programs, all of which go above and beyond the requirements of ADA to serve seniors and people with disabilities.

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The Three Programs

NAIPTA uses Flagstaff's dedicated transit tax to leverage other federal grants for Mountain Lift, ADA Plus and City Taxi Voucher Programs. Additional funds from Coconino County are used to leverage federal grants for the County Taxi Voucher program. Historically, approximately \$100,000 of federal money is allocated on an annual basis for these programs, but this amount is less than half of the revenue needed to sustain these programs.

ADA Plus:

Mountain Lift's ADA Plus program, which goes above and beyond the minimum ADA requirements, was used for 37% of the total Mountain Lift service provided in FY16. Trips that qualify for ADA Plus are trips more than $\frac{3}{4}$ of a mile outside the Fixed Route (Mountain Line) service area, and include Door to Door, Subscription- based trips, Will-call and Same Day trips. ADA Plus trips with an origin or destination beyond the $\frac{3}{4}$ mile have a fare of \$5.50 per trip as compared to \$2.25 for Mountain Lift. Each trip on Mountain Lift costs \$41.

City Taxi Vouchers:

All paratransit clients with a Flagstaff address are eligible for the City Taxi Voucher Program. The City's Taxi Voucher Program is a subsidy program providing an alternative to Mountain Lift within the City of Flagstaff. Eligible clients have an option of two different packages worth up to \$300 per month in taxi trips with a \$2-\$3 fare per trip. The program grew from 58 users in June of 2015 to 69 users in June of 2016. Benefits of the program include increased control by the client that provides flexible travel times and scheduling and relative affordability. In the City, trips taken through the Taxi Voucher Program rather than on Mountain Lift result in a \$30 per trip savings to NAIPTA and ultimately the taxpayer.

County Taxi Vouchers:

The County Taxi Voucher Program provides twelve one-way taxi trips per month for Mountain Lift qualified individuals living anywhere in Coconino County, outside the City of Flagstaff. The program has proven to be very popular: at the start of FY16, less than 100 trips per month were being requested while thus far in FY17 an average of 247 trips have been requested a month. Program activity for FY17 is estimated at 2,800 annual trips (see ridership report attached). In June of 2016, there were 53 active users of the program whereas in June of 2015 there were 37 active users. No fares are collected by NAIPTA for the County Taxi Voucher program. The average cost per trip to NAIPTA is \$26.21 and the vouchers are capped at \$30. At current levels, it is expected that the budgeted \$65,000 will be needed to fulfill contracts with taxi companies at the current rate of 200 trips per month. In FY16, 42% County Taxi Voucher trips had an origin or destination within the City of Flagstaff. There is no dedicated funding for service outside of the Flagstaff City limits. However, Coconino County has provided general fund resources over the years.

Of the three programs, the County Taxi Vouchers have been the most vulnerable because of dependence on the Section 5310 competitive grant award from Arizona Department of Transportation (ADOT). In 2011, the County Taxi Voucher program was established using Section 5310 funds awarded by ADOT, providing 12 trips per month to County residents. In 2015, demand for the program



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rose unexpectedly and the program was cut to 6 trips per month for 6 months because of the increase in users. NAIPTA was able to bring the program back up to full levels at the start of following ADOT fiscal year when new 5310 funding was available.

Williams Case Study:

The taxi voucher service in Williams has provided valuable information regarding the effectiveness of the program in areas where long trips are needed. In FY16, NAIPTA paid Williams Taxi Company \$26,828 to provide service to 22 eligible clients in Williams. These 22 clients are a part of the total 53 clients in the County. Approximately half of the trips were to and from the City of Flagstaff. The County Taxi Voucher Program pays \$30 for these rides, although the metered fare ranges from \$95 to \$120 for these trips; the remaining fare is up to the passenger to pay. Sometimes clients are able to pool their rides and use multiple vouchers to pay for a trip but when this is not possible the out-of-pocket costs are prohibitive.

City and County Taxi Voucher Programmatic Issues Summary:

- Unstable funding
- Not cost effective for long rides
- Inequity between programs, for County residents' vouchers are free while City residents pay
- Monthly taxi voucher caps differ between programs
- Costs expand based on demand and number of eligible clients; 11% of County population has a disability according to 2013 American Community Survey
- Hard to get taxis to participate because of delayed payment and reporting due to paper system
- Limited accessible vehicles in taxi fleets

Modifications to Consider

Program Simplification:

There are several arguments for combining elements of the Taxi Voucher programs and ADA Plus program. First, the purpose of all three programs is to provide a level of service above and beyond the requirements of ADA. In the City of Flagstaff, providing a taxi ride cost \$10.84 per trip. A paratransit trip costs \$41 per trip. While expanding the service does not necessarily result in a one for one trade between programs, as the taxi service is much more flexible and an increase in ridership should be expected, moving a portion of Mountain Lift trips to taxi vouchers has a positive impact on the budget which creates additional capacity for increased number of taxi voucher trips.

However, this savings is not applicable for county areas as there is no paratransit service outside of the City of Flagstaff. Another important note is the City of Flagstaff has a dedicated sales tax which provides stable funding where the County relies on general fund transfers to match the federal share of the program. Additionally, as described above, taxi service in Williams demonstrates that taxis may not be the best available option for trips of greater distance.

Each of these three programs is funded in part with ADOT Section 5310 monies. Because the programs are separate, each programs budget is programmatically restricted and not flexible to meet overall mobility demands between the programs. Upon review of other 5310 applications, it appears



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other locations throughout Arizona are applying broadly for ADA Plus and using funds for a variety of programs under that title. Simplification of the 5310 application by combining the ADA Plus with Taxi Voucher Program(s) will simplify bookkeeping and allow for more flexible use of money to meet needs. Data can still be tracked by mode and geography in order to evaluate future service changes and ensure City or County local match is appropriately allocated.

Another approach to securing the programs is partnering with private and no-profit industries with a stake in transportation. NAIPTA recently joined Flagstaff Medical Center and North County Health Care in the AZ Partnership for Healthy Communities Collaborative Planning Institute to help address getting people to their medical appointments.

In order to create a modified or combined taxi program, a new fare and service limit structure will be needed because each program is structured differently.

Mobility Management Moving Forward

The main question for the Board of Directors is: do you want to be involved at this early stage of analysis or would you rather have refined programs ready for implementation brought forth for approval? This taxi voucher example ties directly to other mobility management opportunities because technology is rapidly changing the way transit authorities are providing service, meeting 1st and last mile demands, and partnering with the private sector. For example, NAIPTA has had multiple conversations regarding potential partnerships with Uber and Lyft. There has also been significant interest from the community regarding a bike share program that has been spurred by the parking meters. Other transit agencies help to establish carpool programs and volunteer driver programs, both of which may be viable solutions to affordability issues demonstrated with existing Williams' area service. Understanding how to best present and involve the Board in such discussions is important so staff can respond accordingly.

TAC DISCUSSION:

The TAC agreed that this was a good discussion at the Board level as the example gets to issues regarding implementing guiding principles, balancing goals versus spending, managing demand with a growing eligible population, and issues regarding long-term funding sustainability. These are higher policy items that need the Boards attention.

ALTERNATIVES:

- 1) Engage in programmatic work sessions. Likely, this would require a monthly 2-4-hour meeting in addition to regularly held Board Meetings.
- 2) Direct staff to work though programmatic elements internally and bring forward recommendations ready or near ready for implementation.
- 3) Expand annual Advance into bi-annual Strategic Advance with full day, intensive workshops.



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FISCAL IMPACT:

Changes to the ADA Plus, City and Taxi Voucher Programs will have fiscal impacts as the programs are currently matched with different local funds. Changes would also have impacts on specific program budgets, however the goal of changes is to provide a greater level of flexibility and service at no overall changes to NAIPTA expenses. As specific recommendations are evaluated, a greater level of fiscal impact analysis will be conducted and shared with the Board.

Direction regarding methods of programmatic involvement from the NAIPTA Board of Directors have minimal impact of the budget.

SUBMITTED BY:

APPROVED BY:

Kate Morley
Mobility Planner

Jeff Meilbeck
CEO and General Manager

ATTACHMENTS:

City Taxi Voucher Guidelines	-pages 30-33
Coconino County Taxi Voucher Guidelines	-pages 34-37
Coconino County Taxi Voucher Monthly Ridership Report August 2016	-page 38



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MOUNTAIN LIFT TAXI VOUCHER PROGRAM

WHAT IS THE MOUNTAIN LIFT TAXI VOUCHER PROGRAM?

The Mountain Lift Taxi Voucher Program is a taxi voucher subsidy program for Mountain Lift clients. The purpose of this program is to provide a transportation alternative that is within the control of the client, is flexible and relatively affordable. This program is not intended to serve all people or all trips but to give clients another option. Wheelchair users and those needing special assistance may need to access a different program and are encouraged to contact the NAIPTA office for more information.

WHO IS ELIGIBLE?

Mountain Lift clients who reside within Flagstaff city limits are eligible to participate in this program after six months of Mountain Lift eligibility.

WHAT ARE TAXI VOUCHERS?

A taxi voucher is a subsidized form of payment for a taxi ride which begins or ends within Flagstaff city limits. All vouchers expire 30 days from the date of purchase. Each voucher is preprinted with the participant name, participant identification number, expiration date and a maximum voucher value of \$10.00 or \$15.00. There are spaces to write in the pick-up and drop off address, number of passengers, date and time, metered fare amount, number of miles for the one way trip and trip purpose. The participant and the driver must sign each voucher.

HOW DO I PURCHASE TAXI VOUCHERS?

In order to purchase taxi vouchers please call 928-679-8911.

Participants whose last name begins with the letters A through K may place their order once per month (30 days) on a Tuesday or Thursday from the 1st through the 15th of the month.

Participants whose last name begins with the letters L through Z may place their order once per month (30 days) on a Tuesday or Thursday from the 16th through the 31st of the month.

Participants may purchase the following:

Quantity	Value	Client Cost per Voucher	Maximum Client Cost
15	\$10.00	\$2.00 Each	\$30.00
10	\$15.00	\$3.00 Each	\$30.00

OR ANY COMBINATION OF VOUCHERS NOT TO EXCEED \$30 IN COST



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HOW DO I USE A TAXI VOUCHER?

Contact a taxi provider from the list of participating companies to schedule a ride.

Present your Mountain Lift ID card or a picture ID when requested and one voucher. Please be sure the voucher has not expired. Fill out the address at which you are being picked up and the address at which you are being dropped off, as well as the trip purpose. Be sure to sign the voucher either on the front or the back.

The driver should check the expiration date and fill out the number of passengers, trip date, time, miles and fare amount shown on the meter. The driver's signature is also required.

Each voucher may be used for one trip only, which is one origin to one destination. Each time a stop is requested, a new voucher must be presented to the driver.

If the cost of the trip exceeds the value of the voucher, the client is responsible for the remaining amount. A client may offer a tip which is paid to the driver in cash. A customary tip is 15% of the metered fare.

PROGRAM MISUSE

The following constitutes misuse of the voucher program:

- Giving or accepting expired vouchers.
- Giving or accepting more than one voucher per one way trip.
- Using one voucher for a round trip, wait times or interim stops.
- Altered vouchers by either client or driver.
- Refusal by client to pay his/her share of the fare.
- Use of vouchers by anyone other than client designated on the voucher.
- Selling or trading of any voucher.

Misuse of a NAIPTA voucher by a participant or taxi provider will result in a written reminder of the importance of complying with these guidelines. If a participant accrues three violations under this program, s/he may lose the right to participate in the Mountain Lift Taxi Voucher program. Drivers and taxi providers will not be reimbursed for any altered or expired vouchers, wait times, round trips on one voucher or interim stops.

NAIPTA retains the right to modify the Mountain Lift Taxi Voucher program at any time due to budget and /or other constraints.



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GENERAL GUIDELINES AND LIMITATIONS

DIALYSIS TRIPS

An exception to the maximum amount policy is made for participants who are receiving dialysis treatments. Upon request, NAIPTA will provide eighteen \$10 vouchers per month per client to a dialysis center.

TRIP SCHEDULING

Program participants are responsible for arranging their own taxi trips. Vouchers may be used with any of the providers listed on page 4. This list is provided with the first set of vouchers and is updated as needed. To request an updated list, please contact NAIPTA at 928-679-8911.

To arrange a trip, select a taxi provider from the list for each one-way trip. Call the taxi provider to make the reservation, giving the operator as much detail as possible, such as physical assistance required, special physical accommodations, wheelchair or walker transport, guide dog transport. Drivers do not have special training. If a higher level of service is required, participants should call the NAIPTA office for more information.

Most taxi operators can give the passenger an estimate of the cost of the fare.

Participants should not arrange for several taxi providers to pick up for the same trip. Calling several providers, making multiple reservations, and using the first taxi that arrives could result in taxi providers refusing service. Taxi providers are not under contract; participation is voluntary and subject to change.

NAIPTA will not pay for "no-show" fees and program participants are held accountable for their own "no-shows". Participants should inform the taxi provider of any cancellations or schedule changes. Taxi providers may choose not to provide service to people with histories of no-shows.

Participants are required to either **begin or end** their one-way taxi rides in Flagstaff. Interim stops are not permitted in this program nor will NAIPTA pay for taxi "wait" charges. Wait time is when the passenger asks the driver to wait or when the driver begins the meter prior to the participant being in the taxi.

NAIPTA will pay for only one trip as described on the voucher; no other stops may be served with the same voucher. Participants should not give the driver any additional vouchers. Participants are to call 928-679-8927 to report any driver requesting or demanding more than one voucher per each one-way ride.

TAXI PROVIDERS

Participants have a right to expect prompt service from the taxi provider and should request an estimated arrival time. If a taxi provider fails to pick up program participants, participants must work directly with the taxi provider to resolve the issue, or they may want to call a different provider.



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GRATUITY OR BUSINESS FEE

NAIPTA does not pay a gratuity to the taxi provider in addition to the full value of the voucher. The full amount of the voucher is paid to the taxi provider regardless of the actual fare. Any amount above the actual fare, but below the amount of the voucher, should be considered a gratuity or business fee paid to the taxi provider for doing business with the voucher program. It is the participants' decision whether or not to tip the taxi driver.

VOUCHER EXCHANGES/RETURNS

NAIPTA will not accept voucher exchanges or returns. There will be no refunds. If vouchers are not used during the 30-day time period, they expire and should be destroyed. Drivers and taxi providers will not be reimbursed for expired vouchers.

PARTICIPANT RESPONSIBILITY

Participation of Mountain Lift clients and taxi providers in the Mountain Lift Taxi Voucher program is voluntary. It is not the responsibility of NAIPTA to mediate between the Mountain Lift Taxi Voucher passenger and the taxi providers.

PARTICIPANT CODE OF ETHICS

Mountain Lift Taxi Voucher participants shall behave courteously and respectfully at all times. Abusive language, profanity (either in language or gestures), disorderly conduct, or harassment of any kind will not be tolerated. Users exhibiting inappropriate behavior may lose the right to participate in the Mountain Lift Taxi Voucher program.

TAXI PROVIDERS THAT ACCEPT VOUCHERS

All providers listed offer 24 hour service

A Friendly Cab	774-4444
Apex Taxi	779-0000
Hurry Cab	525-3333
Sun Taxi	779-1111
Two Thumbs Up Transportation	255-9060
Williams Taxi	635-1111



Call 928-679-8911 to place a taxi voucher order, or call Randall Biles, Mountain Lift Operations Manager at Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) 928-679-8927 to request additional information.

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COCONINO COUNTY TAXI VOUCHER PROGRAM

WHAT IS THE COCONINO COUNTY TAXI VOUCHER PROGRAM?

The Coconino County Taxi Voucher Program is a taxi voucher subsidy program for Coconino County residents who live outside of Flagstaff city limits and qualify for our Mountain Lift program. The purpose of this program is to provide a transportation alternative that is within the control of the client, is flexible and relatively affordable. This program is not intended to serve all people or all trips but is intended to give clients another option for their trips. Wheelchair users and those needing special assistance may need to access a different program and can contact the NAIPTA office for more information.

WHO IS ELIGIBLE?

Mountain Lift clients who reside outside Flagstaff city limits but within Coconino County are eligible to participate in the Coconino County Taxi Voucher program.

WHAT ARE TAXI VOUCHERS?

A taxi voucher is a subsidized form of payment for a taxi ride which begins or ends within Coconino County. All vouchers expire 30 days from the date of issuance. Each voucher is preprinted with the participant name, participant identification number, expiration date and a maximum voucher value of \$30.00. There are spaces to write in the pick-up and drop off address, number of passengers, date and time, metered fare amount, number of miles for the one way trip and trip purpose. The participant and the driver must sign each voucher.

HOW DO I ORDER TAXI VOUCHERS?

To order taxi vouchers please call 928-679-8911. Participants may order at no charge, up to twelve vouchers per month or 30 days from the last order date. Participants must call each month to order their vouchers as they will not be sent out automatically.

HOW DO I USE A TAXI VOUCHER?

Contact a taxi provider from the list of participating companies to schedule a ride.

Present your Mountain Lift ID card or a picture ID when requested and one voucher. Please be sure the voucher has not expired. Fill out the address at which you are being picked up and the address at which you are being dropped off, as well as the trip purpose. Be sure to sign the voucher either on the front or the back.

The driver should check the expiration date and fill out the number of passengers, trip date, time, miles and fare amount shown on the meter. The driver's signature is also required.

Each voucher may be used for one trip only, which is one origin to one destination. Each time a stop is requested, a new voucher must be presented to the driver.



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If the cost of the trip exceeds the value of the voucher, the client is responsible for the remaining amount. A client may offer a tip which is paid to the driver in cash. A customary tip is 15% of the metered fare.

PROGRAM MISUSE

The following constitutes misuse of the voucher program:

- Giving or accepting expired vouchers.
- Giving or accepting more than one voucher per one way trip.
- Using one voucher for a round trip, wait times or interim stops.
- Altered vouchers by either client or driver.
- Refusal by client to pay his/her share of the fare.
- Use of vouchers by anyone other than client designated on the voucher.
- Selling or trading of any voucher.

Misuse of a NAIPTA voucher by a participant or taxi provider will result in a written reminder of the importance of complying with these guidelines. If a participant accrues three violations under this program, s/he may lose the right to participate in the Coconino County Taxi Voucher program. Drivers and taxi providers will not be reimbursed for any altered or expired vouchers, wait times, round trips on one voucher or interim stops.

NAIPTA retains the right to modify the Coconino County Taxi Voucher program at any time due to budget and /or other constraints.

GENERAL GUIDELINES AND LIMITATIONS

TRIP SCHEDULING

Program participants are responsible for arranging their own taxi trips. Vouchers may be used with any of the providers listed on page 4. This list is provided with the first set of vouchers and is updated as needed. To request an updated list, please contact NAIPTA at 928-679-8911.

To arrange a trip, select a taxi provider from the list for each one-way trip. Call the taxi provider to make the reservation, giving the operator as much detail as possible, such as physical assistance required, special physical accommodations, wheelchair or walker transport, guide dog transport. Drivers do not have special training. If a higher level of service is required, participants should call the NAIPTA office for more information.

Most taxi operators can give the passenger an estimate of the cost of the fare.



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TRIP SCHEDULING CONTINUED

Participants should not arrange for several taxi providers to pick up for the same trip. Calling several providers, making multiple reservations, and using the first taxi that arrives could result in taxi providers refusing service. Taxi providers are not under contract; participation is voluntary and subject to change.

NAIPTA will not pay for “no-show” fees and program participants are held accountable for their own “no-shows”. Participants should inform the taxi provider of any cancellations or schedule changes. Taxi providers may choose not to provide service to people with histories of no-shows.

Participants are required to either **begin or end** their one-way taxi rides in Coconino County. Interim stops are not permitted in this program nor will NAIPTA pay for taxi “wait” charges. Wait time is when the passenger asks the driver to wait or when the driver begins the meter prior to the participant being in the taxi.

NAIPTA will pay for only one trip as described on the voucher; no other stops may be served with the same voucher. Participants should not give the driver any additional vouchers. Participants are to call 928-679-8927 to report any driver requesting or demanding more than one voucher per each one-way ride.

TAXI PROVIDERS

Participants have a right to expect prompt service from the taxi provider and should request an estimated arrival time. If a taxi provider fails to pick up program participants, participants must work directly with the taxi provider to resolve the issue, or they may want to call a different provider.

GRATUITY OR BUSINESS FEE

NAIPTA pays a 15% fee on fares up to the \$30.00 value of the voucher to the taxi provider. It is the participant’s decision to tip or not tip the taxi operator. Whether the fee paid by NAIPTA is passed on to the taxi operator is a business decision between the operator and employer.

VOUCHER EXCHANGES/RETURNS

NAIPTA will not accept voucher exchanges or returns. There will be no refunds. If vouchers are not used during the 30-day time period, they expire and should be destroyed. Drivers and taxi providers will not be reimbursed for expired vouchers.

PARTICIPANT RESPONSIBILITY

Participation of Mountain Lift clients and taxi providers in the Mountain Lift Taxi Voucher program is voluntary. It is not the responsibility of NAIPTA to mediate between the Coconino County Taxi Voucher passenger and the taxi providers.



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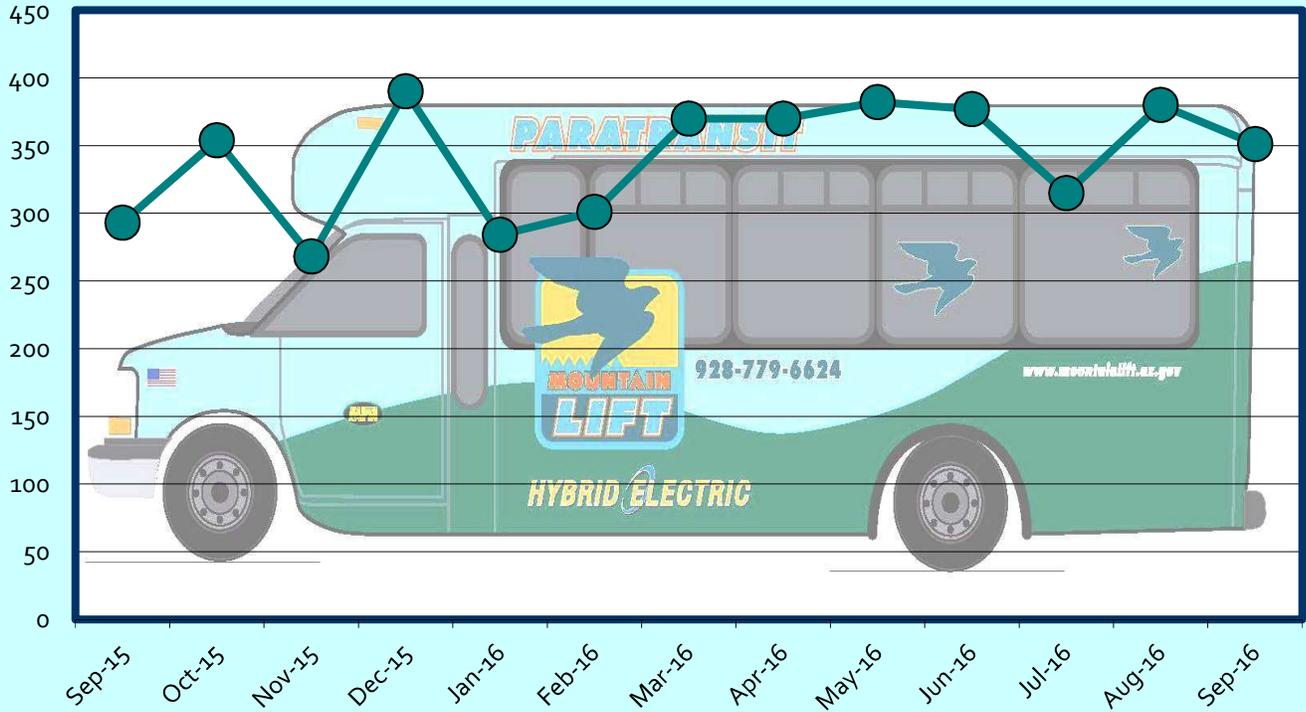
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Mountain Lift Taxi Voucher Programs - September

City Taxi Voucher Use



County Taxi Vouchers

