

# 2024



## MetroPlan & Mountain Line

### Coordinated Public Transit - Human Services Transportation Plan



**MetroPlan**  
**&**  
**Mountain Line**

**Coordinated Public Transit -**  
**Human Services**  
**Transportation Plan**

Adopted by the MetroPlan Executive Board on April 4, 2024

*Prepared by*

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**Doing business as MetroPlan**

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Adopted by the Mountain Line Board of Directors April 17, 2024

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### **Introduction**

Transportation is a vital part of our lives that keeps us connected to our neighborhoods, employment, shopping, education, health care, recreation, community services, family, friends, and many other services and activities outside of our homes.

For a segment of the population, particularly individuals with disabilities, older adults, and people with low incomes, maintaining a basic level of mobility can be a challenge.

Considerable resources are committed to our transportation infrastructure and systems; however, transportation services for disadvantaged populations are often fragmented, underused, duplicative, costly, and difficult to navigate. In many cases there are service gaps and transportation services are simply not available to meet existing needs.

When transportation services are coordinated, providers can be more efficient, services are improved, and mobility for all residents is enhanced.

### **Purpose**

Coordination is the efficient and effective use of transportation resources for getting people to important destinations, such as jobs and medical appointments. Coordination means working with transit providers, human service agencies, private institutions, businesses, volunteers, and political leaders to broaden transportation options for all users, particularly those in vulnerable populations who require an ADA (Americans with Disabilities Act) vehicle.

Beginning in 2007, all Metropolitan Planning Organizations (MPOs) and Councils of Governments (COG's) in Arizona were required to adopt and annually update a Coordination Plan that inventories existing transportation services for elderly individuals, individuals with disabilities, and low-income individuals, identifies unmet transportation needs, and provides strategies for improving coordination to meet those needs.

The plan must be developed and approved through a process that includes seniors, people with disabilities, and transportation providers, among others. The plan must also be coordinated, to the maximum extent possible, with the transportation programs of other federal departments and agencies.

This document serves two purposes:

First, it serves as a framework to improve coordination among transportation service providers and human service agencies to enhance transportation services for disadvantaged populations.

Second, this document meets federal requirements for a “locally developed, coordinated human services transportation plan” –that includes the following elements:



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- An inventory of available services and resources including transportation providers and their services, fleet inventories and availability, and key human service programs and how transportation is provided to those human service clients;
- An assessment of transportation needs for targeted groups of people, including supporting demographic and employment data;
- An evaluation of areas of redundant transportation service and gaps in service;
- Identification of coordination actions and strategies to eliminate or reduce duplication in services, to improve customer access to services and to improve utilization of resources;
- Priorities for projects, strategies, and actions (including vehicle replacement plans); and,
- An annual listing of projects eligible for funding in the region

### **Benefits of coordination**

- Improves mobility for everyone
- Makes public transportation more efficient
- Closes gaps in service
- Eliminates duplication of efforts and service
- Allows human service agencies to focus efforts and resources on their core mission
- Provides better service with the same or less resources

### **Local roles and responsibilities**

#### ***Coordinated Mobility Council***

The Mountain Line/MetroPlan Coordinated Mobility Council (CMC) serves as the regional Coordinating Council and provides direction to the MetroPlan Executive Board and Technical Advisory Committee and the Mountain Line Board and Transit Advisory Committee on mobility management and coordination. The CMC is responsible for updating and maintaining the Coordinated Plan, setting regional priorities for mobility management, and determining which projects are funded through the Section 5310 grant program. Participants include representatives from City of Flagstaff, Coconino County, Flagstaff Unified School District, NAU, 5310 recipients, human service agencies, paratransit riders, and general public.

#### ***MetroPlan***

The Flagstaff Metropolitan Planning Organization (FMPO) was formed in 1996. The FMPO is doing business as MetroPlan. Throughout this document, MetroPlan will be used. MetroPlan is the transportation policymaking and planning organization for the Flagstaff region, in response to a federal requirement for urbanized areas with a population greater than 50,000. MetroPlan receives funding from federal, state, and local sources, and oversees the

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expenditure of federal transportation funds in conjunction with the agencies that comprise MetroPlan: The City of Flagstaff, Coconino County, Mountain Line, Northern Arizona University, and the Arizona Department of Transportation.

ADOT requires MPOs to prepare and adopt the Coordination Plan. MetroPlan and Mountain Line have established a joint partnership in the preparation and implementation of the Coordinated Plan.

### ***Mountain Line***

The Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) is transitioning to its public facing name, Mountain Line. Mountain Line was created in 2006 as a regional transportation authority to coordinate public transportation for Flagstaff and Northern Arizona University. Mountain Line operates the fixed route bus service on nine routes, paratransit service, vanpool, and seasonal Mountain Express service to Arizona Snowbowl.

Mountain Line’s experience and capacity as the region’s transit provider make it well-suited to lead coordination efforts in the Flagstaff area and guide implementation of this plan.

### ***NACOG***

The Northern Arizona Council of Governments (NACOG) is the regional transportation planning organization that is comprised of municipal, county, and tribal governmental entities throughout northern Arizona in Coconino, Apache, Navajo, and Yavapai Counties. Within its region, NACOG has responsibility for preparation and adoption of its own Coordination Plan. However, because many local human service providers located in Flagstaff serve more of northern Arizona than just the MetroPlan region, and because the need for human service transportation services extends beyond the MetroPlan region, it is important for MetroPlan, Mountain Line and NACOG to coordinate their planning efforts.

## Planning Process

### Coordination Plan preparation, review, and adoption

This Plan has been updated as a joint partnership of MetroPlan and Mountain Line. The Plan was developed in collaboration with Coordinated Mobility Council (CMC). In February 2017, the CMC worked to identify gaps in transportation services. In May 2018, the CMC participated in a group brainstorming activity to identify potential strategies to fill the previously identified gaps. In August 2018, the CMC evaluated the proposed strategies, discussed roles and responsibilities, and action items for the strategies. In November 2018, the CMC finalized ranking and prioritization ratings for projects, these items were added to the Plan’s update.

ADOT requires a major revision of the Plan every four years. In interim years, a brief update or minor amendment is expected to address the following:

- Note any changes to coordination approach, strategies, or priorities.
- Maintain and update current information on transportation providers in the region.
- Include an updated list of projects submitted as part of the Section 5310 grant process.

In this way the Plan is the primary working document of the Coordinating Council.

### Related plans

- **Northern Arizona Mobility and Coordination Mountain Mobility Business Plan 2015-2019**  
This Mountain Line document provides direction and specific tools to implement the vision of the Coordination Plan. This plan was adopted in 2013.
- **Five-Year Transit Plan**  
Mountain Line’s current Five-Year Transit Plan was completed and adopted in December of 2017 and serves as the guiding document for fixed-route transit, paratransit, and supporting service planning in the region.
- **Flagstaff Regional Plan**  
The Flagstaff Regional Plan is the overarching policy document that guides land use and transportation decisions for the Flagstaff region. The Plan was adopted by the City and County, and ratified by the voters, in 2014.
- **Regional Transportation Plan**  
The Regional Transportation Plan (RTP), which was adopted in 2017 by the MetroPlan Executive Board, identifies and prioritizes future transportation investments in the Flagstaff region for driving, riding the bus, walking, biking, and moving goods. A federal and state requirement to receive transportation funding, the RTP evaluates the cost and



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effectiveness of projects for each major travel mode, as well as addressing the relationships between land use, transportation, the economy, and the environment.

- **Coconino County Community Health Improvement Plan**

The Coconino County Community Health Improvement Plan (CHIP) comprises of goals and strategies to address health related issues in Coconino County. In 2013, the Community Health Assessment (CHA) addressed three priorities: access to care, chronic disease, and injury prevention. The CHIP provides a strategic action plan for the community health improvement process. The CHIP Update 2016 document describes the public health system partners who were engaged, the process used, and dynamic action plan created to implement the CHIP.

## **Regional Context**

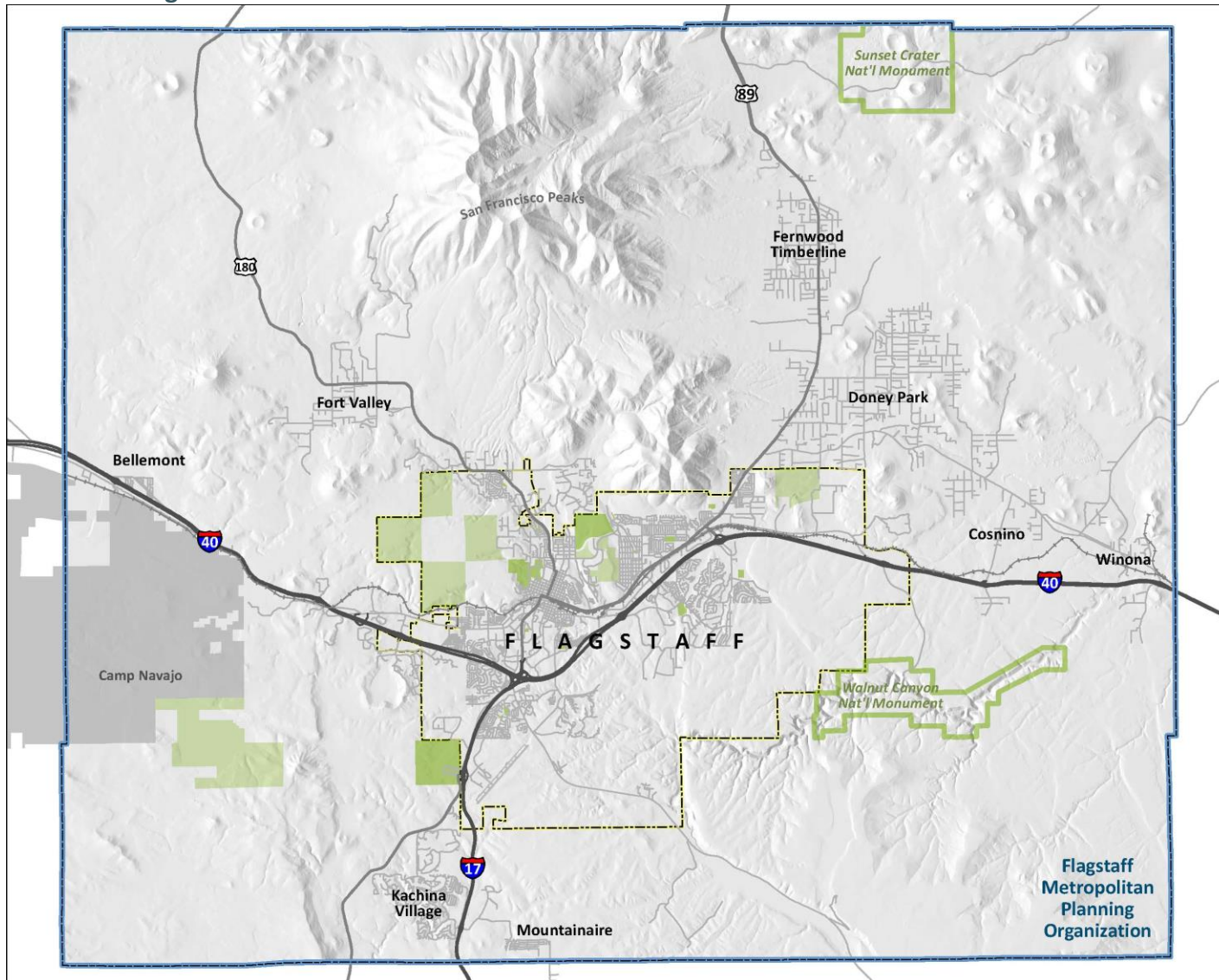
### **The MetroPlan region**

The Flagstaff Metropolitan Planning Organization area covers 525 square miles in northern Arizona and lies entirely within the boundary of Coconino County. Flagstaff, with a population of 76,831 in 2020, is the principal and only incorporated city in the MetroPlan area. The MetroPlan area also includes a number of surrounding unincorporated communities, including Fort Valley, Bellemont, Kachina Village, Mountaineer, Doney Park, Fernwood-Timberline, Cosnino, and Winona. These unincorporated areas add approximately 22,000 people, to bring the total population for the MetroPlan region to about 98,000.

The area is served by several major transportation corridors. Interstate 40 traverses the region east-west, and Interstate 17 connects south to Phoenix. U.S. Highway 89 extends north to Page, Lake Powell, and Utah, while U.S. Highway 180 travels north to the Grand Canyon. State Highway 89A runs south to Sedona through Oak Creek Canyon.

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Map 1: The MetroPlan Region



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## Demographics

### ***Census geography***

Census information is not available for the precise MetroPlan boundary. Demographic information presented here is derived from the Census block groups that comprise the MetroPlan region, which includes an area that is somewhat larger than the city of Flagstaff. This larger area includes two communities – Mormon Lake and Munds Park – that are outside of the MetroPlan boundary, but otherwise the area outside the MetroPlan area is not heavily populated. In addition, certain demographic information noted in this plan is only available for the Flagstaff County Census Division (CCD), which comprises of communities outside of the MetroPlan area, including Munds Park, Mormon Lake, Forest Lakes, and the Coconino County portion of Sedona. For comparative purposes, demographic information for Arizona and the United States are also included.

### ***Population***

Historic population numbers for Flagstaff and the MetroPlan area are listed below in Table 1. Growth in population for both geographies has been significant in the past 25 years.

**Table 1: Population, land use, density**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD</i>
Total population 2020	76,831	97,227
Total population 2010	65,870	87,419
Total population 2000	52,894	71,205
Total population 1990	45,837	data not available*
Area (square miles)	64	4,722
Persons/square mile 2021	1,200	20.6

Source: 2010, 2000, 1990 Census, 2020 Population Estimates

\*FMPO was not formed until 1996 – Flagstaff qualified as an urbanized area in 1995 with a total population of 53,355 which led to the creation of the FMPO

Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.

### ***Vehicle availability and travel time***

2.8 percent of occupied housing units in Flagstaff have no vehicles available, and for the MetroPlan region, 3 percent have no vehicles available. Both numbers are equal to or lower than the entire state and the country.

Mean travel time to work in Flagstaff is significantly less than that of Arizona and the United States.

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**Table 2: Occupied housing units with no vehicles available; travel time to work**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD</i>	<i>Arizona</i>	<i>United States</i>
Occupied housing units	26,632	26,632	2,705,878	126,817,580
No vehicles available	760.6	896.7	82,036.8	6,392,142.45
Percent	2.8	3.0	3.0	5.0
Mean travel time to work	15.4	15.4	25.8	26.9

Source: American Community Survey Five-Year Estimate 2016-2020

\* Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.

**Poverty status**

Flagstaff’s poverty rate of 16.6 percent and 13.9 percent for the Flagstaff CCD. Both are higher than or comparable to the Arizona rate of 14.1 percent and the national rate of 12.8 percent.

**Table 3: Poverty status in the past 12 months**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD</i>	<i>Arizona</i>	<i>United States</i>
Population base*	76,831	101,822	7,151,502	331,449,281
Population below poverty level	12,753	11,653	1,008,361	42,425,507
Percent	16.6	13.9	14.1	12.8

\*The population base for which poverty status is determined does not include unrelated individuals under 15 years of age, people living in college dormitories, or individuals living in institutional group quarters

Source: American Community Survey Five-Year Estimate 2016-2020

\* Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.

**Income and unemployment**

Median household income for the City of Flagstaff is slightly less than the state of Arizona. For the region, median household income is higher than the state, and about the same as the United States.

Unemployment rates for the region is higher than those of Arizona and the nation while the rates for the City are consistent with that of the state and nation.

**Table 4: Income and unemployment**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD*</i>	<i>Arizona</i>	<i>United States</i>
Median household income	58,685	63,405	61,529	64,994
Unemployment rate	5	7	5.8	5.4

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Source: American Community Survey Five-Year Estimate 2015-2019

\* Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.

### **Age**

Flagstaff is a youthful community, due in part to the presence of Northern Arizona University. Flagstaff has a higher percentage of residents in the 18 and over age bracket than Arizona and the entire country (81.8 percent compared to just over 77 percent).

Flagstaff also has a much lower percentage of older residents. The population of Flagstaff in the 65 and older bracket is significantly less than the percentage for the United States. However, the Flagstaff CCD has a slightly higher percentage of residents in the 65 and older age bracket than the city of Flagstaff, indicating that a higher percentage of older residents are living in rural areas outside of the city of Flagstaff.

**Table 5: Population by age group – percent**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD*</i>	<i>Arizona</i>	<i>United States</i>
Under 5 years of age	4.7	4.7	6.0	6.0
Under 18 years of age	18.4	18.2	22.9	22.4
18 years and over	81.6	81.8	77.1	77.6
Age 65 years and older	8.8	12.1	18.3	16.0
Median age	24.9	29.5	37.9	38.2

Source: American Community Survey Five-Year Estimate 2015-2019

\* Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.

### **Disability status**

Disability status for the population is summarized in Tables 6 through 8 on the following page.

A total of 10.4 percent of the civilian population in Flagstaff has a disability. This is lower than the percentage for Arizona and the United States. For the FMPO, the percentage is the same as Flagstaff which is significantly less than the state and nation.

About 3,500 residents of the Flagstaff CCD, representing about 4.0 percent of the population, have ambulatory difficulty.

City and regional percentages for disability status track closely with state and national percentages.

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**Table 6: Disability status**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD</i>	<i>Arizona</i>	<i>United States</i>
Population	76,831	101,822	7,151,502	331,449,281
With a disability	7,990	10,589	943,998	42,094,058
Percent	10.4	10.4	13.2	12.7

Source: American Community Survey Five-Year Estimate 2015-2019

\* Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.

**Table 7: Percentage of the population with a disability status by type**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD*</i>	<i>Arizona</i>	<i>United States</i>
With a disability	10.4	10.4	13.2	12.7
With a hearing difficulty	2.3	2.8	4.1	3.6
With a vision difficulty	1.6	1.6	2.5	2.4
With a cognitive difficulty	4.9	4.5	5.0	5.1
With an ambulatory difficulty	3.7	3.9	7.0	6.8
With a self-care difficulty	1.5	1.5	2.4	2.6
With independent living diff.	4.4	4.2	5.7	5.8

Source: American Community Survey Five-Year Estimate 2015-2019

\* Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.

**Table 8: Percentage of the population with a disability status by age group**

	<i>City of Flagstaff</i>	<i>Flagstaff CCD*</i>	<i>Arizona</i>	<i>United States</i>
Under 5 years of age	0.0	0.7	0.8	0.7
Age 5 to 17 years	4.1	3.5	5.5	5.7
Age 18 to 34 years	8.0	7.7	7.1	6.6
Age 35 to 64 years	13.0	11.4	12.9	12.5
Age 65 to 74 years	19.0	19.7	24.5	24.4
Age 75 years and over	53.4	44.0	46.3	48.1
Total (all ages groups)	10.4	10.4	13.2	12.7

Source: American Community Survey Five-Year Estimate 2015-2019

\* Flagstaff County Census Division (CCD) is larger than the FMPO but smaller than all of Coconino County. Could not receive MetroPlan data for this demographic.



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*Photo of Mountain Line’s Travel Training Program*

### **Origins and destinations**

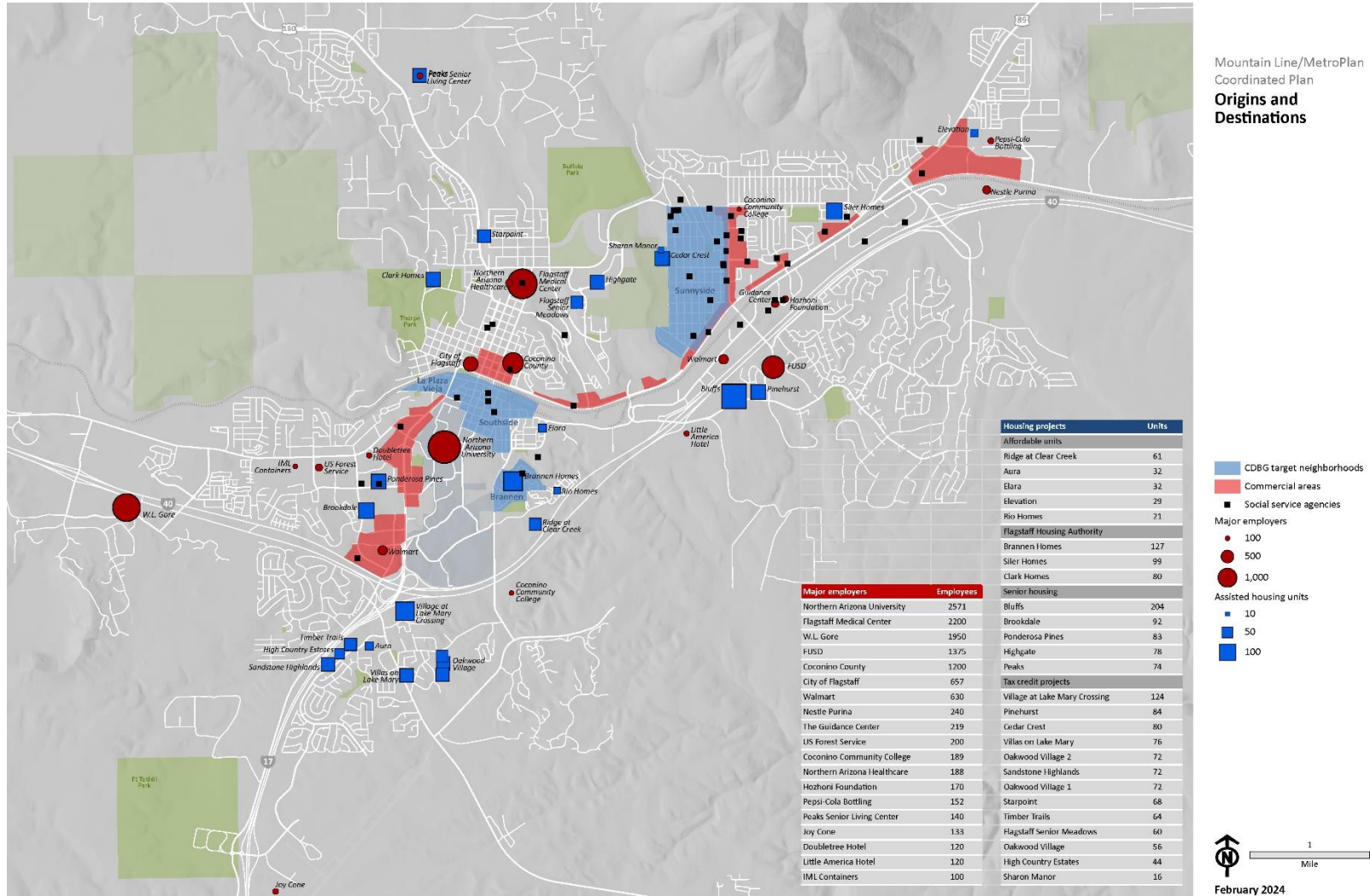
This section documents significant origins and destinations in the Flagstaff area for seniors or people with disabilities.

#### ***Origins and Destinations***

Locations where travel originates in Flagstaff include low-income rental housing developments managed by the Flagstaff Housing Authority, assisted living facilities for seniors, and low-income tax credit apartment projects. In addition, there are four neighborhoods in Flagstaff where more than 50 percent of the population is low or moderate income. Travel destinations include large employers, commercial areas, medical facilities and clinics, and human service agencies. Significant origins and destinations are depicted on Map 2.

# MetroPlan & Mountain Line Coordinated Public Transit – Human Services Transportation Plan

Map 2: Origins and destinations



**MetroPlan & Mountain Line  
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## Transportation Inventory

### Existing transportation services and resources in the Flagstaff region

Fixed-route Public Transit				
<b>Mountain Line   Mountain Line</b>				
Description			Contact	
Mountain Line provides public transit service on eight fixed routes, throughout the City of Flagstaff. Most routes operate on 30-minute frequencies during peak hour and on 60-minute frequencies before and after peak hour. Mountain Line also includes one high-frequency service, route 10, with 8 – 15 minute headways along a fixed and dedicated route between downtown Flagstaff, Northern Arizona University campus, and the Woodlands Village neighborhood.			Mountain Line 3773 North Kaspar Drive Flagstaff, Arizona 86004 928-779-6624   transportation@mountainline.az.gov	
Service area	Hours	Eligibility	Fare	Fleet
City of Flagstaff	M-F: 5:45am-10:00pm Sa-Sun: 7:15am-8:00pm	General public	\$1.25 adult \$0.60 sr/disabled/youth	Gillig hybrid-electric buses (28-passenger)
<b>Campus Shuttle   Northern Arizona University</b>				
Description			Contact	
Northern Arizona University’s Campus Shuttle Services provides free bus service on three routes on NAU’s campus with 21 stops. A portion of the route follows the Mountain Line route 10 through campus and uses the same stops, to allow for direct connectivity between the two systems. Buses operate on 3 to 5 minute headways during peak hours (7:00 am to 4:30 pm), 15 minute headways from 4:30 to 9:00 pm, and 30 minute headways from 9:00 to 11:00 pm. Campus Shuttle Services provided 1.6 million rides during the 2016-2017 academic year. NAU’s SafeRide provides service between campus and downtown Flagstaff on Thursday, Friday, and Saturday nights from 9:00 pm to 2:00 am. This service makes stops at four locations on campus, and one in downtown Flagstaff.			NAU Parking Services 113 West Dupont Avenue Flagstaff, Arizona 86011 928-523-1182   erin.stam@nau.edu	
Service area	Hours	Eligibility	Fare	Fleet
NAU campus	NAU in session: M-Th: 7:00am-11:30pm, F: 7:00am-5:00pm NAU not in session: M-F 7:00am-5:00pm, NAU Safe Ride: 9:00 pm – 2:00am	NAU students, staff, and faculty with ID	Free	8 coaches and 12 cutaway vehicles. The cutaway vehicles include wheelchair lifts.

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Paratransit Service				
Mountain Line Paratransit   Mountain Line				
Description			Contact	
Mountain Line Paratransit is Mountain Line’s complementary curb-to curb paratransit service for persons with disabilities who are unable to use Mountain Line fixed-route service. Trips can be made to and from locations within 3/4 mile of a Mountain Line route.			Mountain Line 3773 North Kaspar Drive Flagstaff, Arizona 86004 928-779-6624   transportation@mountainline.az.gov	
Service area	Hours	Eligibility	Fare	Fleet
City of Flagstaff	M-F 5:45am-10:00pm Sa-Sun: 6:15am-8:00pm	Persons with disabilities General public (when space is available)	\$2.25 one way \$5.50 one-way, non-ADA or outside 3/4 mile	Paratransit
Mountain Line GO!				
Description			Contact	
This service is a microtransit service serving the Huntington and Industrial corridor and surrounding bus stops, including Walmart and Mall Connection Center. Microtransit is a flexible, on-demand transportation solution where rides can be booked on-demand via a website, app, or calling option. This is a targeted service focusing on serving Flagstaff’s most vulnerable populations including older adults, low-income and people with disabilities, and provides the necessary access to essential services such as The Guidance Center, North County, Flagstaff Shelter Services, Flagstaff Housing Authority, and reach jobsite and interview locations like Good Will Employment Center and Walmart.			Mountain Line 3773 North Kaspar Drive Flagstaff, Arizona 86004 928-779-6624   transportation@mountainline.az.gov	
Service area	Hours	Eligibility	Fare	Fleet
City of Flagstaff – Huntington and Industrial Corridor	M-F: 7am – 6pm Sa-Sun: 7am – 6pm	General public	\$1 one-way	Paratransit
Taxi Programs   Mountain Line				
Description			Contact	
Mountain Line offers two taxi programs, City and County, in the MetroPlan boundary for paratransit eligible clients. Please call for more info.			Mountain Line 3773 North Kaspar Drive Flagstaff, Arizona 86004 928-779-6624   transportation@mountainline.az.gov	

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Service area	Hours	Eligibility	Fare	Fleet
Flagstaff Metropolitan Planning Organization	Anytime	Mountain Line Paratransit Clients	Taxi fares	Local taxi companies
<b>Disability Resources   Northern Arizona University</b>				
Description			Contact	
NAU’s Disability Resources provides free transportation on campus for students with disabilities. This service complements fixed route shuttle service on campus.			Northern Arizona University PO Box 5633 Flagstaff, Arizona 86011 928-523-8773   dr@nau.edu	
Service area	Hours	Eligibility	Fare	Fleet
NAU campus	M-F: 7:00am-10:00pm	Students with disabilities	Free	One low-floor cutaway bus with an accessible ramp

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Regional Transit				
<b>Navajo Transit System   Navajo Nation</b>				
Description			Contact	
Navajo Transit System is operated by the Navajo Nation tribal government on 18 fixed routes throughout the Navajo Nation, which covers 27,000 square miles in Arizona, New Mexico, and Utah.			Navajo Transit System PO Drawer 1330 Window Rock, Arizona 86515 928-729-4002   lbigwater@navajotransit.com	
Service area	Hours	Eligibility	Fare	Fleet
Navajo Nation, plus service to Bluff and Blanding (Utah), Gallup and Farmington (New Mexico) and Flagstaff	M-F: 5:00am-7:00pm	General public	\$2.00 per day	7 mid-sized buses, and 4 vans. A 30-passenger, accessible coach is used on Route 11 to Flagstaff
<b>Hopi Senom Transit System   Hopi Tribe</b>				
Description			Contact	
Hopi Senom runs 4 deviated fixed routes per day servicing the areas of Keams Canyon, Flagstaff, Kykotsmovi, and Winslow. Each route runs two trips a day on weekdays, no service on weekends.			Hopi Senom Transit PO Box 123 Kykotsmovi, Arizona 86039 928-734-3231   jpolingumptewa@hopi.nsn.us	
Service area	Hours	Eligibility	Fare	Fleet
Hopi Reservation, Flagstaff, Tuba City	M-F: 8:00am-5:00pm	General public	\$2.00 one-way Vets ride free.	23-passenger Arboc bus, two 15-passenger El Dorado buses, and a 15-passenger van.
<b>Mountain Line Vanpool   Mountain Line</b>				
Description			Contact	
Mountain Line has a turnkey contract with Enterprise Rideshare for vanpool services. Vanpool service can be for any route with an origin or destination in Coconino County. Groups consist of 5 – 14 people.			Mountain Line 3773 N. Kaspar Dr. Flagstaff, AZ 86004 928-779-6624	
Service area	Hours	Eligibility	Fare	Fleet
Coconino County	Anytime	5+ people commuting together	Lease price based on mileage; Mountain Line	Enterprise Rideshare provides a variety of 7-14 passenger vehicles.



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			provides \$400 monthly subsidy.	
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**Shuttle Services**

**Groome Transportation**

Description		Contact		
<p>Groome Transportation, formally Arizona Shuttle, is a private company that operates shuttle service to various destinations from Flagstaff, Phoenix, Sedona, and Tucson. The company’s schedule includes 13 daily trips to Phoenix, with stops at Camp Verde, Phoenix Denny’s on Bell Road, and Sky Harbor Airport; Daily trips to Sedona; Daily trips to the Grand Canyon via Williams.</p> <p>There are three pick-up points in Flagstaff, depending on the route: the Groome Office, Amtrak/Visitor Center downtown, and NAU north campus.</p> <p>Some vehicles have a lift and wheelchair tie-downs, and the company can accommodate travelers with disabilities but asks that reservations be made at least 48 hours in advance.</p>		<p>Groome Shuttle 1840 West Kaibab Lane Flagstaff, Arizona 86001 928-226-8060   <a href="mailto:dvavala@arizonashuttle.com">dvavala@arizonashuttle.com</a></p>		
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff to Phoenix, Camp Verde, Sedona, Williams, and Grand Canyon	1:50am-11:40pm (depending on route)	General public	\$25 to \$45 one way	A variety of vehicles, from vans to buses with seating for 29 passengers

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Shuttle Services (continued)				
Inspire Shuttle				
Description			Contact	
Private company provides van rides between Flagstaff and Phoenix, and Sedona and Flagstaff. Rides are booked in advance.			(928) 699-4228 www.inspireshuttle.com	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff to Phoenix, Flagstaff to Sedona	8:00am-3:30pm	General public	\$45 to \$60 one way	Passenger van
Hopper Shuttle				
Description			Contact	
Private company provides van rides to and from the Grand Canyon. Rides booked in advance.			928-890-4131 arizonahopper@outlook.com www.arizonahopper.com	
Service area	Hours	Eligibility	Fare	Fleet
To and from, Flagstaff, Williams, Valle, Tusayan.	Opening 1 <sup>st</sup> of August	General public	\$15-40	Passenger van
Intercity Bus and Rail				
Amtrak				
Description			Contact	
Amtrak’s Flagstaff station is located in downtown Flagstaff on the south side of Route 66, between San Francisco and Beaver Streets. The facility is located in the historic train station, which Amtrak shares with the Flagstaff Visitor Center. Amtrak’s Southwest Chief passenger service stops in Flagstaff twice daily, with one westbound and one eastbound train.			Amtrak 1 East Route 66 Flagstaff, Arizona 86001 928-774-8679   www.amtrak.com	
Service area	Hours	Eligibility	Fare	Fleet
Nationwide	Westbound: 8:57pm Eastbound: 4:41am	General public	Varies	Passenger train
Greyhound				

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Description			Contact	
Greyhound Lines maintains a station on Butler Avenue near the Whole Foods and the Aspen Place commercial development. Greyhound’s daily schedule from this station include 5 buses southbound to Phoenix, 3 buses eastbound to Albuquerque, with stops at Holbrook, Gallup, and Grants, and 2 buses westbound to Las Vegas with stops at Kingman, Bullhead City, and Henderson. Accessible accommodations are available, including wheelchair lift-equipped buses, upon 48-hour notification.			Greyhound Lines 880 East Butler Avenue Flagstaff, Arizona 86001 928-774-4573   www.greyhound.com	
Service area	Hours	Eligibility	Fare	Fleet
Nationwide	10:00am-5:00am	General public	Varies	Passenger coach
<b>FlixBus</b>				
Description			Contact	
FlixBus provides affordable bus travel within the US. Routes from Flagstaff travel to Phoenix and Tucson. There is one trip per day to Phoenix and Tucson. Accessible accommodations are available upon request.			FlixBus Flixbus.com	
Service area	Hours	Eligibility	Fare	Fleet
Nationwide	Varies	General public	Varies	Passenger coach
<b>Non-emergency Medical Transportation</b>				
<b>Guardian Medical Transport</b>				
Description			Contact	
Guardian is an emergency medical transportation provider (ambulance service), but also offers door-through-door non-emergency medical transportation in Flagstaff when medically necessary.			Guardian Medical Transport 1200 North Beaver Street Flagstaff, Arizona 86001 928-773-2145	
Service area	Hours	Eligibility	Fare	Fleet
Northern Arizona	24/7	Non-ambulatory patients who must be transported by ambulance	Varies	Ambulance
<b>AHCCCS Transportation Services</b>				
Description			Contact	

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Statewide offers door-thru-door service for seniors, people with disabilities, and non-emergency medical patients in the AHCCCS system throughout most of northern Arizona, including Flagstaff, Prescott, Cottonwood, Sedona, Show Low, Winslow, Page, Tuba City, the Navajo Nation, and the Hopi Reservation.			Contact number on back of AHCCCS card.	
Service area	Hours	Eligibility	Fare	Fleet
Northern Arizona	24/7	Seniors, persons with disabilities, non-emergency medical patients	Varies	Passenger cars, wheelchair, and stretcher-equipped vans
<b>Medstar Medical Transport</b>				
Description			Contact	
Medstar Medical Transport specializes in providing non-emergency long distance trips throughout the United States. They provide hospice transport, stretcher transport, and wheelchair transportation to get to medical appointments and other reasons.			480-894-9555 main line	
Service area	Hours	Eligibility	Fare	Fleet
All of Arizona	24/7	No eligibility requirements. Focused on seniors, persons with disabilities, non-emergency medical patients	Flagstaff to Phoenix \$450 round trip. Local fares available upon request.	ADA vehicles, stretcher vehicles

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<b>Non-emergency Medical Transportation (continued)</b>				
<b>AZ Harmony Med Trans</b>				
Description			Contact	
AZ Harmony provides a variety of transportation service throughout AZ. They provide non-emergency medical transportation, transportation service for organizations and medical facilities, transportation for seniors and those with mobility challenges.			Coconino County Office 251 N. 4 <sup>th</sup> Street, Flagstaff, AZ 86004	
Service area	Hours	Eligibility	Fare	Fleet
All of AZ, bring their clients to the nearest hospital	M – F: 8am – 4pm, dispatch is open later and on weekends. Sometimes will pick up on weekends.	Indian Health AHCCCS and AZ long term care clients	Billing through AHCCCS	No wheelchair accessible van or stretcher van.

<b>Human Service Transportation Providers</b>				
<b>Civic Service Institute at NAU</b>				
Description			Contact	
The Civic Service Institute’s Senior Corps Program uses volunteers, aged 55 and over, to transport home-bound elderly clients for appointments, social and recreational activities, shopping, and errands. Most of the volunteers in the program use their own vehicles; some that do not drive use Mountain Line, Mountain Line Paratransit or arrange other transportation.			Civic Service Institute at NAU P.O. Box 5063 Flagstaff, Arizona 86011 928-523-6585   Erin.Kruse@nau.edu	
Service area	Hours	Eligibility	Fare	Fleet
Northern Arizona	By appointment	Seniors, persons with disabilities	None	Volunteer’s private vehicles

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Human Service Transportation Providers (continued)				
Coconino County Community Services – Senior Services				
Description			Contact	
<p>Coconino County Community Services offers a weekly trip to Flagstaff from the senior center in Williams for shopping and medical appointments. A once-a-month senior outing is also offered. The agency does provide transportation services though mileage reimbursement to 4 volunteer drivers.</p> <p>The agency also subsidizes senior trips on Mountain Line Paratransit and Mountain Line to and from the lunch program at the Thorpe Park Senior and Community Center.</p>			<p>Coconino County Community Services 2625 North King Street Flagstaff, Arizona 86004 928-679-7485</p>	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff and Williams	Varies	Seniors	None	Several vans
Flagstaff Shelter Services				
Description			Contact	
<p>Flagstaff Shelter Services is a non-profit agency that operates an emergency shelter and day productivity center for homeless individuals in east Flagstaff. A high percentage of clients are elderly and/or disabled. The Shelter has two vehicles used to transport clients to overflow shelters.</p>			<p>Flagstaff Shelter Services PO Box 1808 Flagstaff, Arizona 86002 928-225-2533</p>	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff		Homeless individuals	None	2 cutaways
Mountain Line Discount Day Pass Program				
Description			Contact	
<p>NIAPTA provides reduced price passes for the Mountain Line Bus System for human service agencies to purchase for clients. Qualifying agencies are limited to 1500 passes per year.</p>			<p>Mountain Line 3773 North Kaspar Drive Flagstaff, Arizona 86004 928-779-6624   <a href="mailto:transportation@naipta.az.gov">transportation@naipta.az.gov</a></p>	
Service area	Hours	Eligibility	Fare	Fleet
City of Flagstaff	M-F: 5:45am-10:00pm Sa-Sun: 7:15am-8:00pm	General public	\$1.25 adult \$0.60 senior/disabled/youth	Gillig hybrid-electric buses (28-passenger)



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<b>Human Service Transportation Providers (continued)</b>				
<b>Hozhoni Foundation</b>				
Description			Contact	
Hozhoni Foundation provides individualized residential, vocational, and educational services for people with developmental disabilities. Transportation for clients is provided to and from their facility as well as trips for Special Olympics, family visits and medical appointments. Service recipients range from young adults to elderly and from fully ambulatory persons to wheelchair users.			Hozhoni Foundation 2133 North Walgreen Street Flagstaff, Arizona 86004 928-526-7944	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff area	6:00am-10:00pm	Individuals with developmental disabilities	None	24 vehicles
<b>Northland Family Help Center</b>				
Description			Contact	
A shelter for women and children who are escaping relationship violence. Provide bus passes or taxi voucher if emergency. Youth transport vehicles.			Northland Family Help Center 2532 North Fourth Street #506 Flagstaff, Arizona 86004 928-527-1900   nfhc@northlandfamily.org	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff	7:00am-10:00pm	Agency clients only	None	
<b>Quality Connections</b>				
Description			Contact	
Quality Connections provides vocational and residential services to individuals with disabilities. Transportation is provided daily to and from the day program, work activities, and medical appointments.			Quality Connections 3920 East Huntington Drive Flagstaff, Arizona 86004 928-773-8787   armando@qualityconnections.org	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff	M-F: 9:00am-5:00pm	Agency clients	None	

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<b>Human Service Transportation Providers (continued)</b>				
<b>The Guidance Center</b>				
Description			Contact	
The Guidance Center provides behavioral health services for low income, seriously mentally ill, chemically dependent, and child/family clients in Flagstaff, Williams, Northern Arizona, Coconino County, Grand Canyon and the Supai Nation. The Guidance Center provides transportation services for clientele to make doctor appointments procure groceries and trips to Phoenix if needed for services. The Guidance Center picks up and returns clients to their homes whether they need transportation to get to the facility or if they require disability transportation. Client transportation uses public services, including taxis and bus lines, as much as possible.			The Guidance Center 2187 North Vickey Street Flagstaff, Arizona 86004 928-714-5308	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff	M-F	Low income, seriously mentally ill, chemically dependent, and child/family clients	None	16 vehicles
<b>Coconino County Public Health Services District HIV Prevention</b>				
Description			Contact	
The Health Services District occasionally will provide riders to medical appointments for citizens in the HIV Prevention Program.			Coconino County Public Health Services District 2625 North King Street Flagstaff, Arizona 86004 928-679-7276 928-308-7118	
Service area	Hours	Eligibility	Fare	Fleet
Coconino County	M-F	Through HIV case management	None	

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<b>Human Service Transportation Providers (continued)</b>				
<b>Disabled American Veterans</b>				
Description			Contact	
In Flagstaff, this program will drive veterans to medical appointments including those in Prescott and Phoenix. The program is run with volunteers and two donated vans. Mondays, Wednesday, Friday's vans go to Prescott. Tuesdays, Thursdays, the vans go to Phoenix, Scottsdale, or Cottonwood.			U.S. Veterans Administration Service 123 North San Francisco Street Flagstaff, Arizona 86001 928-214-8170	
Service area	Hours	Eligibility	Fare	Fleet
Northern Arizona	M-F	United States veteran.	None	No wheelchair capacity

<b>School Transportation</b>				
<b>Flagstaff Unified School District (FUSD)</b>				
Description			Contact	
FUSD provides student transportation services for more than 10,000 students at the district's 10 elementary schools, 2 middle schools, and 2 high schools. FUSD operates 93 school buses on more than 200 routes, providing daily rides to 3,700 students. Transportation services are also provided for a variety of field trips, special events, and sports events. The district also provides curb-to-curb transportation service for special needs students. The special needs buses follow regular routes, although the routes are subject to frequent change due to changes in schedules and needs, and students moving into and out of the district.			Flagstaff Unified School District 3285 East Sparrow Avenue Flagstaff, Arizona 86004 928-527-6010   bkuhn@fusd1.org	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff area	M-F: 6:15am-4:45pm	Students	None	20 special needs buses

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Senior Living Transportation Service				
Brookdale Senior Living				
Description			Contact	
Brookdale provides transportation service for their residences to doctors’ appointments and community shopping centers. Monday and Wednesday mornings are for shopping, afternoon includes a scenic drive. Tuesdays and Thursdays are reserved for doctors’ appointments and emergency appointments.			Brookdale Flagstaff 2100 S. Woodlands Village Blvd. Flagstaff, Arizona 86001 928-779-7045	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff area	M-Th: Mornings and afternoons	Brookdale Residents	None	1 van, ADA accessible
The Peaks				
Description			Contact	
The Peaks provides transportation service for their residences to doctors’ appointments in the Flagstaff area.			The Peaks 3150 N. Winding Brook Rd Flagstaff, Arizona 86001 928-774-7106	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff area	Monday to Friday 7am – 4pm.	The Peaks Residents	None	2 buses, ADA accessible
Haven of Flagstaff				
Description			Contact	
Haven of Flagstaff, Haven Health provides transportation service for their patents to doctors’ appointments, including dialysis.			Haven of Flagstaff 800 W. University Ave. Flagstaff, Arizona 86001 928-779-6931	
Service area	Hours	Eligibility	Fare	Fleet
Flagstaff area, including Munds Park	Monday – Saturday, sometimes on Sunday if relatives cannot bring them (extra cost). 4:30am – 7:30 pm	Haven of Flagstaff patients	Included with stay	3 vans, ADA accessible

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Company	Contact	Fare
<b>Action Cab</b>	928-774-4427	\$3.00 pickup + \$1.70/mile
<b>Apex Taxi</b>	928-779-0000	
<b>Sun Taxi</b>	928-774-7400	
<b>Top Hat Taxi</b>	928-719-0909	\$2.00 pickup + \$2.00/mile, \$40 per hour
<b>Uber</b>	Application via smartphone	Available at time of trip request
<b>Lyft</b>	Application via smartphone	Available at time of trip request

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### Existing coordination

Mountain Line engages in a variety of coordination activities in the Flagstaff area, including training opportunities, vehicle maintenance, and performs mobility management responsibilities. These coordination efforts help fill transportation gaps which are described in more detail in the Transportation Gaps, Goals, and Strategies section below. Key existing coordination efforts include:

- **Driver training:** Mountain Line provides comprehensive driver training that is available to agencies receiving 5310 funds. Driver Training for Special Needs vans are provided by Mountain Line to several 5310 agency recipients. Mountain Line shares upcoming P.A.S.S. (Passenger Assistance, Safety, and Sensitivity) trainings with State-wide Mobility Managers. This helps address the human capital gaps.
- **Travel training:** Travel training is provided to individuals to assist them in using fixed route buses whenever possible. Mountain Line provides travel training to individuals and groups. Mountain Line also provides quarterly train the trainer workshops for agency staff to learn about the system and empower their clients and/or staff to use the fixed-route system. This program helps address both information and human capital gaps.
- **Shared maintenance.** Mountain Line offers vehicle maintenance services to any local 5310 agency recipients and others. Mountain Line has the only facility and trained personnel in northern Arizona to service wheelchair lifts; having this service available locally can save significant time and money, as the next-nearest facility is located in the Phoenix area.
- **Taxi program:** This program provides Mountain Line Paratransit clients with an additional and flexible mode of transportation. They can use a taxi service instead of the Mountain Line Paratransit service, and it is available at times when paratransit does not operate. This program started in February 2007 to supplement the ADA paratransit services provided through Mountain Line Paratransit. This program helps address temporal and spatial gaps.
- **Discounted Day Pass Program:** Some bus tickets or passes are provided to organizations serving individuals with disabilities or low incomes who otherwise would not be able to afford the price of a bus fare.
- **ecoPass:** Mountain Line’s ecoPASS program enables Flagstaff employers and residential developments to provide all their employees or residents with an annual bus pass at a reduced rate. In FY2020, four local agencies and businesses purchased the ecoPass for their employees, and one residential development purchased the ecoPASS for their residents.
- **Transportation support for local agencies:** Mountain Line provides mobility management coordination together with the MetroPlan. Mountain Line provides grant guidance, grant compliance, and shares Mountain Line trainings to the Coordinated Mobility Council. This helps address human capital gaps.

There are a variety of existing 5310 recipients in the region which help address transportation gaps and aid in coordination efforts. A summary of applications submitted for 5310 grant programs in the MetroPlan region is included in the Appendices.



## Transportation Gaps, Goals, and Strategies

### Strategies to enhance mobility

To be most effective, planning to fill transportation gaps must be an integral part of the region’s overall transportation planning efforts. Transportation planning in the Flagstaff region includes several strategies to enhance mobility:

- **Land use.** Support compact development patterns, mixed-use neighborhoods, and higher densities to help reduce reliance on private automobiles and increase walking, bicycling, and access to transit
- **Alternate modes.** Encourage and promote walking and bicycling as affordable, healthy, and sustainable transportation modes
- **Fixed-route public transit.** Enhance Mountain Line’s fixed-route transit service
- **Special needs transportation.** Close gaps in service and provide transportation that is convenient and attractive for all people, particularly disadvantaged populations.

The first three strategies are being considered in various on-going planning efforts:

- **Land use** patterns to support mobility are included as part of the process to update the regional comprehensive plan;
- Planning for **alternate modes** is also underway as part of the Active Transportation Master Plan process as well as the Mountain Line On-Demand Feasibility Study;
- **Fixed-route transit** planning and supportive services are covered in Mountain Line’s recently adopted Five-Year Transit Plan.

### Types of transit service

This section is intended to illustrate the types and range of public transit services that might be provided by a transit agency. Special needs transportation service typically uses the last three categories, demand-responsive or dial-a-ride service, paratransit, and escorted transportation. Fixed-route buses also have wheelchair lifts or ramps which make them accessible transportation as well.

- **Fixed-route service.** A service provided on a repetitive basis along a specific route according to a pre-arranged, published schedule with vehicles stopping to pick up and deliver passengers to specific locations. Each trip is run on a fixed route, servicing the same origins and destinations.
- **Skip-stop service.** A public-transportation service pattern in which not all vehicles make every stop along a designated route. While all vehicles may stop at every major hub station, some express buses or trains may serve only a few stops. This system attempts to reduce travel time and crowding at boarding stations.

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- **Limited-stop service.** An express service, usually on a larger bus, which operates on a fixed route either parallel to an existing fixed route or supplementing several existing routes. Its purpose is to provide quicker service to destinations with less frequent stops.
- **Deviated fixed-route service.** Service that allows on-request, limited-distance deviation (usually up to three-quarters of a mile) off a regular bus route for those who have trouble getting to bus stops. Planning for these routes often involves the use of computers and GPS systems to aid the driver.
- **Demand-responsive or dial-a-ride service.** A non-fixed-route service, using vans or small buses, with passengers calling the agency in advance (usually 24 hours) to arrange pickup to go to any location within a transit system's service area.
- **Paratransit.** Transportation service that supplements larger public transit systems by providing individualized rides that do not follow fixed routes or schedules. Although the definition may include a variety of flexible modes, it is increasingly used to refer to special transport services for people with disabilities.
- **Escorted transportation.** Any public transportation service which requires the use of a person to assist the passenger over the course of a trip. Such services can be classified as curb-to-curb, door-to-door, or door-through-door service.
- **On Demand Transportation.** A non-fixed-route service, open to the general public, using vans or small buses, with passengers using an app or calling a dispatch to arrange a pickup to go to any location within an identified service area with service provided within an identified, short-term period of time.

### Levels of escorted transportation service

- **Curb-to-curb.** The most common designation for paratransit services; passengers are picked-up and discharged at the curb or driveway in front of their home or destination. The driver does not assist or escort passengers to the door.
- **Door-to-door.** A form of escorted paratransit service that includes passenger assistance between the vehicle and the door of his or her home or other destination but does not entail the driver going inside the destination.
- **Door-thru-door.** A hands-on service for passengers with significant mobility limitations in which a driver escorts the passenger from the home and into the destination. Assistance may also be given for belongings, like groceries. This level of service is for individuals who would otherwise not be able to use regular or even enhanced paratransit services.

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### Human services transportation level of service

Many human services agencies provide some form of transportation service to their clients. The level of service provided can vary significantly from agency to agency, depending on the clients' needs and the agencies' resources. Transportation services provided by human service agencies can generally be fitted into four categories, listed below in descending order of involvement and complexity.

- **Provide transportation** by operating vehicles to transport their clients.
- **Contract for transportation** for their clients through formal arrangements with other transportation providers.
- **Subsidize transportation** by providing clients with bus fare, taxi vouchers, mileage reimbursement, or cash.
- **Arrange for transportation** by assisting clients with trip planning and information on transportation options.

Coordination, and participation in the coordination planning process, is a potential benefit to all of these agencies regardless of the level of service provided.

### Mobility Trends

The follow are some new mobility trends as well as some examples of federal grant opportunities for funding said mobility options.

#### Alternative forms of mobility:

- **Carpooling apps** are ride share services that pair people together based on similar commutes for a fee that is typically passed on to the driver.
- **Complete trip apps** are trying to create a seamless connection from your origin to destination. Oftentimes being walking or biking directions to and between bus stops.
- **On-demand transportation** is real time hailed transportation such as microtransit and Transportation Network Companies (TNC) including but not limited to Uber and Lyft.
- **Trip brokering** utilizes multiple service providers who dispatch the form of transportation that best fits the rider's needs.

#### Federal grant opportunities:

- **Innovative Coordinated Access and Mobility Grants** seek to improve access to public transportation by building partnerships among health, transportation, and other service providers. This program provides competitive funding to support innovative projects for the transportation disadvantaged that will improve the coordination of transportation services and non-emergency medical transportation services
- **Enhancing Mobility Innovation** advances a vision of mobility for all – safe, reliable, equitable, and accessible services that support complete trips for all travelers. The program promotes technology projects that center the passenger experience and encourage people to get on

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board, such as integrated fare payment systems and user-friendly software for demand-response public transportation.

- **Integrated Mobility Innovation** funds projects that demonstrate innovative and effective practices, partnerships, and technologies to enhance public transportation effectiveness, increase efficiency, expand quality, promote safety, and improve the traveler experience.

### **Transportation Gaps**

This plan addresses a variety of gaps in the transportation system for disadvantaged populations. These gaps were initially identified as a part Mountain Line’s Mountain Mobility Business Plan and have been updated through CMC discussion over the past year.

The gaps include:

- Information
- Temporal
- Spatial
- Infrastructure
- Human capital

The following sections describe in more detail the unmet transportation gaps, the overarching vision for resolving each gap, and the associated strategies.

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### Dynamic Strategies

The strategies are divided into two categories, dynamic strategies, and additional strategies. Dynamic strategies help solve more than one transportation gap. These strategies are a priority for the MetroPlan region because they can be cost-effective means to solve multiple challenges. Table 9 depicts the dynamic strategies in relation to the transportation gaps they address.

**Table 9: Dynamic strategies**

	Information Gap	Temporal Gap	Spatial Gap	Infrastructure Gap	Human Capital Gap
Develop travel training tools for agency personnel	■				■
Promote City and County Taxi Program	■	■	■		
Simplify the paratransit qualification process		■			■
Develop volunteer driving program		■	■		■
Promote Mountain Line Vanpool	■	■	■		
Increase awareness of mobility issues to City staff	■		■	■	
Improve walkability in ¼ mile to transit			■	■	
Improve connections between NAU and CCC			■	■	
Utilize FRA safety grant or other funding to build safer railroad crossings			■	■	
Share Mountain Line and Statewide trainings	■				■
Coordinate between ADOT and AHCCCS		■	■		■
Provide assistance to grant writing	■				■

### Information Gaps

Unmet needs:

- Lack of knowledge of transportation resources, including Mountain Line programs and specialized agency transportation.
- Lack of central clearinghouse to identify all available transportation options. (Both consumer and stakeholders)
- Lack of accessible website information for people with disabilities and technologically limited populations
- Retention/ frequency of information; it can be difficult to disseminate transit information, so people remember the resources

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Vision: Stakeholder agencies and the community are aware of all the transportation options and programs throughout the MetroPlan region.

Goal: To increase education opportunities and resources for consumers, consisting of stakeholder agencies, existing riders, and prospective riders.

Performance Measures:

- Number of travel training events
- Number and type of promotional contacts
- Number of site visits on MoveMeFLG.com

Dynamic Strategies	Action Items	Transportation Gap(s) Addressed
Develop travel training tools for agency personnel to introduce Mountain Line services to clients.	<ul style="list-style-type: none"> <li>▪ Share training materials with agency staff</li> <li>▪ Conduct travel trainings with agency staff</li> </ul>	Information gap Human capital gap

Additional Strategies	Action Items
Continue outreach methods to the public regarding Mountain Line wide programs	<ul style="list-style-type: none"> <li>▪ Present all Mountain Line wide programs at outreach events</li> <li>▪ Participate in wide range of outreach events with varying audiences</li> </ul>
Promote travel training to numerous audiences to introduce prospective riders to transit	<ul style="list-style-type: none"> <li>▪ Reach out to existing contacts to conduct travel training</li> </ul>
Promote MoveMeFLG.com to showcase transportation options in Flagstaff and surrounding region	<ul style="list-style-type: none"> <li>▪ Create market materials to showcase at outreach events</li> <li>▪ Present website to key groups in Flagstaff: CBD, Chamber of Commerce, Realtors, etc.</li> </ul>
Report on Coordinated Mobility Council activities and outcomes to all stakeholders.	<ul style="list-style-type: none"> <li>▪ Identify the type of outcomes and related performance metrics</li> <li>▪ Develop reporting mechanisms to regularly inform agency partners and stakeholders of the CMC</li> </ul>
Communicate identified transportation gaps and strategies with private developers	<ul style="list-style-type: none"> <li>▪ Educate private developers in the City’s private develop process about transportation gaps and strategies identified in the Coordinated Plan</li> </ul>
Update Mountain Line’s website to address accessibility issues	<ul style="list-style-type: none"> <li>▪ Evaluate the website, identify accessibility issues, and implement changes so transportation information is accessible to everyone</li> </ul>
Ensure all transportation programs are accessible and usable by technologically limited populations.	<ul style="list-style-type: none"> <li>▪ Create non-digital means to access transportation programs, such as calling options.</li> </ul>

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Develop wide range of marketing materials to aid in the retention and frequency of information such as flyers or refrigerator magnets.	<ul style="list-style-type: none"> <li>▪ Educate people responsible for marketing materials regarding universal design.</li> <li>▪ Brainstorm additional non-digital marketing items to help with retention</li> </ul>
<i>See additional strategies in Temporal gaps and Human Capital gaps strategies</i>	

## Temporal Gaps

Unmet needs:

- Transportation services outside of Mountain Line and Paratransit hours.
- Human service agency trips have limited service after hours and on weekends.
- Processes for people with a disability to apply for paratransit service is long and arduous

Vision: Affordable and convenient transportation is available during all hours of the day.

Goal: Promote existing services and encourage partnerships to form additional transportation options during times of day when fixed-route service is no longer operating.

Performance measures:

- Number of trips carried after hours
- Number of trips in City and County Taxi program
- Number of participants in City and County Taxi program

Dynamic Strategies	Action Items	Transportation Gap(s) Addressed
Promote City and County Taxi Program among Mountain Line Paratransit clients	<ul style="list-style-type: none"> <li>▪ Create an outreach plan, identifying key target audiences and marketing materials needed</li> </ul>	Information gap Temporal gap Spatial gap
Simplify the paratransit qualification process to reduce the amount of time and paperwork required to qualify.	<ul style="list-style-type: none"> <li>▪ Review current qualification process in an attempt to simplify it.</li> </ul>	Temporal gap Human capital gap
Additional Strategies	Action Items	
Increase money for operations through partnerships to help fund extended hours	<ul style="list-style-type: none"> <li>▪ Create an updated inventory of regional services that have ADA vehicles</li> <li>▪ Brainstorm partnerships among agencies</li> </ul>	
<i>See additional strategies in Spatial gaps and Human Capital gaps strategies</i>		

## Spatial Gaps

Unmet needs within Flagstaff:

- Neighborhoods in Flagstaff and MetroPlan region not served by fixed-route system.
- Transportation service to human service agencies.
- Fixed route service which more directly services senior housing.

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### Unmet needs outside of Flagstaff

- Transit service from Doney Park, Mountaineer, Kachina Village, or Bellemont to Flagstaff.
- Trips with origins and destinations outside of the MetroPlan region, such as Williams, Winslow, the Navajo and Hopi Reservations, and Phoenix.
- Lack of transportation options in outlying communities and rural areas (especially for people with disabilities)

Vision: Affordable and convenient transportation options are available in areas where Mountain Line fixed-route is not operating.

Goal: Implement transportation options, encourage partnerships between agencies to provide trips, and improve pedestrian and bicycle access to transit to offer some level of service to areas where fixed-route service is not operating.

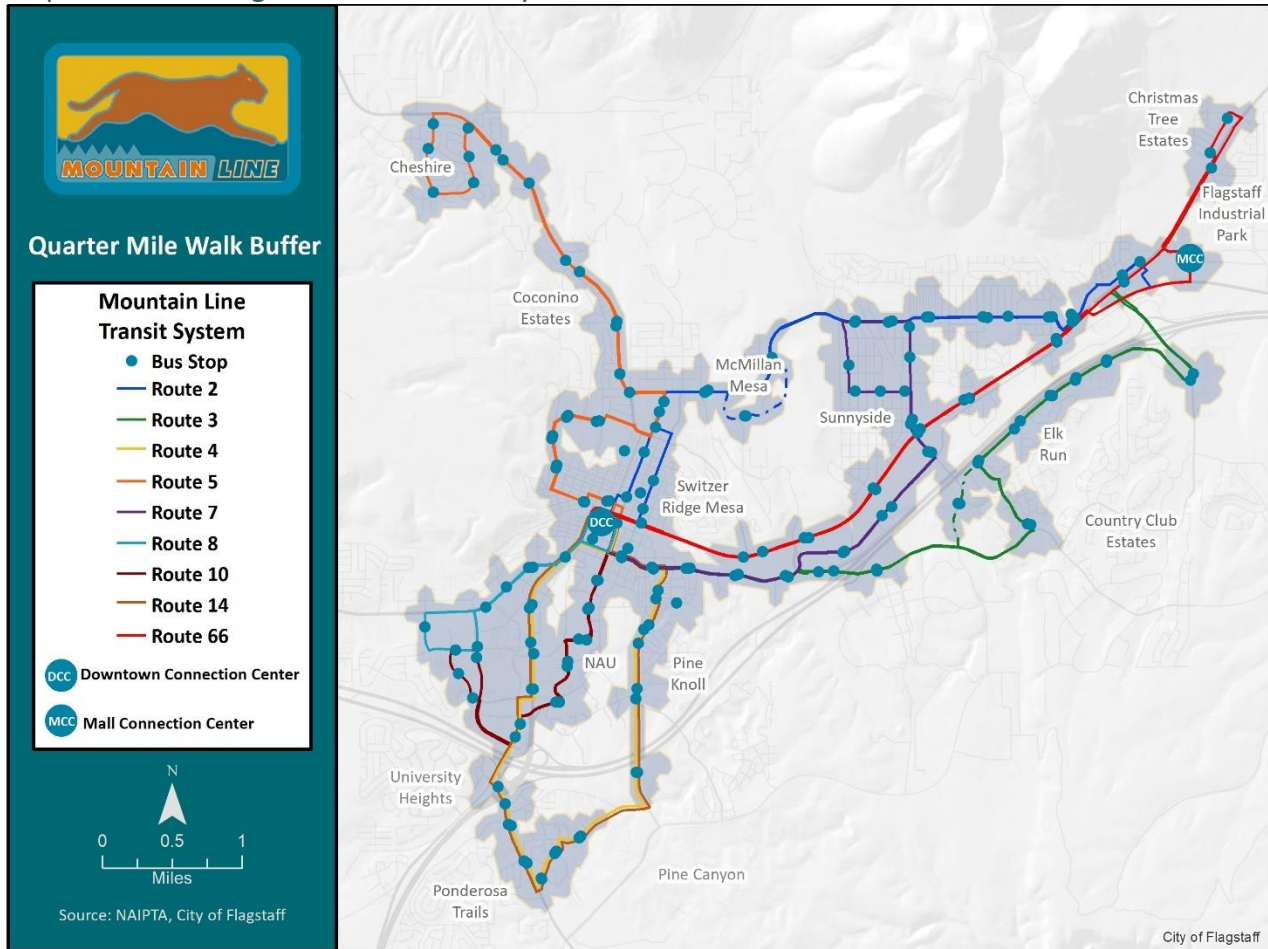
### Performance measures:

- Number of pedestrian improvements within  $\frac{3}{4}$  mile catchment area of Mountain Line service network.
- Number of vans in Mountain Line vanpool program
- Development of a volunteer driving program
- Increasing passenger trips
- Increase in new pockets or neighborhoods served



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Map 3: Areas in Flagstaff underserved by transit



The above map depicts areas .25 mi outside of a transit stop based on the street network. Areas such as University Heights, Huntington/Industrial, and South Sunnyside are underserved by transit showcasing spatial gaps within Flagstaff.

Dynamic Strategies	Action Items	Transportation Gap(s) Addressed
Develop volunteer driving program	<ul style="list-style-type: none"> <li>▪ Strengthen capabilities of the Coconino County volunteer mileage reimbursement program to provide more trips and reach more persons for “hard to serve” trips.</li> <li>▪ Encourage partnership dialogue with Disabled American Veterans to expand volunteer driver pool.</li> <li>▪ Initiate conversations with Verde Valley Caregivers to expand into Flagstaff.</li> </ul>	Spatial gap Temporal gap Human Capital gap

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Promote Mountain Line Vanpool	<ul style="list-style-type: none"> <li>▪ Develop vanpool outreach plan which addresses target markets and specific outreach material for each audience</li> <li>▪ Continue to develop partnerships with Winslow, Navajo, and Hopi tribes to help with outreach.</li> </ul>	Spatial gap Temporal gap Information gap
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Additional Strategies	Action Items
Funding seats in Groome Transportation to go to Phoenix	<ul style="list-style-type: none"> <li>▪ Promote this as an existing option with City and County Taxi Program</li> <li>▪ Promote Mountain Line Paratransit clients to obtain visitor’s status in Phoenix to use their paratransit system.</li> </ul>
Work with medical providers through closer collaboration with CHIP and Access to Care group to help pay for transportation services in Flagstaff and outside	<ul style="list-style-type: none"> <li>▪ Mountain Line to continue to attend County Health Improvement Plan meetings</li> <li>▪ Mountain Line to continue participating in Well Women Well Communities Program with Coconino County Public Health Services District</li> </ul>
Targeted fixed route expansion of service to identified and unserved neighborhoods	<ul style="list-style-type: none"> <li>▪ Secure additional funding to expand service</li> <li>▪ Identify transit deserts in Mountain Line’s planning process</li> </ul>
Encourage new partnerships with Tribal Transit stakeholders to address unmet transportation needs and promote increased mobility of Tribal members	<ul style="list-style-type: none"> <li>▪ Develop transfer opportunities to improve connections between Tribal Transit and Mountain Line services</li> </ul>
On-demand shuttle service	<ul style="list-style-type: none"> <li>▪ Create implementation plan for on-demand service</li> </ul>
Increase money for operations through partnerships to increase service area	<ul style="list-style-type: none"> <li>▪ Brainstorm partnerships among agencies</li> </ul>
Partner with micro-mobility companies for first-last mile solutions	<ul style="list-style-type: none"> <li>▪ Expand bike share program to targeted neighborhoods or bus stops to solve first-last mile issues</li> <li>▪ Purchase golf carts or tricycles to serve veteran’s homes, senior residential developments, and others that are near a bus stop but too far to walk</li> </ul>
Increase the number of transportation options outside City limits but within MetroPlan’s boundary.	<ul style="list-style-type: none"> <li>▪ Identify areas of need and pursue funding and/or partnership opportunities for increased services</li> </ul>
<i>See additional strategies in Spatial gaps, Infrastructure gaps, and Human Capital gaps</i>	

## Infrastructure Gaps

Unmet needs:

- Missing pedestrian and bicycle infrastructure.
- Number of pedestrian improvements within ¼ mile catchment area of Mountain Line service network.

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- Missing fiber optic and other communication infrastructure to implement smart ITS systems
- Weather related improvements including sidewalk snow removal and bus shelter snow removal.
- Availability of accessible vehicles.
- Safe infrastructure and/or connections between NAU and CCC, particularly in the evening (lighting)

Vision: The built environment seamlessly connects to public transportation and is accessible by all levels of mobility.

Goal: Strengthen the pedestrian and bicycle network around key destinations and ensure paths to Mountain Line services are accessible for all levels of mobility.

Performance measures:

- Number of sidewalk and pedestrian improvements within ¼ mile of Mountain Line routes.
- Increased funding for pedestrian improvements and bus stop improvements.
- Reduction in infrastructure barriers for wheelchair accessibility.

Dynamic Strategies	Action Items	Transportation Gap(s) Addressed
Increase awareness of mobility issues due to poor infrastructure design and expand use of Universal Design principles in the built environment	<ul style="list-style-type: none"> <li>▪ Provide information through either an information sheet, a letter, or a presentation to City Public Works on mobility issues</li> </ul>	Infrastructure gap Spatial gap Information gap
Improve pedestrian access to transit within a walkable ¼ mile for everyone in the city, as funding allows	<ul style="list-style-type: none"> <li>▪ Identify areas that do not have pedestrian access to transit and areas with limited pedestrian infrastructure to connect to transit</li> <li>▪ Identify opportunities to leverage funds to increase walkability near transit</li> </ul>	Infrastructure gap Spatial gap
Improve connections between NAU and CCC focusing on lighting and infrastructure improvements to enhance safety at night.	<ul style="list-style-type: none"> <li>▪ Conduct an assessment of areas that need additional infrastructure</li> <li>▪</li> </ul>	Infrastructure gap Spatial gap
Utilize Federal Railroad Administration safety grant or other funding to build safer railroad crossings to improve safety of people in mobility devices.	<ul style="list-style-type: none"> <li>▪ Identify unsafe crossings that funds could be utilized to improve.</li> </ul>	Infrastructure gap Spatial gap

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Additional Strategies	Action Items
Secure additional funding to expand infrastructure improvements	<ul style="list-style-type: none"> <li>▪ Research additional grant funding opportunities</li> <li>▪ Leverage City funds with other grants</li> </ul>
Review sidewalk, curb ramp standards, and lighting code to verify that they are accommodating of people with mobility limitation.	<ul style="list-style-type: none"> <li>▪ Bring awareness of the mobility issue to the City</li> <li>▪ Prioritize areas that need the most improvement</li> </ul>
Keep sidewalks free of ice and snow and clear of other obstructions, including flood related barriers.	<ul style="list-style-type: none"> <li>▪ Work with City code compliance on sidewalk enforcement issues</li> </ul>
Improve snow plowing methodology to reduce snow build up	<ul style="list-style-type: none"> <li>▪ Bring awareness of mobility challenges to the City Public Works department</li> </ul>
Build fiber optic and other missing communication infrastructure	<ul style="list-style-type: none"> <li>▪ Analyze missing communication infrastructure through MetroPlan’s ITS Plan</li> <li>▪ Through road improvements and grants, fill missing gaps</li> </ul>
Promote the use of Community Development Block Grant funds to build sidewalks in target neighborhoods.	<ul style="list-style-type: none"> <li>▪ Identify target neighborhoods and establish a criteria for sidewalk improvement in these areas.</li> <li>▪ Coordinate with City’s CDBG program on improving sidewalks</li> </ul>
Bring awareness to taxi companies about the need for wheelchair accessible vehicles.	<ul style="list-style-type: none"> <li>▪ Meet with taxi companies to address their concerns or needs for wheelchair accessible vehicles.</li> </ul>

### Human Capital Gaps

Unmet needs:

- Availability of volunteers and staff to drive vehicles or provide escorted transportation
- Staffing resources to focus on mobility related issues
- Section 5310 input, training, stability, and data collection
- Ability to advocate for transportation projects which meets everyone’s needs

Vision: Human service agencies, Coconino County, City of Flagstaff, MetroPlan, and Mountain Line are all in coordination providing efficient and effective transportation in the MetroPlan region.

Goal: Develop new partner relationships with key stakeholder organizations to implement new mobility project solutions and enhance vehicle and staff efficiencies.

Performance measures:

- Meeting Mountain Line established Mountain Line Paratransit and Mountain Line performance measures

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- Increased number of mobility choices and new service options, for Mountain Line Paratransit users.
- Expand number of outreach methods of existing information tools
- Total grant funding secured, including local match
- Number of partner meetings
- Number of travel training contacts/ training events with Mountain Line Paratransit users.

Dynamic Strategies	Action Items	Transportation Gap(s) Addressed
Share Mountain Line and other statewide trainings to CMC staff and Mobility Managers group	<ul style="list-style-type: none"> <li>▪ Coordinate with Mountain Line training staff to share upcoming trainings</li> </ul>	Human capital gap Information gap
Develop Arizona Department of Transportation (ADOT) and AHCCCS coordination to align polices to make sharing trips easier	<ul style="list-style-type: none"> <li>▪ Find an opportune moment to discuss this issue with Mobility Managers group</li> <li>▪ Support efforts for coordination between agencies</li> </ul>	Human capital gap Spatial gap Temporal gap
Provide information-based technical assistance, as necessary, to partner agencies	<ul style="list-style-type: none"> <li>▪ Provide technical assistance to applicant agencies around 5310 grant applications</li> <li>▪ Provide letters of support for agencies seeking transportation funding from non-transit sources</li> </ul>	Human capital gap Information gap

Additional Strategies	Action Items
Ensure Mountain Line Paratransit operations provides the most efficient, cost-effective, and responsive service possible to ADA riders, in compliance with ADA regulations and within available resources	<ul style="list-style-type: none"> <li>▪ Review of operational procedures periodically to ensure maximum efficiency and effectiveness, including compliance with law.</li> </ul>
Identify and develop vehicle-sharing trip options with 5310 grantees	<ul style="list-style-type: none"> <li>▪ Understand trip sharing limitations</li> <li>▪ Discuss vehicle sharing with ADOT</li> <li>▪ Address insurance issues between agencies</li> </ul>
Actively promote travel training to ADA certified riders to enable more trips to be taken on fixed-route service.	<ul style="list-style-type: none"> <li>▪ Coordinate with Eligibility Specialist to discuss potential training opportunities with Mountain Line Paratransit clients</li> </ul>
Promote application for Section 5310 capital requests by local agencies, to replace vehicles and develop lift-equipped capabilities to ensure a State of Good Repair and accessibility throughout the region	<ul style="list-style-type: none"> <li>▪ Provide technical assistance to applicant agencies around 5310 grant applications</li> <li>▪ Encourage Coordinated Mobility Council attendance</li> </ul>

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Promote volunteer driving among County employees and other organizations who are encouraged to volunteer per year	<ul style="list-style-type: none"> <li>▪ Develop volunteer driver program within the MetroPlan region</li> </ul>
<i>See additional strategies in Informational gaps</i>	

### 5310 Project Scoring Criteria

The 5310 Project Scoring Criteria is the scoring process used for projects applying for 5310 grant funds. This process is used in all COGs and MPOs throughout the state, except for Maricopa Association of Governments (MAG). Projects applying for 5310 grant funds will first be scored through this scoring criteria and then ADOT will score the projects using their own scoring criteria and award funding. See Appendix 10 for 5310 Project Scoring Criteria.

### MetroPlan Regional Priorities

Below are the priorities for the MetroPlan region, derived from the strategies listed in the [Transportation Gaps](#) section. These priorities are geared towards maintaining funding for existing transportation programs and keeping vehicles in a state of good repair in the MetroPlan region. They are prioritized by a methodology developed in the CMC meetings based on the feasibility of implementing and the impact the program would have on filling in the transportation gaps.

First priority
Continue to fund and enhance existing 5310 programs
Mobility management position/function, enhancing coordination efforts and partnerships with NACOG and existing transportation programs, such as Tribal transit, human service agencies, and volunteer driver programs.
Ensure Mountain Line Paratransit operations provides the most efficient, cost-effective, and responsive service possible to ADA riders
Replace vehicles and develop accessible capabilities to ensure a State of Good Repair and accessibility throughout the region
Promote Mountain Line wide programs (Mountain Line Paratransit, Taxi Program, Vanpool, Travel Training, MoveMeFLG.com)
Develop travel training tools for agency personnel, promote travel trainings to numerous audiences
Share Mountain Line and statewide trainings
Simplify the paratransit qualification process to reduce the amount of time and paperwork required to qualify
Ensure all transportation programs are accessible and usable by technologically limited populations
Promote the use of CDBG funds to build sidewalks in target neighborhoods

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Utilize FRA safety grant or other funding to build safer railroad crossings to improve safety of people in mobility devices

**Second priority**

Capital improvements, including fiber optics and other communications infrastructure, to seamlessly connect the built environment with transit.

Increase awareness of mobility issues due to poor infrastructure design and expand use of Universal Design principles in the built environment

Review sidewalk, curb ramp standards, and lighting code to verify that they are accommodating of people with mobility limitation.

Increase span and frequency of Mountain Line fixed-route

Increase the number of transportation options outside city limits but within MetroPlan's boundary

Develop/coordinate with a volunteer driving program

Report on Coordinated Mobility Council activity and outcomes to all stakeholders

Bring awareness to taxi companies about the need for wheelchair accessible vehicles.

Audit resource websites for accessibility and implement updates

**Third priority**

Prioritize funding for programs open to the public compared to client-based services

Continue collaboration with CHIP and Access to Care group

Targeted expansion of travel options to identified and unserved neighborhoods

Improve connections between NAU and CCC focusing on lighting and infrastructure improvements to enhance safety at night

Develop wide range of marketing materials to aid in the retention and frequency of information such as flyers or refrigerator magnets

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**Appendix 1 | Vehicle inventory**

Vehicle description						Funding		Condition			Accessibility		
Make-model	Year	Vehicle class code	VIN	Last 4	Location	Grant funding	On Lien	Odometer reading	Replacement year	Condition code	Total seats	Wheelchair positions	Lift or ramp
<b>Coconino County</b>													
Dodge Eldorado	2011	8	2D4RN4DE2AR462608	2608	Williams	310/CSBG/COUNT	Yes	33,766	2024	Good	7	1	Ramp
Dodge Eldorado	2011	8	2D4RN4DE5AR462618	2618	Flagstaff	310/CSBG/COUNT	Yes	36,885	2024	Good	7	1	Ramp
Chevy Suburban	2010	9	1GNZCLEG7AR272975	2975	Flagstaff	310/CSBG/COUNT	Yes	86,500	2023	Good	8	0	
Toyota Sienna	2010	9	5TDKK4CC9AS301252	1252	Flagstaff	310/CSBG/COUNT	Yes	75,415	2023	Good	7	0	
Toyota Sienna	2010	9	5TDKK4CC6AS302519	2519	Williams	310/CSBG/COUNT	Yes	86,848	2023	Good	7	0	
For 350 MaxiVan w/lift	2011	6	1FTDS3EL8BDB28546	8546	Flagstaff	310/CSBG/COUNT	No	14,891	2024	Good	7	2	Lift
Subaru Outback	2018	9	4S4BSADC8J3231768	1768	Flagstaff	COUNTY	No	25,703	2032	Good	5	0	
Ford Escape	2014	9	1FMCU9GX4EUC01176	1176	Flagstaff	COUNTY	No	57,235	2027	Good	5	0	
Kia Sedona	2008	9	KNDMB233186263605	3605	Flagstaff	COUNTY	No	75,338	2021	Fair	7	0	
Chevy Traverse	2019	7	1GNEVLKW8LJ156657	6657	Flagstaff	COUNTY	No	25,531	2032	Excellent	8	0	
Chevy Malibu	2019	9	1G1AC5ST7F158345	8345	Flagstaff	COUNTY	No	24,416	2032	Excellent	5	0	
Chevy Malibu	2019	9	1G1ZC5ST0JF158767	8767	Flagstaff	COUNTY	No	22,115	2032	Excellent	5	0	
Chevy Malibu	2019	9	1GAZC5ST7JF160399	399	Flagstaff	COUNTY	No	24,700	2032	Excellent	5	0	
Chrysler Pacifica/Braun Entervan	2022	8	2C4RC1CG6NR171958	1958	Flagstaff	5310/County	Yes	8300	2035	Excellent	7	2	Ramp

Vehicle description						Funding		Condition			Accessibility		
Make-model	Year	Vehicle class code	VIN	Last 4	Location	Grant funding	On Lien	Odometer reading	Replacement year	Condition code	Total seats	Wheelchair positions	Lift or ramp
<b>NAIPTA</b>													
Ford E-450 Eldorado Aerotech	2013	4	1FDFE4FS2DDA15329	5329	Flagstaff	5310	Yes	145,755	2020	Fair	11	3	Lift
Ford E-450 Eldorado Aerotech	2013	4	1FDFE4FS0DDA15331	5331	Flagstaff	5310	Yes	137,369	2020	Fair	11	3	Lift
Ford E-450 Eldorado Aerotech	2013	4	1FDFE4FS2DDA15332	5332	Flagstaff	5310	Yes	113,552	2020	Failure	11	3	Lift
Ford E-450 Eldorado Aerotech	2013	4	1FDFE4FS4DDA15333	5333	Flagstaff	5310	Yes	150,069	2020	Fair	11	3	Lift
Ford E-450 Starcraft Allstar 22	2015	4	1FDFE4FS6FDA10718	0718	Flagstaff	5310	Yes	107,750	2022	Fair	11	3	Lift
Ford E-450 Starcraft Allstar 22	2015	4	1FDFE4FS8FDA10719	0719	Flagstaff	5310	Yes	99,682	2022	Fair	11	3	Lift
Ford E-450 Champion	2021	4	1FDFE4FN7MDC20431	0431	Flagstaff	5307/5339	Yes	22,751	2028	EXCELLENT	11	3	Ramp
Ford E-450 Champion	2021	4	1FDFE4FN9MD02432	2432	Flagstaff	5307/5339	Yes	19,424	2028	EXCELLENT	11	3	Ramp

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Hozhoni Vehicle Inventory														
Plate	VIN	Funding Source	Vehicle Type	Model Year	Current Mileage	Total passenger seats	Wheelchair position	Lift or ramp	Replacement year	Route Name / # Served	On ADOT Lien?	Vehicle class code	Condition	Location
4NAT	5Y2SL65837Z408239	Contract	Pontical Vibe	2007	116,852	4	0	N/A		Alaska (2)	No	9	Good	Flagstaff
AWD43	1FDWE35S51HA61043	5310	Ford Cutaway Lift	2001	141,002	5	2	Lift		Margaret Way (3)	No	7	Good	Flagstaff
BXP53	1FTSS34L02HB65625	5310	Ford E350 Maxi Lift	2002	175,361	6	2	Lift		Spare	No	7	Fair	Prescott
BYF91	1FDWE35S96HA26058	5310	Ford E350 Cutaway Lift	2006	168,954	6	2	Lift		Roadrunner (2)	No	7	Fair	Prescott
CDW42	1FDWE35S53HB28341	5310	Ford Cutaway Lift	2003	149,033	3	3	Lift		Mesa (5)	No	7	Fair	Flagstaff
CPZ09	1D4GP24R55B325756	5310	Dodge Grand Caravan	2005	140,530	1	0	N/A		Maintenance	No	8	Good	Flagstaff
CVZ08	1FTSS34L14HB39490	5310	Ford Maxi Lift	2004	162,890	4	2	Lift		Spare	No	7	Fair	Prescott
CVZ09	1FTSS34LX4HB39486	5310	Ford Maxi Lift	2004	128,686	6	1	Lift		Spare	No	7	Good	Flagstaff
CYB64	1FBNE31L95HA32007	Contract	Ford 12Pass Van	2005	130,578	12	0	N/A		HE-Lawn Crew	No	7	Good	Flagstaff
DBK31	1FDWE35S5X5HB09965	5310	Ford Cutaway Lift	2005	128,613	5	2	Lift		Spare	No	7	Good	Flagstaff
DEB28	1FBNE31L86DA46991	5310	Ford 12Pass Van	2006	120,511	12	0	N/A		HE-Hotel Crew	No	7	Good	Flagstaff
DLG59	1FDWE35S06DA15909	5310	Ford Cutaway Lift	2006	102,607	5	2	Lift		Spare	No	7	Good	Flagstaff
DXL96	1FD3E35S08DB32511	5310	Ford Cutaway Lift	2008	100,005	5	2	Lift		HE-Lawn Crew	No	7	Good	Flagstaff
EAY77	1FTSS34L47DB30200	5310	Ford Maxi Lift	2007	128,940	6	2	Lift		Yavapai (3)	No	7	Fair	Prescott
EAY78	1FTSS34LX7DB30198	5310	Ford Maxi Lift	2007	132,151	6	2	Lift		Dunn (3)	No	7	Fair	Prescott
FAD38	5TDKK4CC6AS301158	5310	Toyota Sienna	2010	104,863	6	0	N/A		GSE (2)	No	8	Good	Cottonwood
FAD41	5TDKK4CC3AS301652	5310	Toyota Sienna	2010	133,268	6	0	N/A		Foxlair (2) + HE	No	8	Good	Flagstaff
GHD93	1FDEE3FS1CDA62906	5310	Ford Cutaway Lift	2012	121,974	5	2	Lift		Kochfield (4) + H.S.A.	Yes	7	Good	Flagstaff
JHD26	1FDEE3FS6CDA55367	5310	Ford Cutaway Lift	2012	129,329	5	2	Lift		Juniper (4) + DTA	Yes	7	Good	Flagstaff
N0A0HL	2C4RC1CGXNR159408	Lease	Chrysler Voyager	2022	10,747	6	0	N/A		Snowflake (3) + HE	No	8	Excellent	Flagstaff
N0A7HL	2C4RC1CG3NR159444	Lease	Chrysler Voyager	2022	12,095	6	0	N/A		Elder (3) + DTA	No	8	Excellent	Flagstaff
N3A5HL	2C4RC1CG5NR159445	Lease	Chrysler Voyager	2022	11,160	6	0	N/A		Jamison (4) + Staff Shuttle	No	8	Excellent	Flagstaff
NEA87L	2C4RC1CG9NR159447	Lease	Chrysler Voyager	2022	13,245	6	0	N/A		Halfmoon (4) + HE	No	8	Excellent	Flagstaff
NFA07L	2C4RC1CG7NR159446	Lease	Chrysler Voyager	2022	10,095	6	0	N/A		Adam (3) + H.S.A.	No	8	Excellent	Flagstaff
NJA-1SG	JTEMU5JR8N6021145	Lease	Toyota 4Runner	2022	6,991	5	0	N/A		Administration	No	9	Excellent	Flagstaff
NJA4HL	2C4RC1CG4NR171540	Lease	Chrysler Voyager	2022	9,460	6	0	N/A		Gardner (4)	No	8	Excellent	Prescott
NLA4HL	2C4RC1CG3NR166104	Lease	Chrysler Voyager	2022	14,410	6	0	N/A		Mountaineer (3) + Staff Shuttle	No	8	Excellent	Flagstaff
NNA5HL	2C4RC1CG5NR166105	Lease	Chrysler Voyager	2022	10,280	6	0	N/A		Railroad Springs (4) + Staff Shuttle	No	8	Excellent	Flagstaff
NSA2HL	2C4RC1CG7NR166106	Lease	Chrysler Voyager	2022	11,724	6	0	N/A		Louie (3)	No	8	Excellent	Prescott
NTA6HL	2C4RC1CG9NR157245	Lease	Chrysler Voyager	2022	13,767	6	0	N/A		King (4) + H.S.A.	No	8	Excellent	Flagstaff
NVA9HL	2C4RC1CG4NR159405	Lease	Chrysler Voyager	2022	16,198	6	0	N/A		Andes (4) + HE	No	8	Excellent	Flagstaff
NXA3HL	2C4RC1CG6NR159406	Lease	Chrysler Voyager	2022	11,775	6	0	N/A		Jaclyn (4) + DTA	No	8	Excellent	Flagstaff
NYA9HL	2C4RC1CG8NR159407	Lease	Chrysler Voyager	2022	5,510	6	0	N/A		GROUPED	No	8	Poor	Flagstaff

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Quality Connections Vehicle Inventory													
Vehicle description						Funding		Condition			Accessibility		
Make-model	Year	Vehicle class code	VIN	Last 4	Location	Grant funding	On Lien	Odometer reading	Replacement year	Condition code	Total seats	Wheelchair positions	Lift or ramp
Braun	2017	8	2C7WDGGBG0JR231508	1508	Flagstaff	5310	Yes	51,946	2023	Fair	4	1	Ramp
Ford Transit	2017	7	1FTBR1D85LKA03926	3926	Flagstaff	No	No	48,573	2020	Excellent	5	0	N/A
Ford Starcraft Cut Away Bus	2017	6	1FDEE3FS9HDC68384	8384	Flagstaff	5310	Yes	41,627	2022	Fair	9	3	Lift
Braun Entervan	2017	8	2C7WDGGBG7HR762232	2232	Flagstaff	5310	Yes	64,207	2022	Fair	4	1	Ramp
Chrysler Town and Country	2007	8	1A4GJ45R47B118412	8412	Flagstaff	No	No	126,619	2017	Fair	4	2	Ramp
Ford Starcraft Cut Away Bus	2014	6	1FDEE3FLOEDA83676	3676	Flagstaff	5310	Yes	66,449	2019	Fair	9	3	Lift
Dodge Caravan	2015	8	2C4RDGCG2FR722937	2937	Flagstaff	5310	Yes	96,204	2020	Fair	6	0	N/A
Dodge Caravan	2015	8	2C4RDGCG4FR722938	2938	Flagstaff	5310	Yes	163,311	2020	Fair	6	0	N/A
Dodge El Dorado	2013	8	2C7WDGGBG4DR813468	3468	Flagstaff	5310	Yes	100,217	2020	Fair	4	1	Ramp
Chevrolet G1500	2009	7	1GNFG154591159361	9361	Flagstaff	No	No	90,226	2020	Fair	11	0	N/A
Dodge Van	2015	8	2C4RDGCG1FR732830	2830	Flagstaff	No	No	152,294	2020	Fair	3	0	N/A
Kia Soul	2013	7	KNDJT2A54D7583333	3333	Flagstaff	No	No	94,371	2020	Fair	4	0	N/A
Ford Transit	2022	7	NM0GS9E2XN1541675	1675	Flagstaff	5310	Yes	7,428	2025	Excellent	7	0	N/A
Toyota Corolla Hybrid	2023	5	JTDBMHE3P3004900	4900	Flagstaff	No	No		2026	Excellent	5	0	N/A

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The Guidance Center													
Vehicle description						Funding		Condition			Accessibility		
Make-model	Year	Vehicle class code	VIN	Last 4	Location	Grant funding	On Lien	Odometer reading	Replacement year	Condition code	Total seats	Wheelchair positions	Lift or ramp
The Guidance Center													
Nissan Rogue	2018	9	JN8AT2MT3JW458727	8727	Flagstaff	No	No	28,370	2023	Excellent	4	0	
Nissan Rogue	2018	9	JN8AT2MT3JW458548	8548	Flagstaff	No	No	39,422	2023	Excellent	4	0	
Nissan Rogue	2018	9	JN8AT2MT8JW458531	8531	Flagstaff	No	No	38,965	2023	Excellent	4	0	
Nissan Rogue	2018	9	JN8AT2MT1JW461173	1173	Flagstaff	No	No	44,994	2023	Excellent	4	0	
Nissan Rogue	2018	9	1FMCUOGD2JUA42539	2539	Flagstaff	No	No	37,755	2023	Excellent	4	0	
Ford Escape 4X4	2018	9	1FMCU9GD3JUA35037	35037	Flagstaff	No	No	59,552	2023	Excellent	4	0	
Nissan Rogue	2018	9	JN8AT2MT6JW458463	8463	Flagstaff	No	No	35,618	2023	Excellent	4	0	
Ford E350 Cargo Van	2013	7	1FDDS3EL2DDB22868	2868	Flagstaff	ADOT	No	40,145	2023	Good	9	1	Lift
Chevrolet Express Van	2015	7	1GAZG1FG9F1102647	2647	Flagstaff	ADOT	No	48,233	2023	Good	12	0	
Chevrolet Express Van	2012	7	1GAZG1FA0C1185361	5361	Flagstaff	ADOT	No	69,481	2023	Good	12	0	
Chevrolet Express Van	2012	7	1GAZG1FA3C1185418	5418	Flagstaff	ADOT	No	63,131	2023	Good	12	0	
Chevrolet Express Van	2012	7	1GAZG1FG3C1202738	2738	Flagstaff	ADOT	No	84,645	2023	Good	12	0	
Ford Escape	2018	9	1FMCUOGD6JUA64799	4799	Flagstaff	No	No	44,910	2023	Excellent	4	0	
Ford Escape	2018	9	1FMCUOGDOJUA56777	6777	Flagstaff	No	No	28,558	2023	Excellent	4	0	
Ford Escape	2018	9	1FMCUOGD3JUA42534	2534	Flagstaff	No	No	40,550	2023	Excellent	4	0	
Nissan Rogue	2018	9	JN8AT2MT6JW461010	1010	Flagstaff	No	No	30,392	2023	Excellent	4	0	
Dodge Ram 2500	2015	9	3C6UR5DL1FG548982	8982	Flagstaff	No	No	62,636	2024	Good	6	0	
Kawasaki K4D Mule	2012	10	JK1AFED11CB505924	5924	Flagstaff	No	No	924	2024	Excellent	2	0	

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**Appendix 2 | Summary of Section 5310 grants pre-applications for 2023 and 2024**

**MetroPlan summary of Section 5310 grant applications for 2023 - Year 1**

<i>Description</i>	<i>Applicants Priority</i>	<i>Regional Priority</i>	<i>Project Type</i>	<i>Federal Grant</i>	<i>Local Match</i>	<i>Total Amount</i>
<b>Arizona Board of Regents for and on behalf of NAU Center for Service and Volunteerism</b>						
Volunteer Driver Door through Door and More	1	1	Operating	\$10,000	\$10,000	\$20,000
<b>Mountain Line</b>						
Taxi program	1	1	Operating	\$62,000	\$62,000	\$124,000
ADA Plus	2	1	Operating	\$113,670	\$113,670	\$227,340
Mountain Line GO!	3	3	Operations	\$62,430	\$62,430	\$124,860
Bus stop mobility program	4	2	Capital	\$200,000	\$50,000	\$250,000
Mountain Line total				\$438,100	\$288,100	\$726,200
<b>Hozhoni</b>						
Replacement for VIN #2511	1	1	Capital	\$110,000	\$27,500	\$137,500
Replacement for VIN #2906	2	1	Capital	\$115,500	\$28,875	\$144,375
Hozhoni total				\$225,500	\$56,375	\$281,875
<b>Quality Connections</b>						
Expansion- Minivan with ramp	2	2	Capital	\$61,908	\$15,477	\$77,385
Replacement - Minivan	4	1	Capital	\$31,164	\$7,791	\$38,955
Replacement - Minivan	3	1	Capital	\$31,164	\$7,791	\$38,955

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Expansion- Maxi Van with Lift	5	2	Capital	\$89,628	\$22,407	\$112,035
Replacement - Maxi Van with Lift	1	1	Capital	\$89,628	\$22,407	\$112,035
Quality Connections total				\$303,492	\$75,873	\$379,365
<b>Hope Lives – Vive La Esperanza</b>						
Passenger van for peer support services in Coconino County	1	2	Capital	\$45,675	\$9,135	\$54,810
Passenger van for peer support services in Coconino County	2	2	Capital	\$38,955	\$7,791	\$46,746
Hope Lives – Vive La Esperanza total				\$84,630	\$16,926	\$101,556
<b>MetroPlan total</b>				<b>\$1,061,722</b>	<b>\$447,274</b>	<b>\$1,508,996</b>

**MetroPlan summary of Section 5310 grant pre-applications for 2024 - Year 2**

<i>Description</i>	<i>Applicants Priority</i>	<i>Regional Priority</i>	<i>Project Type</i>	<i>Federal Grant</i>	<i>Local Match</i>	<i>Total Amount</i>
<b>Arizona Board of Regents for and on behalf of NAU Center for Service and Volunteerism</b>						
Volunteer Driver Door through Door and More	1	1	Operating	\$13,000	\$13,000	\$26,000
<b>Mountain Line</b>						
Taxi programs	1	1	Operating	\$75,000	\$75,000	\$150,000
ADA Plus	2	1	Operating	\$115,943	\$115,943	\$231,886

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Mountain Line GO!	3	3	Operations	\$62,430	\$62,430	\$124,860
Bus stop mobility program	4	2	Capital	\$200,000	\$50,000	\$250,000
Mountain Line total				\$453,373	\$303,373	\$756,746
<b>Hozhoni</b>						
Replacement for VIN #5367	1	1	Capital	\$115,500	\$28,875	\$144,375
<b>Hope Lives – Vive La Esperanza</b>						
Passenger van for peer support services in Coconino County	1	1	Capital	\$45,675	\$9,135	\$54,810
<b>FMPO total</b>				\$627,548	\$354,383	\$981,931
<b>By project type</b>						
Capital				\$361,175	\$88,010	\$449,185
Operating				\$266,373	\$266,373	\$532,746
<b>FMPO total</b>				\$627,548	\$354,383	\$981,931

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**Appendix 3 | Summary of Section 5310 Mobility Management grants pre-applications for 2024 and 2025**

<i>Description</i>	<i>Applicants Priority</i>	<i>Regional Priority</i>	<i>Project Type</i>	<i>Federal Grant</i>	<i>Local Match</i>	<i>Total Amount</i>
<b>NAIPTA</b>						
Mobility management - Year 1	1	1	Mobility Mgmt	\$107,531	\$26,883	\$134,414
Mobility management - Year 2	1	1	Mobility Mgmt	\$107,531	\$26,883	\$134,414
NAIPTA total				\$215,062	\$53,766	\$268,828
<b>FMPO total</b>				<b>\$215,062</b>	<b>\$53,766</b>	<b>\$268,828</b>



**MetroPlan & Mountain Line  
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**Appendix 4 | Section 5310 grant pre-applications for 2023 & 2024, Mobility Management 2024 & 2025**

<b>FY2020 Section 5310 Grant Pre-Application – FMPO Region</b>			
<b>Applicant Agency Name: NAIPTA</b>			
<b>Project Title</b>	Mobility Management – Year 1 and Year 2		<b>Priority Number</b> 1
<b>Location Address</b>	3773 N. Kaspar Dr. Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	NAIPTA provides mobility management (MM) on behalf of the FMPO through a Memorandum of Understanding. The program facilitates the Coordinated Mobility Council, assesses gaps in services, identifies strategies to fill the gaps, and improve efficiencies. The program also provides travel training for customers and support for human service agencies. NAIPTA coordinates with NACOG, CYMPO and statewide Mobility Managers.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> 107,531	<b>Local Match:</b> 26,883	<b>Total Cost:</b> 134,414
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> 107,531	<b>Local Match:</b> 26,883	<b>Total Cost:</b> 134,414
<b>Project Type</b> Mobility Management	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: NAIPTA</b>			
<b>Project Title</b>	Mountain Line Taxi Program	<b>Priority Number</b>	1
<b>Location Address</b>	3773 N. Kaspar Dr. Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Mountain Line’s Taxi Programs provides subsidized taxi, Uber, and Lyft riders to ADA eligible clients. Clients pay 20%, while Mountain Line provides 80%. This program provides more flexibility than the traditional paratransit service by offering on-demand trips, 24/7, and an unlimited number of bags. Where the program overlaps with the Mountain Line Paratransit service boundary, the Taxi Programs also provides Mountain Line with a per trip cost savings. This operations request is to pay for the subsidy and does not include program administration.		
<b>Funding Request Amount for Year 1</b>	FTA Request: 62,000	Local Match: 62,000	Total Cost: 124,000
<b>Funding Request Amount for Year 2</b>	FTA Request: 75,000	Local Match: 75,000	Total Cost: 150,000
<b>Project Type Operations</b>	<b>Primary Project Service Area</b> Small-Urban	<b>COG/MPO Region</b> FMPO	

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: NAIPTA</b>			
<b>Project Title</b>	ADA Plus	<b>Priority Number</b> 2	
<b>Location Address</b>	3773 N. Kaspar Dr. Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Mountain Line paratransit ADA Plus program provides service that is above and beyond the requirements of ADA. ADA Plus services include same day reservations, door to door, trips outside of the ¼ mile boundary paratransit requirement, subscription service, and will call. In FY22, ADA Plus rides accounted for 6,011 trips annually or 58% of total ADA trips. This program is a service that has been in place since 2006 as a part of Mountain Line’s demand response program serving ADA eligible customers. ADA Plus also includes the portion administrative of Mountain Line’s Taxi Programs.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> 113,670	<b>Local Match:</b> 113,670	<b>Total Cost:</b> 227,339
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> 115,943	<b>Local Match:</b> 115,943	<b>Total Cost:</b> 231,886
<b>Project Type</b> Operations	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: NAIPTA</b>			
<b>Project Title</b>	Mountain Line GO!	<b>Priority Number</b>	3
<b>Location Address</b>	3773 N. Kaspar Dr. Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	This service is a microtransit service serving the Huntington and Industrial corridor and surrounding bus stops, including Walmart and Mall Connection Center. Microtransit is a flexible, on-demand transportation solution where rides can be booked on-demand via a website, app, or calling option. This is a targeted service focusing on serving Flagstaff’s most vulnerable populations including older adults, low-income and people with disabilities, and provides the necessary access to essential services such as The Guidance Center, North County, Flagstaff Shelter Services, Flagstaff Housing Authority, and reach jobsite and interview locations like Good Will Employment Center and Walmart.		
<b>Funding Request Amount for Year 1</b>	FTA Request: 62,430	Local Match: 62,430	Total Cost: 124,860
<b>Funding Request Amount for Year 2</b>	FTA Request: 62,430	Local Match: 62,430	Total Cost: 124,860
<b>Project Type Operations</b>	<b>Primary Project Service Area</b> Small-Urban	<b>COG/MPO Region</b> FMPO	

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
Applicant Agency Name: NAIPTA			
<b>Project Title</b>	Bus Stop Mobility Improvements	<b>Priority Number</b> 4	
<b>Location Address</b>	3773 N. Kaspar Dr. Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Capital project for mobility infrastructure improvements to bus stops. Improvements may include addition of concrete landing pads, equitable ADA seating areas, sidewalk replacement and curb ramp/sidewalk connections to existing public infrastructure within a reasonable distance from the bus stop		
<b>Funding Request Amount for Year 1</b>	FTA Request: 200,000	Local Match: 50,000	Total Cost: 250,000
<b>Funding Request Amount for Year 2</b>	FTA Request: 200,000	Local Match: 50,000	Total Cost: 250,000
<b>Project Type</b> Capital	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: Hozhoni</b>			
<b>Project Title</b>	Replacement for VIN #2511	<b>Priority Number</b>	1
<b>Location Address</b>	2133 N. Walgreen, Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Replacement of 2008 Ford Cutaway with Lift – 2 wheelchair positions with high mileage that is used to provide transportation for individuals with intellectual disabilities to medical appointments, employment sites, recreational activities, and between the group home and the day program, with a new Cutaway with Lift (9 passenger) that will accommodate the extremely heavy electric wheelchairs that are used by many clients in our program.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> 110,000	<b>Local Match:</b> 27,500	<b>Total Cost:</b> 137,500
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> <a href="#">Click here to enter text.</a>	<b>Local Match:</b> <a href="#">Click here to enter text.</a>	<b>Total Cost:</b> <a href="#">Click here to enter text.</a>
<b>Project Type</b> Capital - Vehicle	<b>Primary Project Service Area</b> Small-Urban	<b>COG/MPO Region</b> FMPO	

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: Hozhoni</b>			
<b>Project Title</b>	Replacement for VIN #2906	<b>Priority Number</b>	2
<b>Location Address</b>	2133 N. Walgreen, Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Replacement of 2012 Ford Cutaway with Lift – 2 wheelchair positions with high mileage that is used to provide transportation for individuals with intellectual disabilities to medical appointments, employment sites, recreational activities, and between the group home and the day program, with a new Cutaway with Lift (9 passenger) that will accommodate the extremely heavy electric wheelchairs that are used by many clients in our program.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> 115,500	<b>Local Match:</b> 28,875	<b>Total Cost:</b> 144,375
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> Click here to enter text.	<b>Local Match:</b> Click here to enter text.	<b>Total Cost:</b> Click here to enter text.
<b>Project Type</b> Capital - Vehicle	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: Hozhoni</b>			
<b>Project Title</b>	Replacement for VIN #5367		<b>Priority Number</b> 1
<b>Location Address</b>	2133 N. Walgreen, Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Replacement of 2012 Ford Cutaway with Lift – 2 wheelchair positions with high mileage that is used to provide transportation for individuals with intellectual disabilities to medical appointments, employment sites, recreational activities, and between the group home and the day program, with a new Cutaway with Lift (9 passenger) that will accommodate the extremely heavy electric wheelchairs that are used by many clients in our program.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b>	<b>Local Match:</b>	<b>Total Cost:</b>
<b>Funding Request Amount for Year 2</b>	FTA Request: 115,500	Local Match: 28,875	Total Cost: 144,375
<b>Project Type</b> Capital - Vehicle	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO



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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
Applicant Agency Name: Arizona Board of Regents for and on behalf of NAU Center for Service and Volunteerism			
<b>Project Title</b>	Volunteer Driver Door through Door and More	<b>Priority Number</b> 1	
<b>Location Address</b>	19 W McConnell Dr., Building 70, Room 6 on the NAU Campus, PO Box 5063 Flagstaff, AZ 86011		
<b>Brief Description of Proposed Project</b>	The Center for Service and Volunteerism (CSV) utilizes the services of older adult volunteers through the AmeriCorps Seniors Senior Companions Program to serve the needs of homebound elderly or disabled clients in the Flagstaff. The Senior Companion volunteers provide transportation for the clients in Flagstaff including rides to physical and behavioral health appointments, to the pharmacy, grocery store, and for other errands, and for other appointments such as for haircuts, exercise, meetings, etc. The volunteers offer services beyond ADA requirements and accompany their clients into medical appointment offices, assist with grocery shopping, errands, etc. Senior Companion volunteers are required to stay with the client beyond the car, beyond door through door, and even more. They also assist clients with bringing in grocery bags and assist with putting groceries away, taking notes at medical visits if requested by client, etc.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> \$10,000	<b>Local Match:</b> \$10,000	<b>Total Cost:</b> \$20,000
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> \$13,000	<b>Local Match:</b> \$13,000	<b>Total Cost:</b> \$26,000
<b>Project Type</b> Operating	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: Hope Lives – Vive La Esperanza</b>			
<b>Project Title</b>	Passenger van for peer support services in Coconino County	<b>Priority Number</b> 1	
<b>Location Address</b>	2308 N 4th St Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	<p>Hope Lives provides forensic peer support to adults with mental illness and/or a history of substance use to reduce recidivism and help individuals reintegrate into the community. We use our vehicles to transport our members/clients to connect them to resources, teach independent living skills, and participate in recovery activities.</p> <p>Our current three vehicles consist of a 12 passenger van that is 17 years old and 2 minivans that are 15 years old. They have served us well but have become unreliable and expensive to maintain. We would like to acquire a new 12 passenger van.</p>		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> 45,675	<b>Local Match:</b> 9,135	<b>Total Cost:</b> 36,540
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> Click here to enter text.	<b>Local Match:</b> Click here to enter text.	<b>Total Cost:</b> Click here to enter text.
<b>Project Type</b> Capital	<b>Primary Project Service Area</b> Flagstaff		<b>COG/MPO Region</b> FMPO

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name: Hope Lives – Vive La Esperanza</b>			
<b>Project Title</b>	Passenger van for peer support services in Coconino County	<b>Priority Number</b>	2
<b>Location Address</b>	2308 N 4th St Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	<p>Hope Lives provides forensic peer support to adults with mental illness and/or a history of substance use to reduce recidivism and help individuals reintegrate into the community. We use our vehicles to transport our members/clients to connect them to resources, teach independent living skills, and participate in recovery activities.</p> <p>Our current three vehicles consist of a 12 passenger van that is 17 years old and 2 minivans that are 15 years old. They have served us well but have become unreliable and expensive to maintain. We would like to acquire a new minivan.</p>		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> 38,955	<b>Local Match:</b> 7,791	<b>Total Cost:</b> 31,164
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> Click here to enter text.	<b>Local Match:</b> Click here to enter text.	<b>Total Cost:</b> Click here to enter text.
<b>Project Type</b>  Capital	<b>Primary Project Service Area</b> Flagstaff		<b>COG/MPO Region</b> FMPO

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FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region			
Applicant Agency Name: Hope Lives – <u>Vive</u> La Esperanza			
Project Title	Passenger van for peer support services in Coconino County	Priority Number 1	
Location Address	2308 N 4th St Flagstaff, AZ 86004		
Brief Description of Proposed Project	<p>Hope Lives provides forensic peer support to adults with mental illness and/or a history of substance <u>use</u> to reduce recidivism and help individuals reintegrate into the community. We use our vehicles to transport our members/clients to connect them to resources, teach independent living skills, and participate in recovery activities.</p> <p>Our current three vehicles consist of a 12 passenger van that is 17 years old and 2 minivans that are 15 years old. They have served us well but have become unreliable and expensive to maintain. We would like to acquire a new 12 passenger van.</p>		
Funding Request Amount for Year 1	FTA Request:	Local Match: Click here to enter text.	Total Cost: Click here to enter text.
Funding Request Amount for Year 2	FTA Request: 45,675	Local Match: 9,135	Total Cost: 36,540
Project Type Capital	Primary Project Service Area Flagstaff		COG/MPO Region FMPO

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
<b>Applicant Agency Name:</b> Quality Connections			
<b>Project Title</b>	Replacement - Maxi Van with Lift to replace VIN 3468	<b>Priority Number</b> 1	
<b>Location Address</b>	3012 E. Route 66, Flagstaff, AZ. 86004		
<b>Brief Description of Proposed Project</b>	Replacement vehicle for 2013 Dodge El Dorado (VIN 3468) in fair condition with high mileage that provides transportation for individuals with disabilities for employment, medical appointments, recreation, and other daily living activities. This replacement was approved in the 2019 grant cycle, but could not be fulfilled due to supply chain issues.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> \$89,628	<b>Local Match:</b> \$22,407	<b>Total Cost:</b> \$112,035
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> <a href="#">Click here to enter text.</a>	<b>Local Match:</b> <a href="#">Click here to enter text.</a>	<b>Total Cost:</b> <a href="#">Click here to enter text.</a>
<b>Project Type</b>	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
Applicant Agency Name: Quality Connections			
<b>Project Title</b>	Expansion- Minivan with ramp	<b>Priority Number</b> 2	
<b>Location Address</b>	3012 E. Route 66 Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Expansion vehicle to meet increasing transportation needs for individuals with disabilities for employment, medical appointments, recreation, and other daily living activities.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> \$61,908	<b>Local Match:</b> \$15,477	<b>Total Cost:</b> \$77,385
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> Click here to enter text.	<b>Local Match:</b> Click here to enter text.	<b>Total Cost:</b> Click here to enter text.
<b>Project Type</b>	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
Applicant Agency Name: Quality Connections			
<b>Project Title</b>	Replacement - Minivan to replace VIN 2938	<b>Priority Number</b>	3
<b>Location Address</b>	3012 E. Route 66, Flagstaff, AZ. 86004		
<b>Brief Description of Proposed Project</b>	Replacement vehicle for 2015 Dodge El Dorado (VIN 2938) in fair condition with high mileage that provides transportation for individuals with disabilities for employment, medical appointments, recreation, and other daily living activities.		
<b>Funding Request Amount for Year 1</b>	<b>FTA Request:</b> \$31,164	<b>Local Match:</b> \$7,791	<b>Total Cost:</b> \$38,955
<b>Funding Request Amount for Year 2</b>	<b>FTA Request:</b> <a href="#">Click here to enter text.</a>	<b>Local Match:</b> <a href="#">Click here to enter text.</a>	<b>Total Cost:</b> <a href="#">Click here to enter text.</a>
<b>Project Type</b>	<b>Primary Project Service Area</b> Small-Urban	<b>COG/MPO Region</b> FMPO	

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
Applicant Agency Name: Quality Connections			
Project Title	Replacement -Minivan to replace VIN 2830	Priority Number	4
Location Address	3012 E. Route 66, Flagstaff, AZ. 86004		
Brief Description of Proposed Project	Replacement vehicle for 2015 Dodge El Dorado (VIN 2938) in fair condition with high mileage that provides transportation for individuals with disabilities for employment, medical appointments, recreation, and other daily living activities.		
Funding Request Amount for Year 1	FTA Request: \$31,164	Local Match: \$7,791	Total Cost: \$38,955
Funding Request Amount for Year 2	FTA Request: Click here to enter text.	Local Match: Click here to enter text.	Total Cost: Click here to enter text.
Project Type	Primary Project Service Area Small-Urban	COG/MPO Region FMPO	



**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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<b>FY2023 – FY2024 Section 5310 Grant Pre-Application – MetroPlan (FMPO) Region</b>			
Applicant Agency Name: Quality Connections			
<b>Project Title</b>	Expansion- Maxi Van with Lift	<b>Priority Number</b> 5	
<b>Location Address</b>	3012 E. Route 66 Flagstaff, AZ 86004		
<b>Brief Description of Proposed Project</b>	Expansion vehicle to meet the needs of the expanding transportation area for purposes of employment, educational programs and recreation. Vehicles in the fleet are currently at capacity serving the metro Flagstaff area, Doney Park, Timberline, Railroad Springs and Townsend- Winona. This expansion vehicle will meet expansion needs in Parks, Kachina Village, Mountaineer, Munds Park and Bellemont.		
<b>Funding Request Amount for Year 1</b>	FTA Request: \$89,628	Local Match: \$22,407	Total Cost: \$112,035
<b>Funding Request Amount for Year 2</b>	FTA Request: <a href="#">Click here to enter text.</a>	Local Match: <a href="#">Click here to enter text.</a>	Total Cost: <a href="#">Click here to enter text.</a>
<b>Project Type</b>	<b>Primary Project Service Area</b> Small-Urban		<b>COG/MPO Region</b> FMPO

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

**Appendix 5 | Coordinated Mobility Council meeting agendas from 2023**



**AGENDA**

**MetroPlan & Mountain Line  
Coordinated Mobility Council**

**Friday, February 17, 2023  
10:00 AM – 12:00 PM**

**Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room, Flagstaff, AZ 86001**  
**Zoom Link**, passcode 123456. Please email Estella Hollander  
[ehollander@mountainline.az.gov](mailto:ehollander@mountainline.az.gov), if you need Zoom log-in information.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order (10:00 am)**
2. **Welcome by Jamie Martinez, Chair**
3. **Safety Moment**
4. **Roll call and introductions**
5. **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 MetroPlan/Mountain Line Coordinated Mobility Council. The Council is prohibited by the Open Meeting law from discussing, considering, or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.
6. **Minutes from previous meeting (10:15 am)**  
Review and approval of minutes from November 18, 2022 quarterly Coordinated Mobility Council meeting.

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

MetroPlan & Mountain Line  
Coordinated Mobility Council

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7. **Inclusion and Adaptive Living Commission Update (10:15 am)**  
Update by Inclusion and Adaptive Living Commission members or liaisons
8. **5310 Grant Application (10:20 am)**  
Discuss upcoming 5310 grant Notice of Funding and review pre-applications.
9. **MetroPlan & Mountain Line Coordinated Transportation Plan Approval (10:35 am)**  
Seek approval from CMC regarding MetroPlan & Mountain Line Coordinated Public Transit – Human Services Transportation Plan for 2023
10. **NACOG Coordinated Plan Update (10:50 am)**  
Presentation by Tod Morris with Northern Arizona Council of Governments to review their recently updated Coordinated Plan
11. **NACOG/Age Friendly AZ Technology Summit (11:00 am)**  
Presentation by Tod Morris regarding partnership with Age Friendly AZ and upcoming Technology Summit
12. **Regional Transportation Safety Plan (11:15 am)**  
Presentation by MetroPlan regarding the Regional Transportation Safety Plan
13. **Upcoming trainings (11:30)**  
Information on scheduled upcoming trainings and discussion on need for other trainings.
14. **News and updates from CMC members (11:35)**  
An opportunity to report on any projects or work that may be of interest to group
15. **Future agenda items (11:45)**
16. **Adjournment (12:00 pm)**

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February 17, 2023  
Page 2 of 3

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

MetroPlan & Mountain Line  
Coordinated Mobility Council

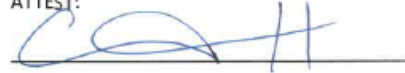
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**CERTIFICATION OF POSTING OF NOTICE**

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at Mountain Line on 2/14, at approximately 1:30 a.m./p.m. in accordance with the statement filed by the Clerk of the Board with NAIPTA.

Dated this 14<sup>th</sup> day of February, 2023.

ATTEST:



Estella Hollander, Mobility Planner

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February 17, 2023

Page 3 of 3

**MetroPlan & Mountain Line**  
**Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

**MetroPlan & Mountain Line**  
**Coordinated Mobility Council**

**Thursday, May 25, 2023**

**10:00 AM – 12:00 PM**

**Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room, Flagstaff, AZ 86001**

**Zoom Link, passcode 123456. Please email Mitchell Reddy**

**mreddy@mountainline.az.gov, if you need Zoom log-in information.**

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order**
2. **Welcome by Jamie Martinez, Chair**
3. **Safety Moment**
4. **Roll call and introductions**
5. **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 MetroPlan/Mountain Line Coordinated Mobility Council. The Council is prohibited by the Open Meeting law from discussing, considering, or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.
6. **Minutes from previous meeting**  
Review and approval of minutes from February 17, 2023 quarterly Coordinated Mobility Council meeting.

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

MetroPlan & Mountain Line  
Coordinated Mobility Council

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7. **Inclusion and Adaptive Living Commission Update**  
Update by Inclusion and Adaptive Living Commission members or liaisons
8. **Vehicle sharing presentation**  
Presentation by Billy Parker Executive Director & Sub-Regional Mobility Manager at Chandler Gilbert Arc, discussing the vehicle sharing programs being conducted in the Maricopa Association of Governments (MAG) Region.
9. **5310 Grant Application & Coordinated Transportation Plan**  
Give update on 5310 grant Notice of Award and the adoption of the MetroPlan & Mountain Line Coordinated Transportation Plan.
10. **Subcommittee group updates**  
Updates from the subcommittee in charge of simplifying the paratransit eligibility process as well as the wheelchair accessible vehicle subcommittee.
11. **Regional Transportation Safety Plan**  
Presentation by MetroPlan regarding the Regional Transportation Safety Plan.
12. **Upcoming trainings**  
Information on scheduled upcoming trainings and discussion on need for other trainings.
13. **News and updates from CMC members**  
An opportunity to report on any projects or work that may be of interest to group
14. **Future agenda items**
15. **Adjournment**

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May 25, 2023  
Page 2 of 3

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**  
MetroPlan & Mountain Line  
Coordinated Mobility Council

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**CERTIFICATION OF POSTING OF NOTICE**

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at Mountain Line on 5-23-23 at approximately 9:45 a.m./p.m. in accordance with the statement filed by the Clerk of the Board with NAIPTA.

Dated this 23<sup>rd</sup> day of May, 2023.

ATTEST:



Mitchell Reddy, Associate Transit Planner

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May 25, 2023  
Page 3 of 3

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**



**AGENDA**

**MetroPlan & Mountain Line  
Coordinated Mobility Council**

**Friday, August 18, 2023  
10:00 AM – 12:00 PM**

**Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room, Flagstaff, AZ 86001**

**Zoom Link, passcode 123456. Please email Mitchell Reddy  
[mreddy@mountainline.az.gov](mailto:mreddy@mountainline.az.gov), if you need Zoom log-in information.**

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order**
2. **Welcome by Jamie Martinez, Chair**
3. **Safety Moment**
4. **Roll call and introductions**
5. **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 MetroPlan/Mountain Line Coordinated Mobility Council. The Council is prohibited by the Open Meeting law from discussing, considering, or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.
6. **Minutes from previous meeting**

Review and approval of minutes from May 25, 2023, quarterly Coordinated Mobility Council meeting.



**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

MetroPlan & Mountain Line  
Coordinated Mobility Council

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7. **Inclusion and Adaptive Living Commission Update**  
Update by Inclusion and Adaptive Living Commission members or liaisons
8. **Section 5310 Grant Update**  
Update on recent Section 5310 grant awards
9. **NACOG update**  
Tod Morris from Northern Arizona Council of Governments (NACOG) will give a general update on recent activities in the region.
10. **Subcommittee group updates**  
Updates from the wheelchair accessible vehicle subcommittee
11. **Regional Transportation Safety Plan**  
Presentation by MetroPlan regarding the Regional Transportation Safety Plan crash concentration maps.
12. **Upcoming trainings**  
Information on scheduled upcoming trainings and discussion on need for other trainings.
13. **News and updates from CMC members**  
An opportunity to report on any projects or work that may be of interest to the group.
14. **Future agenda items**
15. **Adjournment**

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August 18, 2023  
Page 2 of 3

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**  
MetroPlan & Mountain Line  
Coordinated Mobility Council

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**CERTIFICATION OF POSTING OF NOTICE**

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at Mountain Line on 8/14, at approximately 9:00 a.m./p.m. in accordance with the statement filed by the Clerk of the Board with NAIPTA.

Dated this 14 day of August, 2023.

ATTEST:

  
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~~Mitchell Reddy, Associate Transit Planner~~

*Estella Hollander, Mobility Planner*

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August 18, 2023  
Page 3 of 3

**MetroPlan & Mountain Line**  
**Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

**MetroPlan & Mountain Line**  
**Coordinated Mobility Council**

**Friday, November 17, 2023**

**10:00 AM – 12:00 PM**

**Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room, Flagstaff, AZ 86001**

**Zoom Link**, passcode 123456. Please email Estella Hollander  
[ehollander@mountainline.az.gov](mailto:ehollander@mountainline.az.gov), if you need Zoom log-in information.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order**
2. **Welcome by Jamie Martinez, Chair**
3. **Safety Moment**
4. **Roll call and introductions**
5. **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 MetroPlan/Mountain Line Coordinated Mobility Council. The Council is prohibited by the Open Meeting law from discussing, considering, or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.
6. **Minutes from previous meeting**  
Review and approval of minutes from August 18, 2023, quarterly Coordinated Mobility Council meeting.

# MetroPlan & Mountain Line Coordinated Public Transit – Human Services Transportation Plan

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## AGENDA

MetroPlan & Mountain Line  
Coordinated Mobility Council

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7. **Inclusion and Adaptive Living Commission Update**  
Update by Inclusion and Adaptive Living Commission members or liaisons
8. **Section 5310 Grant Update**  
Update on Section 5310 2023 Year 1 grant awards, ADOT 5310 vehicle updates, and vehicle requirements
9. **Mountain Line & MetroPlan Coordinated Plan**  
Review minor update requirements and status report
10. **Agency Spotlight**  
Presentation by Hozhoni regarding their transportation program
11. **WAV Subcommittee group updates**  
Updates from the wheelchair accessible vehicle subcommittee
12. **Mountain Line Mobility as a Service (MaaS) Plan**  
Update regarding new MaaS Plan that Mountain Line is kicking off
13. **Regional Transportation Safety Plan**  
Presentation by MetroPlan regarding the Regional Transportation Safety Plan crash concentration maps.
14. **Upcoming trainings**  
Information on scheduled upcoming trainings and discussion on need for other trainings.
15. **News and updates from CMC members**  
An opportunity to report on any projects or work that may be of interest to the group.
16. **Future agenda items**
17. **Adjournment**

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November 17, 2023

Page 2 of 3

**MetroPlan & Mountain Line  
Coordinated Public Transit - Human Services Transportation Plan**

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**AGENDA**

MetroPlan & Mountain Line  
Coordinated Mobility Council

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**CERTIFICATION OF POSTING OF NOTICE**

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at Mountain Line on 11/15/23, at approximately 1 a.m./p.m. in accordance with the statement filed by the Clerk of the Board with NAIPTA.

Dated this 15 day of Nov, 2023.

ATTEST:

  
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Estella Hollander, Mobility Planner

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November 17, 2023  
Page 3 of 3

**MetroPlan & Mountain Line**  
**Coordinated Public Transit – Human Services Transportation Plan**

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**Appendix 6 | Coordinated Mobility Council meeting minutes from 2023**



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**AGENDA**

**MetroPlan & Mountain Line**  
**Coordinated Mobility Council**

Friday, February 17, 2023  
10:00 AM – 12:00 PM

**Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room, Flagstaff, AZ 86001**  
[Zoom Link](#), passcode 123456. Please email Estella Hollander at [ehollander@mountainline.az.gov](mailto:ehollander@mountainline.az.gov), if you need Zoom log-in information.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order (10:00 am)**  
The meeting was called to order at 10:00 by Jamie Martinez
2. **Welcome by Jamie Martinez, Chair**  
Welcoming remarks by Jamie Martinez
3. **Safety Moment**  
Estella Hollander provided a safety moment on Fire Extinguishers – an important tool to prevent a small fire. Meant to clear a path for you and others. Chemical foam only lasts 12-15 seconds. Be sure you know how to properly use a fire extinguisher.
4. **Roll call and introductions**  
Jamie Martinez, Estella Hollander, David Wessel, Mandia Gonzales, Mitch Reddy, Tod Morris, Deidre Crawley, Carole Mandino, Martin Ince, Debra Kurkoski, John, Russell Randall, Michele Eisenberg, Monica Attridge, Kristin Pavlik, Ann Huffman, Alida Preil, Jen Meiser-Hays, John Currant, Lorraine Crim.

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

MetroPlan & Mountain Line  
Coordinated Mobility Council

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5. **Call to the Public**  
Public comment was provided by: *NONE*
  
6. **Minutes from the previous meeting**  
Motion: Carol Mandino motioned to approve the November 18<sup>th</sup>, 2022, meeting minutes, seconded by Russ Randall. Unanimously approved.
  
7. **Inclusion and Adaptive Living Commission Update**  
Update by Inclusion and Adaptive Living Commission members or liaisons. Meetings are held on the 4<sup>th</sup> Tuesday of every month. The next meeting will be on Feb 28<sup>th</sup> from 12:00 noon – 1:00 pm as a hybrid meeting.  
  
Current Commission Projects:
  - Buffalo Park accessibility
  - FUTS Accessibility
  - Website Accessibility for all City websites
  - Accessibility of the front entrance of the main library – ribbon cutting ceremony soon.
  - Working with the City on sidewalks and curb-cuts snow clearing
  - Concerns over seasonal accessibility to sidewalks for mobility
  
8. **5310 Grant Application**  
Estella Hollander, Mountain Line, provided a PowerPoint presentation On the grant application update of the 2023 and 2024 grant cycles. Funds transportation programs for seniors and people with disabilities. A pre-application must be submitted to Mountain Line in advance. Applicant projects need to be in the Coordinated Mobility Plan. Due on March 21<sup>st</sup> by 4:00 p.m.
  
9. **MetroPlan & Mountain Line Coordinated Transportation Plan Approval**  
Seek approval from CMC regarding MetroPlan & Mountain Line Coordinated Public Transit – Human Services Transportation Plan for 2023  
  
Mitch Reddy, Mountain Line, provided a PowerPoint presentation on the Coordinated Transportation Plan. Updated yearly with a major update every 4 years. The 2021 Coordinated Transportation Plan is a “major update”.

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February 17, 2023  
Page 2 of 4

# MetroPlan & Mountain Line Coordinated Public Transit – Human Services Transportation Plan

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## AGENDA

MetroPlan & Mountain Line  
Coordinated Mobility Council

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Motion: Carol Mandino motioned to approve the 2023 Coordinated Transportation Plan, seconded by Jen Meiser-Hays. Unanimously approved.

10. **NACOG Coordinated Plan Update**  
Tod Morris with the Northern Arizona Council of Governments (NACOG) provided a PowerPoint presentation on the NACOG Northeast Coordinated Plan. The recommendations from the planning effort are focused on maintaining current services and providing support to transit providers to expand transportation services.
  
11. **NACOG| Age Friendly AZ Technology Summit**  
Presentation by Tod Morris regarding partnership with Age Friendly AZ and upcoming Healthcare Technology Summit. Coming to Arizona later this spring. A platform to have conversations around healthcare access and rural seniors with the two main goals to improve transportation for seniors and reduce healthcare/transportation costs.  
  
March 28<sup>th</sup> – one-day webinar – open to everyone and free to attend.  
In-person workshop to follow the webinar. Date TBD.
  
12. **Regional Transportation Safety Plan**  
David Wessel, MetroPlan, provided a verbal update regarding the Regional Transportation Safety Plan.
  
13. **Upcoming trainings**  
Information on scheduled upcoming training and discussion on the need for other trainings.
  - PASS Training – Passenger Assistance Safety and Sensitivity – March 1<sup>st</sup>
  - 2023 Statewide Transportation Technology Summit Virtual Event – March 28<sup>th</sup>, 9 am – 4 pm
  - Arizona Transit Assoc. Conference – April 3-5<sup>th</sup>, Mesa Az.
  
14. **News and updates from CMC members**  
An opportunity to report on any projects or work that may be of interest to group.

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February 17, 2023  
Page 3 of 4



**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

MetroPlan & Mountain Line  
Coordinated Mobility Council

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- Kristine Pavlik – 2023 CBDG grants are due March 1<sup>st</sup> - can be used to illuminate barriers to access for disabled individuals.

15. **Future agenda items**

Jamie Martinez is unable to attend the May meeting. Seeking a new date.  
Estella to connect with CMC members to coordinate a new date.

16. **Adjournment (12:00 pm)**

Jamie Martinez adjourned the meeting at 11:53 am

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February 17, 2023

Page 4 of 4

**MetroPlan & Mountain Line  
Coordinated Public Transit – Human Services Transportation Plan**

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**AGENDA**

**MetroPlan & Mountain Line  
Coordinated Mobility Council**

Thursday, May 25, 2023  
10:00 AM – 12:00 PM

Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room. Flagstaff, AZ 86001  
[Zoom Link](#), passcode 123456. Please email Mitchell Reddy  
[mreddy@mountainline.az.gov](mailto:mreddy@mountainline.az.gov), if you need Zoom log-in information.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order**  
The meeting was called to order at 10:00 by Jamie Martinez
2. **Welcome by Jamie Martinez, Chair**  
Welcoming remarks by Jamie Martinez
3. **Safety Moment**  
Mitch Reddy provided a safety moment on heat related issues and illness.
4. **Roll call and Introductions**  
Jamie Martinez, Estella Hollander, David Wessel, Mandia Gonzales, Mitch Reddy, Martin Ince, Lorraine Crim, Carol Mandino, Jen Meiser-Hays, Billy Parker, Ann Huffman, Monica Atteridge, Diana Collins, Debra Kurkoski, Alida Pfeil, Lisa Conner, Kristine Elizabeth, Aydaly Briones, and Michele Eisenberg, Angela Hernandez.
5. **Call to the public**  
Public comment(s) was provided by:  
Carol Mandino informed the committee that there is still time to discuss transportation issues around the relocation of the hospital with City

# MetroPlan & Mountain Line Coordinated Public Transit – Human Services Transportation Plan

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## AGENDA

MetroPlan & Mountain Line  
Coordinated Mobility Council

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Council.

6. **Minutes from previous meeting**

Motion: Carol Mandino motioned to approve the February 17, 2023, meeting minutes, seconded by Alida Pfeil. Unanimously approved.

7. **Inclusion and Adaptive Living Commission Update**

Update by Inclusion and Adaptive Living Commission members or liaisons. Meetings are held on the 4<sup>th</sup> Wednesday of every month from 12:00 noon – 1:00 pm as a hybrid meeting.

Two (2) openings currently need to be filled. Applications are available on the City's website.

City Project Updates: Universal design of the library entrance is under construction. Buffalo Park accessibility updates are almost complete. Discussions of how the Flagstaff Police Department can help to enforce vehicles and other objects that block/obstruct sidewalk use and access.

8. **Vehicle-Sharing Presentation**

PowerPoint Presentation by Billy Parker Executive Director & Sub-Regional Mobility Manager at Chandler Gilbert Arc. discussing the vehicle sharing programs being conducted in the Maricopa Association of Governments (MAG) Region.

The presentation provided an overview of the benefits and challenges of such a program, but it is doable. For questions, please contact Billy Parker at [bparker@cgarc.org](mailto:bparker@cgarc.org)

9. **5310 Grant Application & Coordinated Transportation Plan**

Give update on 5310 grant Notice of Award and the adoption of the MetroPlan & Mountain Line Coordinated Transportation Plan.

Six (6) 5310 Grant Applications were submitted this round. ADOT stated that the results should be posted by the end of May.

The Coordinated Transportation Plan has been approved by both Mountain Line and MetroPlan Executive Boards.

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May 25, 2023

Page 2 of 4

# MetroPlan & Mountain Line Coordinated Public Transit – Human Services Transportation Plan

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## AGENDA

MetroPlan & Mountain Line  
Coordinated Mobility Council

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10. **Subcommittee Group Updates**

Updates from the subcommittee in charge of simplifying the paratransit eligibility process as well as the wheelchair accessible vehicle subcommittee.

Paratransit Eligibility Process Subcommittee: An updated version of Part C of the application has been drafted and presented to the Coordinated Mobility Council. The simplified application is beneficial for both healthcare providers and their patients. Part A and B are currently separate items – the group is looking towards combining all parts of the application for efficiency purposes.

Wheelchair Accessible Vehicle Subcommittee: Project scope statement has been drafted and will be sent to the CMC for review and feedback.

11. **Regional Transportation Safety Plan**

Presentation by MetroPlan regarding the Regional Transportation Safety Plan.

David Wessel provided a verbal update on the Regional Transportation Safety Plan along with a walkthrough of the [website](#) and current data. This plan is being done in conjunction with Northern Arizona Council of Governments (NACOG) and Central Yavapai Metropolitan Planning Organization (CYMPO) for a Northern Arizona regional perspective.

12. **Upcoming trainings**

Information on scheduled upcoming trainings and discussion on need for other trainings.

June 8<sup>th</sup> – Passenger Assistance Safety and Sensitivity Trainings

13. **News and Updates from CMC members**

An opportunity to report on any projects or work that may be of interest to the group.

14. **Future agenda items**

Submit any future agenda items to Mitch Reddy, Estella Hollander, and/or Jamie Martinez.

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May 25, 2023  
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Vehicle Share – Interest in discussing the topic further. Currently, there are identified barriers in sharing across various organizations.

Next Meeting – Friday, August 18<sup>th</sup>

15. **Adjournment**  
Jamie Martinez adjourned the meeting at 12:08 noon.

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## MINUTES

### MetroPlan & Mountain Line Coordinated Mobility Council

Friday, August 18, 2023  
10:00 AM – 12:00 PM

Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room. Flagstaff, AZ 86001  
[Zoom Link](#), passcode 123456. Please email Mitchell Reddy  
[mreddy@mountainline.az.gov](mailto:mreddy@mountainline.az.gov), if you need Zoom log-in information.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order**  
The meeting was called to order at 10:00 by Jamie Martinez
  
2. **Welcome by Jamie Martinez, Chair**  
Welcoming remarks by Jamie Martinez
  
3. **Safety Moment**  
Estella Hollander provided a safety moment on School Zone Safety – be aware of school zones, pedestrian crossings, look for people and crossings, reduce speeds in school zones, stop for school buses, and expect more traffic in the school zone.  
  
If you stay alert and focused, you can keep everyone safe this school year!
  
4. **Roll call and introductions**  
Jamie Martinez, Estella Hollander, David Wessel, Mandia Gonzales, Mitch Reddy, Russel Randall, Lisa Conner, Erin Kruse, Tod Morris, Brianna with NAU Senior Companion Program, Alida Pfeil, Michele Eisenberg, Kristine Elizabeth, and Martin Ince.

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5. **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 MetroPlan/Mountain Line Coordinated Mobility Council. The Council is prohibited by the Open Meeting law from discussing, considering, or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.
  
6. **Minutes from the previous meeting**  
  

Motion: Tod Morris motioned to approve the May 19,2023, meeting minutes, seconded by Erin Kruse. Unanimously approved.
  
7. **Inclusion and Adaptive Living Commission Update**  
Jamie Martinez provided an update by Inclusion and Adaptive Living Commission members or liaisons.  
  

Due to summer recess and a lack of quorum, the commission has not had a meeting since May 2023. However, the next meeting is scheduled for Wednesday, August 23rd. Meetings are held on the 4<sup>th</sup> Wednesday of every month from 12:00 noon – 1:00 pm as a hybrid meeting.

Project Update: Working group focused on sidewalk encroachment and maintenance. If you see any issues needed city-wide, please contact Jamie Martinez or Russ Randall.
  
8. **Section 5310 Grant Update**  
Mitch Reddy provided an update on Section 5310 grant awards. Sara Allred has resigned from ADOT. Your new contact is Brian McCoy. Last year's grant requests: Request for non-wheelchair-accessible vehicles continues to be delayed. If the requested vehicle has a lift, those vehicles are being delivered.
  
9. **NACOG update**  
Tod Morris from the Northern Arizona Council of Governments (NACOG) provided a PowerPoint Presentation on the following:

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- Hopi Tribe Transit Plan: Recently completed the 5-Year short-range transit plan with the Hopi Tribe. A potential full buildout would connect to Flagstaff and surrounding communities.
  - Hope will be seeking funds through Tribal Transit funds to expand services,
- Statewide Rural Health Access:
  - Age-Friendly AZ is developing a “No Wrong Door Platform.”
  - Identify pilot healthcare providers.
  - Establish Library telemedicine hubs in Rural Yavapai and Cochise County.
  - Reviewing the use of retired 5310 vehicles to survey as mobility telemedicine hubs.

**10. Subcommittee group updates**

Estella Hollander provided updates from the wheelchair-accessible vehicle (WAV) subcommittee. The subcommittee's goal is to make more wheelchair-accessible vehicles available in the region with a focus on “on-demand” services as provided by Uber and/or Taxi services.

Current Tasks:

- Needs assessment.
- Conducting interviews with medical providers, home health agencies, and caregiver agencies.

A discussion of results and next steps followed the committee updates.

Paratransit Eligibility Subcommittee– no updates

**11. Regional Transportation Safety Plan**

Mandia Gonzales from MetroPlan provided a brief update on the Regional Transportation Safety Plan crash concentration maps and next steps.

**12. Upcoming trainings**

Information on scheduled upcoming trainings and discussion on need for other trainings.

- Arizona Transit Association (AzTA) 2<sup>nd</sup> annual maintenance forum. Mesa, AZ. October 25<sup>th</sup> & 26<sup>th</sup>

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- Apply for RTAP funding by September 25<sup>th</sup> to pay for expenses – contact Estella Hollander for more information.
  
- 13. **News and updates from CMC members**

An opportunity to report on any projects or work that may be of interest to the group.

Mitch Reddy – Announced his departure from Mountain Line till the end of August.

Estella Hollander – Announced the position of Associate Transit Planner has been open and the interview will take place next week.

Erin Kruse – Introduction of Brianna to CMC. Brianna is focusing on outreach and engagement. Additionally, was awarded Climate Core. NAU/Arizona was one of four states to enter the climate core. This will allow AmeriCorps volunteers to work with NGOs and non-profits at no cost for Flagstaff, Northern Arizona, and then statewide.
  
- 14. **Future agenda items**

Next Meeting – November 17<sup>th</sup>, 2023

Agency spotlight on services from each CMC member would be desired.
  
- 15. **Adjournment**

Jamie Martinez adjourned the meeting at 11:16 am

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**MINUTES**

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Friday, November 17, 2023  
10:00 AM – 12:00 PM

Hybrid Meeting – 3773 N. Kaspar Drive, VERA Room. Flagstaff, AZ 86001  
[Zoom Link](#), passcode 123456. Please email Estella Hollander  
[ehollander@mountainline.az.gov](mailto:ehollander@mountainline.az.gov), if you need Zoom log-in information.

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order**  
The meeting was called to order at 10:00 by Jamie Martinez
2. **Welcome by Jamie Martinez, Chair**  
Welcoming remarks by Jamie Martinez
3. **Safety Moment**  
Estella Hollander provided a safety moment on Thanksgiving Fire Facts. Peak day for home cooking fires with more than three times the daily average such incidents.
  - Stay in the kitchen when cooking.
  - Keep children away from the stove (at least 3 ft away)
  - Keep cords to appliances from dangling.
  - Make sure your smoke alarms are working.

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**4. Roll call and introductions**

Jamie Martinez, Estella Hollander, David Wessel, Mandia Gonzales, Russel Randall, Deidre Crawley, Tod Morris, Martin Ince, Lisa Conner, Anne Huffman, Lorrain Crim, Carol Mandino, John Current, Michele Eisenberg, Jen Hayes, John Currant

**5. Call to the public**

No public comments were provided.

**6. Minutes from previous meeting**

Motion: Tod Morris motioned to approve the August 18<sup>th</sup>, 2023, meeting minutes, seconded by Deidre Crawley. Unanimously approved.

**7. Inclusion and Adaptive Living Commission Update**

Russ Randall provided an update by Inclusion and Adaptive Living Commission members or liaisons. Meetings are held on the 4<sup>th</sup> Wednesday of every month from 12:00 noon – 1:00 pm as a hybrid meeting.

Project Updates:

- Sidewalk obstructions and conditions - increase education and enforcement for residents and businesses.
- Coordinated and participated in a walking “audit” of the intersection of E. Route 66 and 4<sup>th</sup> St.
- Considering a Civilian Code Compliance crew designation for each neighborhood.

Jamie Martinez announced a change in his role at the commissions to “enforcement liaison”. Jamie is no longer the Chair of the Inclusion and Adaptive Living Commission.

**8. Section 5310 Grant Update**

Update on Section 5310 2023 Year 1 grant awards, ADOT 5310 vehicle updates, and vehicle requirements

- NAU received a grant for operating the Senior Companion Door Through Door and More.
- Hopelives Vivie La Esperanza received a grant for 2 vehicles and a maxi van
- Hozhoni Foundation received a grant for a van with a lift

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- Mountain Line received a grant to operate for ADA Plus and Taxi Program and Mobility Management.

One-third of the grant requests were awarded. For a total of \$498,928 in grants received

ADOT will be in touch with each agency that was awarded funding providing information on requirements.

9. **Mountain Line & MetroPlan Coordinated Plan**

Estella Hollander provided a review of minor update requirements and a status report on the Coordinated Plan. This document is a federal requirement. The minor update is related to demographics, vehicle list, 2023 CMC agenda and minutes, and changes to 5310 awards.

Approval from the CMC is scheduled for February 2024.

10. **Agency Spotlight**

Michelle Eisenberg provided a presentation on Hozhoni Foundation regarding their transportation program. Provide residential, vocational, education, day programs, employment programs, and other services, in Flagstaff, Cottonwood, and Prescott.

Transportation services are provided to qualified users. Does not serve the general public.

Barriers: Aging vehicles in the fleet. The wheelchair lift vans are the most significant need.

Successes: Track and maintain fleet, operate 21 group homes, 2-day programs, and employee programs in 3 locations.

11. **WAV Subcommittee group updates**

Estella Hollander provided a brief update from the wheelchair-accessible vehicle (WAV) subcommittee. The committee is currently working on a Needs Assessment to understand the needs, how often, certain days and times, and determining creative solutions.

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### Results so far:

- There are existing gaps in the mobility network
- Challenges getting people to appointments with early mornings as some appointments start as early as 5:30 am.

### Potential Solutions:

- Use the “down-time” of agencies who have an available vehicle
- Discuss the need with taxi providers should purchase a wheelchair vehicle

### Next Steps:

- Research and synthesize WAV funding options
- WAV informational fact sheet for Taxis, Uber, and Lyft drivers
- Continuing to brainstorm solutions

### 12. Mountain Line Mobility as a Service (MaaS) Plan

Estella Hollander provided an update regarding the new MaaS Plan that Mountain Line is kicking off.

This is an information item only. The goal of this plan is to create new and improved mobility options for paratransit and microtransit riders through new technology and contracted relationships that maximize transit options in a cost-efficient and effective manner.

Phase 1: Evaluation and Recommendations

Phase 2: Scope Development, Procurement, and Implementation

### CMC Role:

- Provide input on performance metrics
- Review recommendations
- CMC (Volunteers) to help develop and review the procurement scope and evaluation methods.

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**13. Regional Transportation Safety Plan**

David Wessel of MetroPlan Flagstaff provided a presentation regarding the Regional Transportation Safety Plan and crash concentration maps.

The presentation provided background information on the planning process that led to a list of priority projects. The focus of the plan is on fatal and serious crashes.

A list of Potential Project Locations was shared with the CMC. For the City of Flagstaff, many of the projects identified on City-owned roads are already prioritized and/or funded by the City.

**14. Upcoming trainings**

Information on scheduled upcoming trainings and discussion on need for other trainings.

- Arizona Transit Association (AzTA) statewide transit conference. April 8-10, 2024. Apply for RTAP funding to pay for expenses. If interested in applying, contact Estella.

**15. News and updates from CMC members**

An opportunity to report on any projects or work that may be of interest to the group.

**16. Future agenda items**

Contact Estella and/or Jamie to add future agenda items

**17. Adjournment**

Jamie Martinez adjourned the meeting at 12:02 am

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## **Appendix 7 | Community partners and stakeholders**

### **Education**

- FUSD
- NAU
- CCC
- Charter schools
- Private schools

### **Veteran’s organizations**

- American Legion
- Veterans of Foreign Wars
- Disabled American Veterans
- Department of Veterans Affairs

### **Churches and faith-based organizations**

### **Workforce development offices**

- Arizona Department of Economic Security

### **Shelters and transitional living**

- Flagstaff Shelter Services
- Sunshine Rescue Mission
- Hope Cottage
- Sharon Manor
- Inn Transitions
- Catholic Charities
- Salvation Army
- St. Mary’s Food Bank Alliance
- Northern Arizona Food Bank
- Flagstaff Family Food Center

### **Transportation providers**

### **Assisted living centers and nursing homes**

- The Peaks Assisted Living Facility
- Emeritus
- Haven Health

### **Hospitals and clinics**

- Flagstaff Medical Center
- North Country HealthCare
- Southwest Behavioral Health Services
- The Guidance Center

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- Native Americans for Community Action
- Coconino County Health Services District

**Human service organizations**

- Abrio Family Services
- Tunland Corporation
- Hozhoni Foundation
- Quality Connections
- Lou Corporation



## **Appendix 8 | Federal initiatives and legislation**

### ***2003 GAO report***

A June 2003 report from the Government Accountability Office, entitled “Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist,” identified 62 federal programs that provide funding for transportation services for transportation-disadvantaged populations, and found significant variation in the extent to which the programs coordinated their efforts.

### ***Coordinating Council on Access and Mobility***

In response, President Bush signed an Executive Order on February 24, 2004, “to enhance access to transportation to improve mobility, employment opportunities, and access to community services for persons who are transportation-disadvantaged.” The Executive Order also established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM) to:

- Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of Federal programs and services so that transportation-disadvantaged persons have access to more transportation services,
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources,
- Encourage enhanced customer access to a variety of transportation and resources available,
- Formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels, and
- Develop and implement a method for monitoring progress on achieving the goals of the Order.

### ***United We Ride***

The CCAM developed United We Ride, a federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes, by advancing the following goals:

- Simplify customer access to transportation,
- Reduce duplication of transportation services,

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- Streamline federal rules and regulations that may impede the coordinated delivery of services,
- Improve the efficiency of services using existing resources.

### ***SAFETEA-LU Surface Transportation Act***

United We Ride’s mission was strengthened through the federal surface transportation legislation known as SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users), which was passed in 2005. This legislation includes a requirement that programs funded under Section 5310 (Elderly Individuals and Individuals with Disabilities), Section 5316 (Job Access and Reverse Commute), and Section 5317 (New Freedom) be derived from locally developed, coordinated human services transportation plans.

### ***MAP-21 and FAST Surface Transportation Acts***

Moving Ahead for Progress in the 21st Century, or MAP-21, which was signed into law in July of 2012, is the federal surface transportation legislation that superseded SAFETEA-LU. Sections 5316 and 5317 were repealed under MAP-21. Activities eligible under 5316 have been moved to the Urbanized Area Formula program (Section 5307) or the Rural Area Formula program (Section 5311), and activities funded by Section 5317 have been folded into Section 5310.

### ***The FAST Act***

The FAST Act (Fixing America’s Surface Transportation), which became law on December 4, 2015, replaces MAP-21 and generally extends the Section 5310 program. FAST Act secures long-term funding for transportation projects and included new grants to support coordinated mobility.

### ***ADOT Coordinated mobility program and other funding sources***

### ***The Infrastructure Investment and Jobs Act (IIJA)***

Also known as the Bipartisan Infrastructure Law (BIL), was signed into law by President Biden on November 15, 2021. The law authorizes \$1.2 trillion for transportation and infrastructure spending with \$550 billion of that figure going toward “new” investments and programs. Funding from the IIJA is expansive in its reach, addressing energy and power infrastructure, access to broadband internet, water infrastructure, and more.

### ***Section 5310 Grants***

One tool to enhance coordination is the Federal Transit Administration’s Section 5310 program which is intended to enhance mobility for elderly individuals and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities

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Act (ADA) complementary paratransit services. The Act maintains the requirement that all funded projects are “included in” and “derived from” a coordinated human services transportation plan. Eligible projects include mobility management activities, purchase of capital equipment such as vehicles, equipment, and computer aided dispatch software, and operating expenses.

In Arizona, the Section 5310 grant program is managed by the Arizona Department of Transportation (ADOT). All MPO’s and COG’s in Arizona must have a Coordination Plan in place in order to be eligible for funding through the Section 5310 program. Each year MetroPlan solicits application from local eligible entities for these programs. All entities that apply must be included in this plan and must participate in the region’s quarterly coordination meetings.

A summary of applications submitted for these grant programs in the MetroPlan region for 2018 is included in the Appendixes.

### ***Public Private Partnerships***

Public Private Partnerships are an emerging trend for funding transportation projects. Health Care Reform has created financial incentives for insurance companies and for-profit medical providers to fund transportation for customers. This new requirement can be leveraged to support strategies in this plan to the benefit of all.

### ***Other Funding Sources***

- Mobility services have been funded through a variety of other federal, state, and private grants including but not limited to:
- Veteran’s Association
- Federal Highway Administration (FHWA)
- Congestion Mitigation Air Quality (CMAQ)
- Centers for Disease Control (CDC)
- Department of Energy (DOE)
- Department of Health and Human Services (HHS)
- State Grants (misc.)
- AARP

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**Appendix 9 | Framework of Coordinated Mobility**

***Northern Arizona Mobility and Coordination Mountain Mobility Business Plan 2015-2019***

Mountain Line is emerging as the lead agency in implementing the Coordination Plan, and prepared the Business Plan to guide implementation strategies listed in the Coordination Plan. In particular, the Business Plan develops scenarios based on the possibility to create a mobility and coordination center at Mountain Line.

As part of preparation of the Business Plan, Mountain Line’s consultant has updated information on regional transportation providers and human service agencies, conducted stakeholder interviews and surveys, held public workshops, validated previously identified gaps in transportation service, and updated goals, objectives, and strategies to address those gaps.

Stakeholder workshops for the Business Plan were held on March 6, 2013, and August 20, 2013.

***ADOT/CTAA Institute for Transportation Coordination***

In November of 2011, a team from the Flagstaff region, consisting of representatives of MetroPlan, Mountain Line, and FUSD, participated in a three-day training and planning forum. The team learned about coordination models, explored successful local coordination practices, discussed effective community outreach and partnership-building strategies, and increased their knowledge about technical tools and other operational issues. By the close of the workshop, the Flagstaff team had developed an action plan to implement a variety of coordination strategies, which is attached as an appendix to this document.

***Easter Seals Transit Institute***

In July of 2009, Mountain Line staff and member of the Committee on Accessible Transportation were awarded a grant from Easter Seals to travel to Washington DC for assistance in creating an accessible transportation plan. Goals, objectives, and other key elements in the resulting plan have been carried forward in subsequent planning documents.

***CCAM***  
***Committee on Accessible Transportation***

This group meets quarterly to facilitate ongoing coordination with human service agencies and to identify and address transit issues related to aging or special-needs individuals. The committee is comprised of members of local community service agencies, transportation providers, and transportation riders with disabilities.

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### ***Local coordination workshops, meetings, and planning***

In 2007, ADOT hired a consultant team to develop initial coordinated plans for the rural COGs and small MPOs, with facilitation from the local region.

NACOG and MetroPlan conducted regional transportation coordination plan meetings for stakeholders on December 8, 2006, and February 27, 2007, in conjunction with preparation of the first coordinated plan. MetroPlan also hosted a coordination plan meeting for just the MetroPlan region on January 19, 2007. At these workshops, participants were asked to summarize existing transportation services and existing coordination efforts, identify unmet needs (service gaps), and explore further coordination options. The consulting team presented information on coordination options; new federal programs and changes to existing federal programs; and strategies for involving others and developing additional coordination projects. Discussion and comments from these workshops became the basis for the original coordination plan.

Beginning in 2008, MetroPlan was responsible for preparing annual updates to the plan. As part of the annual update process, MetroPlan typically does the following:

- Survey forms and a call for applications are sent out (via email and regular mail) to about 100 eligible applicants in the MetroPlan region, including private non-profits, governmental agencies, and other entities that provide transportation services for low-income, disabled, and elderly populations.
- Information about the plan and the grant programs are posted on Metro Plan website.
- NACOG and MetroPlan host a grant workshop and coordination meeting.

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**Appendix 10 | 5310 Project Scoring Criteria**

<b>Replacement Vehicles: 50 points</b>			<b>Coordination: 30 points</b>			<b>Project Management: 20 points</b>		
			<i>Existing Applicants</i>			<i>Existing Applicants</i>		
<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>
How is this vehicle being used? Does this align with the COG/MPO’s Coordinated Plan? Is the vehicle filling an identified regional or service gap?		10	Applicant is active in regional coordination efforts (trainings, meeting participation, and ongoing communication) and these efforts are demonstrated through by policies, local support, or other collaborative efforts. For example: through letters of support, agreements, referrals, funding, etc.		15	Current program subrecipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements.		5
Year 1 - Current mileage of vehicle ADOT estimated useful life based on mileage: Cutaway with Lift: 400,000 - 1 point per 18,000 miles over 300,000 miles, up to 480, 000 miles All others: 100,000 miles - 1 point per 10,000 miles over 80,000 miles, up to 180,000 miles		10	Attended 75% Coordinated meetings.		5	Submitting timely quarterly reports.		5

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Year 2 - Forecast mileage based on Year 1 reported mileage amounts. Mileage divided by age of vehicle = average annual mileage		10	Coordination activities are documented within grant application & results are provided to Mobility Managers (quarterly reports, etc.)		10	Applicants demonstrate that they have the capacity, knowledge, skills, and required resources to manage federal funds and equipment.		10
Age of vehicle replacing ADOT estimated useful life based on vehicle age. Cutaway with lift: 10 years - 1 point per year over 7 years, up to 17 years. All others: 8 years - 1 point per year over 5 years, up to 15 years.		10	<b>New applicant</b>			<b>New applicant</b>		
Will this vehicle be ADA accessible? If so, receive 10 points.		10	Applicant is knowledgeable and active in regional coordination efforts (trainings, meeting participation, and ongoing communication).		30	Applicant understands the capacity, knowledge, skills, and resources required to manage federal funds, equipment, and contractual requirements.		20
Need based on maintaining regional fleet in state of good repair. Is the cost of maintaining the vehicle becoming a burden to the agency due		10						

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to increased maintenance needs to keep the vehicle in a state of good repair?								
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<b>New/Expansion Vehicles: 50 points</b>			<b>Coordination: 30 points</b>			<b>Project Management: 20 points</b>		
			<i>Existing Applicants</i>			<i>Existing Applicants</i>		
<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>
Does this project align with the COG/MPO's Coordinated Plan? Is the vehicle filling an identified regional or service gap?		10	Applicant is active in regional coordination efforts (trainings, meeting participation, and ongoing communication) and these efforts are demonstrated through by policies, local support, or other collaborative efforts. For example: through letters of support, agreements, referrals, funding, etc.		15	Current program subrecipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements.		5
Describe the need based on existing fleet capacity. Describe how the vehicle is needed to serve additional clients, expand to new service areas, or provide new or expanded services?		20	Attended 75% Coordinated meetings.		5	Submitting timely quarterly reports.		5



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Is there staffing for operations and financial capacity for maintenance?		10	Coordination activities are documented within grant application & results are provided to Mobility Managers (quarterly reports, etc.)		10	Applicants demonstrate that they have the capacity, knowledge, skills, and required resources to manage federal funds and equipment.		10
Will this vehicle be ADA accessible? If so, receive 10 points.		10	<b>New applicant</b>		<b>New applicant</b>			
			Applicant is knowledgeable and active in regional coordination efforts (trainings, meeting participation, and ongoing communication).		30	Applicant understands the capacity, knowledge, skills, and resources required to manage federal funds, equipment, and contractual requirements.		20

<b>Operating: 50 points</b>			<b>Coordination: 30 points</b>			<b>Project Management: 20 points</b>		
			<b>Existing Applicants</b>			<b>Existing Applicants</b>		
<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>
Does this project align with the COG/MPO's Coordinated Plan? Is the vehicle filling an identified regional or service gap?		10	Applicant is active in regional coordination efforts (trainings, meeting participation, and ongoing communication) and these efforts are demonstrated		15	Current program subrecipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements.		5

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			through by policies, local support, or other collaborative efforts. For example: through letters of support, agreements, referrals, funding, etc.				
Is this service available to the general public, while prioritizing seniors and individuals with disabilities?		10	Attended 75% Coordinated meetings.		5	Submitting timely quarterly reports.	5
Is this program equip with an accessible vehicle and able to provide ADA trips?		10	Coordination activities are documented within grant application & results are provided to Mobility Managers (quarterly reports, etc.)		10	Applicants demonstrate that they have the capacity, knowledge, skills, and required resources to manage federal funds and equipment.	10
Applicant’s program provides a cost-effective approach to address transportation gaps in the region. Cost effective measures can include but are not limited to: • Uses volunteer and other in-kind support • Utilizes other funding sources beyond Federal Transit Administration (FTA) programs for		10	<b><i>New applicant</i></b>			<b><i>New applicant</i></b>	

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operations or capital • Other, please explain							
Programs are scaled to ensure operational sustainability		10	Applicant is knowledgeable and active in regional coordination efforts (trainings, meeting participation, and ongoing communication).		30	Applicant understands the capacity, knowledge, skills, and resources required to manage federal funds, equipment, and contractual requirements.	20

<b>Other Capital - Preventative Maintenance: 50 points</b>			<b>Coordination: 30 points</b>			<b>Project Management: 20 points</b>		
			<i>Existing Applicants</i>			<i>Existing Applicants</i>		
<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>
Is the need clearly described in the applicant’s application? Will the funding fulfill their need?		15	Applicant is active in regional coordination efforts (trainings, meeting participation, and ongoing communication) and these efforts are demonstrated through by policies, local support, or other collaborative efforts. For example: through letters of support, agreements, referrals, funding, etc.		15	Current program subrecipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements.		5

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Applicant describes both the financial and service impact of receiving and not receiving these funds.		15	Attended 75% Coordinated meetings.		5	Submitting timely quarterly reports.		5
Does the applicant show the cost calculation for their funding request? Is the request for funding preventative a specific mechanical failure? If so, how does the applicant's cost to repair a mechanical failure of their vehicle(s) compare to replacing the vehicle(s)?		20	Coordination activities are documented within grant application & results are provided to Mobility Managers (quarterly reports, etc.)		10	Applicants demonstrate that they have the capacity, knowledge, skills, and required resources to manage federal funds and equipment.		10
			<b><i>New applicant</i></b>			<b><i>New applicant</i></b>		
			Applicant is knowledgeable and active in regional coordination efforts (trainings, meeting participation, and ongoing communication).		30	Applicant understands the capacity, knowledge, skills, and resources required to manage federal funds, equipment, and contractual requirements.		20

<b>Other Capital - Non-Intelligent Transportation System (ITS) Equipment: 50 points</b>	<b>Coordination: 30 points</b>	<b>Project Management: 20 points</b>
	<i>Existing Applicants</i>	<i>Existing Applicants</i>

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<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>
Is the need clearly described in the applicant’s application? Will the funding fulfill their need?		15	Applicant is active in regional coordination efforts (trainings, meeting participation, and ongoing communication) and these efforts are demonstrated through by policies, local support, or other collaborative efforts. For example: through letters of support, agreements, referrals, funding, etc.		15	Current program subrecipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements.		5
Applicant describes both the financial and service impact of receiving/not receiving these funds.		15	Attended 75% Coordinated meetings.		5	Submitting timely quarterly reports.		5
Does the applicant show the cost calculation for their funding request?		20	Coordination activities are documented within grant application & results are provided to Mobility Managers (quarterly reports, etc.)		10	Applicants demonstrate that they have the capacity, knowledge, skills, and required resources to manage federal funds and equipment.		10
			<b><i>New applicant</i></b>			<b><i>New applicant</i></b>		
			Applicant is knowledgeable and active in regional coordination efforts (trainings, meeting participation, and ongoing communication).		30	Applicant understands the capacity, knowledge, skills, and resources required to manage federal funds,		20

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						equipment, and contractual requirements.		
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<b>Intelligent Transportation System (ITS) Equipment: 50 points</b>			<b>Coordination: 30 points</b>			<b>Project Management: 20 points</b>		
			<i>Existing Applicants</i>			<i>Existing Applicants</i>		
<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>
Is the need clearly described in the applicant’s application? Will the funding fulfill their need?		20	Applicant is active in regional coordination efforts (trainings, meeting participation, and ongoing communication) and these efforts are demonstrated through by policies, local support, or other collaborative efforts. For example: through letters of support, agreements, referrals, funding, etc.		15	Current program subrecipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements.		5
Applicant describes both the financial and service impact of receiving/not receiving these funds.		10	Attended 75% Coordinated meetings.		5	Submitting timely quarterly reports.		5
Does the applicant show the cost calculation for their funding request? Does the application recognize ongoing costs		10	Coordination activities are documented within grant application & results are provided to Mobility Managers (quarterly reports, etc.)		10	Applicants demonstrate that they have the capacity, knowledge, skills, and required resources to manage		10

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associated with the ITS project?						federal funds and equipment.		
Does the requested ITS equipment benefit other regional providers? Does the applicant’s ITS plan align with the State’s ITS Plan?		15	<b>New applicant</b>			<b>New applicant</b>		
			Applicant is knowledgeable and active in regional coordination efforts (trainings, meeting participation, and ongoing communication).		30	Applicant understands the capacity, knowledge, skills, and resources required to manage federal funds, equipment, and contractual requirements.		20

<b>Mobility Management: 50 points</b>			<b>Coordination: 30 points</b>			<b>Project Management: 20 points</b>		
<i>Existing applicant</i>			<i>Existing Applicants</i>			<i>Existing Applicants</i>		
<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>	<i>Criteria</i>	<i>Actual Points</i>	<i>Points Possible</i>

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Does this project align with the COG/MPO’s Coordinated Plan?		10	Applicant is active in regional coordination efforts (trainings, meeting participation, and ongoing communication) and these efforts are demonstrated through by policies, local support, or other collaborative efforts. For example: through letters of support, agreements, referrals, funding, etc.	15	Current program subrecipients are on track to fulfill their ADOT Contractual Exhibit A scope requirements.	5
Applicant demonstrates an understanding of Mobility Management goals and planning principles.		15	Attended 75% Coordinated meetings.	5	Submitting timely quarterly reports.	5
Applicant has implemented or shown progress in implementing Mobility Management practices to share regional resources such as technology, training, equipment, service promotion, eligibility assessments, or other supports.		25	Coordination activities are documented within grant application & results are provided to Mobility Managers (quarterly reports, etc.)	10	Applicants demonstrate that they have the capacity, knowledge, skills, and required resources to manage federal funds and equipment.	10
<b><i>New applicants</i></b>			<b><i>New applicant</i></b>		<b><i>New applicant</i></b>	
Does this project align with the COG/MPO’s Coordinated Plan?		25	Applicant is knowledgeable and active in regional coordination efforts (trainings, meeting	30	Applicant understands the capacity, knowledge, skills, and resources required to	20



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			participation, and ongoing communication).			manage federal funds, equipment, and contractual requirements.		
Applicant demonstrates an understanding of Mobility Management goals and planning principles.		25						

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