

Greg Froslic -- Chairman
Steven Latoski – Vice Chairman
Jason Bottjen
Todd Steinberger
Stuart Schmeling
Jess Knudson
Justin Hembree
Tim Walsh



2360 McCulloch Blvd., N
Lake Havasu City Police Facility
Meeting Room
Lake Havasu City, AZ 86403
www.LHMPO.org

**TECHNICAL ADVISORY COMMITTEE (TAC) WORK SESSION
WITH EXECUTIVE BOARD AND STAFF
AGENDA**

Tuesday, January 14, 2020, 12:30 p.m.

***One or More TAC Members May Attend and Vote Telephonically
Call in information - Phone Number: 1-888-240-2560 Meeting ID: 358 435 940***

1. CALL TO ORDER/ROLL CALL

2. TITLE VI – NOTICE TO THE PUBLIC (Jeanette Buckley)

3. CONSENT AGENDA

The following items will be considered as one item by the Technical Advisory Committee and will be enacted with one motion with no separate discussion unless a board members requests to so, in that event the item will be removed.

3.1 Approve the TAC meeting minutes of September 24, 2019
Jeanette Buckley, Administrative Specialist II

3.2 Approve the TAC meeting minutes of October 22, 2019
Jeanette Buckley, Administrative Specialist II

4. DISCUSSION/POSSIBLE ACTION

4.1 Discussion and Update of the design of SR95/Kiowa third driveway traffic signal
Vinny Gallegos, LHMPO Director

4.2 Discussion and Update of traffic signal at Swanson / Acoma
Vinny Gallegos, LHMPO Director

4.2 Discussion and Possible Action to Approve Regional Transit Implementation Plan
Vinny Gallegos, LHMPO Director

5. AGENCY AND LHMPO UPDATES

6. FUTURE AGENDA ITEMS

7. UPCOMING MEETING SCHEDULE

- State Transportation Board Meeting: **January 17, 2020, 9:00 AM**, Yuma, AZ
- LHMPO Technical Advisory Committee Meeting: **January 28, 2020, 1:30 PM**, **CANCELLED** 900 London Bridge Road, Building B, Lake Havasu City, AZ 86403

- LHMPO Executive Board Meeting: **February 11, 2020 2:00 PM**, 2360 McCulloch Boulevard, Police Facility Meeting Room, Lake Havasu City, AZ 86403
- LHMPO Technical Advisory Committee Meeting: **February 25, 2020, 1:30 PM**, 900 London Bridge Road, Building B, Lake Havasu City, AZ 86403

8. CALL TO PUBLIC

This item is to provide an opportunity for citizens wishing to address the TAC on issues within the jurisdiction of the LHMPO planning area that are not on the Agenda. Comments SHALL be limited to five (5) minutes or less.

9. ADJOURN

Pursuant to the Americans with Disabilities Act (ADA), the Lake Havasu Metropolitan Planning Organization endeavors to ensure the accessibility of all of its programs, projects and services to all persons with disabilities. If you need an accommodation for this meeting, please contact the Lake Havasu MPO office at (928) 453-2823 at least 48 hours prior to the meeting so that accommodations may be arranged.

**LAKE HAVASU MPO - TAC
REQUEST FOR ACTION
JANUARY 14, 2020**

SUBJECT: ACTION TO APPROVE THE CONSENT AGENDA

SUBMITTED BY: Jeanette Buckley, Administrative Specialist II

AGENDA TYPE: CONSENT AGENDA

ATTACHMENTS:

September 24, 2019 Meeting Minutes

SUMMARY/BACKGROUND:

The meeting minutes from September 24, 2019, are being submitted for TAC review and approval.

ACTION OPTION:

Motion to approve the Consent Agenda

OR

Motion to approve the Consent Agenda, with the noted changes

RECOMMENDATION:

Motion to approve the Consent Agenda

-- Chairman
Steven Latoski – Vice Chairman
Jason Bottjen
Todd Steinberger
Stuart Schmeling
Greg Froslic
Jess Knudson
Justin Hembree
Tim Walsh



900 London Bridge Road, Bldg. B
Meeting Room-A108
Lake Havasu City, AZ 86404
www.LHMPO.org

TECHNICAL ADVISORY COMMITTEE (TAC) MEETING MEETING AGENDA MINUTES

Tuesday, September 24, 2019, 1:30 p.m.

***One or More TAC Members May Attend and Vote Telephonically
Call in information - Phone Number: 1-888-240-2560 Meeting ID: 729 399 641***

1. CALL TO ORDER/ROLL CALL

Steven Latoski called the meeting to order at 1:30 p.m.
Present: Stuart Schmeling, Jess Knudson, Karl Taylor, Greg Froslic and attending telephonically Steven Latoski, Todd Steinberger and Jason Bottjen
Absent: Justin Hembree

2. TITLE VI – NOTICE TO THE PUBLIC

Jeanette Buckley read the Title VI – Notice to the Public.

3. CONSENT AGENDA

The following items will be considered as one item by the Technical Advisory Committee and will be enacted with one motion with no separate discussion unless a board members requests to so, in that event the item will be removed.

3.1 Approve the TAC meeting minutes of April 23, 2019

Motion

Stuart Schmeling presented a motion to approve the meeting minutes of April 23, 2019.
Motion was seconded by Jess Knudson.

Vote on Motion

The vote on the motion was unanimous.

3.2 Approve the TAC meeting minutes of August 27, 2019

Motion

Jess Knudson presented a motion to approve the meeting minutes of August 27, 2019.
Motion was seconded by Stuart Schmeling.

Vote on Motion

The vote on the motion was unanimous.

4. DISCUSSION/POSSIBLE ACTION

4.1 Discussion and Possible Action regarding Technical Advisory Committee Chairman, Vice Chairman and Membership

Vinny Gallegos advised the TAC that due to changes in City employee job titles the By-Laws have been updated and approved by the Executive Board. The recommendation from the TAC at last meeting was that the Chairman be a City Employee. Jess

Knudson recommended Greg Froslic be the City representative. Steven Latoski stated that he would be willing to be the Vice Chairman again.

Motion

Stuart Schmeling presented a motion to nominate Greg Froslic as the Chairman and also nominate Steven Latoski as the Vice Chairman. Motion was seconded by Jess Knudson.

Vote on Motion

The vote on the motion was unanimous.

4.2 Discussion and Possible Action to Approve the 2020 TAC Schedule

Vinny Gallegos advised the TAC that 2020 Draft Meeting Schedule has changed this year back to the fourth Tuesday of the month to spread the meetings apart. The November meeting was changed due to the holiday.

Steven Latoski commented that May 26, 2020 is the day after Memorial Day. Vinny Gallegos indicated that we could move that meeting day to accommodate the holiday.

Motion

Stuart Schmeling presented a motion to adopt the 2020 Meeting Schedule. Motion was seconded by Jess Knudson.

Vote on Motion

The vote on the motion was unanimous.

4.3 Discussion Transit Implementation Plan Update

Vinny Gallegos advised the TAC that the Regional Transit Implementation Plan is going out for the next set of public meetings. The Transit Implementation plan update that is being brought before the TAC today is what has been collected from the stakeholders and the public so far.

Phyllis Davis, Kittleson provided the following updates to the TAC on the current direction of the Transit Implementation Plan:

- Online survey had 429 responses
- 96 percent of the surveys came from Lake Havasu City
- The other 4 percent came from Bullhead City, Parker and Kingman.
- There was an interest in having a regional connection
- 70% of respondents stated that they wanted public transportation
- 60% of respondents stated they would use public transit
- When asked how often 39% responded occasionally, 28% stated never but saw the benefit for the community, 23% responded that they would use it several times a week
- When asked what they would likely use transit for: 186 stated for shopping and errands, 161 stated for social and personal trips
- When asked what service options 184 responded that they would like a community shuttle with route and schedule and 220 responded that they would like a fixed route system with a schedule
- Key locations that respondents would like to go Walmart, Shops of Lake Havasu, Downtown and everywhere
- 200 respondents stated that they would be willing to pay \$1.00 to \$3.00 for a one way ride

- Businesses that are interested in transit are: Shops at Lake Havasu, Mohave Community College, Arizona State University, Havasu Landing, Go Havasu, Chamber of Commerce and Havasu Regional Medical Center
- Phyllis presented maps of potential routes for the future transit system
- Routes are going to be edited for the Public Open House
- There will be two focus group meetings on October 3rd
- There will be a business focus group meeting on October 4th

Vinny Gallegos asked County Staff if there could be a follow up meeting to discuss the partnership of the County regarding transit and being able to service the county areas.

Steven Latoski responded that he could follow up with a meeting they should involve Dave Wolf, Community Development Director. There will be potential to consider a stop on London Bridge Road.

5. AGENCY AND LHMPO UPDATES

Todd Steinberger – ADOT Update

- SR95 project is moving forward and on schedule
- Completion should be around holidays
- A lot of the median work will be done at night

Vinny Gallegos – LHMPO Update

- Would like to set up a meeting concerning the third driveway at SR95/Kiowa including business owners, ADOT, LHMPO and Lake Havasu City

Jeff Herb – Lake Havasu City Update

- There are few touch up items on Swanson

6. FUTURE AGENDA ITEMS

No future agenda items given.

7. UPCOMING MEETING SCHEDULE

- LHMPO Executive Board Meeting: **October 8, 2019 2:00 PM**, 2360 McCulloch Boulevard, Police Facility Meeting Room, Lake Havasu City, AZ 86403
- State Transportation Board Meeting: **September 20, 2019, 9:00 AM**, Maricopa, AZ
- AZ Rural Transportation Summit: **October 16 – 18, 2019**, Tucson, AZ
- State Transportation Board Meeting: **September 20, 2019, 9:00 AM**, Maricopa, AZ
- LHMPO Technical Advisory Committee Meeting: October meeting **CANCELLED**
- LHMPO Technical Advisory Committee Meeting: **November 12, 2019, 1:30 PM**, 900 London Bridge Road, Building B, Lake Havasu City, AZ 86403

8. CALL TO PUBLIC

David Lane, LHMPO Executive Board thanked the TAC for all their support the Executive Board values their decisions.

9. ADJOURN

Motion to adjourn was presented by Stuart Schmeling, seconded by Jess Knudson. Vote on motion was unanimous. Meeting adjourned at 2:37 p.m.

**LAKE HAVASU MPO - TAC
REQUEST FOR ACTION
JANUARY 14, 2020**

SUBJECT: ACTION TO APPROVE THE CONSENT AGENDA

SUBMITTED BY: Jeanette Buckley, Administrative Specialist II

AGENDA TYPE: CONSENT AGENDA

ATTACHMENTS:

October 22, 2019 Meeting Minutes

SUMMARY/BACKGROUND:

The meeting minutes from October 22, 2019, are being submitted for TAC review and approval.

ACTION OPTION:

Motion to approve the Consent Agenda

OR

Motion to approve the Consent Agenda, with the noted changes

RECOMMENDATION:

Motion to approve the Consent Agenda

Greg Froslic -- Chairman
Steven Latoski – Vice Chairman
Jason Bottjen
Todd Steinberger
Stuart Schmeling
Jess Knudson
Justin Hembree
Tim Walsh



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Meeting Room-A108
Lake Havasu City, AZ 86404
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TECHNICAL ADVISORY COMMITTEE (TAC) MEETING MEETING AGENDA MINUTES

Tuesday, October 22, 2019, 1:30 p.m.

***One or More TAC Members May Attend and Vote Telephonically
Call in information - Phone Number: 1-888-240-2560 Meeting ID: 260 914 080***

1. CALL TO ORDER/ROLL CALL

Greg Froslic called the meeting to order at 1:30 p.m.

The roll call was performed by Jeanette Buckley.

Present: Greg Froslic and attending telephonically Steven Latoski, Todd Steinberger, Justin Hembree and Jason Bottjen.

Absent: Stuart Schmeling, Jess Knudson, and Karl Taylor.

2. TITLE VI – NOTICE TO THE PUBLIC

Jeanette Buckley read the Title VI – Notice to the Public.

3. DISCUSSION/POSSIBLE ACTION

- 3.1** Discussion and Possible Action to Approve TIP Amendment #2 Partial Design and updated HSIP Application for Swanson /Acoma Traffic Signal
Vinny Gallegos advised the TAC that the funding that is being identified was left over from the Swanson project that was originally a contingency fund. There is roughly \$75,000 available.

Vinny Gallegos advised the TAC that this HSIP project was motivated by a report from ADOT identifying unsignalized intersections in Arizona. Swanson and Acoma was identified in this report as number one for safety issues. The original award for the project was \$724,750. In February 2019, ADOT asked Lake Havasu City to increase the cost estimate for this HSIP project and indicated that ADOT might be able to increase project funding to \$1,000,000 as long as the signal improvement met the minimum 1.5 B/C ratio that was in place at the time of the application. Due to the uniqueness of the intersection, Lake Havasu City would like to do a 15% to 30% design to get a more accurate cost estimate.

Vinny Gallegos indicated that there could be a 30% design to obtain a more accurate project scope and cost estimate. Lake Havasu MPO could pay for this design from the \$75,000 left over from the Swanson project.

Steven Latoski indicated that the funding also could be used for programming in the future. Vinny Gallegos advised the TAC that could they put the funds in a future project but at this time, we could keep this traffic light project alive for \$12,000. If the TAC wants to program the \$62,000 to future project they can do so.

Steven Latoski stated that he is in support of the \$12,000 being put towards the Swanson/Acoma HSIP project design at this time.

Motion

Steven Latoski presented a motion to approve TIP Amendment #2 for Greenlight Traffic Engineering to do a partial design and updated application for the Swanson/Acoma Traffic Signal. Motion was seconded by Todd Steinberger.

Vote on Motion

The vote on the motion was unanimous.

3.2 Discussion and Possible Action to Approve TIP Amendment #3 FY19-FY20 HSIP HAWK project public education

Vinny Gallegos advised the TAC that on a HSIP projects there is a 5% allowable cost for public outreach. The HAWK is estimated to cost \$500,000 therefore \$25,000 would be allowed for public outreach. There have been conversations between the MPO and ADOT on who the responsibility for public outreach belongs. ADOT put out a publication on October 16, 2019 that identified public outreach is the responsibility of local entities.

Vinny Gallegos indicated that since the HAWK is unique to Lake Havasu City that public education would be beneficial to this project. The education that Lake Havasu MPO is looking at is a short video and a pamphlet. We can work with ADOT and utilize the public outreach set aside by ADOT.

Vinny Gallegos asked the TAC to use \$5,000 from the STBG money to do the public outreach and he will work with ADOT to get reimbursement from the HSIP project.

Greg Froslic indicated that he was not surprised that the public outreach was up to the local entities. Public outreach for this project is very important this intersection has had fatalities and is a school crossing \$5,000.00 is a good investment in the project.

Vinny Gallegos stated that his goal is to bring back the federal dollars for this project and bring future dollars for more public outreach in Lake Havasu City.

Todd Steinberger from ADOT stated they are willing to assist in any way the District can. Lessons learned from Bullhead City HAWK project would be any information and education you can get to the public on the HAWK is very important.

Motion

Justin Hembree presented a Motion to approve TIP Amendment #3 for public involvement for HSIP HAWK project. Motion was seconded by Steven Latoski.

Vote on Motion

The vote on the motion was unanimous.

4. AGENCY AND LHMPO UPDATES

Vinny Gallegos – LHMPO Update

- Thank you for all the representation at the Rural Transportation Summit from Lake Havasu City
- Supervisor Buster Johnson had brought up at last Executive Board meeting about doing a resolution for no tolls on the I-15

- Lake Havasu MPO did a resolution concerning the I-15 seeking additional funds but not tolling before he started at the MPO
- Executive Board will be discussing the I-15 resolution at their next meeting

Todd Steinberger – ADOT Update

- On the Kiowa project there will be a road closure on October 27th – November 2nd for the left turn off of SR95 onto Kiowa to get the raised median completed
- SR95 project will be completed by Mid-January

Steven Latoski – Mohave County Update

- Mohave County is pursuing a discretionary grant for bridge construction over Truxton wash this has been delayed due the functional classification changes that ADOT was working on with Federal Highways

5. FUTURE AGENDA ITEMS

Vinny Gallegos indicated that there needs to be a future agenda item for the third driveway traffic signal. Funds have been identified this year for design.

6. UPCOMING MEETING SCHEDULE

- LHMPO Executive Board Meeting: **November 12, 2019 2:00 PM**, 2360 McCulloch Boulevard, Police Facility Meeting Room, Lake Havasu City, AZ 86403
- State Transportation Board Meeting: **November 15, 2019, 9:00 AM**, Wickenburg, AZ
- LHMPO Technical Advisory Committee Meeting: **November 19, 2019, 1:30 PM**, 900 London Bridge Road, Building B, Lake Havasu City, AZ 86403

7. CALL TO PUBLIC

There were no public comments.

8. ADJOURN

Greg Froslic adjourned the meeting at 2:31 p.m.

**LAKE HAVASU MPO - TAC
REQUEST FOR ACTION
JANUARY 14, 2020**

SUBJECT: DISCUSSION AND UPDATE REGARDING THE DESIGN OF
SR95 / KIOWA (aka: THIRD DRIVEWAY) TRAFFIC SIGNAL

SUBMITTED BY: Vinny Gallegos, MPO Director

AGENDA TYPE: DISCUSSION and UPDATE

ATTACHMENTS:

SUMMARY/BACKGROUND:

MPO monies have been designated and approved to fund a traffic signal north of the SR95 and Kiowa intersection on the state route system:

FY20 Design \$160,000

FY21 Construction \$404,038

ADOT staff is continuing internal discussions regarding the allowance and support for this traffic signal. Alvin Stump, District Engineer anticipates a meeting between ADOT, MPO, and LHC to discuss the status of the signal.

ACTION OPTION:

Discussion Item – No Action Allowed at this Time

OR

Discussion Item – No Action Allowed at this Time

RECOMMENDATION:

This project is a safety priority for the region. The MPO, LHC, and ADOT should continue to work together to ensure the design and construction happens as soon as possible.

**LAKE HAVASU MPO - TAC
REQUEST FOR ACTION
JANUARY 14, 2020**

SUBJECT: DISCUSSION AND UPDATE OF THE TRAFFIC SIGNAL AT SWANSON & ACOMA

SUBMITTED BY: Vinny Gallegos, MPO Director

AGENDA TYPE: DISCUSSION and UPDATE

ATTACHMENTS:

TIP Amendment #2 Letter and updated TIP

SUMMARY/BACKGROUND:

Lake Havasu MPO and the City of Lake Havasu are still very interested in receiving HSIP funding for the proposed signal at Acoma Blvd and Swanson Ave, which was originally part of an Acoma Blvd corridor improvement which was granted HSIP funding for FY 21/22 in the amount of \$715,972, total project cost \$724,750. In February of 2019, ADOT asked the City to increase the cost estimate for this HSIP project and indicated that ADOT might be able to increase project funding to \$1,000,000 as long as the signal improvement met the minimum 1.5 B/C ratio that was in place at the time of the application. The City is concerned that the current cost estimate may not be representative due to the uniqueness of the intersection and would like to conduct a 15 to 30% design to get a more accurate picture of what needs to be included in the signal construction in addition to a more accurate cost estimate. Also, keep in mind that the Acoma/Swanson intersection was ranked #1 by ADOT in its screening of unsignalized intersections.

Conference call took place between the MPO, LHC, and ADOT with a tentative agreement to move forward depending upon this TIP Amendment and the following criteria:

- LMPHO will have its HSIP consultant develop a 15-30% design to obtain more accurate project scope and cost estimate
- If the cost estimate comes in at \$1,000,000 or less, the signal installation can maintain a 1.5 B/C ratio, meeting ADOT's minimum threshold (using the 7 serious injury crashes utilized in the previous application, and assuming a 40% CRF, CMF ID 7984)
- ADOT will tentatively provide no more than \$1,000,000 in HSIP funds for this project, contingent on meeting the 1.5 B/C ratio
- The City will also consider lower cost procurement items that have no design cost (speed feedback signs, RRFBs, in pavement "Yield to Pedestrians" signs, etc.) for inclusion in the application

Agenda Item # 4.2

Upon approval of this TIP Amendment, the MPO will be also submitting a Work Program Amendment to ADOT to reflect the funding source and task.

ACTION OPTION:

Discussion Only

OR

RECOMMENDATION:



01/14/2020

Jason Bottjen
Arizona Department of Transportation
206 South 17th Ave., 301B
Phoenix, AZ 85007
Via: Email

Re: FY2018 – 2024 Lake Havasu MPO TIP Amendment #2

Dear Jason:

Attached is a copy of Amendment #2 for the FY2018 – 2024 Lake Havasu MPO TIP. The Lake Havasu MPO requests that the FY2018 – 2024 amendment be reviewed and processed by ADOT.

Project changes are summarized below and highlighted in yellow on the attached copy of the TIP.

FY2020

TIP ID	Sponsor	Project Name	Fed Aid Type	Federal Funds	Local Funds	Total	Action
LHM-18-108D1	LHMPO	Verde Blvd to Wood Lane; McCulloch Blvd/Eldorado Ave (HSIP Project)	STBG	\$12,000	\$725	\$12,725	Scoping, and updated Cost Estimate for HSIP Application for a Traffic Signal at Acoma/Swanson intersection

Sincerely,

Vincent Gallegos, Director
Lake Havasu MPO

Serving Lake Havasu City and Mohave County
Lake Havasu MPO
900 London Bridge Road, Bldg. B
Lake Havasu City, AZ 86404
928-453-2823
www.lhmpo.org

LHMPO TRANSPORTATION IMPOVEMENT PROGRAM FISCAL YEAR 2018-2024														
TIP ID # /TRACS#	SPONSOR	PROJECT NAME/LOCATION	TYPE OF WORK	TYPE OF FUNDING	FUNCTIONAL CLASS								LOCAL MATCH FUNDS	PROJECT TOTAL
						FY18	FY19	FY20	FY21	FY22	FY23	FY24		
SURFACE TRANSPORTATION BLOCK GRANT FUNDS (STBG)														
LHV-12-104C /SS85901D	LHC/WACOG/LHMPO	Lake Havasu Ave, LHC	Construction	STBG	Rural Prin Artrl	\$ 989,319							\$ 59,800	\$ 1,049,119
LHV-12-104C /SS85901D	LHC/WACOG/LHMPO	Lake Havasu Ave, LHC	Construction	LTAP		\$ 5,000								\$ 5,000
LHV-12-104C /SS85901D	LHMPO	Lake Havasu Ave, LHC	Construction	STBG		\$ 218,792							\$ 13,225	\$ 232,017
LHV-13-101C /SZ11403D	LHC/WACOG/LHMPO	Swanson Ave, LHC	Construction	STBG	Urban Coll		\$ 1,840,240						\$ 111,234	\$ 1,951,474
LHV-13-101C /SZ11403D	LHC/WACOG/LHMPO	Swanson Ave, LHC	Construction	LTAP			\$ 5,000							\$ 5,000
LHV-13-101C /SZ11403D	LHMPO	**Swanson Ave, LHC	Construction	STBG			\$ 190,816						\$ 11,534	\$ 202,350
LHM-20-105D	LHMPO	SR95 Kiowa Traffic Signal	Design	STBG				\$160,000					\$ 9,671	\$ 169,671
LHM-20-105C	LHMPO	SR95 Kiowa Traffic Signal	Construction	STBG					\$404,038				\$ 24,422	\$ 428,460
LHM-18-106	LHMPO	Highway Safety Education Campaign for Safe Driving, Mohave County		STBG			\$ 50,000						\$ 3,022	\$ 53,022
LHM-20-117	LHMPO	Travel for Executive Board, TAC and LHMPO		STBG				\$ 10,000					\$ 604	\$ 10,604
LHM-18-108D1	LHMPO	Verde Blvd to Wood Lane.; McCulloch Blvd./El Dorado Ave	Scoping and updated Cost Estimate for HSIP application for a Traffic Signal at Acoma/Swanson intersection	STBG				\$ 12,000					\$ 725	\$ 12,725
LHM-22-107	LHMPO	London Bridge Rd Bike Striping. - SR95 to SR95	Design / Constructiuon	STBG							\$302,770	\$302,770	\$ 36,602	\$ 642,142
LHM-22-111	LHMPO	To Be Determined	Design/Construction	STBG						\$302,770			\$ 18,301	\$ 321,071
TOTAL STBG						\$ 1,213,111	\$ 2,086,056	\$ 182,000	\$ 404,038	\$ 302,770	\$ 302,770	\$ 302,770	\$ 289,141	\$ 5,082,656
HIGHWAY SAFETY IMPROVEMENT PROGRAM FUNDS (HSIP)														
LHM-19-101	LHC	Pedestrian Hybrid Beacon at Acoma Blvd/Pima Dr	Design	HSIP			\$ 160,000						\$ -	\$ 160,000
LHM-19-101	LHC	Pedestrian Hybrid Beacon at Acoma Blvd/Pima Dr	Construction	HSIP				\$ 300,000					\$ -	\$ 300,000
LHM-18-108D	LHC	Verde Blvd to Wood Lane.; McCulloch Blvd./El Dorado Ave	Design	HSIP					\$ 540,000					\$ 540,000
LHM-18-108C	LHC	Verde Blvd to Wood Lane.; McCulloch Blvd./El Dorado Ave	Construction	HSIP						\$ 1,428,000				\$ 1,428,000
LHM-16-101D&C / F0029 01D	ADOT/LHMPO	SR95/Kiowa Ave, LHC	Design/Construction	HSIP	Urban Prin Other	\$ 952,925	\$ -	\$ -					\$ -	\$ 952,925
LHM-16-101C	ADOT/LHMPO	SR95/Kiowa Ave, LHC	Construction	HSIP	Urban Prin Other	\$ 44,142	\$ -	\$ -					\$ -	\$ 44,142
TOTAL HSIP						\$ 997,067	\$ 160,000	\$ 300,000	\$ 540,000	\$ 1,428,000	\$ -		\$ -	\$ 3,425,067

Table I

TRANSIT PROJECTS (5310)														
TIP ID # /TRACS#	SPONSOR	PROJECT NAME/LOCATION	TYPE OF WORK	TYPE OF FUNDING	FUNCTIONAL CLASS								LOCAL MATCH FUNDS	PROJECT TOTAL
						FY18	FY19	FY20	FY21	FY22	FY23	FY24		
LHM-18-110	New Horizons AZ	FTA Vehicle Award	MiniVan w/Ramp	5310		\$ 39,060	\$ -				\$ -		\$ 9,765	\$ 48,825
LHM-18-111	New Horizons AZ	FTA Vehicle Award	MiniVan w/Ramp	5310		\$ 39,060							\$ 9,765	\$ 48,825
LHM-18-112	New Horizons AZ	FTA Vehicle Award	MiniVan w/Ramp	5310		\$ 39,060							\$ 9,765	\$ 48,825
LHM-18-113	New Horizons AZ	FTA Vehicle Award	MiniVan w/Ramp	5310		\$ 39,060							\$ 9,765	\$ 48,825
LHM-18-120	Havasu Mobility	FTA Vehicle Award	MiniVan w/Ramp	5310		\$ 39,060							\$ 9,765	\$ 48,825
LHM-18-121	New Horizons AZ	Preventative Maintenance	New Preventative Maintenance	5310		\$ 13,000							\$ 3,250	\$ 16,250
LHM-18-122	Somewhere Out of the Box	Operating Capital	Continuation	5310		\$ 25,000							\$ 25,000	\$ 50,000
LHM-19-104	New Horizons AZ	FTA Vehicle Award	Transit Connect	5310			\$ 58,667						\$ 7,821	\$ 66,488
LHM-19-105	New Horizons AZ	FTA Vehicle Award	MiniVan w/Ramp	5310			\$ 41,850						\$ 5,580	\$ 47,430
LHM-19-106	New Horizons AZ	Operating Capital	Continuation	5310			\$ 20,000						\$ 5,000	\$ 25,000
LHM-19-107	Rise Inc.	FTA Vehicle Award	Cutaway with Lift (9 passenger)	5310			\$ 61,687						\$ 8,225	\$ 69,912
LHM-19-109	Rise Inc.	FTA Vehicle Award	Cutaway with Lift (14 passenger)	5310			\$ 63,937						\$ 8,525	\$ 72,462
TOTAL TRANSIT (5310)						\$ 233,300	\$ 246,141	\$ -	\$ -	\$ -			\$ 112,226	\$ 591,667

ADOT: Arizona Department of Transportation

LHMPO: Lake Havasu Metropolitan Planning Organization

WACOG: Western Arizona Council of Governments

LHC: Lake Havasu City

MC: Mohave County

Local Additional Funds: Applicable to the Agency Awarded

**LAKE HAVASU MPO - TAC
REQUEST FOR ACTION
JANUARY 14, 2020**

SUBJECT: DISCUSSION AND POSSIBLE ACTION TO APPROVE THE
REGIONAL TRANSIT IMPLEMENTATION PLAN

SUBMITTED BY: Vinny Gallegos, MPO Director

AGENDA TYPE: DISCUSSION/POSSIBLE ACTION

ATTACHMENTS:

Draft Final Regional Transit Feasibility and Implementation Plan
Final Comments Spreadsheet

SUMMARY/BACKGROUND:

The MPO with the assistance Jacobs / Kittleson and Associates consulting services has completed the MPO Regional Transit Feasibility and Implementation Plan. The plan includes extensive outreach to the public, stakeholders, and businesses. The city has remained actively involved throughout the process. This plan represents extensive work through survey, public meetings, focus groups, and feedback. Partnerships throughout the community are identified to support and provide for a sustainable transit system. The plan proposes a transit system that is practical, sustainable, and flexible. These are the things that will allow for an immediate implementation and development upon successes to build and serve the greater region an incremental approach. This plan best reflects the community's needs, wants, and then balances it with the available resources.

This plan is essential in allowing the city to utilize federal funds for public transit (5307) that have not been able to be accessed for the last six years. These funds are provided to each designated urbanized area with either a transit plan and / or approved transit system in operation. These funds can now be leveraged with the LHC current budget for transit and could at a minimum allow for double the services presently provided for in the community.

ACTION OPTION:

Motion to approve Regional Transit Feasibility and Implementation Plan.

OR

To Be Determined

RECOMMENDATION:

Motion to approve Regional Transit Feasibility and Implementation Plan.



Get On Board **LAKE HAVASU** *Connecting People & Places*



*Lake Havasu Metropolitan Planning Organization **Regional Transit Feasibility and Implementation Plan***

Final Report

January 2019



1. Plan Overview	1
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Appendix A. Public Outreach Phase I

Appendix B. Public Outreach Phase II

1. PLAN OVERVIEW

The Lake Havasu Metropolitan Planning Organization (LHMPO) initiated the *Regional Transit Feasibility and Implementation Plan* to determine the demand for transit and to outline feasible steps to increase public transportation in the region. This important Plan is the first, critical step to create a complete public transportation system that addresses the current and future unmet transportation and mobility needs of the area. The goal of this Plan is to determine the needs and feasibility of increasing public transportation services to allow residents to fulfill their daily commuting needs that includes medical, educational, shopping, recreational, and emergency travel commitments. The Plan is being developed with support from local stakeholders and community members and is driven by a robust community engagement process.

STUDY PURPOSE

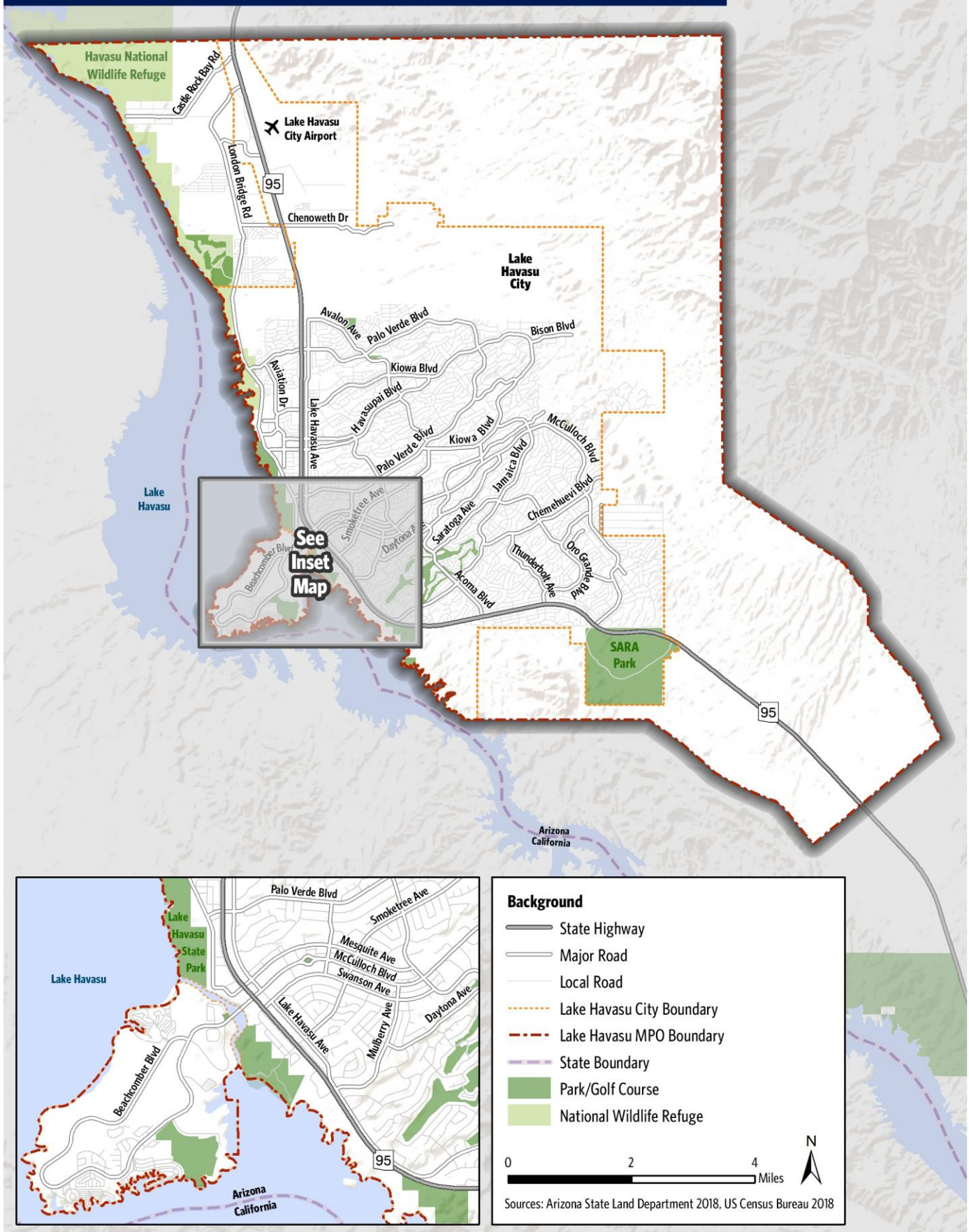
The objective of the transit feasibility study is to determine what type of public transportation services are needed for the LHMPO area. Assessing the appropriateness of service includes evaluating and documenting existing transit needs and determining the type of public transportation service that best meets that need (if any). By understanding and documenting potential demand and matching it to different service types, it is possible to evaluate potential service options. The main tasks of the *LHMPO Regional Transit Feasibility and Implementation Study* include:

- Evaluating the need and community support for public transportation through data analysis, community surveys, and discussions with businesses, community leaders, and local organizations.
- Assessing current local and regional travel patterns to identify needs, gaps, and opportunities.
- Identifying potential service characteristics associated with identified needs (i.e., commuter services, specialized services for medical appointments, etc.).
- Evaluating different service options and emerging technologies for public transportation services to meet needs.
- Estimating the costs and benefits associated with increasing public transportation services.
- Identifying an implementation plan including both short term steps and long-term vision.
- Identifying potential funding sources to support any of the recommended services.

STUDY AREA

As illustrated in Figure 1.1, the *Regional Transit Feasibility and Implementation Plan* is focused on the LHMPO planning area that includes Lake Havasu City and unincorporated portions of Mohave County including the communities of Desert Hills, Horizon Six, and Crystal Beach. Lake Havasu City is located along the scenic Colorado River and was first conceived as a master-planned community in 1963. The focal point of Lake Havasu is the London Bridge that has stood in the waters of the Colorado River since 1971. Today, Lake Havasu City is a thriving community that offers an active, recreation-oriented lifestyle, mild climates, and a great sense of community. To provide regional access, this study will also analyze connecting the LHMPO planning area to neighboring communities, such as Kingman, Parker, and Bullhead City.

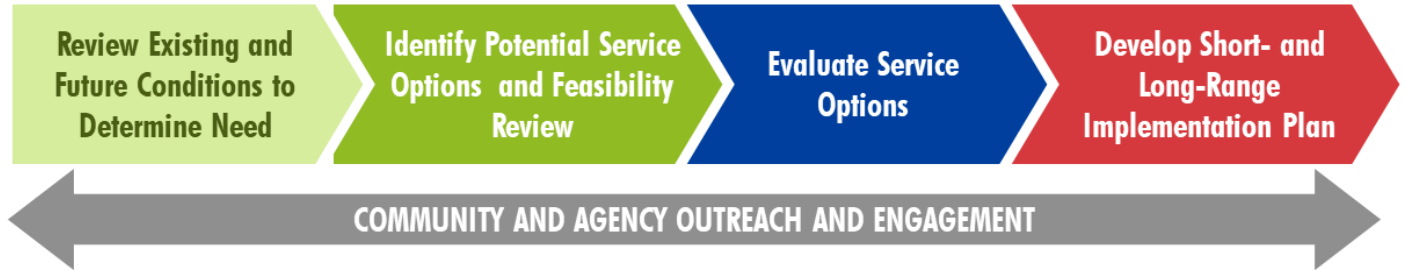
Figure 1.1 Study Area



STUDY PROCESS

This Plan is a multi-phased process that includes a feasibility review, service evaluation, and implementation plan. The first phase of the study focuses on conducting a review of existing and future conditions and potential demand and need for a public transportation system. Upcoming phases on the study include evaluating service options and developing a plan for implementing transit service. Figure 1.2 illustrates the process that will be utilized for this study. This document focuses identifying the priority areas, origins, and destinations and evaluating potential transit service options for the region.

Figure 1.2. Study Process



2. TRANSIT NEEDS AND DEMAND

In general, transit is cost-effective when large volumes of transit riders can be transported for short to moderate distances. The LHMPO planning area; however, has a small population and employment base, spread out over a large area with long, indirect travel routes. These challenges make it harder to provide cost-effective and efficient transit service that covers the entire study area.

CHALLENGES AND OPPORTUNITIES

Findings collected through the existing conditions analysis, review of previous studies, community profile and public and stakeholder outreach efforts suggest that there are both challenges and opportunities associated with developing public transportation services within the LHMPO planning area. The following summarizes the challenges and opportunities for public transportation.

Challenges

- Existing land use density present a challenge as overall population and employment density in the region is low. National transit industry standards suggest that there are very few areas that could support fixed-route transit service.
- The LHMPO area is an automobile-oriented community with curvy and windy roadways and long travel distances between activity centers and from residential areas to businesses.
- Previous public transportation services in Lake Havasu City were very ambitious, with numerous stops and routes – creating an expensive and inefficient system. Due to this, many residents have a negative perception of public transportation.
- Differences in population types, from students, tourist, and elderly, vary greatly throughout the region (and over the course of the year) making it difficult to create a one-size-fits all service option.
- There is some reluctance from the community with regards to the cost and sustainability of public transportation, suggesting service might not offer enough value given costs to implement.
- Service efficiency may be difficult given the long distances between the residential, employment and service centers.
- Significant walking distances off main roads and extreme weather conditions in the summer make first/last mile connections to bus stops challenging.

Opportunities

- The Downtown Core has a heavy concentration of population, employment, and activity centers (medical, shopping, restaurants, entertainment). Creating a localized, downtown core public transportation service may be beneficial to both residents, seasonal visitors, tourists, and local businesses.
- The popularity of the Havasu Mobility program illustrates an interest in public transportation services. These services may be leveraged to expand public transportation in the study area.
- Fluctuations in part-time, seasonal visitors and tourists may provide opportunities for flex routing and scheduling options. Special event activities may also benefit from flex public transportation services to reduce parking and congestion issues.

- Numerous stakeholders support public transportation and are interested in developing options and choices within the region. There may be opportunities to partner with local businesses and colleges to fund marketing campaigns, advertisements, and passenger facilities.
- Initial community outreach suggests that a large portion of respondents see a need for implementing a public transportation system. Survey respondents felt public transportation could be most valuable if it was oriented towards meeting the needs of the most vulnerable (older adults, persons with a disability, and people with low incomes) population groups and employment related transportation.
- Long-term potential to connect into regional transportation providers in Kingman and Bullhead City to provide regional access to employment centers, colleges, and shopping centers.

TRANSPORTATION GENERATORS

Transportation generators are locations within a community that act as generators of transportation trips and are frequent destinations within a community. Understanding these destinations is a critical step in the evaluation of existing services and determining future transit needs.

Major Employers

The location and number of jobs is a strong indicator of transit demand, as traveling to and from work is a frequent trip type served by transit. Healthcare, manufacturing, consumer services, retail, tourism, and government are the primary drivers of the region's economy. Based on readily available data from the 2017 Arizona COG /MPO Employer Database, there are approximately 15,210 employees within the LHMPPO area. The top five employers in the region include:

- Havasu Regional Medical Center – 650 employees
- City of Lake Havasu – 530 employees
- Lake Havasu Unified School District 1 – 520 employees
- Sterlite Corporation – 300 employees
- Walmart – 270 employees

In the same manner as population densities, employment densities provide a strong indication of underlying employment-based transit demand. Figure 2.1 illustrates employment densities within the LHMPPO region. As illustrated in the Figure, the downtown core has the highest density of employment within the study area. Located in the downtown core is a diverse concentration of major medical facilities, retail shops, grocery stores, restaurants, services, and other businesses. Although the Shops at Lake Havasu, Walmart, and Lowes are one of the largest employers in the region, employment density is low due to the large size of the block group; therefore, low density areas do not necessarily illustrate a lack of potential transit demand.

Employment at the Havasu Regional Medical Center is quite concentrated while the employment at the LHUSD is scattered throughout the community at 9 or so locations. This has an impact on transit discussions. The north area includes Walmart, the Shops at Havasu, Home Depot, Lowes and the Car Dealerships. That would be an important employment data point.

Major Activity Centers

Major activity centers are catalysts in creating trips within communities. Areas of higher numbers of activity centers tend to have more people attempting to commute to them; therefore, it is important to provide transportation options to and from these areas. Within the LHMPO region there are a multitude of recreational destinations that would benefit from transit access including:

- Shops at Lake Havasu
- Downtown District
- English Village
- Shopping Centers
- Havasu Landing Casino
- Havasu 95 Speedway
- Aquatic Center
- Senior Center
- Libraries
- Community and State Parks
- Government Buildings

Figure 2.2 illustrates major activity centers without the LHMPO region. Research has found that people typically are most willing to walk five to ten minutes, or $\frac{1}{4}$ - to $\frac{1}{2}$ -mile to a bus stop. Cyclists, on the other hand, are found to be more willing to bike over a $\frac{1}{2}$ mile to a transit route. To encourage transit usage, providing safe, comfortable, convenient, and connected pedestrian and bicycle facilities is imperative.

Schools

While this study does not focus on providing services for elementary, middle, and high school students, providing services for residents to access educational opportunities at colleges is a critical element.

- Arizona State University Lake Havasu Campus – with over 150 students a semester, the Arizona State University extension in Lake Havasu is increasing in popularity.
- Mohave County Community College (MCCC) – MCC is a thriving campus that serves over 1,400 students from Lake Havasu and surrounding communities.

In discussions with local college officials, the implementation of a transit service in Lake Havasu is critical to not only provide transportation for students but also to meet future enrollment goals of the colleges.

Figure 2.1. Employment Density

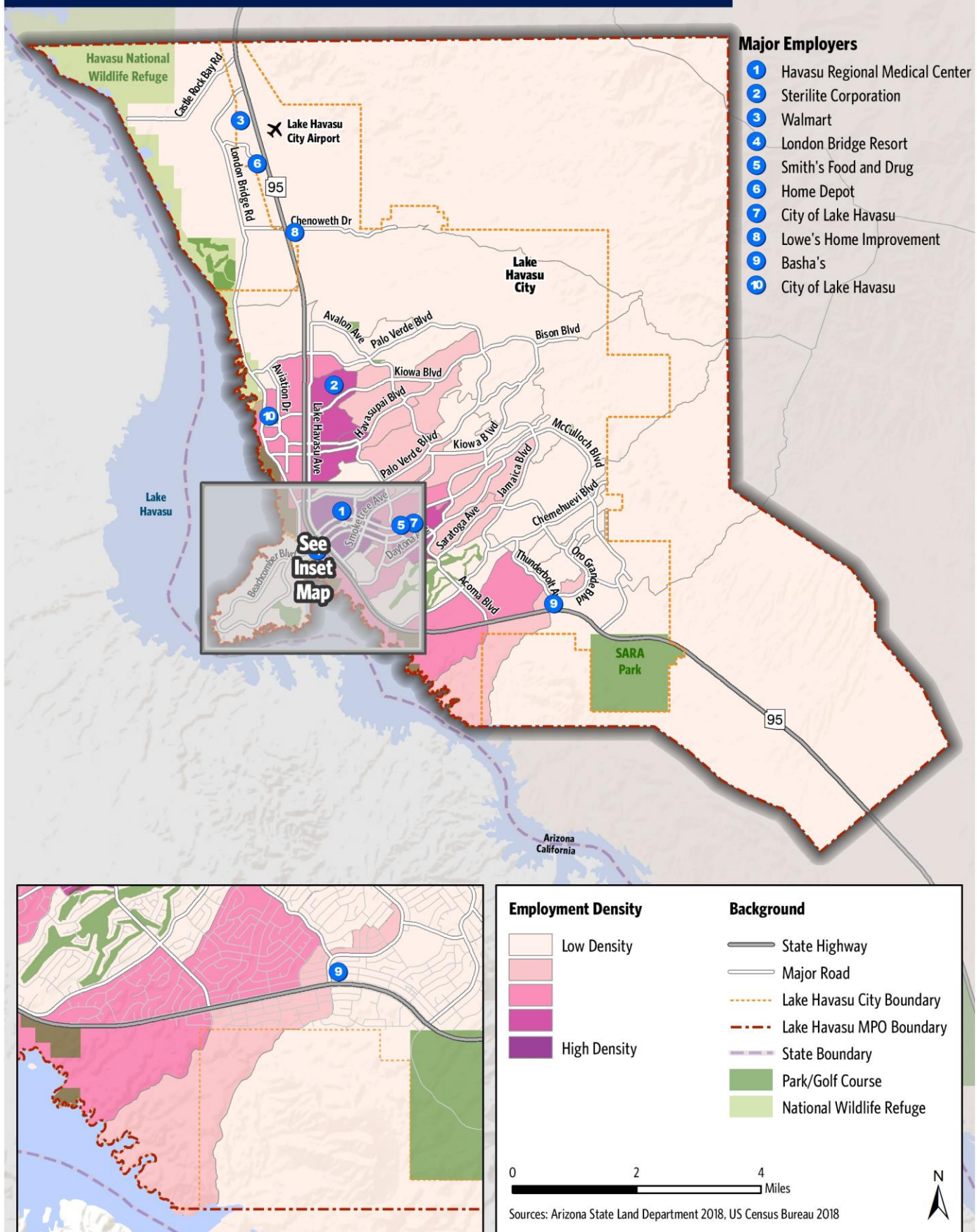
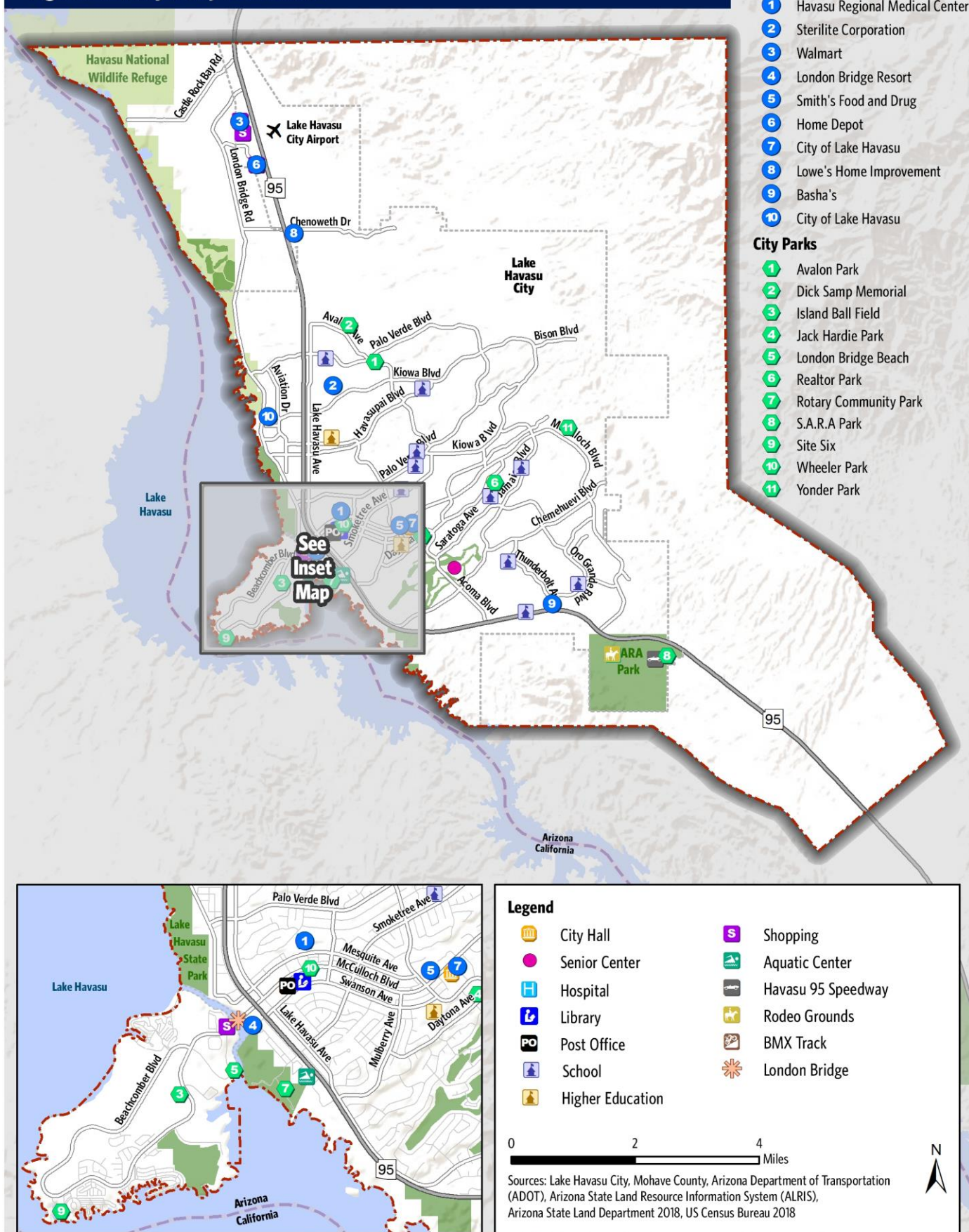
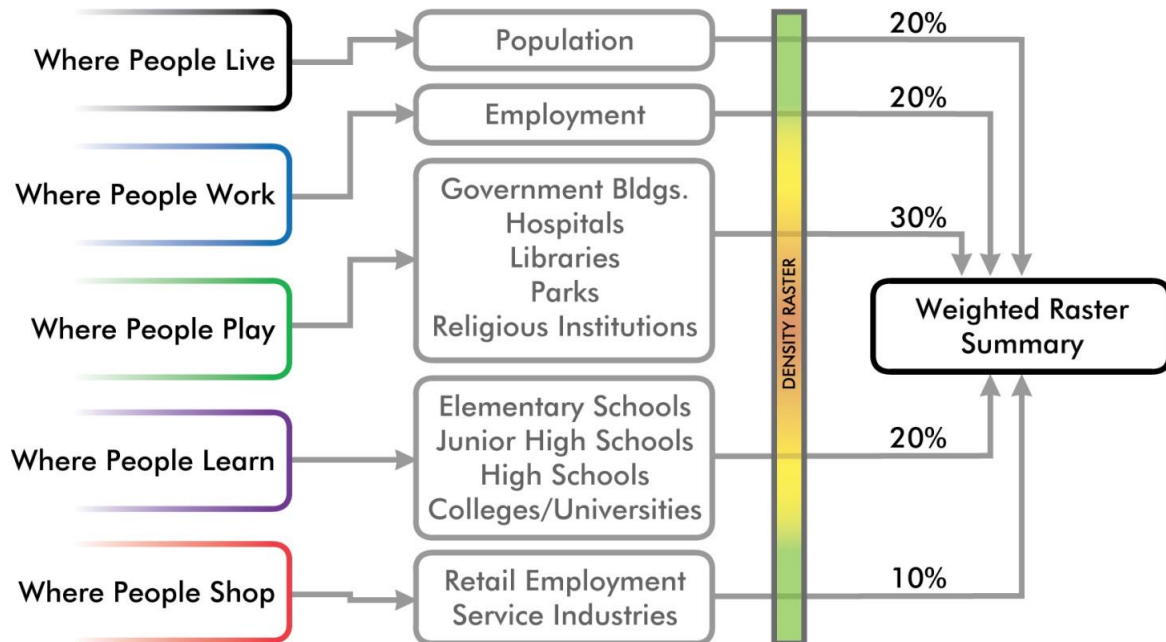


Figure 2.2. Major Trip Generators



TRANSIT DEMAND MODEL

The basis for any transit demand analysis begins with identifying areas with high residential and employment densities. Beyond those basic trip generators, a range of trip attractions (such as school, library, recreation center, employment centers, etc.) must also be incorporated into the analysis. To assess non-motorized demand, a GIS-based model was utilized to generate a model of the demand of these trip generators and attractors. As illustrated below, trip attractors and generators were identified and categorized into where people **Live, Work, Play, Learn, or Shop**. Based on the cumulative scoring, areas with high current and potential transit need can be identified.



Utilizing the methodology above, areas with higher and lower densities of activity centers, points of interest, population, and employment can easily be identified. Figures 2.3 through 2.7 illustrate the locations of the various points in the Live, Work, Play, Learn, Shop model and the relative density of each category. Figure 2.8 presents the cumulative scoring over the Transit Demand Model. As illustrated in the figure, areas with high potential demand for transit service includes:

- Downtown Core
- Shops at Lake Havasu area
- Along Lake Havasu Avenue

Figure 2.3. Where People Live

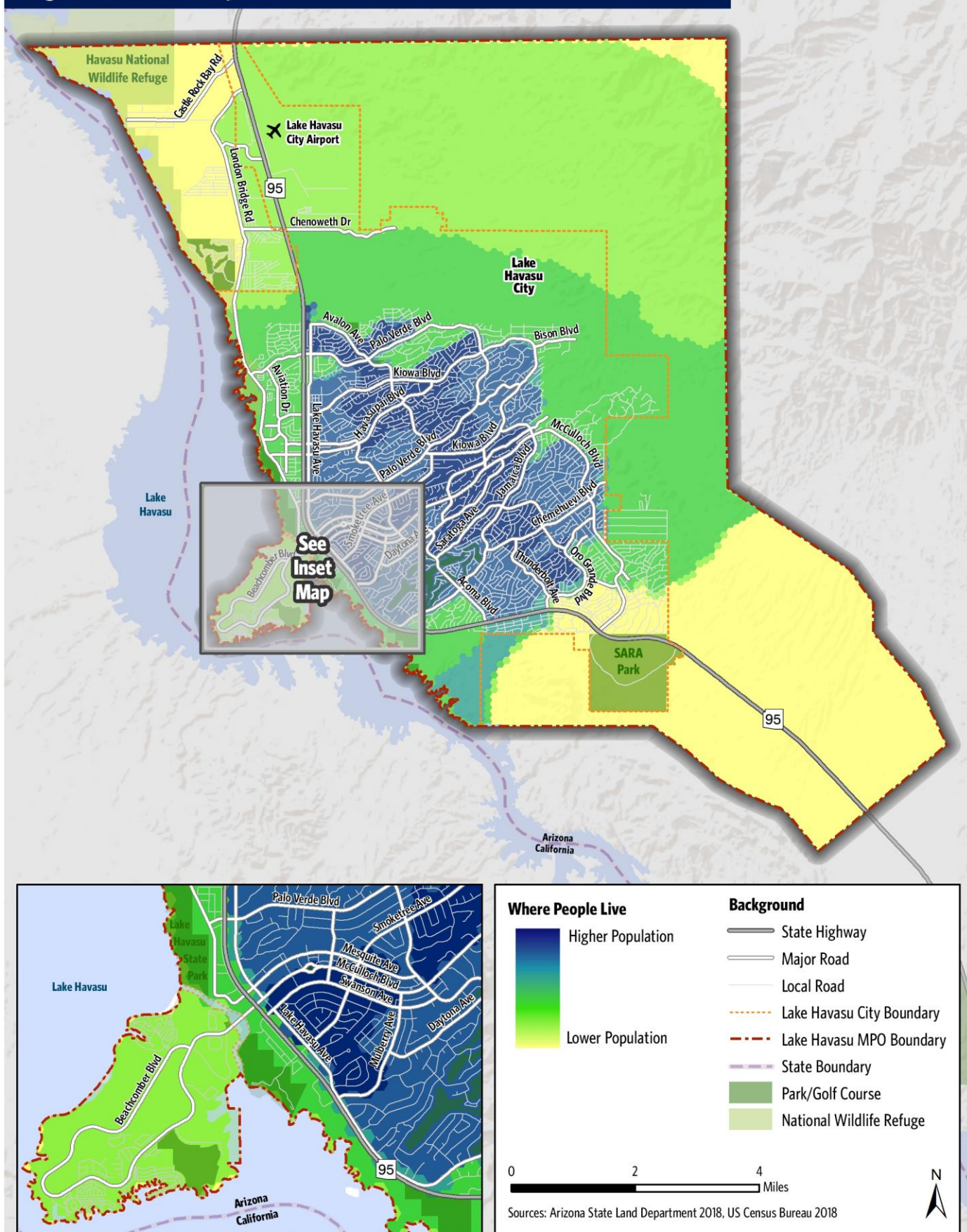


Figure 2.4. Where People Work

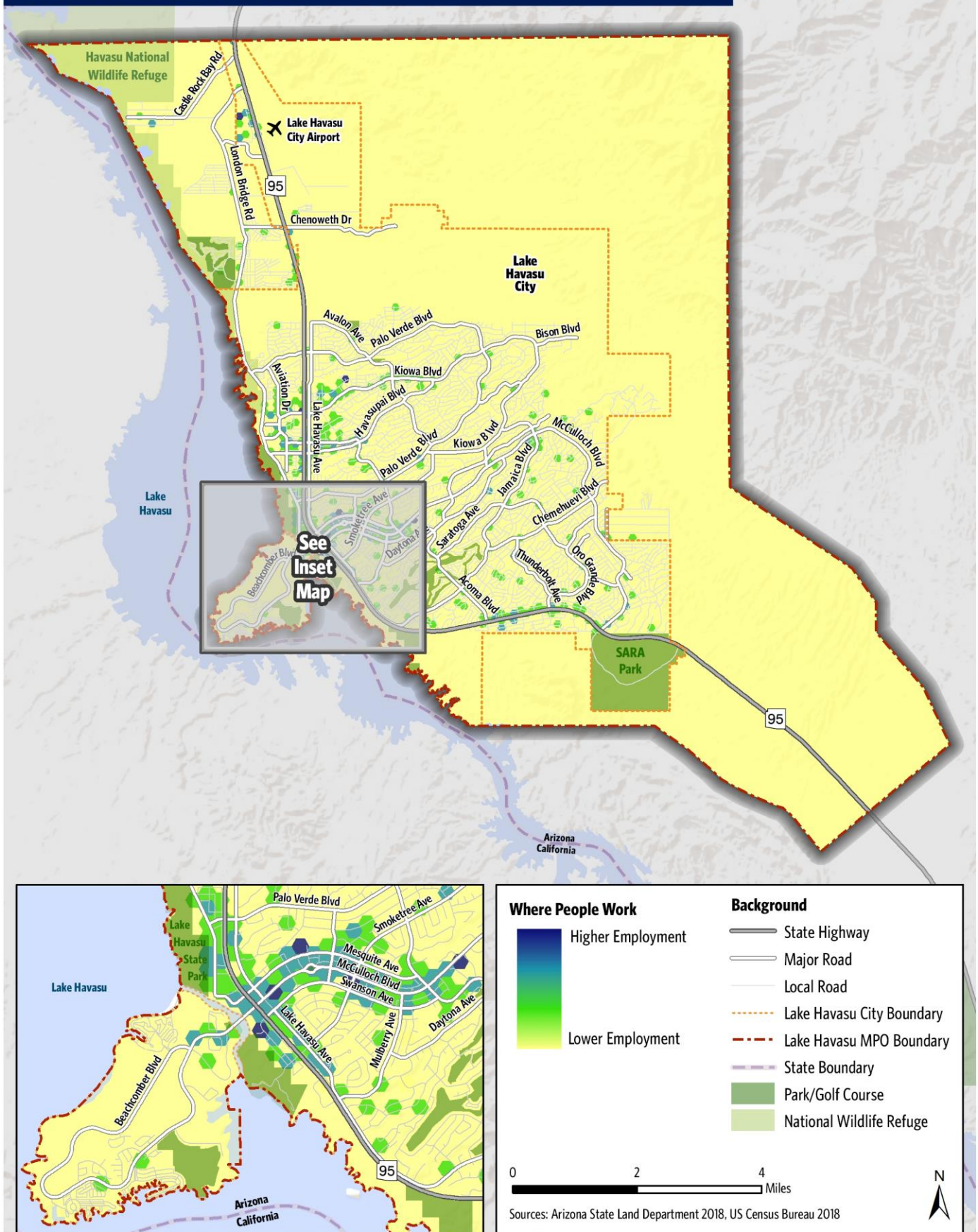


Figure 2.5. Where People Play

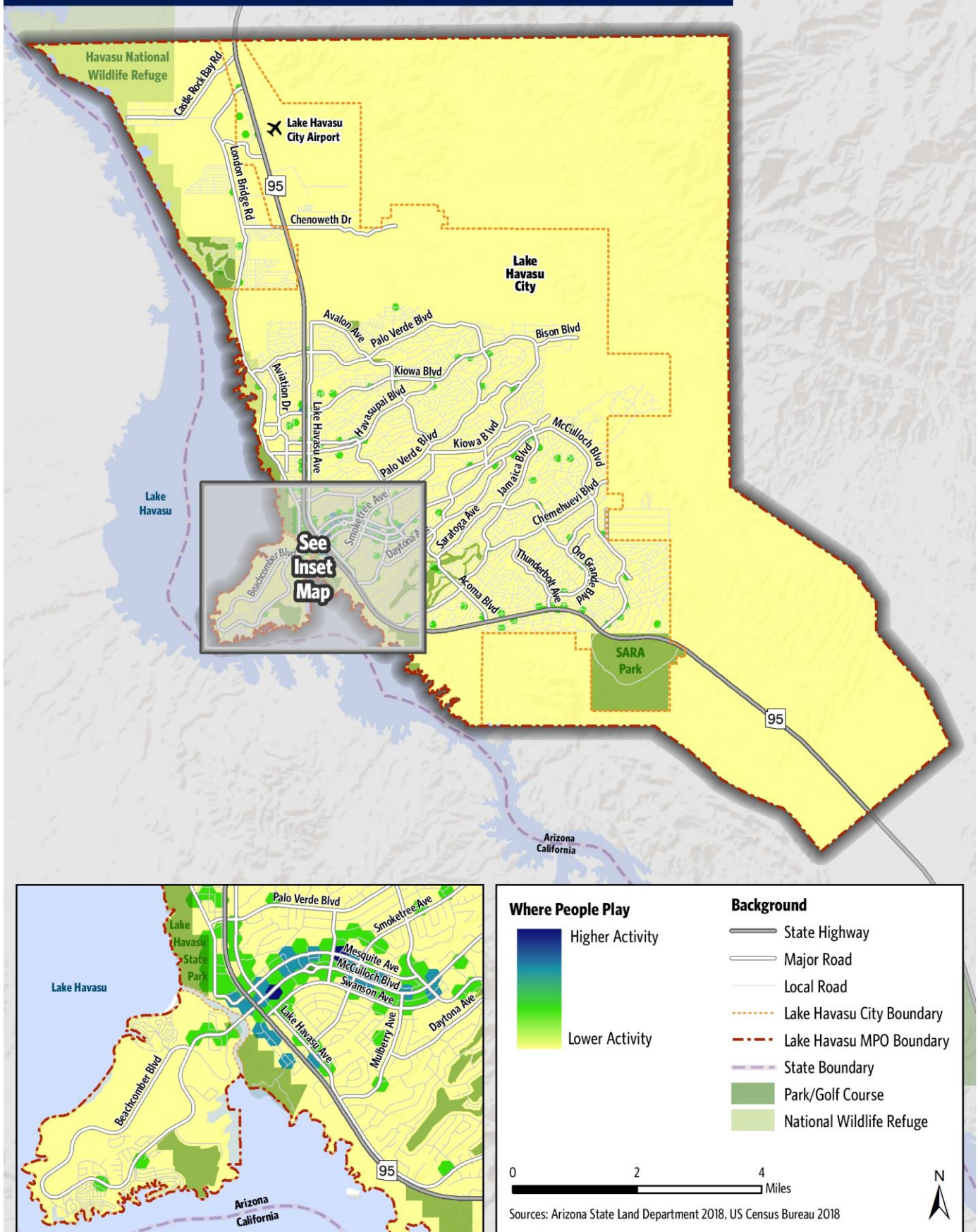


Figure 2.6. Where People Shop

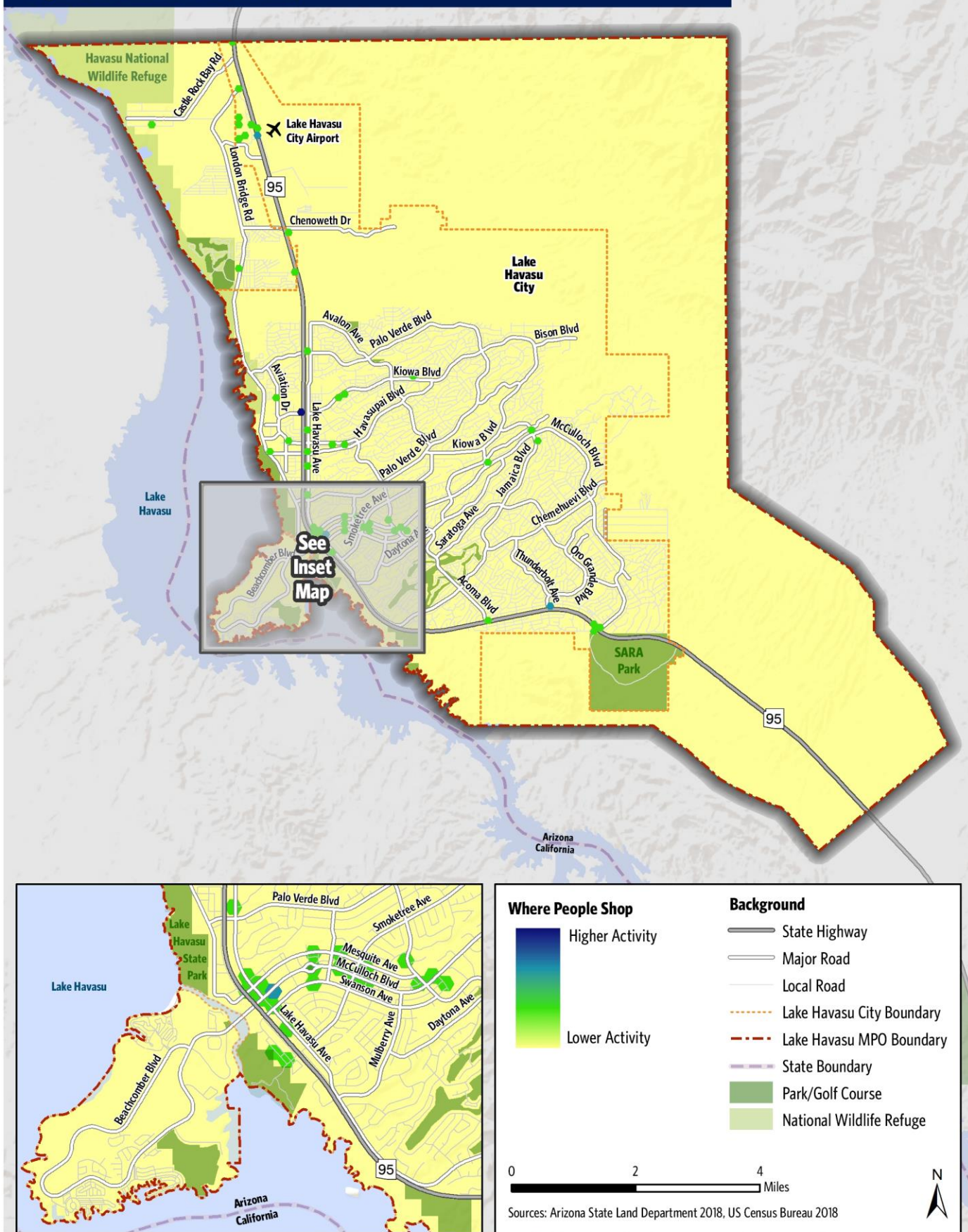


Figure 2.7. Where People Learn

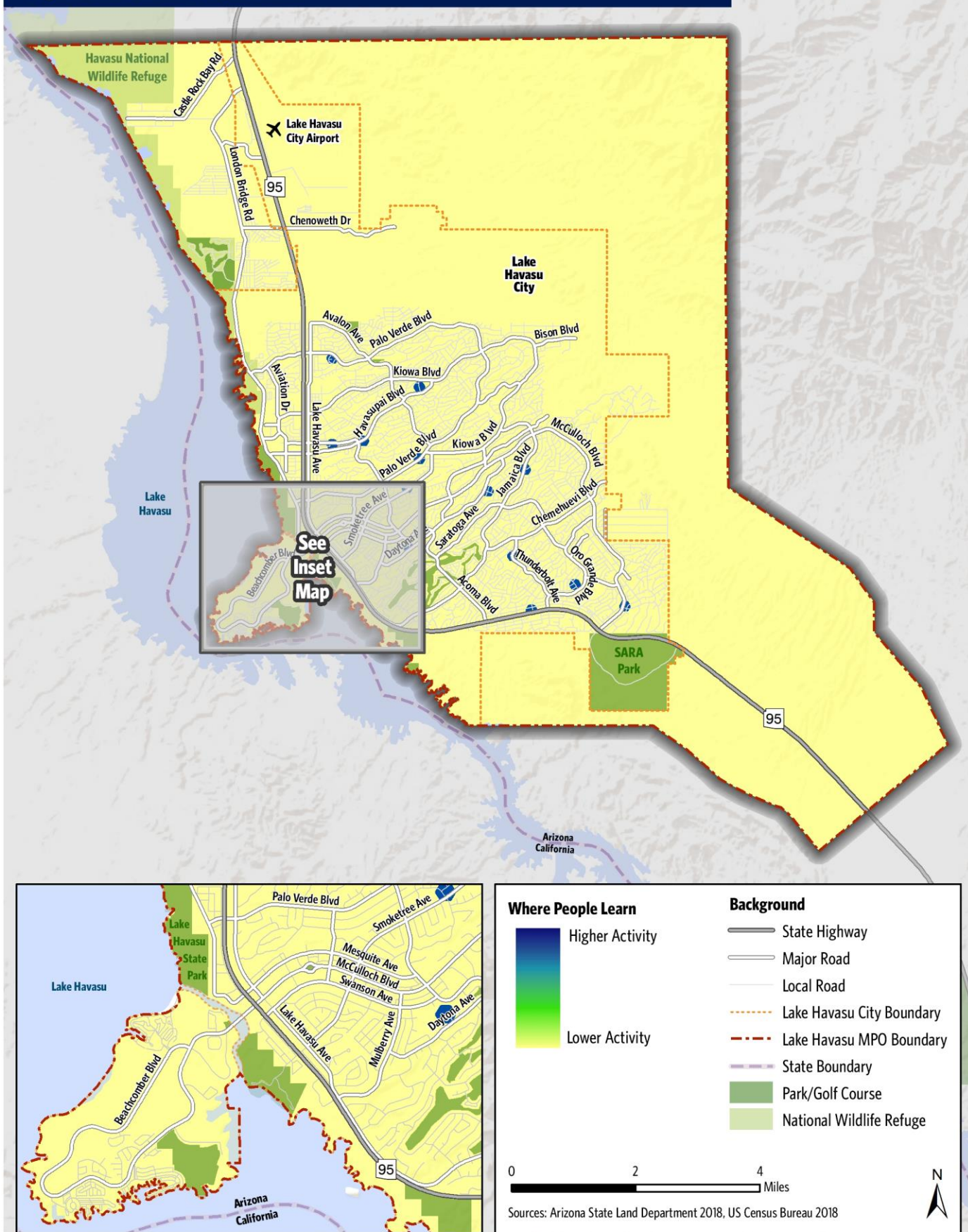
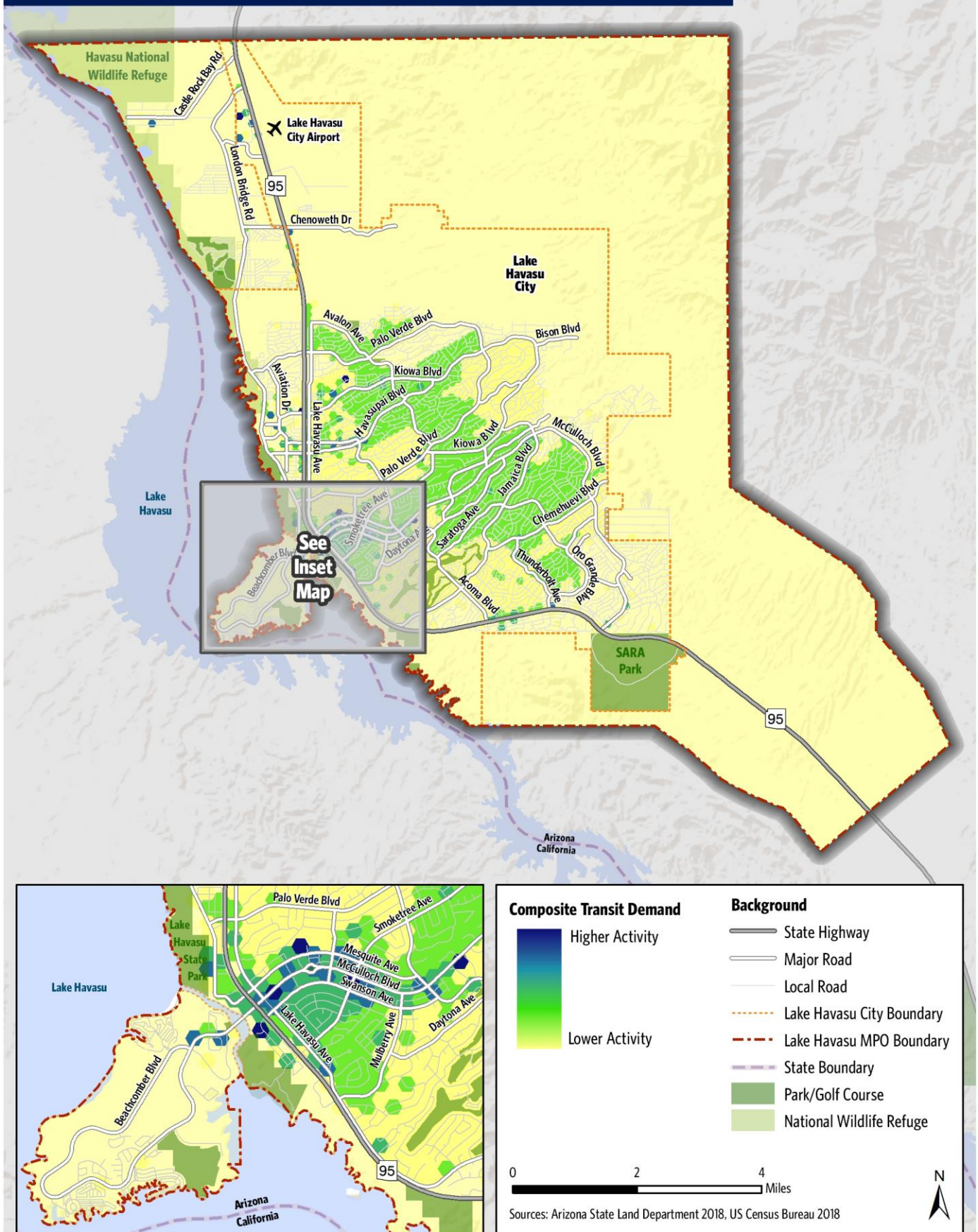


Figure 2.8. Composite Transit Demand Model



EXISTING AND PREVIOUS TRANSIT SERVICES

The region's public transportation has taken many forms since the mid-1990s. Beginning with a dial-a-ride system, public transportation eventually morphed into a fixed-route bus service, called the Havasu Area Transit (HAT) in the 2000s. By 2014, however, reduction in grant revenue led to the elimination of public transportation in Lake Havasu. A timeline of public transportation services is illustrated below.

1986	City Transit , a small demand response (curb-to-curb) system is started by Lake Havasu City. Riders were picked-up within 30-minutes of their call and rides cost \$3.00. The service was funded through federal grants and local general fund subsidy.
2004	City Transit ridership reached an all-time high of 140,000 annual trips making City Transit was one of the largest rural systems in the state. Local subsidies, however, were approaching \$800,000 a year so the service area was reduced to reduce costs.
2006	Through a Lake Havasu City Council vote, City Transit was transformed into a traditional fixed route service called Havasu Area Transit (HAT) .
2010	The State of Arizona's budget rebalancing significantly reduces funding for transit in Lake Havasu, forcing the City to pick-up the funding shortfall.
2012	Due to higher fuel prices and an aging bus fleet, Havasu Area Transit eliminates one of its five routes to reduce costs.
2013	Federal Transit Administration directs that HAT transition to the Section 5307 grant program further reducing grant revenues.
2014	With the reduction of grant revenue and a potential general fund subsidy in excess of \$900,000, the Lake Havasu City Council made the difficult decision to eliminate public transit service. The Council directs HAT to reopen as a curb-to-curb service to seniors and persons with disabilities for grocery, medical and employment rides, known today as Havasu Mobility .

The following sections review historical and current public transportation options within the LHMPO area in order to gain lessons learned from previous service options and to understand current transportation opportunities.

Overview of Previous Havasu Area Transit (HAT)

In 2006, the Lake Havasu City Council voted to transform City Transit to a traditional fixed route service and updated the name to Havasu Area Transit (HAT). Besides reducing service costs, goals of the service included reducing walking distances to bus stop and providing services to rural, unincorporated areas. HAT originally began with Monday to Thursday service, running from 8:00am to 2:00pm, with a fleet of 15-20 vans. At the height of the service, HAT had five routes, including a downtown trolley. The Trolley, which operated Monday to Saturday and connected Lake Havasu City downtown to Island with 30-minute frequency, was suspended in 2011. During the final two years of HAT service, the system included:

- **Fixed Service Routes:**

- Red Route: 11.6-mile route that connected residential areas to the Downtown Transfer Center
- Blue Route: 13.2-mile route that connected the Downtown Transfer Center to residential areas in the southern portion of Lake Havasu City.
- Brown Route: 14.2-mile route that connected the Havasupai Blvd and Kiowa Blvd to the Downtown Transfer Center.
- Green Route: 17.9-mile connection from the Downtown Transfer Center to the Shops at Lake Havasu
- Transfer Center: all buses met at a Downtown Transfer Center 25 minutes past the hour. The station was located at 83 Capri Lane

- **Days and Hours of Operations:**

- Scheduled Fixed Bus Route:
 - Hourly service Monday to Saturday
 - Monday - Friday 6:00am to 7:00pm; Saturday 6:00am to 7:00pm
- Curbside Service
 - Monday - Friday 6:30am to 7:00pm; Saturday 8:00am to 6:00pm
 - Requires reservations made 24 hours in advance

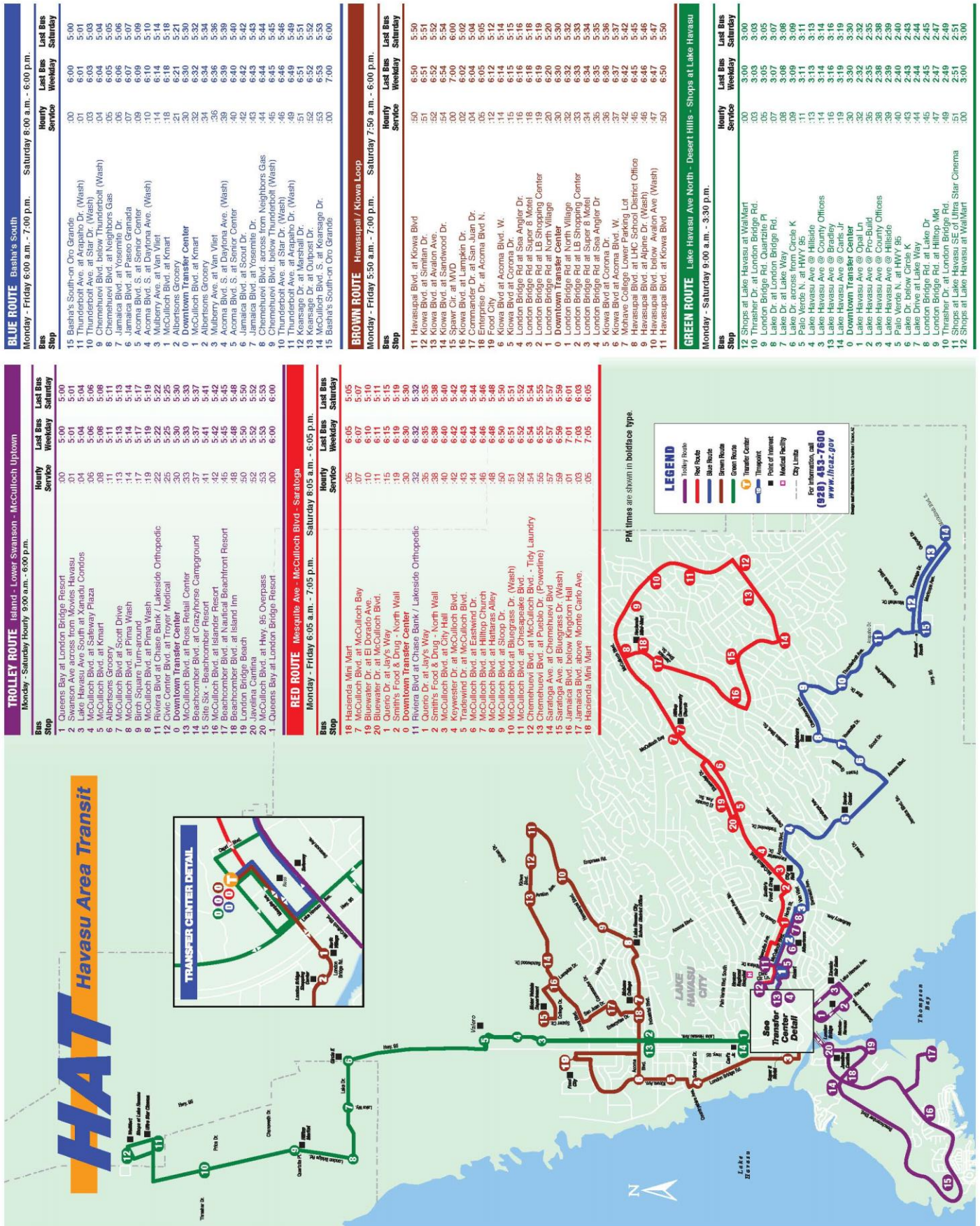
- **Fares:**

- Regular Fares: \$1.25
- Children under 5: Free
- Monthly Pass (unlimited rides): \$36.00
- Curbside Service: \$3.75; \$2.50 for riders 65 and older and persons with a disability

- **Ridership:** According to the National Transit Database (NTD), HAT reported 104,058 unlinked trips annually in 2013. In 2014, 9,431 demand responsive and 72,178 transit unlinked trips occurred annually.

Figure 2.9 illustrates HAT's service route and schedule.

Figure 2.9. Havasu Area Transit Service Route and Schedule



Existing Specialized Transportation Services

As previously mentioned, there is no existing fixed-route transit service available in the LHMPO region. There are, however, numerous specialty transportation. The following provides an overview of existing public transportation providers in the LHMPO region.

FTA 5310 Transit Service Providers

Transit Administration (FTA) Section 5310 provides funding for capital purchases and sometimes operating costs to provide dedicated services for seniors and individuals with disabilities. FTA Section 5310 provides funding for capital purchases and sometimes operating costs to provide dedicated seniors and individuals with disabilities.

Havasu Mobility

Havasu Mobility is an FTA 5310 transit service provider operated by Lake Havasu City to provide transportation services for seniors, persons with disabilities, and military veterans. An overview of Havasu Mobility's service is provided below:

- **Days of Operation:** Monday through Friday for the demand response service.
- **Hours of Operation:** Appointments may be made from 8:00 a.m. to 5:00 p.m.
- **Fares:** Curbside service is \$2.00 each way.
- **Fleet:** seven passenger vans that carry nine to 14 passengers
- **Annual Trips/Ridership:** 5,608 annual ridership; 10,104 annual trips
- **Trip Purpose:** medical/dental/therapy appointments, work related trips, trips to the pharmacy, the courthouse and social service agencies, to grocery stores, or to the Senior Center
- **Reservations:** must be made the day prior to travel or up to two weeks in advance. For the Senior lunch bus, reservations can be made one week in advance. Same day appointments may be made if there is room in the schedule.



In discussions with Havasu Mobility staff, it was noted that many destinations for riders include:

- Walmart – served once or twice a day
- Senior Center
- Downtown Lake Havasu City

Table 2.1 outlines budgets for Havasu Mobility for the previous five years. As illustrated in the Table, due to fiscal constraints budgets for Havasu Mobility are reduced every year.

Table 2.1. Havasu Mobility Budgets (2015- 2020)

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Personnel	\$276,715	\$238,350	\$239,643	\$231,077	\$241,862
Operations and Maintenance	\$212,681	\$72,678	\$44,626	\$45,146	\$45,146
Capital Outlay		\$0	\$0	\$0	\$0
Total Expenditures	\$489,396	\$311,028	\$284,269	\$276,223	\$287,008

New Horizons Center for People with Special Needs

New Horizons is a non-profit organization that provides service to people of all ages with developmental disabilities (includes: Autism, Epilepsy and Cerebral Palsy in addition to cognitive disabilities). In addition to providing residential housing, New Horizon provides transportation services to work, school, for shopping, for social activities, and for prescription pickups. According to the WACOG 2019 & 2020 Coordinated Transportation Plan Update, key statistics of New Horizons operations include:

- **Fleet:** 28 vehicles (not all vehicles are within the LHMPO region)
- **Annual Trips/Ridership:** 17,845 annual ridership; 50,209 annual trips (includes ridership and trips completed throughout state)

RISE Services

RISE Services provides services for people with disabilities including residential settings, day programs, employment assistance, managed care, and home and community-based services. Adults do not need to be living in a RISE home to participate in programs, as transportation can be arranged and provided through the agency. According to the WACOG 2019 & 2020 Coordinated Transportation Plan Update, key statistics of RISE services operations include:

- **Fleet:** 13 vehicles (not all vehicles are within the LHMPO region)
- **Annual Trips/Ridership:** 1,997 annual ridership; 1,700 annual trips (includes ridership and trips completed throughout state)

Other Specialty Providers

In addition to the specialty 5310 service providers, the LHMPPO region is served by a variety of private carriers, shuttle services, taxis, and regional transit operators. The following provides a listing of these operations.

Private Providers

Uber and Lyft

Peer-to-peer ridesharing and ride service hailing on-demand service. Via a smartphone application, riders request a ride and are connected to a nearby driver.

5 Dollar Holler Shuttle

Private shuttle services that provides transportation services 7 days a week from 8:00am to 3:00am. The shuttle prices rides based on what zone the passenger is traveling to/from.

B-Right There Shuttle

Private shuttle service that provides 24-hour service 365 days a year. Shuttle prices vary by zones.

B-Smart Shuttle Services

Private shuttle service that provides 24-hour service 365 days a year. Shuttle price is \$6.00

Day & Night Shuttle

Private shuttle service that provides 24-hour service 365 days a year. Shuttle prices vary by route.

Elite VIP Shuttle

Private shuttle service that provides 24-hour service 365 days a year. Shuttle prices vary by route.

Johnsons Non-Emergency Medical Transport

Provides non-emergency medical transportation in Lake Havasu, as well as airport transfers. Service hours are Monday to Friday from 7:00am to 7:00pm and Saturday 7:00am to 1:00pm.

Regional Transportation Providers

The following operators provide regional transportation opportunities.

Commuter Services

Provides airport shuttle service from Lake Havasu to Las Vegas McCarran Airport for \$55.00 per person.

Aloha Airport Express

Provides airport shuttle service from Lake Havasu to Las Vegas McCarran Airport for \$60.00 per person.

Havasus/Vegas Express

Door to door daily shuttle service between Lake Havasu City and Las Vegas McCarran Airport, hotels and medical facilities. Prices are \$65 one-way.

Greyhound

Greyhound provides regional connections to the Phoenix and Las Vegas metropolitan areas and any destination on the Greyhound service route. The nearest Greyhound station is located in Kingman.

Amtrak

Amtrak is a national passenger railroad service that connects destinations across America. The nearest Amtrak station is located in Needles, California, approximately 40 miles northwest of Lake Havasu.

3. PEER COMMUNITY REVIEW

Peer cities and their respective transit systems were reviewed to help decision-makers, stakeholders, and citizens better understand how other communities have implemented transit service in their area, what the expenses are, and the quality of services provided. Peer cities were selected based upon their population size, climate constraints, seasonal population changes, and financing mechanisms utilized to fund transit. Information gathered from peer cities included cost per mile, route miles, service type, type of vehicles, number of routes, operational characteristics, history, successes, challenges, and lessons learned. Key takeaways from the peer review include:

- All peer cities primarily started small and began as a pilot program.
- Route miles vary in length, with local circulators covering shorter routes and regional connectors servicing longer routes.
- Service type varies among the peer cities. Services include fixed route, deviated fixed route, and on-demand/demand response. The type of service initially implemented varies based on community needs and is not directly correlated to city size.
- All peer cities utilize cut-away buses, which perform well and can hold an optimum number of passengers.

PEER COMMUNITIES

The following section outlines communities from around the United States that demonstrate similarities to Lake Havasu. Additionally, a few communities are highlighted below that either demonstrate notable programs or exhibit many similar qualities to Lake Havasu.

Vista Transit, Sierra Vista, AZ

With a population of 45,000, Sierra Vista is the commercial, education, and medical hub of southeast Arizona. Originally established in 1994, Vista Transit was initially operated by Catholic Community Services on a passenger service request basis. Today, Vista Transit operates throughout Sierra Vista and Fort Huachuca with five local bus routes.

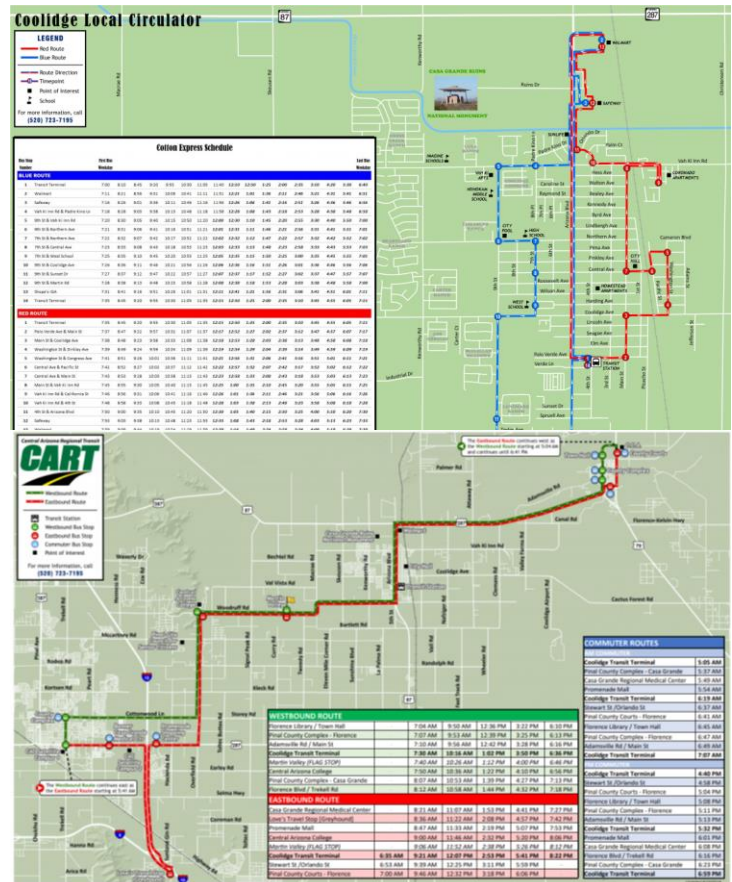
- **Service Area:** 152 mi²
- **Service Area Population:** 45,166
- **Regular One-Way Fare:** \$1.25
- **Monthly Pass:** \$40.00
- **Service:** five fixed routes; demand responsive
- **Fleet:** five fixed route buses, two demand responsive buses
- **Ridership:** 140,960 annual unlinked trips
- **Total Operating Expenditure:** \$1,065,063/\$402,355 local funds
- **Fare Revenues:** \$105,543



Cotton Express & Central Arizona Regional Transit (CART), Coolidge, AZ

The City of Coolidge Transit Department operates the Cotton Express (local Coolidge bus service) and CART (Central Arizona Regional Transit – regional bus service). The Cotton Express bus system provides Deviated Fixed Route bus service and On Demand service throughout The City of Coolidge Monday through Friday. The CART bus system provides regional route services to neighboring communities for employment, medical, and personal trips.

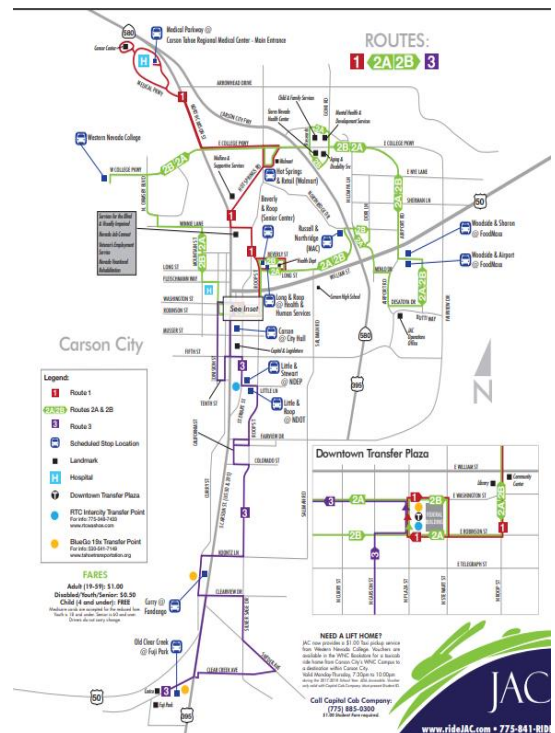
- **Regular One-Way Fare:** Cotton Express: \$1.00 (\$0.50 more for deviated route); CART: \$2.00
- **Monthly Pass:** Cotton Express: \$45.00; CART: \$60.00
- **Service:** Cotton Express: two deviated flex routes; CART: two fixed routes and AM/PM commuter routes
- **Fleet:** ten fixed route buses, one demand responsive bus
- **Ridership:** 36,407 annual unlinked trips
- **Total Operating Expenditure:** \$936,143/\$309,948 local funds
- **Fare Revenues:** \$39,054



Jump Around Carson (JAC), Carson City, NV

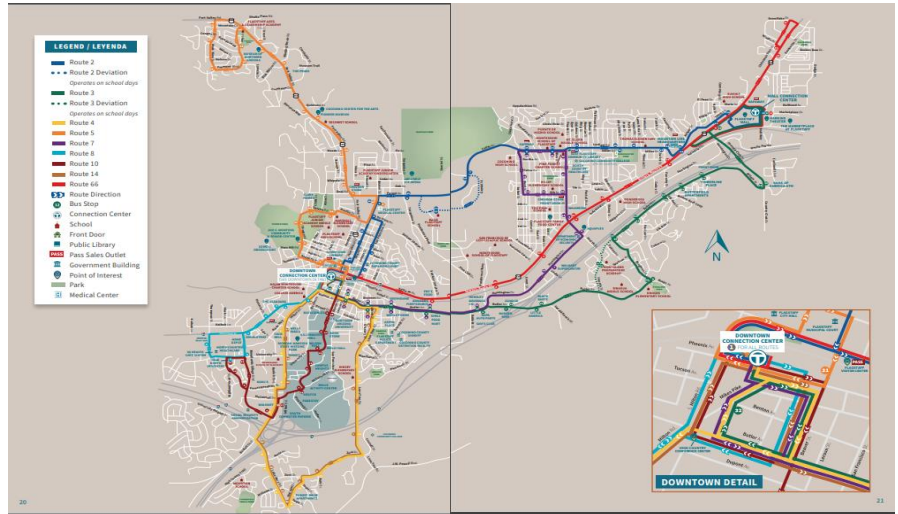
Jump Around Carson (JAC) is governed by the city's Regional Transportation Commission. JAC began operating in October 2005 and features a fixed-route system as well a dial-a-ride program that provides transportation for individuals with disabilities. JAC buses run Monday through Friday from 6:30 am to 7:30 pm, and on Saturdays from 8:30 am to 4:30 pm.

- **Service Area:** 26 mi²
- **Service Area Population:** 53,859
- **Regular One-Way Fare:** \$1.00. Seniors are free.
- **Monthly Pass:** N/A
- **Service:** four fixed routes; demand responsive
- **Fleet:** four fixed route buses, four demand responsive buses
- **Ridership:** 205,896 annual unlinked trips
- **Total Operating Expenditure:** \$1,260,173/\$324,098 local funds
- **Fare Revenues:** \$96,894



Mountain Link, Flagstaff, AZ

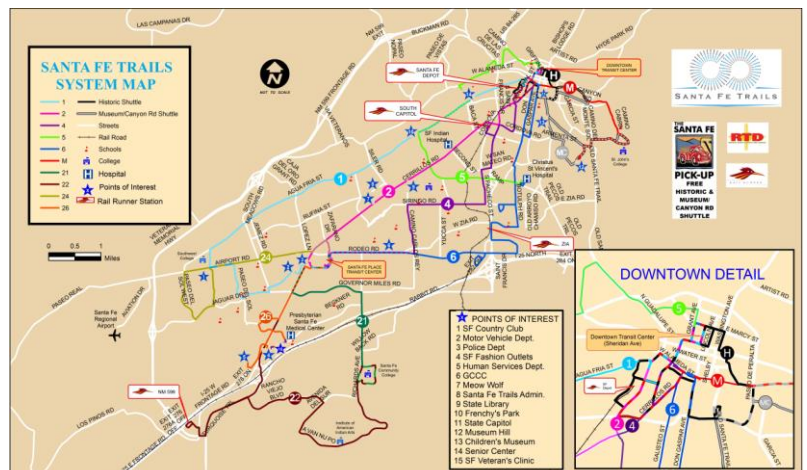
The Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) is the transit agency in northern Arizona operating the Mountain Line, Mountain Lift and Mountain Link systems in Flagstaff. NAIPTA also coordinates with Campus Shuttle Service at Northern Arizona University. When Mountain Line started in 2001, the annual ridership was just shy of 200,000, and the agency hit the 1 million rider mark in 2009 and the 2 million rider mark in 2017. Today Mountain Line operates nine routes that traverse Flagstaff and offer service to jobs, schools, health care, shopping, and entertainment areas.



- **Service Area:** 29 mi²
- **Service Area Population:** 65,760
- **Regular One-Way Fare:** \$1.25
- **Monthly Pass:** \$37.00
- **Service:**
 - Mountain Line fixed route bus service on nine routes
 - Mountain Line Paratransit service and taxi programs
 - Mountain Express seasonal service to Arizona Snowbowl
 - Vanpool service for commuters traveling to/from outside of Flagstaff
- **Fleet:** 29 buses (100 percent hybrid-electric, including six 60-foot articulated buses); 8 paratransit vans
- **Ridership:** 2,110,866
- **Total Operating Expenditure:** \$7,346,293/\$3,513,021 local funds
- **Fare Revenues:** \$1,416,087

Santa Fe Trails, Santa Fe, NM

While slightly large in population than Lake Havasu, Santa Fe shares similar seasonal population change and extreme weather conditions as Lake Havasu. To accommodate both local and tourist travel needs, the City operates 10 fixed route bus stops with two downtown, tourist focused free shuttles. While a bit larger than Lake Havasu, Santa Fe is a bustling capital city with close access to outdoor recreation and a historic district that



entices visitor's year-round. In addition to operating 10 bus routes and demand response routes, Santa Fe Trails also offers 2 free tourist shuttles.

- **Service Area:** 41 mi²
- **Service Area Population:** 67,947
- **Regular One-Way Fare:** \$1.00, Youth and veterans are free. During major community fairs and events, the City offers free transit services
- **Monthly Pass:** \$20.00
- **Service:** 10 fixed routes; demand responsive; free downtown tourism shuttle
- **Fleet:** 25 buses, 14 demand response vehicles (including downtown tourism shuttles)
- **Ridership:** 1,016,624
- **Total Operating Expenditure:** \$8,985,786/\$6,880,990 local funds
- **Fare Revenues:** \$376,895



Additional Peer Best Practices and Service Ideas

In addition to the key peer cities identified, a review of similar communities found the following best practices and transit service ideas.

- **Lake Tahoe, CA:** Seasonal deviations to provide winter visitors access to ski resorts and summer tourists to key boating activity centers.
- **Palm Springs, CA:** Downtown circulator trolley designed to accommodate peak demand. Trolleys run every 15 minutes on Thursday through Saturday between the hours of noon to 10 pm.
- **Myrtle Beach, SC:** Free Entertainment Shuttle operates from 9 AM until midnight during peak summer tourist season from May to Labor Day.
- **Pensacola, FL:** Developed a partnership with the University of Western Florida and Pensacola Beach to form a public trolley system.
- **Bozeman, MT:** Seasonal skiing shuttles and streamlined late-night service routes to accommodate tourists and Montana State University students.

4. PUBLIC TRANSPORTATION OPTIONS

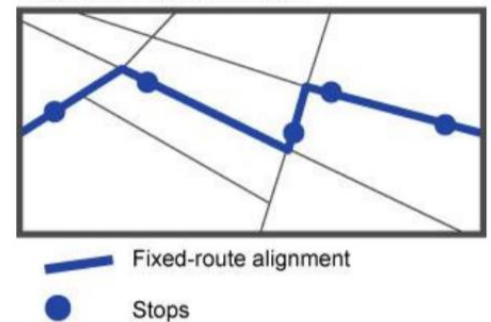
The purpose of this chapter is to identify the priority areas, origins, and destinations in Lake Havasu City for public transportation service within a five-year horizon. Currently, Lake Havasu City is eligible to receive 5307 Urbanized Area Formula Program funds from the Federal Transit Administration to implement a public transportation system. If these 5307 funds are not utilized during an approved program year, the funds are reallocated to another eligible grantee in Arizona.

TRANSIT SERVICE TYPES

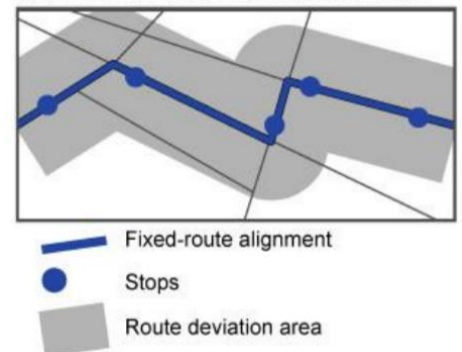
Transit service can be provided in a variety of ways, ranging from paratransit to fixed route services, and for transit to be most effective, individual services must be designed to match market demand and the operating environment. The following sections describe different transit types that could be appropriate for the Lake Havasu City area.

- Fixed Route Service.** Fixed-route bus services operate along a fixed route at set times and headways. Services operate with designated stops or as a flag stop service, where riders “flag down” the bus at safe location on the route.
- Deviated Fixed Route Service.** Deviated fixed-route service is a variation of fixed-route service that deviates off the fixed route to provide curbside service in certain locations. When there are no requests for the deviation, service operates in the same manner as standard fixed-route service. In order to be dropped off the normal route, riders simply request the service from the driver when they board the bus. For pick-ups, riders must call the transit system in advance with the location where they want to be picked-up, and the time or trip that they want to be picked-up by. Deviated fixed-route services are considered to be demand-responsive under ADA regulations. As a result, if deviated fixed-route service is provided, it is not also necessary to provide complimentary paratransit service.
- Flex Service.** Flex-Service is a hybrid of fixed-route service and demand responsive service. At one end, it operates on a fixed schedule to and from specific locations. At the other end, it operates within a designated flex area along a variable route providing demand-responsive service. Flex routes provide a flexible way to expand service to areas where current population and employment densities or the road network make traditional fixed route service infeasible.
- ADA Complementary Paratransit.** Public transit agencies that run fixed routes must also provide ADA complementary paratransit service within $\frac{3}{4}$ mile on either side of the fixed route; this is considered to be the maximum distance a rider would travel to reach a bus or train stop. Paratransit services are characterized by vehicles that operate flexible routes or demand response service and provide origin-to-destination service.

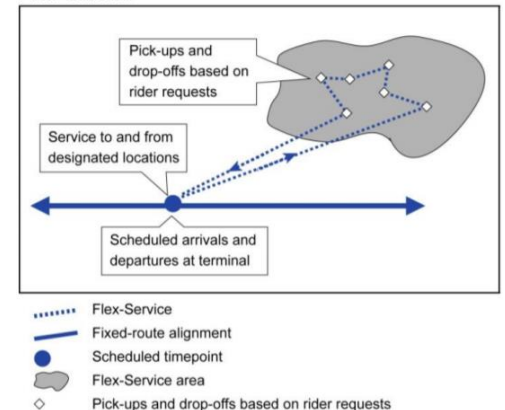
Fixed-Route Service



Deviated Fixed-Route Service



Flex-Service



- **Demand Responsive Transit (DRT).** Demand-responsive transit (DRT) is often seen as a combination of regular public transit services (fixed route, fixed schedule) and completely personalized taxi services (flexible route, flexible schedule). They are often used where traditional public transportation services are lacking, or not cost-effective, to cover the demand areas. There is often a focus on the elderly or mobility-impaired populations when thinking of DRT, but they can also be used to effectively close the first/last mile problem or serve as additional services when needed. DRT is most commonly operated by private companies under contract with public transit agencies, but can also be operated by community groups, nonprofit organizations, or the public transit agency directly.
- **Vanpool.** Vanpools provide transportation to groups of approximately seven to 15 people between any two points at any times desired by the traveling group. They are generally best suited to commute travel to large employment sites (for example, Wal-Mart or Sterlite).

SERVICE ALTERNATIVES DEVELOPMENT

Taking into consideration likely demand as indicated from the transit demand and transit reliance models (Chapter 2 of this report) and the broad range of public and stakeholder support, there is a strong desire and need for public transportation within the Lake Havasu area. Transit service alternatives initially identified were based on finding from Working Paper 1, public and stakeholder feedback, and a field review of conditions within the Lake Havasu City area.

Key Destinations

Potential transit service stops were identified through feedback from the TAC, stakeholders, and the public. These destinations were evaluated to identify potential transit service routes that best fit the needs of the community.

- Havasu Landing/English Village
- Shops at Lake Havasu/Wal-Mart
- Havasu Medical Regional Center
- Aquatic Center
- Hobby Lobby shopping complex
- Downtown Lake Havasu
- Lake Havasu Senior Center
- Mohave County Community College
- Arizona State University – Lake Havasu City
- Regional connections to Bullhead City, Parker, and Kingman

Prioritization of Key Destinations

To maximize ridership potential, key destinations were analyzed for potential stop locations that may provide access to multiple locations. In addition, to ensure service efficiency, the following stop types were determined for key destinations:

- **Timed Stops** are predetermined locations that have designated stop locations and pick-up/drop-off timed schedules. At a minimum, timed stops are designated by signage; however, additional infrastructure (i.e. benches, shelters, etc.) help to create a more inviting ridership experience.
- **Flag Stops** are areas along bus routes where passengers waiting at a safe and approved designated location can “flag” an approaching bus they wish to board.

Over time, it is typical for stops to be revised based on ridership, both by adding or removing stops, or revising hours of service. Furthermore, local businesses can support the system through in-kind contribution by providing stop infrastructure, space, parking, etc. for use along the transit route.

Route Development

Selection of potential route alignments was guided by information from Working Paper 1: Existing and Future Conditions and from discussions with local staff, members of the Focus Group, Technical Advisory Group, and members of the public. Results of the Transit Demand Model and Transit Propensity Index Model (from Working Paper 1), were also consulted to guide preliminary route development.

Preliminary identified route alignments were evaluated and vetted with the Strategic Internal Transit Team prior to presenting concepts to the public. Based on feedback from the public, Focus Groups, and the Technical Advisory Committee, initial alternatives were refined to reflect the greater needs of the community. Refined route alignments were then field tested to determine drive time, potential infrastructure needs, and to understand potential ridership constraints and opportunities. Finally, routes were evaluated against financial constraints to determine a short- and long-range vision for transit in Lake Havasu City.

PRELIMINARY PUBLIC TRANSPORTATION ALTERNATIVES

Preliminary public transportation service options were developed for consideration. These alternatives focused on providing access to key attractors and generators, including:

- Downtown Lake Havasu City.
- Access to Shops of Lake Havasu/Wal-Mart in the northern portion of Lake Havasu.
- Connections to residential areas, particularly areas with high rates of low-income, zero vehicle households, and disabled populations.

Downtown Circulator Options

During discussions with local staff and members of the public, a strong desire for public transportation services within Lake Havasu City's downtown core was identified as a priority need. The benefits of a downtown circulator include:

- Provides localized, frequent service to key community activity centers, including Havasu Regional Medical Center, Havasu Landing, English Village, Aquatic Center, City Hall, the library, and local grocery stores and restaurants.
- Potential to alleviate vehicle congestion, particularly during community events, along McCulloch Boulevard and SR 95.
- Serves as a driver for economic development by providing streamlined transportation services between tourist hotels and key attractions and restaurants.

Option 1

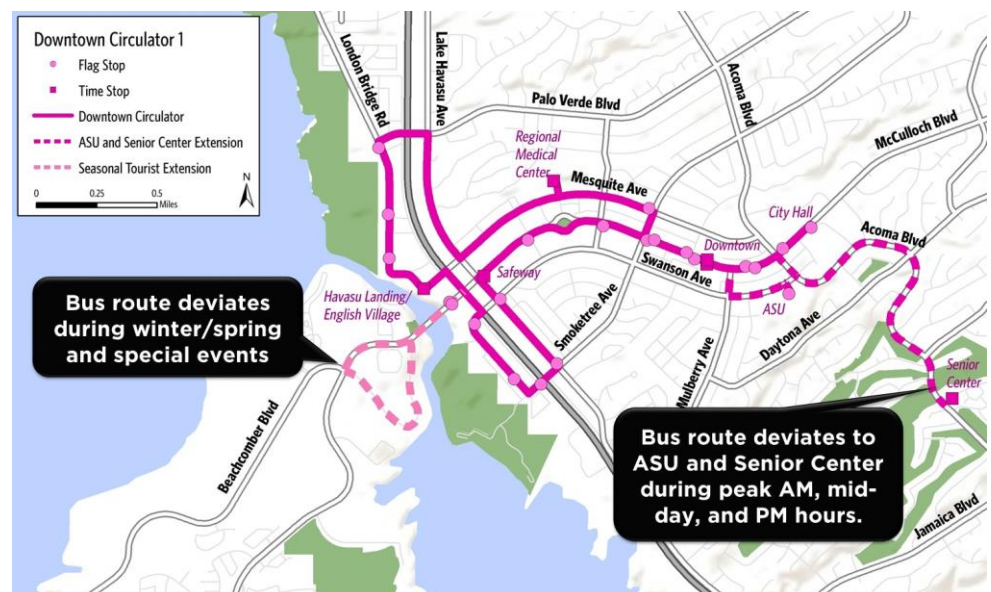
Clockwise circulator route that focuses on providing access along McCulloch Blvd, Mesquite Ave, Lake Havasu Ave, and London Bridge Rd.

Advantages:

- Directly connects to key stops along McCulloch Blvd, the hospital, and tourist hotels.
- Seasonal and special event deviation.

Disadvantages:

- No access to residential areas located along Swanson Ave.
- McCulloch Blvd often congested which may lead to delays



Option 2

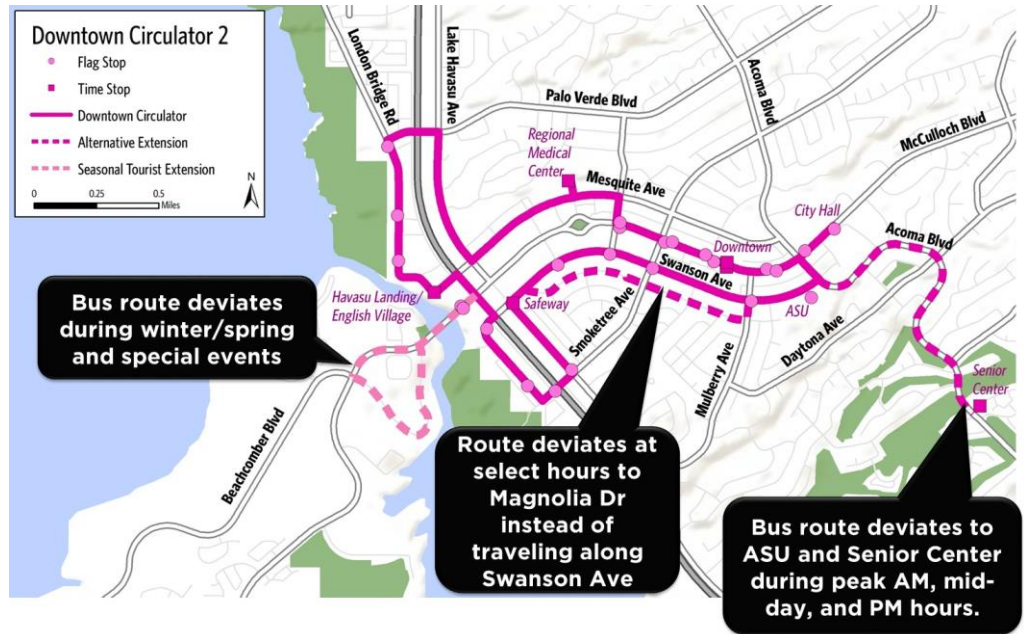
Clockwise circulator route that provides services along Swanson Ave and Magnolia Dr.

Advantages:

- Directly connects to key stops along McCulloch Blvd, the hospital, and hotels.
- Seasonal and special event deviation.

Disadvantages:

- McCulloch Blvd often congested which may lead to delays.
- Swanson Ave is narrow east of Smoketree Ave.



Option 3

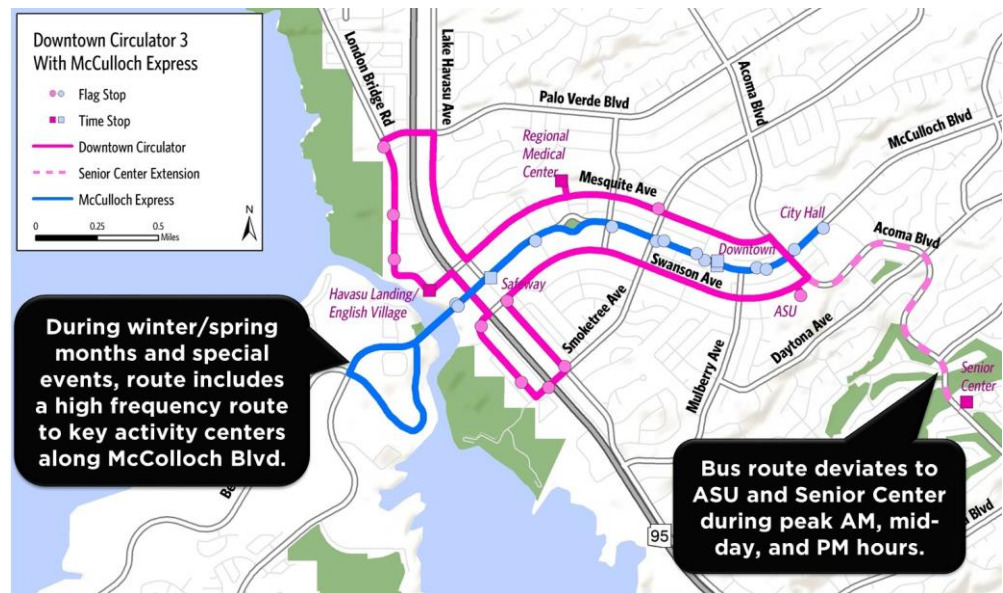
Combines a circulator route along Swanson Ave and Mesquite Ave and high-frequency seasonal route along McCulloch Blvd to provide direct connections to key activity centers in the downtown core area.

Advantages:

- Provides express downtown service for tourists and residents.

Disadvantages:

- Longer walks for riders of the Downtown Circulator to businesses along McCulloch Blvd.



Northern Express Route

Based on feedback from community members and local businesses, there was a strong demand for public transportation services that connects downtown Lake Havasu City to areas in northern Lake Havasu City. benefits of a north-south public transportation route include:

- Provides transportation options for employees, visitors, and residents to access Wal-Mart and the Shops as Lake Havasu.
- Connects the Chemehuevi Indian Tribe's Havasu Landing to employment, education, and shopping destinations.
- Serves as an economic generator by increasing access to jobs and shopping opportunities.

Option 1

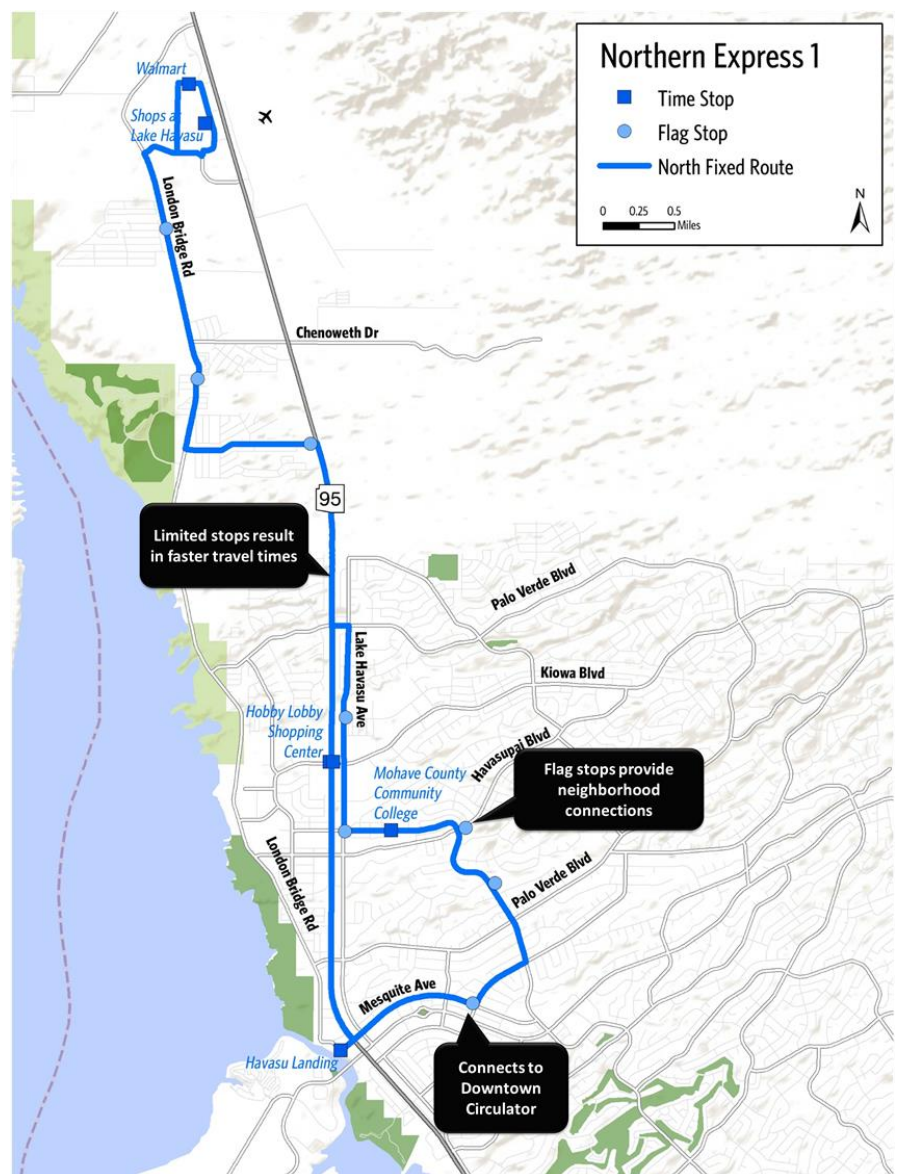
Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd and Acoma Blvd.

Advantages:

- Connects with the Downtown Circulator
- Provides access to resident living along Acoma Blvd.
- Connects the Chemehuevi Indian Tribe to Shops as Lake Havasu and Mohave Community College
- Potential in-kind donations available from Mohave Community College and Shops as Lake Havasu.

Disadvantages:

- Alignment along Acoma Blvd and London Bridge Rd increases travel time.



Option 2

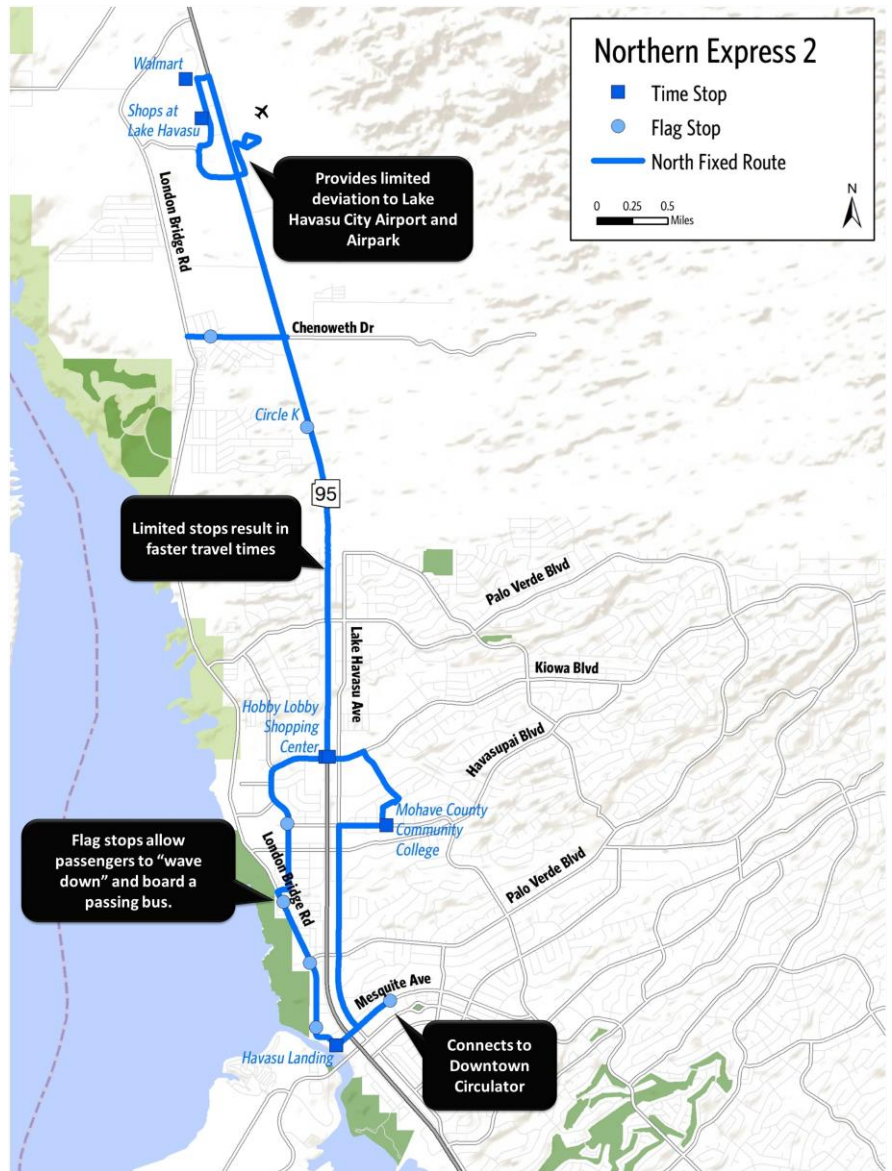
Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd, the airpark, and along Chenoweth Dr.

Advantages:

- Streamlined service to Wal-Mart and Shops at Lake Havasu
- Connects with the Downtown Circulator
- Connects the Chemehuevi Indian Tribe to Shops as Lake Havasu and Mohave Community College
- Potential in-kind donations available from Mohave Community College and Shops as Lake Havasu.

Disadvantages:

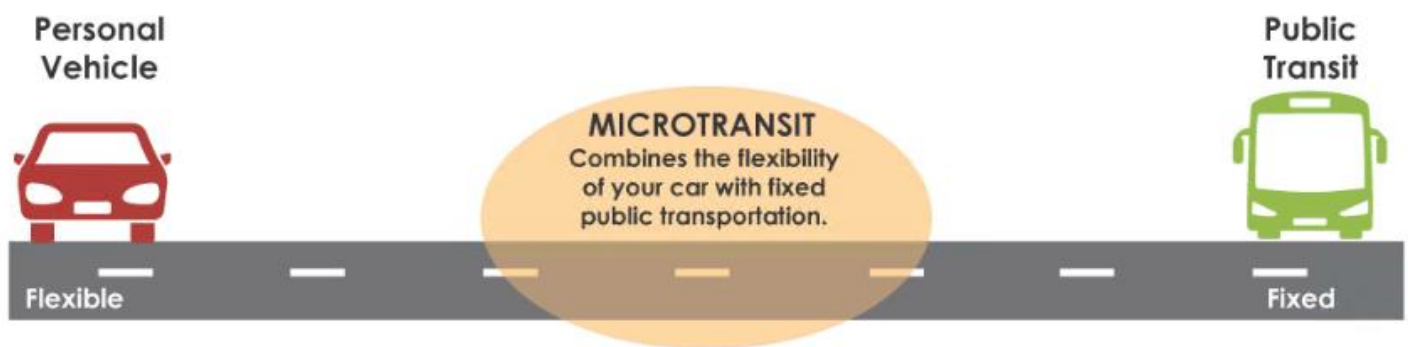
- Alignment along Acoma Blvd and London Bridge Rd increases travel time.



On-Demand Microtransit Service

Microtransit is an innovative approach to improving transportation! In simple terms, microtransit supplements traditional public transit by providing on-demand service. Microtransit is a form of Demand Responsive Transit (DRT) that combines the flexibility and independence of driving a personal vehicle with the convenience of a public transit service. Microtransit can be a door-to-door service, like using a taxi or a ride-hailing service, or it can be point-to-point, which connects people to destinations such as employment centers, universities, or transit centers from other hubs. It can also offer first and last mile connections, meaning that the vehicle will operate from 'door-to-point' – this can be helpful for connecting people to traditional fixed route transit services. The benefits of microtransit include:

- You can instantly request a ride via a phone call, online website, or your smart phone
- Provides direct connections to the fixed-route transit system
- Expands public transportation to people and activity centers that aren't located along the fixed route
- Has specific Pick-Up / Drop-Off zones
- Is data-driven, allowing City staff to adjust service as needed
- Using algorithms and trip data, the vehicle routing software optimizes each vehicles route to accommodate the most people with the shortest waiting times
- Vehicles are typically larger than a private sedan and smaller than a traditional public transit bus
- Allows for multiple payment and booking options, such as smartphone application, online website browser, or call-in phone service



Microtransit can function in a variety of ways, which leads to a context-sensitive and unique application for each community. The typical microtransit operation process includes:

1. Small passenger vans are “on-demand”
2. Request if made for a ride via smartphone application, online website, or dial-in phone request and pay for rider
3. Estimated wait time and trip time are provided to the rider
4. Nearest van is dispatched to retrieve the rider at their house or designated stop
5. While a rider is traveling towards their destination, other riders may be picked up or dropped off, depending on the time of day and route that has been optimized for the passengers.

Pilot Microtransit Pilot Projects and Providers

As an emerging sub-industry in transit and transportation, there are new providers of microtransit service and new places being piloted often. Since its inception, some providers, such as Bridj, Chariot, and Leap, have shuttered, while others have continued to thrive. This section will detail the places and providers who have found success implementing microtransit in their communities.

Via

Via, a NYC-based transportation network company founded in 2012, describes their mission as, “building the transportation systems of tomorrow, right now” by “developing innovative mobility solutions for on-demand and pre-scheduled transit, powered by the world’s most advanced technology”. With over 90 partners in over 20 countries, Via offers both software as a service and transportation as a service.



In the US, Via has partnered with transit agencies in Grand Rapids, MI; Grove City, OH; and Austin TX. As delineated in Table 4.1, all of the programs note their 15-minute wait times, which is comparable to a high frequency fixed route service.

Table 4.1. Via Pilot Projects

Location/Transit Agency	Program Details	Operational Details	Comments
Grand Rapids, The Rapid / Rapid On Demand MI	• 6-month pilot (2019) • Funded through the Michigan Mobility Challenge grant of \$375,000	• 15-minute wait time • \$3.50 one-way	Testing feasibility of service for seniors and people with disabilities
Grove City, OH Central Ohio Transit Authority / COTA Plus		• Monday – Friday, 5:30 AM – 8:00 PM • 15-minute wait times • \$3 one-way, passes available	Offered in two service areas. Payment only through app or transit pass.
Austin, TX Cap Metro / Pickup	• Piloted in 2017 and 2018 • ADA accessible	• 15-minute wait times • \$1.25 one-way	Offered in six service areas with varying hours

TransLoc

TransLoc, “a technology firm with expertise in microtransit operations”, was founded in 2004 in North Carolina to create tools to make transit better, faster, more reliable, and more convenient.

In 2018, TransLoc was acquired by the Ford Mobility Collective. In addition to their On Demand Microtransit service, they’ve also built transit technologies such as mobility control centers, GTFS management software, and a microtransit simulator. The table below will delineate some of the metropolitan regions that TransLoc has partnered with to provide microtransit service. According to the company, 75% of all riders use their microtransit services to connect to fixed route transit service.



Table 4.2. Transloc Pilot Projects

Location/Transit Agency	Program Details	Operational Details	Comments
Eugene, OR Lane Transit District / EmGo	• 12-month pilot • Wheelchair accessible	• Point to point service with 70+ locations • Monday – Friday, 7 AM – 6 PM • Fare free	• Uses Polaris electric vehicles • 5 passenger vans
Kansas City, MO Kansas City Transportation Authority / RideKC	• Pilot becoming permanent due to success • Operational budget is \$500,000 • Originally Bridj pilot in 2015 failed • Service area extends on weekends to partner with farmer's market	• Door-to-door service • Monday – Saturday, 6 AM – 8 PM • \$1.50 one-way	• Accepts in-app or exact change fare • Expanding service to include taxis during peak periods
Snellville, GA (Atlanta suburb) Gwinnett County Transit / GCT Microtransit	• 8-month pilot • 17 sq. mi service area • Fleet is seven 12-passenger vans • ADA accessible	• Point-to-point service • Monday – Friday, 6 AM - 8:30 PM and Saturday 7 AM – 7 PM • 23-minute average wait time	• Program serviced 344 people per day • Connected to regional commuter fixed route into Atlanta

Other Providers

While Via and TransLoc have emerged as leaders in the microtransit industry, ridesharing services (such as Lyft and Uber) also compete for a share of the microtransit market. This section will describe some of the recent efforts of each company.

Uber

Since 2016, Uber has attempted to ameliorate its relationships by partnering with transit agencies to provide first and last mile connections to their fixed route transit stops. While not necessarily a shared ride, the subsidies provided by the transit agencies offset the cost of the ride-hailed trip and improve access to fixed route transit for constituents who would otherwise drive their own vehicle for the duration of their trip, most likely. Pinellas County, FL, home to St. Petersburg and Clearwater, began their pilot program, Direct Connect in 2016, and has recently voted to extend the contract with Uber through 2021, for up to \$300,000 per year even though the program has been met with mixed success. Similarly, the Massachusetts Bay Transportation Authority (MBTA) began a partnership with Uber in 2016 to support its paratransit program. This program, which saves the MBTA about \$13 per ride and has increased trips by 28%, has agreed to extend the program for an additional three years – but has also faced criticism from accessibility advocates for promising wheelchair accessible vehicles (WAVs) and then not delivering.

Uber

Lyft

Founded in 2012 and known as Uber's greener, nicer competition, Lyft has also dived into the microtransit industry through first and last mile connections in recent years. In addition to its MBTA partnership along with Uber, Lyft has fostered connections in other cities as well, such as Boise, ID; Monrovia, CA; Charlotte, NC; and Southern Nevada.



Pantonium

A Toronto-based technology firm, Pantonium, provides "on-demand transit service via an artificially intelligent routing system that communicates with drivers and rides in real-time".

Their first pilot program, a 2018 effort in Belleville, Ontario, increased ridership 300%, decreased per vehicle mileage 30%, and holding both vehicles and service hours steady, the number of stops serviced is 70% greater than the previous service offered. By producing a "globally optimal solution for all transit vehicles and trips" every bus stop in Belleville is accessible within 30 minutes. Besides the artificially intelligent routing system (which operates autonomously, allowing for nighttime service), what differentiates Pantonium from other microtransit providers is their layering of technology on an existing transit infrastructure – buses, drivers, and stops.



Best Practices

As microtransit pilot deployments have become more frequent since their early days in 2015, leaders in the industry, from both the private and public sectors, can offer best practices to implementing microtransit. Key lessons and best practices from microtransit pilots include:

- Beginning with a pilot to adapt to customer feedback, providing a lot of service in a small area, and forming strong partnerships between cities, transit agencies, business associations, police departments, and other community partners such as employment centers and universities.
- Pantonium highlights that on-demand services are most useful in low-density rural or suburban areas and nighttime service.
- Education, customer communication, and aggressive marketing are crucial to the program's success, but won't reach everyone
- Incorporating flexibility and robustness to handle all cases of riders requesting transportation

As microtransit gains credibility and popularity as a viable addition to a transit agency's repertoire, agencies should be mindful to incorporate careful planning, aggressive marketing, an equity-lens, and a trust-based partnership, along with rigorous data collection efforts, into their pilot programs.

Home to Hub Microtransit Option

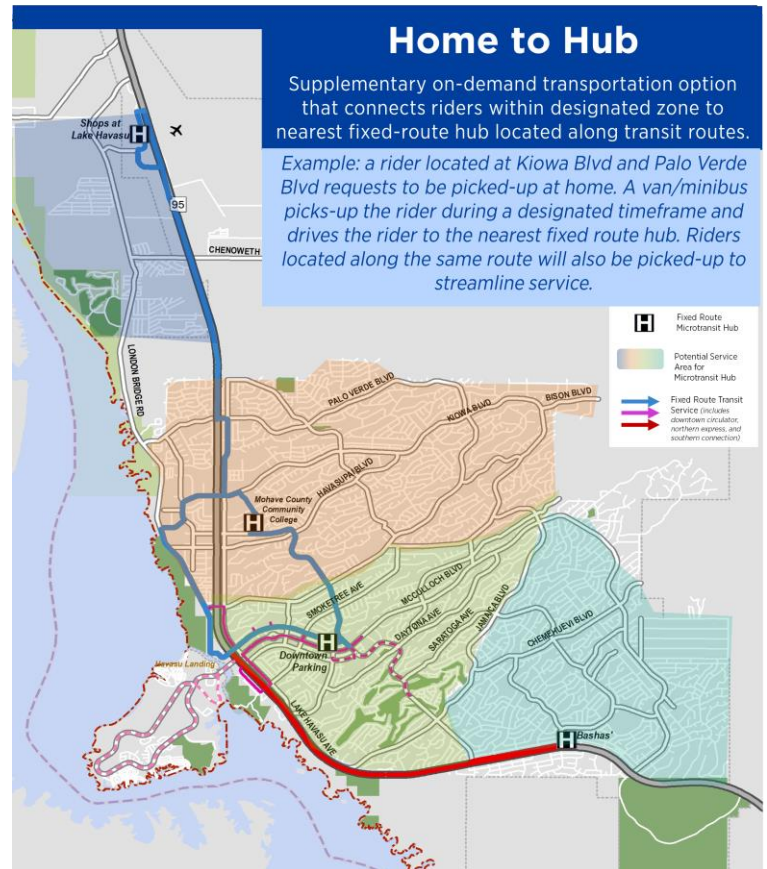
Home to Hub microtransit is a supplementary on-demand transportation option that connects riders within designated zone to nearest fixed-route hub located along transit routes. *For example: a rider located at Kiowa Blvd and Palo Verde Blvd requests to be picked-up at home. A van/minibus picks-up the rider during a designated timeframe and drives the rider to the nearest fixed route hub. Riders located along the same route will also be picked-up to streamline service.*

Advantages:

- Provides first/last miles connections.
- Extends the service areas of the fixed routes.
- Opportunities to partner with local companies to provide on-demand services.

Disadvantages:

- Long distance to hubs may create long rideshare travel times.



Hub to Hub Microtransit Option

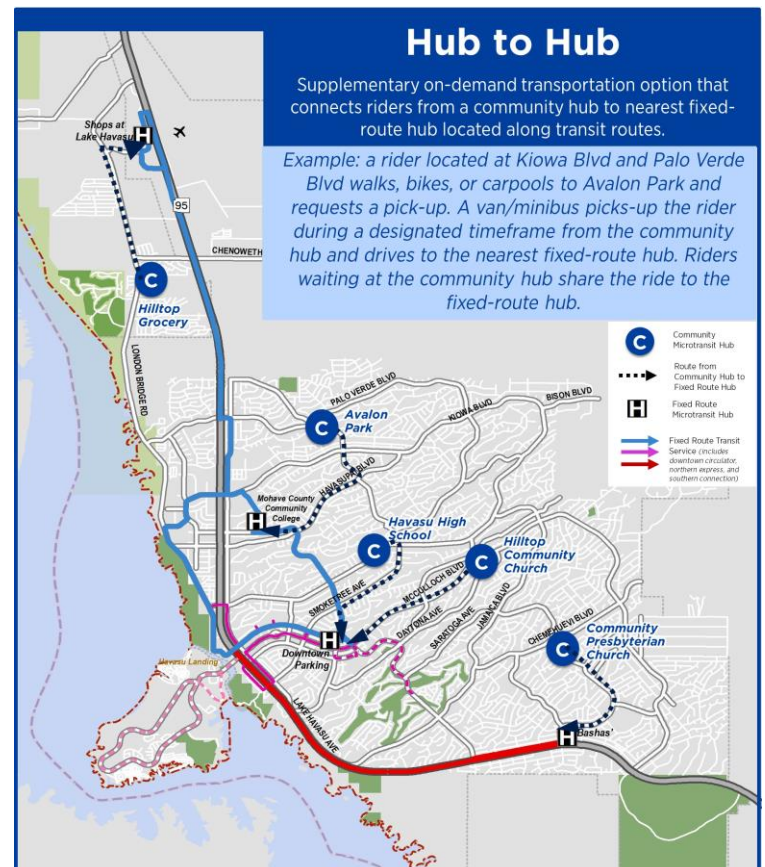
Hub to Hub microtransit is a supplementary on-demand transportation option that connects riders from a community hub to nearest fixed-route hub located along transit routes. *For example: a rider located at Kiowa Blvd and Palo Verde Blvd walks, bikes, or carools to Avalon Park and requests a pick-up. A van/minibus picks-up the rider during a designated timeframe from the community hub and drives to the nearest fixed-route hub. Riders waiting at the community hub share the ride to the fixed-route hub.*

Advantages:

- Extends the service areas of the fixed routes.
- Opportunities to partner with local companies to provide on-demand services.

Disadvantages:

- Riders without access to a vehicle, ride, or incapable of walking/biking may have difficulty reaching the hub.



PUBLIC TRANSPORTATION ALTERNATIVE REFINEMENT

Preliminary alternatives were presented to the TAC, stakeholders, and the public for feedback. Through an online survey and multiple public open houses, opportunities were provided to members of the community to view the proposed routes, offer comments, and help refine service routes and schedules. Chapter 6 presents community feedback regarding the initial service alternatives.

Based on all feedback received, the initial alternatives were reviewed, and it was determined that the following transit service options should be carried for additional review and analysis:

- Modified Downtown Circulator Route that has seasonal route and timing variations.
- Modified Northern Express Route Option#1 that streamlines service to the Shops at Lake Havasu by eliminating service to London Bridge Road.
- Southern Express Route that connects Basha's shopping center to the Downtown Circulator Route and Northern Express Route.
- Home to Hub Microtransit service that provides first/last mile connections.

5. COMMUNITY OUTREACH

The *LHMPO Transit Feasibility and Implementation Plan* incorporates a robust community outreach process to gather information on the public attitudes towards public transportation and how residents are traveling within the study area. The second phase of outreach focused on obtaining public input on the type of service would the community like to see.

PROJECT WEBSITE

A project website was developed and launched in January 2019, allowing the public easy access to important information about the study. The website is hosted on the City of Lake Havasu City's website and includes outreach event dates, project documents links, and survey links. A comment form is also provided to allow the public to submit a question or concern directly to the study team.



Comments Received via Project Website

To date, comments received directly via the Project Website include the following:

I think a public transit system would be great, particularly through snow-bird season. I noticed that Urgent Care is not a suggested destination. With extremely high cost involved with HRMC emergency room visits of even a few minutes, I think a lot of people use local Urgent Care facilities since their fees are more reasonable. Just food for thought. A transit system of sorts has been tried a couple of times over the past couple of decades. The ridership did not justify the costs. LHC has grown and I'm glad to see it being explored again.

Utilize the existing bus stops and put in rental scooters and bikes. Recharging stations placed at the bus stops to pick up another and continue on your desired destination.

There is a public transit on southpadre island, TX. We lived there for years. They had little free trolleys that went every half hr. It boosts revenue for all the local businesses.

Keep em small & infrequent, neva reverse & strictly monitored.

An effective transit service for those in need would also provide a safety effect as many drivers should not be driving, namely many elderly persons, those whose licenses have been suspended or revoked, etc. They would have a safer option to take the bus. Thank you.

You / we definitely need Transit here in this beautiful little town! My gosh I've seen towns with a lesser population with Transit available, to not have it here in Havasu is a disgrace.

Lake Havasu City needs Public Transportation. We are a CITY with over 50,000 people. Havasu streets have no sidewalks no street lights, and with temperatures exceeding 115* degrees during the long summer months. Just walking up the street at these temperatures is not easy it requires great mental and physical effort. Please Help We need Public Transportation.

Much needed!!!

I would like to see public transit in your city. I really want to move closer to my daughter. Make it happen. I appreciate you. I will use public transit services.

Have you considered a dial-a-ride program?

Is there a place that can be used for parking personal vehicle's for drop off and pick up zones? I see this problem becoming worse in time. It would be great to have a small city area on both sides of town for this reason instead of bothering business and there parking areas. thanks for any ideas.

It gets expensive to take a shuttle back and forth here. It is also not convient for looking for employment or just getting to work. From what I here from people it would be a great service to have some kind of transit system. This town has grown a lot and some people especially seniors might not want to drive, the traffic is sometimes heck tick. Thanks.

STAKEHOLDER BUSINESS MEETINGS

The team conducted several meetings with potential local partners: three local businesses, two higher education institutions, and one Indian Tribe. The goal of the meetings was to determine potential partnership opportunities for the implementation of a transit system in the LHMPO region. Dates and possible opportunities derived from each meeting are included in Table 1.

Table 5.1. Business Partnership Meeting Summaries

MEETING	POTENTIAL OPPORTUNITIES
Havasu Regional Medical Center: July 29, 2019	• Providing multiple bus stops along the “medical corridor” so patients can not only visit the hospital but nearby doctors. • Bus stops to major pharmacies for residents to obtain prescriptions. • Vanpool opportunity for employees.
Go Havasu: July 29, 2019	• Downtown shuttle linking English Village to the downtown area Spring break shuttle that operates from the channel to downtown area • Special events shuttle service – Winterfest, New Years, Balloonfest • Park-and-ride opportunity at English Village
Shops at Lake Havasu: July 29, 2019	• Vanpool service linking employees to the Shops and Agave Business Park. • The Shops would potentially be able to support the public transportation system through advertisements and purchasing bus tickets for employees. • There is potential for current facilities to provide protection for waiting bus riders. • If needed, there is ample parking spaces available which may be used for a park-and-ride.
Mohave Community College: July 29, 2019	• Vanpool opportunity for students to other campuses or locally within the Lake Havasu area. • Connection from high school to MCC so students can take courses. • Potential transit stop location at the 500 building. This area has parking available, bathrooms, vending machines, and provides an air-conditioned area for passengers to wait. • Provide a parking lot area for special events. • Potential park-and-ride location as long as it doesn’t displace students. • MCC may be able to provide support through advertising and purchasing bus passes and selling them to students at a reduced rate.

Table 5.1. Business Partnership Meeting Summaries (Continued)

MEETING	POTENTIAL OPPORTUNITIES
Arizona State University: July 30, 2019	The team discussed potential public transportation opportunities. The group commented that if a bus stop is located on the ASU campus, there may be potential for ASU to construct a temporary bus shelter
Chemehuevi Indian Tribe: July 30, 2019	- Bus route that connects the ferry to Mohave Community College and Arizona State University so residents can attend college. - Bus route that connects the ferry to Walmart, clinics near the hospitals, and the movie theater and other entertainment options. - Vanpool opportunity for employees. - Potential for the Tribe to support the system through purchases bus passes and advertisement.

FOCUS GROUP

As part of the community outreach process for the study, focus groups were organized on October 3rd and 4th 2019. The focus groups, which involved targeted community agencies /businesses and the general public, were conducted to have one-on-one discussions with community members of the public transportation preferences within the LHMPO region. Flyers and emails were directly distributed to colleges, businesses, and local community organization for their attendance.

The focus group agendas included: introductions of attendees, a brief presentation introducing the study, staff facilitated discussion on potential routes, and a group values exercise, "Transit Service Funding Buckets," in which participants selected preferred transit routes. Attendees in each focus group had the opportunity to participate in the values exercise. Those who wanted to participate were given 35 play "dollars" and asked to deposit their funds into the transit service-related buckets of their preference. Table 5.2 outlines the "money" collectively allocated to each possible service option.

Table 2. Values Exercise Results

	October 3 rd	October 4 th
Extended Service Hours (AM/PM) (costs \$25)	\$290	\$100
More Frequent Service (costs \$25)	\$120	\$25
Transit Stop Amenities (costs \$25)	\$25	\$30
Weekend Service (costs \$25)	\$165	\$75
Downtown Circulator (costs \$100)	\$545	\$525
Micro-transit Supplement (costs \$200)	\$610	\$25
Northern Express (costs \$150)	\$355	\$400

Public Focus Group

The first focus group was hosted on October 3rd, 2019. During this first meeting, Microtransit was ranked the most popular, while the Downtown Circulator, Northern Express, and having extended service hours in the mornings and evenings were also popular choices. In addition to service preferences, attendees discussed additional needs such as: emergency response, noting that many rely on Yellow Cab, and lower

cost options for the homebound and those that need to get to the Senior Center for daily meals and interaction.

Business Focus Group

The second focus group was hosted on October 4th, 2019 and involved local business leaders. At the second meeting, the Downtown Circulator ranked the most popular. The Northern Express Route and extended hours of service in the mornings and evenings also garnered interest. Attendees were also excited about the possibility of partnerships with businesses and of the new transit system's benefits to tourists.

PUBLIC OPEN HOUSE

A public open house was hosted on October 4th, 2019. The meeting was held as an open house, in which attendees were invited to talk one-on-one with the team. Boards showing summarizing the planning process, potential routes, and answered frequently asked questions, were on display.

Attendees encouraged to mark their preferences on the route boards. Appendix A includes the boards and handouts.



COMMUNITY SURVEY

To gain insight in the transportation needs of residents and visitors in the study area, as well as their opinion of public transportation, a community survey was conducted. The survey was administered from January 2019 to October 2019. Available in both hardcopy and electronic forms, the 18-question survey included questions on two main topics:

- Characteristics of Survey Respondents
- Route and Service Preference

With the assistance of LHMPO and Lake Havasu City staff, study team members, and community organizations, flyers and hardcopy surveys were distributed at major activity centers throughout the LHMPO region. A copy of the survey is available in the Appendix.

Summary of Survey Results

The online and hardcopy survey was also available in Spanish. As of October 2019, a total of 287 surveys were completed. Results presented henceforth represent the results of the 266 surveys received and may not represent a complete picture of the needs of residents in the study area.

Characteristics of Survey Respondents

Where Respondents Live

- 93% live in Lake Havasu City
- 2% live in Desert Hills
- 1% live in Horizon Six
- 4% live in other areas or were seasonal visitors

Age of Respondents

- Under 18: less than 1%
- Ages 18-34: 11%
- Ages 35-49: 22%
- Ages 50-64: 35%
- Ages 65 and Older: 27%
- Prefer not to answer: 4%

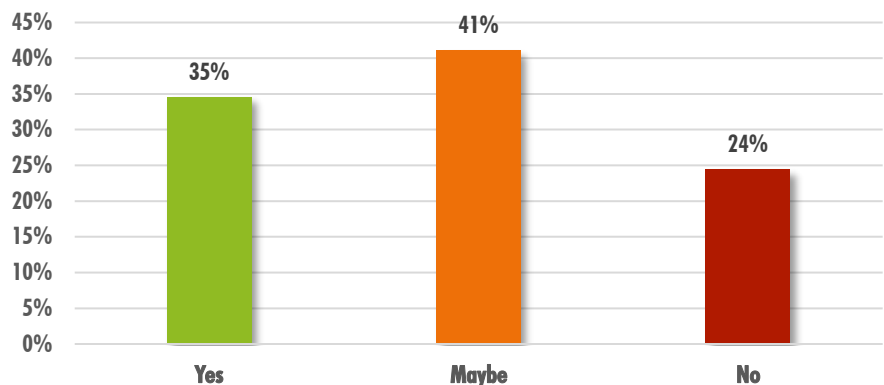
Current Employment Status

- 61% Employed
- 3% in school
- 36% neither in school or employed

Downtown Circulator Preference

In general, most respondents said they would or might consider using the Downtown Circulator if it was available (Yes=35%, Maybe=41%). Some respondents said they would not consider using it (No=24%). Respondents were also asked about their preference among route variations, preferred days of service, and preferred times of service.

IF A DOWNTOWN CIRCULATOR WAS AVAILABLE, WOULD YOU CONSIDER USING IT?



Route Variations (In order from most popular to least popular)

- 1) McCulloch Blvd Express
- 2) Swanson Ave Route
- 3) McCulloch Blvd Route

Service Day Preference (In order from most popular to least popular)

- 1) Saturday
- 2) Monday to Friday or During Special Events Only
- 3) Sunday

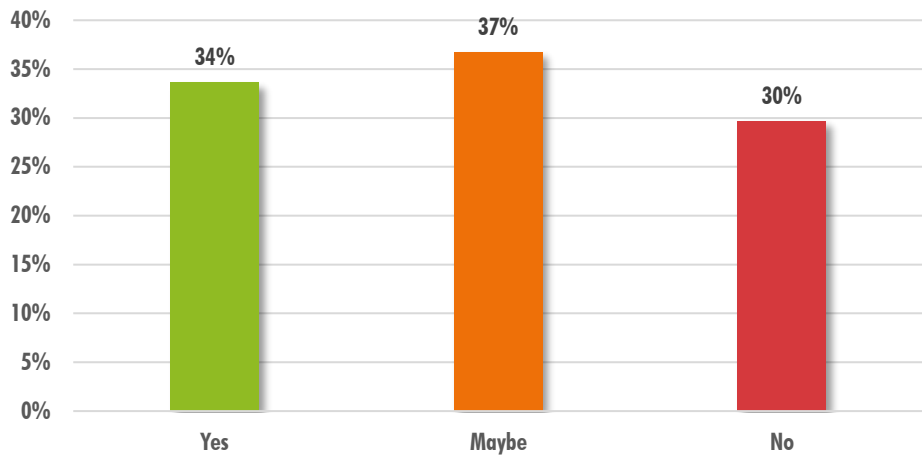
Service Time Preference (In order from most popular to least popular)

- 1) 9AM to 3PM
- 2) 6PM to 9PM
- 3) 3PM to 6PM
- 4) After 9PM
- 5) 6AM to 9AM

Northern Express Route Preference

In general, most respondents said they would or might consider using the Downtown Circulator if it was available (Yes=34%, Maybe=37%). Some respondents said they would not consider using it (No=30%). Respondents were also asked about their preference among route variations, preferred days of service, and preferred times of service.

IF A NORTHERN EXPRESS ROUTE WAS AVAILABLE, WOULD YOU CONSIDER USING IT?



Route Variations (In order from most popular to least popular)

- 1) SR 95 Route
- 2) London Bridge Rd Route

Service Day Preference (In order from most popular to least popular)

- 1) Saturday
- 2) Monday to Friday or During Special Events Only
- 3) Sunday

Service Time Preference (In order from most popular to least popular)

- 1) 9AM to 3PM
- 2) 3PM to 6PM
- 3) 6PM to 9PM
- 4) After 9PM
- 5) 6AM to 9AM

Microtransit Preference

A total of 190 (66% among all survey respondents) respondents gave their opinion on microtransit. Among these respondents, the “Home to Hub” option was preferred (56%) over the “Hub to Hub” option (44%). Additional comments on microtransit included:

- “Prepaid ride cards to eliminate need for cash or credit cards.”
- “Covered benches.”
- “Shuttles to and from the parking lots of main events as my husband is handicapped.”
- “None, they can use cab service or Uber. It’s not the city's responsibility to support 1% of the population.”

Overall, a downtown circulator was the highest priority for respondents, followed by a northern express route, and then microtransit routes. The service options were prioritized as follows:

- 1) Downtown Circulator
- 2) Northern Express Route
- 3) Microtransit Supplement
- 4) More Frequent Service
- 5) Weekend Service
- 6) Extended Hours (AM/PM Service)
- 7) Transit Amenities (i.e., shelters, benches, bike parking)

MOHAVE COMMUNITY COLLEGE (MCC) AND ARIZONA STATE UNIVERSITY-LAKE HAVASU SURVEYS

To gain an understanding of the unique needs of Mohave Community College (MCC) and Arizona State University-Lake Havasu City (ASU Havasu) students and faculty, specialty surveys were conducted in Fall 2019 with the assistance of staff. The following outlines the results of the two surveys.

Summary of MCC Survey Results

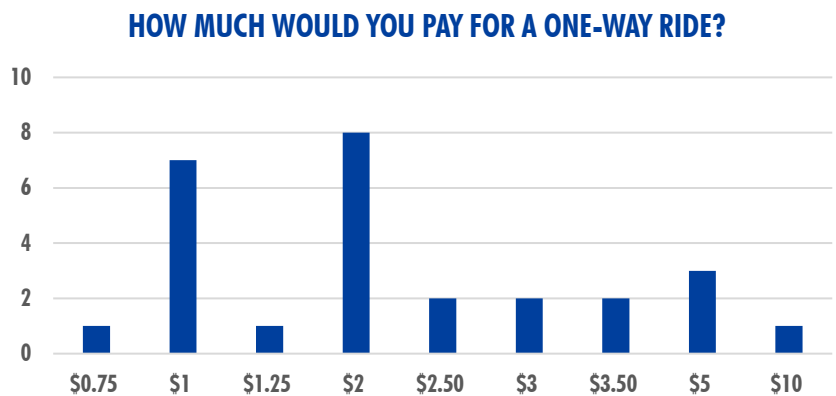
To garner the specific needs of MCC students and faculty, a nine-question survey was conducted in September 2019. A total of 33 student and faculty surveys were completed. Survey results are summarized in the following section. Of the respondents, 22 were students and 11 were faculty members.

Commute Behavior

Most respondents shared that they live commuting distance to campus (84%) while a small percentage shared that they live within walking distance (16%). The majority of respondents typically commute by car (94%), while smaller numbers drive or carpool (10%), or drive or bike or walk (10%). In the last 12 months, 13% of respondents said that they had missed school or work due to lack of transportation.

Service Preference

The survey included questions on service preference including desired destinations, fares, and service days and times. A total of 40% of respondents said they would be likely to use the public transit system if it were to exist, 42% said they would not be likely, and 15% said they didn't know whether they would use public transit. The majority said they would pay \$2 for a one-way ride.



Destinations

Respondents were asked to identify five destinations where they would like to see transit stops. The most popular destinations were Mohave Community College (22 responses), Walmart (20 responses), and Arizona State University-Lake Havasu (8 responses), and Smith's Grocery Store (9 responses).

Days and Times of the Week

Respondents were asked to identify the day of the week and time of day would be most helpful to have transit available. The most popular choice was weekdays, followed by Saturdays, and finally, Sundays. Noon to six in the afternoon was the most popular across all of the days.

Hours	Weekdays	Saturdays	Sundays
Before 7am	11	6	6
7am to noon	17	10	10
Noon to 6pm	22	15	14
6pm to 9pm	17	12	11
After 9pm	9	10	4

Summary of ASU Havasu Survey Results

To garner to specific needs of ASU Havasu students, a nine-question survey was given to residence hall students in September 2019. The following outlines findings from the 32 completed student surveys.

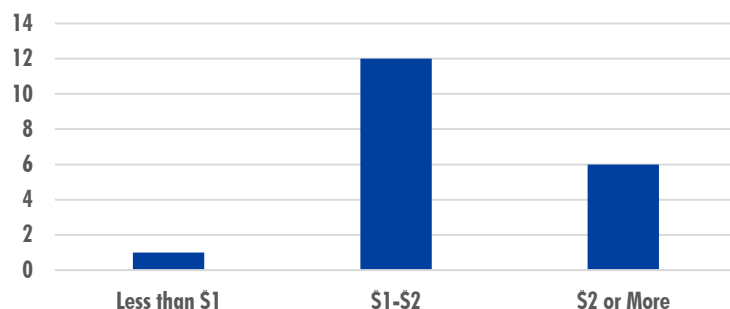
Commute Behavior

The majority of respondents typically commute by car (54%), while smaller numbers taxi or uber (14%), drive or carpool (11%), or drive or bike or walk (11%). Of respondents 11% said that they use another type of transportation and 14% did not respond. In the last 12 months, 12.5% of respondents said that they had missed school or work due to lack of transportation.

Service Preference

The survey included questions on service preference including desired destinations, fares, and service days and times. A total of 69% of respondents said they would be likely to use the public transit system if it were to exist, 22% said they would not be likely, and 3% said they didn't know whether they would use public transit. The majority said they would pay \$1-\$2 for a one-way ride.

HOW MUCH WOULD YOU PAY FOR A ONE-WAY RIDE?



Destinations

Respondents were asked to identify five destinations where they would like to see transit stops. The most popular destinations were Walmart (25 responses), Mohave Regional Medical Center (13 responses), Arizona State University-Lake Havasu (12 responses), Rotary Park (9 responses), and Smith's Grocery Store (8 responses).

Days and Times of the Week

Respondents were asked to identify the day of the week and time of day would be most helpful to have transit available. The most popular choice was weekdays, followed by Saturdays, and finally, Sundays. Noon to six in the afternoon was the most popular across all of the days.

Hours	Weekdays	Saturdays	Sundays
Before 7am	9	7	6
7am to noon	20	14	14
Noon to 6pm	22	21	19
6pm to 9pm	18	21	19
After 9pm	17	14	10

6. RECOMMENDED TRANSIT SERVICE PLAN

As Lake Havasu City moves towards providing public transportation services, services should be thoughtful and well planned so that services are appropriate to the community current characteristics and are cost effective to operated. As a result, an incremental approach is recommended to help gain community support, ridership, and local enthusiasm for public transportation. Adopting an incremental approach allows the City to build success and public trust while developing new services.

SERVICE GOALS AND OBJECTIVES

Developing clear goals and objectives for a transit system is imperative to ensure that the service reflects the operating environment and values of the community it serves. Goals represent the general directions in which a transit provider wishes to head, and objectives outline how to meet a goal. The following recommended goals and objectives should serve as a starting point for transit service within Lake Havasu City. As needed, the goals and objectives should be refined to better align with the goals of the community.

Goal 1: Build a safe, effective, efficient, and accessible transit service for residents and visitors.

- Objective: Design, implement, and maintain routes that are most responsive to the needs of the community.
- Objective: Provide on-time service with reliable vehicles and ensure safety of people using transit as well as of non-riders.
- Objective: Regularly evaluate route productivity, adjusting schedule and stops as needed.

Goal 2: Increase/address the mobility needs of residents and visitors

- Objective: Ensure geographic and social equity, providing service for all users of all abilities.
- Objective: Raise community awareness of transit service through marketing and advertising plan.
- Objective: Provide local and regional access to employment, healthcare, shopping, and recreation centers.

Goal 3: Identify reliable, sustainable, and adequate funding for continued transit operations.

- Objective: Ensure continued eligibility for key funding opportunities and grants.
- Objective: Obtain greater community financial support to augment local match requirements for grants.
- Objective: Operate in a fiscally responsible and compliant manner that assures long-term sustainability.

SHORT-TERM SERVICE PLAN (0 – 2 YEARS)

It is recommended that the short-term plan include a combination of fixed-routes, deviated fixed-routes, complementary paratransit, and vanpool service and is executed in an incremental approach as outlined in the implementation section. Recommended service characteristics for each service element are described below. The recommended short-term service plan includes:

- Downtown Circulator Route
- Northern Express Route
- Complementary Paratransit Services
- Vanpool Program

Recommended Short-Term Service Characteristics

Downtown Circulator Route

Figure 6.1 illustrates the recommended *deviated-fixed route* for the Downtown Circulator. The route is designed to provide transit service to major activity and shopping centers in the Downtown area. The roundtrip mileage of the route is approximately seven miles. The route schedule is designed to operate with a 60-minute headway with a single vehicle. To provide access to the Senior Center, the route includes a deviation to the Senior Center at limited morning, mid-day, and afternoon intervals. The deviation adds another 2 miles to the overall roundtrip mileage. In order to facilitate connectivity with the Northern Express Route, the Downtown Circulator offers seamless connection via transfer either at the Swap Meet parking lot, Havasu Landing, or the Downtown Parking Lot on Mesquite Avenue. Route deviation of 1/2 off the fixed route is allowed and requires that reservations be made 24-hours in advance. No more than two deviations are allowed per roundtrip.

Transit Stops

Recommended stops were identified based on their ability to accommodate buses, to easily access the stop, the safety of pedestrian/cyclists when accessing the stop, and to minimize walking distances between the stops and activity centers. Since the condition and location of a bus stop could influence the perception of riders and non-riders, the consulting team drove to each stop to evaluate the conditions of each recommended stop location. For stops located within private property, the Transit Administrator will need to negotiate agreements with the property owners to provide for regular bus service. The route includes a total of 5 time stops and 17 flag stops. Lake Havasu City has previously invested and installed benches and amenities throughout the City that can be utilized for the new service. Table 6.1 outlines existing transit stop amenities available for reuse by stop.

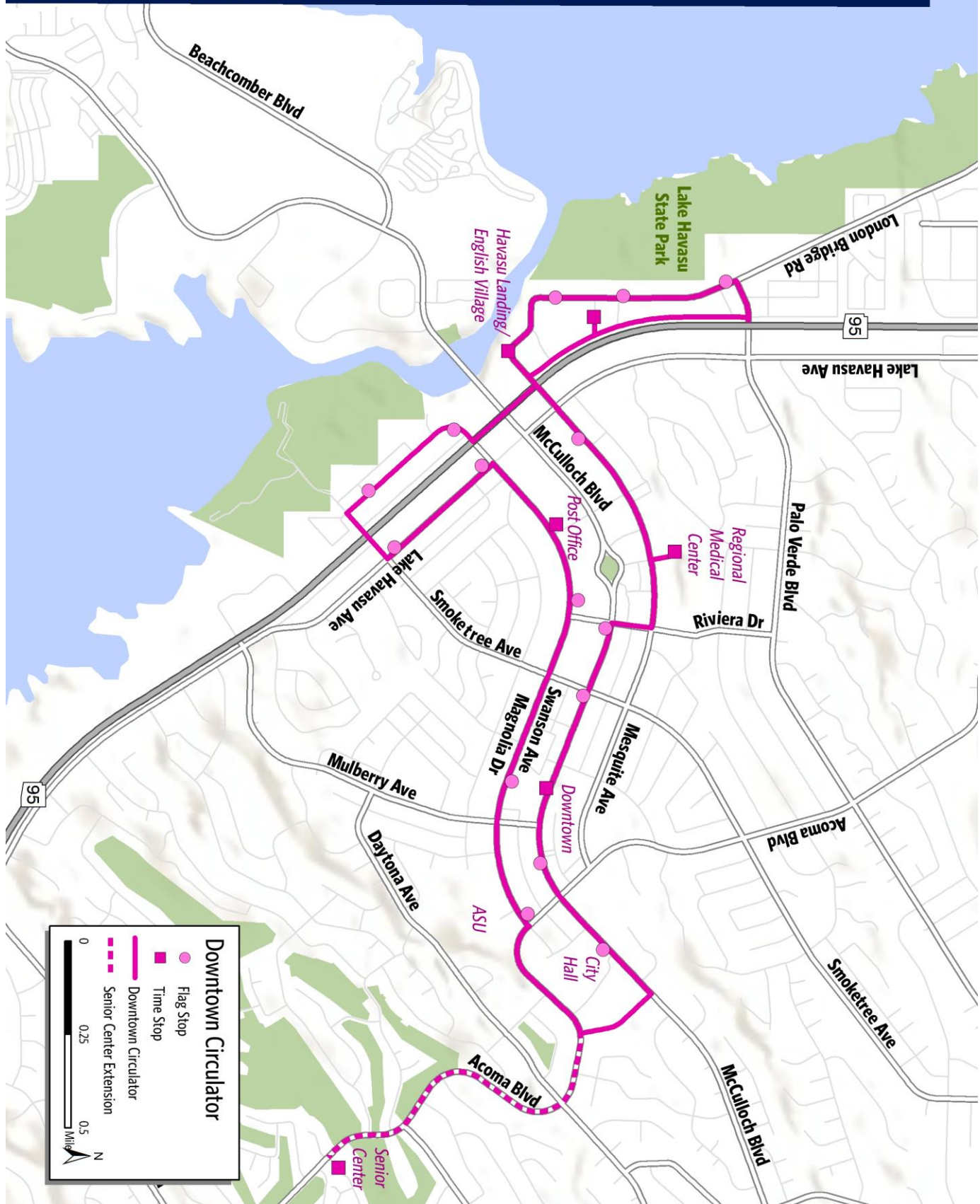
Table 6.1. Transit Stop Amenities

Stop Location	Type	Current Infrastructure
Swap Meet Parking Lot on Paseo del Sol Avenue	Timed	City owned, restrooms available, sidewalk access
London Bridge Road/Roadway Inn Suites	Flag	Sidewalk access
London Bridge Road/Hampton Inn	Flag	Sidewalk access
London Bridge Road/Motel 6	Flag	Sidewalk access
Havasus Landing/English Village	Timed	Private property, sidewalk access, benches

Table 6.1. Transit Stop Amenities (Continued)

Stop Location	Type	Current Infrastructure
Mesquite Avenue /North of Lake Havasu Ave	Flag	Sidewalk access
Havasu Regional Medical Center	Timed	Private property, sidewalk access, inside waiting area available, restrooms, vending machines
McCulloch Boulevard/Rivera Drive	Flag	Sidewalk access
McCulloch Boulevard/Smoketree Ave	Flag	Sidewalk access, bench, trash bin, may need to remove one on-street parking space
McCulloch Boulevard/Mesquite Park	Timed	City owned, covered bench, sidewalk access
McCulloch Boulevard/Birch Square	Flag	Sidewalk access, may need to remove one on-street parking space
Lake Havasu City City Hall	Flag	Bus pullout, sidewalk access, benches, trash bin
Swanson Avenue/Acoma Boulevard	Flag	Sidewalk access
Swanson Avenue/Wings Loop	Flag	Sidewalk access
Swanson Avenue/Rivera Drive	Flag	Sidewalk access
Swanson Avenue/Capri Drive	Timed	Sidewalk access
Lake Havasu Avenue/Swanson Avenue	Flag	Sidewalk access
Lake Havasu Avenue/Smoketree Avenue	Flag	Sidewalk access
Swanson Avenue/Smoketree Avenue	Flag	Sidewalk access
Swanson Avenue/Queens Bay	Flag	Sidewalk access

Figure 6.1. Recommended Short-Term Downtown Circulator Route



Northern Express Route

Figure 6.2 illustrates the recommended *fixed route* for the Northern Express route. The route is designed to provide long-distance transit service to key employment, shopping, and educational centers. The roundtrip mileage is approximately 18 miles. The route schedule is designed to operate with a 60-minute headway with a single vehicle, although two driver shifts would be required. In order to facilitate connectivity with the Downtown Circulator, the route offers seamless connection via transfer either at the Swap Meet parking lot or Havasu Landing. Route deviation is NOT recommended for this route; however, complementary paratransit services would be provided.

If the City is able to develop a partnership and memorandum of understanding (MoU) with Mohave County, the City may consider rerouting the bus to London Bridge Road during select periods of the day to capture riders in Desert Hills and Crystal Beach.

Transit Stops

A total of 6 time stops, and 7 flag stops were identified along the route. Similar to the Downtown Collector route, benches and other stop amenities previously installed could be used where available. For stops located within private property, the Transit Administrator will need to negotiate agreements with the property owners to provide for regular bus service. Table 6.2 outlines existing transit stop amenities available for reuse by stop.

Table 6.2. Transit Stop Amenities

Stop Location	Stop Type	Current Infrastructure
Swap Meet Parking Lot on Paseo del Sol Ave	Time	City owned, restrooms available, sidewalk access
English Village/Havasus Landing	Time	Sidewalk access
Mesquite Avenue/Lake Havasu Ave	Flag	Sidewalk access
Mesquite Avenue/Civic Center Ln	Flag	Bench, sidewalk access
Mesquite Avenue/Smoketree Ave	Flag	Sidewalk access
Acoma Blvd/Havasupai Blvd	Flag	Sidewalk access
Mohave Community College	Time	Owned by Mohave Community College, sidewalk access, potential partnership to host transit center in Building 800.
Lake Havasu Ave/Acoma Blvd	Flag	Limited sidewalk access
Lake Havasu Ave/College Dr	Flag	Sidewalk access
Palo Verde Dr/Lake Havasu Ave	Flag	Sidewalk access
Wal-Mart	Time	Private property, benches and restrooms available, must develop agreement with owners
Shops at Lake Havasu	Time	Private property, benches and restrooms available, must develop agreement with owners
Hobby Lobby Shopping Center	Time	Private property, benches and restrooms available, must develop agreement with owners

Figure 6.2. Recommended Northern Express Route



Complementary Paratransit Services

ADA compliance for FTA 5307 either requires paratransit or deviation service paired with a fixed-route service. A deviation service operates along a fixed route but can deviate up to three-quarters ($\frac{3}{4}$) of a mile from the fixed route. Like any on-demand service, deviated service provides door-to-door service, but only within $\frac{3}{4}$ mile of the route. The second option is to provide a separate complementary paratransit service. A paratransit service provides door-to-door service but operates like an on-demand service. Requirements include ADA-compliant buses, accessible vehicles and stops, and reduced fares.

Currently Havasu Mobility provides approximately 13,000 rides a year; of which approximately 80% of riders use wheelchairs or mobility assistance devices. To keep costs manageable, it is recommended that the paratransit service be limited to people (individuals with cognitive, vision, or other eligible disabilities) who are unable to use the fixed and deviated-fixed routes.

Vanpool Service

One of the primary needs in Lake Havasu City is to provide employees with safe, cost effective, and reliable transportation options to get to and from work. From discussions with local businesses and stakeholders, there are already some limited carpooling to/from employment and educational sites in Lake Havasu City. For instance, numerous students at Mohave Community College carpool to attend class in Bullhead City (112 miles roundtrip) four times a week. Most, if not all, of the existing carpools in the region are loosely organized and arranged among the individuals who know each other. Establishing a vanpool program for businesses and colleges where there is already a demand for carpooling can help residents save money and provide necessary transportation services.

Vanpooling refers to an arrangement where a group of individuals (usually five or more) share the costs of operating a van that also usually takes individuals to/from work. For example, assuming \$60 per week in gasoline plus another \$15 per week in maintenance/insurance, if there were six riders in the van, each rider would need to pay \$15 per week, or roughly \$1.50 per trip. FTA 5307 funds can be used to subsidize any vanpool that is destined for, originates in, or travels through Lake Havasu City. Table 6.3 outlines potential vanpool programs within the study area. Typical vanpool programs include:

- Leased or owned vehicles that are shared by 7-15 riders.
- Federal and state grants cover the capital cost of the vehicle.
- Passengers pay the cost of driving the vehicle plus some maintenance costs.
- Vanpool drivers ride for free and are responsible for collecting fares from the passengers.
- Riders either agree to meet at a central location or are picked up at their home.

Table 6.3. Vanpool Service Opportunities

Agency/Business	Description	Vehicle Type	Comments
Mohave Community College	Student vanpool from Lake Havasu City to Bullhead City	7-12 person van	Potential to sell seats not utilized by students
Wal-Mart	Employee vanpool	7-12 person van	Potential to sell seats to members of the public
Chemehuevi Indian Tribe	Employee vanpool	7-12 person van	
Sterlite	Seasonal employee vanpool	7-12 person van	

Recommended Short-Term Service Implementation

The following implementation phases are recommended for the short-term horizon.

Pre-Kickoff Phase (0-6 months)

The purpose of this initial phase is to lay the groundwork to kick-off the transit system in community. The following actions are recommended as part of this phase.

- Seek City Council approval of Lake Havasu Regional Transit Feasibility and Implementation Plan.
- Establish a Transit Department and hire a Transit Administrator.
- Apply to be an FTA 5307 grant recipient and establish a Transit Working Committee (TWG)
- Conduct public outreach to:
 - Establish system name and branding
 - Obtain feedback on phases, routes, stop locations, and preliminary route schedule
 - Generate enthusiasm for kick-off
- Develop a marketing plan

Phase I: Evaluation Period (7-12 months)

Phase I, a six-month evaluation period, will kick-off the new transit system in Lake Havasu and will lay the foundation towards implementing a cost efficient and effective transit system. The primary purpose of this evaluation period is to help answer the following and make necessary adjustments to improve the service in Phase II:

- What's the level of enthusiasm and demand for public transit?
- What adjustments if any are needed for the Downtown Circulator route?
- Which stops are under performing and do they need to be removed?
- Are additional stops needed?
- Are any travel time adjustments needed?
- Do passengers feel safe at the stop locations
- Does the service frequency need to be adjusted?

Phase I Service Schedule

This phase will include the basic Downtown Circulator route with two runs in the AM, mid-day, and PM periods. The DC route will allow for up to two deviations per run. Route deviation of up to 1/2 mile off the fixed route is allowed and requires that reservations be made 24-hours in advance. The DC route will be complemented by the paratransit service only for qualified riders that are unable to use the deviated-fixed route service. In addition to these services, it is recommended to initiate vanpool service to Walmart/Shops at Lake Havasu to and from Havasu Landing. The vanpool will operate one AM run and one PM run during this evaluation period. Phase 1 services and schedule are outlined in Table 6.4.

Table 6.4. Recommended Phase I Services and Schedule (Monday to Friday)

Service Route	Service Characteristics
Downtown Circulator	• 2 AM Runs (7AM, 8AM) • 2 Mid-Day Runs (11AM, 12PM) • 2 PM Runs (4PM, 5PM)
Paratransit Service	• 8AM to 5PM
Vanpool to Walmart/Shops at Havasu	• 1 AM Run (7AM) • 1 PM Run (4PM)

Phase I Seasonal Variations

Given fluctuations in visitations to Lake Havasu City, seasonal variations in the transit route will need to occur to accommodate tourists. Seasonal variation routing would occur during the high visitation months between November and April and would provide access to the Island Inn and London Bridge Beach. Additional seasonal variations for the City to consider include:

- Extending late night service during peak visitor months and special events.
- Increasing route frequency during peak months.
- Reducing operating hours and headways during slower summer months.

Phase I Actions

- Initiate the six-month pilot phase of the transit service.
- Establish partnerships with Local Service Organizations to supplement Havasu Mobility and to provide demand-transportation services for vulnerable population groups for medical and shopping needs.
- Monitor service performance and adjust as needed.

Phase II (13-18 months)

The primary purpose of Phase II is to make necessary adjustments to the initial service based on the results of the Phase I evaluation period.

Phase II Service Schedule

The following services are recommended for Phase II. Services and schedule are outlined in Table 6.4.

- **Downtown Circulator**
 - Adjust route, stop locations, and service start times if needed based on Phase I results.
 - Add one additional run during the AM and PM periods resulting in 3 AM and PM runs each and 2 mid-day runs.
 - Extend service to Senior Center for one AM, mid-day, and PM run.
 - DC route will continue to allow for a deviation of ½ mile off the route with no more than 2 deviations per run. Deviations will be limited to one during the runs to the Senior Center.
- **Northern Express Fixed-Route: Six-Month Evaluation Period**
 - Initiate Northern Express route service as a pilot.
 - Operate two AM runs and two PM runs.
 - Deviations are NOT allowed to keep the roundtrip travel time under 60 minutes.
- **Paratransit Service**
 - Continue paratransit service at Phase 1 levels for qualified users only.
- **Vanpool Service**
 - Add one additional vanpool run to Walmart/Shops at Havasu.
 - Initiate new vanpool as a pilot to Sterlite from Havasu Landing. One AM and one PM run.

Table 6.4. Recommended Phase II Services and Schedule (Monday to Friday)

Service Route	Service Characteristics
Downtown Circulator	• 3 AM Runs (7AM, 8AM, 9AM) ○ 9AM run – deviate to Senior Center • 2 Mid-Day Runs (11AM, 12PM) • 3 PM Runs (3PM, 4PM, 5PM) ○ 3PM run – deviate to Senior Center
Northern Express	• 2 AM Runs (7AM, 8AM) • 2 PM Runs (3PM, 4PM)
Paratransit Service	• 8AM to 5PM
Vanpool to Walmart/Shops at Havasu	• 2 AM Run (7AM, 8AM) • 2 PM Run (4PM, 5PM)
Vanpool to Sterlite	• 1AM Run (7AM) • 1PM Run (4PM)

Phase II Seasonal Variations

Seasonal variation adjustments similar to Phase 1 apply.

Phase II Actions

- Adjust service levels, routes, stop locations, and schedule based on results from the pilot phase for the Downtown Circulator route.
- Expand service to add Northern Express route.
- Expand service to add a vanpool to Sterlite.
- Continue and expand partnerships with Local Service Organizations to supplement Havasu Mobility and to provide demand-transportation services for vulnerable population groups for medical and shopping needs.
- Monitor service performance and adjust service as needed.

Phase III (19-24 months)

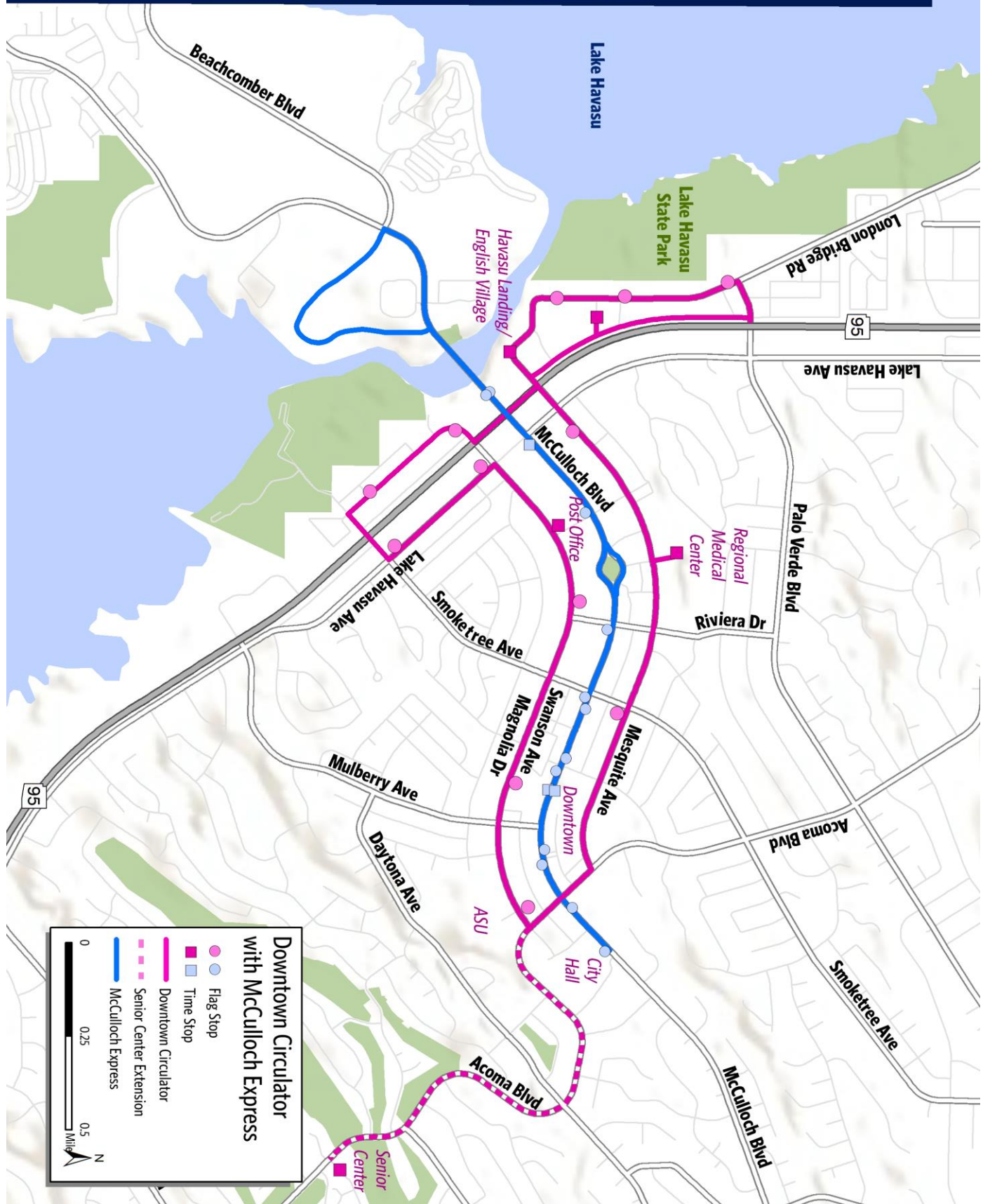
Phase III will build on the performance of services in Phase II, expand service hours, and include a six-month evaluation of a Downtown Express route along McCulloch Boulevard.

Phase III Service Schedule

The following services are recommended for Phase 3.

- **Downtown Circulator**
 - Adjust the Downtown Circulator route and stop locations as illustrated in Figure 6.3.
 - Continue providing 3 AM and PM runs each and 2 mid-day runs.
 - Deviate to Senior Center for one AM, mid-day, and PM run.
 - Downtown Circulator route will continue to allow for a deviation of ½ mile off the route with no more than 2 deviations per run. Deviations will be limited to one during the runs to the Senior Center.
- **Northern Express Fixed-Route**
 - Operate two AM runs, one mid-day run, and two PM runs.
 - Deviations are NOT allowed to keep the roundtrip travel time under 60 minutes.
- **Downtown Express Fixed-Route: Six-Month Evaluation Period**
 - Initiate Downtown Express route service as a pilot.
 - Operate at 30 min headways during AM and PM runs and at 60-minute headways during mid-day runs.
 - Deviations are NOT allowed to keep the roundtrip travel time under 30 minutes.
- **Paratransit Service**
 - Continue paratransit service at Phase II levels for qualified users only.

Figure 6.3. Recommended Short-Term Phase III Downtown Circulator Route



- **Vanpool Service**
 - Continue operating vanpool service to Walmart/Shops at Lake Havasu at Phase II levels.
 - Add one additional vanpool run to Sterlite

Phase III services and schedule are outlined in Table 6.5.

Table 6.5. Recommended Phase III Services and Schedule (Monday to Friday)

Service	Characteristics
Downtown Circulator	• 3 AM Runs (7AM, 8AM, 9AM) ○ 9AM run – deviate to Senior Center • 2 Mid-Day Runs (11AM, 12PM) • 3 PM Runs (3PM, 4PM, 5PM) ○ 3PM run – deviate to Senior Center
Northern Express	• 2 AM Runs (7AM, 8AM) • 1 Mid-Day Run (11AM) • 2 PM Runs (3PM, 4PM)
Downtown Express	• AM: 30 min intervals between 8AM to 10AM • Mid-Day: 60 min intervals between 11AM to 2PM • PM: 30 min intervals between 3PM to 6PM
Paratransit Service	• 8AM to 5PM
Vanpool to Walmart/Shops at Havasu	• 2 AM Run (7AM, 8AM) • 2 PM Run (4PM, 5PM)
Vanpool to Sterlite	• 2 AM Run (6AM, 7AM) • 2 PM Run (3PM, 4PM)

Phase III Seasonal Variations

Seasonal variation adjustments similar to Phase II apply.

Phase III Actions

- Adjust service levels, routes, stop locations, and schedule based on results from Phase II for the Downtown Circulator and Northern Express routes.
- Expand service to add Downtown Express route (Evaluation only).
- Continue and expand partnerships with Local Service Organizations to supplement Havasu Mobility and to provide demand-transportation services for vulnerable population groups for medical and shopping needs.
- Monitor service performance and adjust service as needed.

Fare Structure

The community transit survey conducted for this study included a question about fares discussed in the Lake Havasu Regional Transit Feasibility Study. In general, people responding to that question were willing to pay a reasonable fare for transit service, and the amount they were willing to pay varied according to the distance traveled. Fares for peer agency services similar to recommended services vary depending on the system, ranging from free to \$1.00 to \$3.00 per ride. Fare-free systems offer the advantage of attracting riders who don't have to worry about carrying exact change or figuring out how to pay for the bus. Many public transportation agencies provide fare free options during special events to help alleviate vehicle congestion on busy roads.

To encourage the bus usage, partnerships can be made with local employers to purchase bus passes for employees. Currently, federal law allows employers to offer their employees a tax-free benefit for commuting to work using public transportations. The tax code allows employees to purchase bus passes with pre-tax dollars, providing a financial incentive for using transit rather than driving alone. The pre-tax benefit is only available through the employer.

Providing an electronic fare payment system eliminates cash fares allows riders the flexibility to prepay for a ride via a smartphone application or a prepaid transit card. Electronic fare systems allow riders to board buses faster and leads to less administrative labor for counting, verifying and managing cash fare boxes. There are a variety of state-of-the-art fare payment and collection technologies available, including smartcards that allow riders to scan or tap a preloaded fare card at an electronic reader and smartphone applications. Being able to just hop on the bus and go is helpful in attracting riders and can also help expedite bus loading in areas where many visitors all load at once.

A recommended fare structure is summarized in Table 6.6.

Table 6.6. Recommended Fare Structure

Fare Type	One-Way	All-Day Pass	Monthly Pass
Adult Fare	\$2.00	\$3.00	\$40.00
Child/Student	\$1.00	\$2.00	\$30.00
Elderly/Disabled/Veteran	\$1.00	\$2.00	\$30.00

Capital Equipment

Capital equipment generally is made up of three types of capital purchases: vehicles and their accessories; equipment and furnishings; and facilities.

Vehicles

There are several approaches to the acquisition of vehicles for transit service. One option is for the City to acquire vehicles and place them in operation with either public staff or a private operator. In discussion with TAC, City staff have leaned towards operating the system in-house. The City will need access to FTA 5307 funds to buy their vehicles or they can apply to ADOT for the Small Urban 5339 funds we receive (less than \$1 million a year) or they can apply to the national pool of 5339 funds for buses. Both application rounds are typically in the summer and it takes approximately 9 to 12 months for the busses to arrive.

It is recommended that the transit program acquire a two new cutaway minibus with a capacity of 9- 22 passengers and positions for two wheelchairs. These vehicles are estimated to cost approximately \$100,000 – 180,000 each, including a bus wrap, bicycle rack, seatbelts, and destination sign. Furthermore, this type of vehicle requires the driver to obtain a CDL license, which may be a barrier. Due to the length of trips and frequent stops/starts, a gas engine is also recommended. When purchasing a new vehicle, the following items should be considered:

- Directional header
- Public announcement system
- Bicycle racks
- Electronic fare-boxes with the ability to accept bills and coins.
- Upgraded suspension and air conditioning
- Tinted side windows to keep buses cooler



Table 6.7 lists existing vehicle inventory and the number of additional vehicles to be procured for the short-term phase.

Table 6.7. Vehicle Needs

Vehicle Type	Quantity	Status	Estimated Cost
Phase I			
Minibuses for Paratransit	2	New Purchase	\$90,000
Cut-away Bus (DC Route)	1	New Purchase	\$120,000
Cut-away Bus (Backup)	1	New Purchase	\$120,000
Vanpool Van	1	New Purchase	\$60,000
Phase II			
Minibuses for Paratransit	2	Phase I Purchase	-
Cut-away Bus (DC Route)	1	Phase I Purchase	-
Cut-away Bus (Northern Express Route)	1	New Purchase	120,000
Cut-away Bus (Backup)	1	Phase I Purchase	-
Vanpool Van (Walmart route)	1	Phase I Purchase	-
Vanpool Van (Sterlite route)	1	New Purchase	\$60,000
Phase III			
Minibuses for Paratransit	2	Phase I Purchase	-
Cut-away Bus (DC Route)	1	Phase I Purchase	-
Cut-away Bus (Northern Express Route)	1	Phase II Purchase	-
Cut-away Bus (Downtown Express)	1	New Purchase	\$120,000
Cut-away Bus (Backup)	1	Phase I Purchase	-
Vanpool Van (Walmart route)	1	Phase I Purchase	-
Vanpool Van (Sterlite route)	1	Phase II Purchase	-

Additional Vehicle Options

Recently, the City of Tempe partnered with Arboc Specialty Vehicles and Creative Bus Sales to test a new medium-duty transit buses to replace aging cutaway busses. The test buses were alternatively fueled by compressed natural gas (CNG), has a larger seating capacity and are wheelchair accessible with a low floor, allowing easy access for passengers with mobility devices. The rear engine design is expected to improve air conditioning performance, improving passenger and operator comfort. The prototype bus is 30' in length, seats 22 passengers, has two wheelchair positions, and two bike racks. Testing of the vehicles yielded positive feedback and results, resulting in the City to submit an RFP for the manufacturing and delivery of new busses.

During future phases on the Plan, the City could leverage the community's ties to England by repurposing a double decker bus. The purpose for the unique bus would be for seasonal use during weekends, special occasions, peak tourist periods and routes related to connecting the Downtown Circulator route between English Village and City Hall. The promotion of Lake Havasu's 50-year cultural link with London would further add to the British ambiance and create a one-of-a-kind transportation option in Arizona.



More importantly, the usage of a double decker bus serves as a built-in marketing campaign that with the help of the Chamber of Commerce and Go Havasu can serve as a base for marketing campaigns and events throughout the year.

As an additional element to the Lake Havasu transit system, the double decker bus options include the 'half top – open air' touring double decker, which may present a more suitable option for the peak-season climate. A San Diego area-based firm, British Bus Company (BBC), is one of many companies in the United States that refurbishes British double-decker, buses for legal street use within the US. This assists with the FTA compliance regarding to the "Buy America" clause. It is important, however, that adjacent local landowners and business should be conferred with prior to service, as some may be concerned with passengers seated on the second level – and line of sight issues related to privacy. At the time of delivery of this report, the following double decker bus options were available from the BBC:

Full Length Top Double Decker (1989) (*Features diesel engine conversion, with North America conversion to right side passenger door/left side driver control; repaint into custom Lake Havasu design)	\$35-45,000
Half Top / Open Air Double Decker (1990s) (*Features diesel engine conversion, with North America conversion to right side passenger door/left side driver control; repaint into custom Lake Havasu design)	\$35-45,000

*An internal wheel-chair lift from first to second level of the bus may be an additional option.

Bus Stops

Signed bus stops and bus shelters can play a key role in the success of the transit program. It is recommended that the system begin with basic pole signs along with “infoposts” that depict route schedules and maps at bus stops (example illustrated on the right). Signage at the bus stops is informational for riders, but it also advertises the transit system to passersby, riders and non-riders alike. Bus stop signs can be installed on a temporary basis, (buried stanchion buckets) that can be reasonably removed and are safe until made permanent. It may be also possible to attach bus stop signage to existing architecture or signage.

Once the system has been tested for a period of time, consideration should be given for the installation of benches, bike racks, trash cans, and shelters. As warranted, bus shelters should be incrementally installed at the busiest bus stops and those locations that serve both the Downtown Circulator and Northern Express routes. Bus shelters provide rider safety and comfort, particularly in the summer months, and can also generate advertising revenue. Bus shelters, benches, bike racks, etc. may be purchased from a number of different vendors including the Arizona Department of Corrections (<http://aci.az.gov>).



Example of Department of Corrections Bus Shelter

Equipment and Facilities

Lake Havasu City should consider choosing to invest in equipment to build and maintain the transit system. Electronic equipment can include phones, computers/software, printers, copiers, GPS tracking, etc. Computer equipment and software is recommended for transit management and dispatching personnel. Leveraging existing Havasu Mobility software (i.e., Microsoft Office and Adobe Acrobat Pro) and peripherals (such as scanners, printers, etc.) will help reduce necessary initial equipment purchases.

Facility purchases cover a wide range of expenses including the design and construction of transit related buildings including offices, bus storage, maintenance buildings, transfer stations, etc. The transit building, where LHMPPO and Havasu Mobility offices currently reside, were funded through the American Recovery Act grant through the FTA. ADOT assisted in facilitating the agreement. As transit services expand, additional facilities may be warranted, including potential park-and-ride facilities. As ridership and service expands, it is imperative that the City review existing facility conditions and assess the need for increase facilities.

Short-Term Financial Plan

Table 6.8 details the total costs, local share, and federal share for each phase.

Table 6.8. Short-Term Financial Plan

Cost Item	Total Cost	Local Share	Federal Share
Phase I			
DC Route - Capital	\$240,000	\$48,000	\$192,000
DC Route – Operations	\$92,000	\$46,000	\$46,000
Paratransit – Capital	\$90,000	\$18,000	\$72,000
Paratransit – Operations	\$242,000	\$121,000	\$121,000
Vanpool Van (Walmart) - Capital	\$60,000	\$12,000	\$48,000
Vanpool Van (Walmart) - Operations	User Paid	User Paid	User Paid
TOTAL	\$724,000	\$245,000	\$479,000
Phase II			
DC Route – Operations	\$123,000	\$61,500	\$61,500
Northern Express - Capital	\$120,000	\$24,000	\$96,000
Northern Express - Operations	\$85,000	\$42,500	\$42,500
Paratransit – Operations	\$242,000	\$121,000	\$121,000
Vanpool Van (Sterlite) - Capital	\$60,000	\$12,000	\$48,000
Vanpool Van (Walmart and Sterlite) - Operations	User Paid	User Paid	User Paid
TOTAL	\$630,000	\$261,000	\$369,000
Phase II			
DC Route – Operations	\$123,000	\$61,500	\$61,500
Northern Express - Operations	\$106,000	\$53,000	\$53,000
Downtown Express - Capital	\$120,000	\$24,000	\$96,000
Downtown Express – Operations	\$138,000	\$69,000	\$69,000
Paratransit – Operations	\$242,000	\$121,000	\$121,000
Vanpool Van (Walmart and Sterlite) - Operations	User Paid	User Paid	User Paid
TOTAL	\$729,000	\$328,500	\$400,500

MID-TERM TRANSIT PLAN (3-5 YEARS)

For the mid-term horizon, transit services performance from the short-term horizon should be evaluated and transit services should be adjusted or enhanced as needed. In addition, the following will serve as a guide to continue existing services and add new services.

Recommended Mid-Term Service Characteristics

- **Continue Fixed-Route Service** and evaluate need to increase public transportation service routes, service times and days, and service frequencies. Continue to build partnerships with local businesses and stakeholders to provide in-kind donations and to support the system through purchasing tickets and advertisement.
- **Continue and Expand Vanpool Programs** for larger employers to provide necessary transportation services for their employees. Potential mid-term candidates for a vanpool program include Mohave Community College (for students to Bullhead City) and for Casino employees.
- **Implement a Southern Express Service Route** that connects Bashas' to the Downtown Circulator and Northern Express routes
- **Implement a Microtransit Pilot Project** that offers flexible routing and scheduling to provide public transportation services to underserved areas and to extend the reach of the Downtown Circulator and Northern Express routes. The microtransit pilot project would provide necessary first/last-mile connections, as well as needed service to residents in Crystal Beach, Desert Hills, Horizon Six, and on the outskirts of the City.
- **Evaluate Microtransit Pilot Project**

System Upgrade Triggers

The simplest factor in the need to increase service frequency is when ridership on some or all of the routes reach the seating capacity of the vehicle. While having standees on some urban area routes is not unusual, especially during peak periods, it does pose a safety concern. A lack of seating is a key trigger point for frequency improvements. As ridership grows, the City should discuss steps to determine if frequency increases or larger capacity rolling stock is appropriate.

LONG-TERM TRANSIT PLAN (5+ YEARS)

For the long-term horizon, the following are recommended

- **Re-Evaluate and Update the Transit Service Plan** and adjust service routing, timing, and schedules to accommodate local growth and demand.
- **Evaluate Potential Need for Transit Connections to Bullhead City, Kingman, and Parker** by developing a partnership with local community and transit providers. Potential partnership opportunities include:
 - Creating a regional transit system that connects major communities.
 - Developing a series of transit center/park-and-ride facilities coupled with regional transit service to allow users to seamlessly travel between transit systems in Lake Havasu City, Bullhead City, and Kingman.
 - Creating opportunities to connect with national transportation providers, such as Greyhound and Flixbus.
 - Expanding vanpool opportunities between communities.

Emerging Technologies

There are several emerging technologies and social trends that may influence how transit is provided in Lake Havasu in the future, including:

- **Autonomous Vehicles (AV)** use technologies in order to operate a vehicle on its own without the assistance of a human driver.
- **Connected Vehicles (CV)** use technologies to connect vehicles to infrastructure (i.e. signals and light poles), with other vehicles, and with smartphones using radar, cameras and other sensors.

Autonomous shuttles are similar in size to existing cutaway buses, generally with a capacity of 6 to 20 passengers, are primarily electric, and operate at low speeds (typically 15 MPH). There are many opportunities to deploy autonomous shuttles in Lake Havasu City's downtown core. Autonomous shuttles are ideal for short-distance service, where they can address first/last-mile connectivity issues, for campus transportation, or for other controlled environments where interactions with mixed traffic are limited. Transit Plan update should evaluate the impact of autonomous/connected vehicle technologies on Lake Havasu's transit system and recommend a plan for leveraging these technologies to improve cost effectiveness, system efficiency, and user experience.

7. IMPLEMENTATION PLAN

The following chapter outlines recommended activities and funding sources to implement recommendations developed by this Plan.

IMPLEMENTATION ACTIVITIES

The following outlines key steps to implement public transportation services in Lake Havasu. Note that many activities can be undertaken concurrently.

Start-Up Activities (3 - 12 months prior to system launch)

- Obtain City Council approval
- Apply for FTA 5307 funding (in-progress)
- Establish a Lake Havasu City Transit Department and hire Transit Administrator
- Establish a mission, goals, and objectives for the transit system
- Establish Transit Working Group (TWG) to guide implementation and on-going activities
- Coordinate with LHMPO Technical Advisory Committee
- Participate in regional groups, efforts, and committees that are ancillary to new transit such as Arizona Transit Association and ADOT Transit Planning
- Review assurances and certification with regards to Federal and State funding sources
- Meet with local businesses, agencies, and organizations to promote service
- Finalize route, scheduling, and stop locations
- Prioritize bus stop improvements and develop implementation plan
- Develop partnership agreements with stops located on private property
- Determine vehicle, equipment, and facility needs and develop specifications (Buses typically take 9 to 12 months to arrive)
- Develop logo and system name
- Develop policies, procedures, safety, training, maintenance, and operations plans and handbook
- Prepare Marketing Plan
- Develop Rider Guide
- Develop rider passes and vouchers
- Finalize recordkeeping procedures
- Establish reporting schedules and data collection methods for National Transit Database, State, and Federal funding sources
- Establish Civil Rights and ADA policies and make public notice

Prelaunch Activities (1 - 3 months prior to system launch)

- Hire and train drivers
- Conduct staff and driver training on all plans, policies, and procedures
- Install bus signs
- Carry out Marketing Plan
- Distribute Rider Guide
- Develop partnerships with local businesses to purchase advertising and to post flyers advertising the start of the transit system

Transit System Start Date

- Host kickoff event with ribbon cutting ceremony
- Meet with TAC and LHMPO Technical Advisory Committee quarterly
- Survey riders after the three-month pilot program and in 3-month intervals during the first year
- Revise or make changes to system on an as needed basis
- Submit monthly/quarterly/annual reports to TAC and funding sources

ROLES AND RESPONSIBILITIES

To make the transit system work smoothly and efficiently, a defined management and organizational structure is needed. The following outlines recommended roles and responsibilities for managing and leading the transit system.

Governance Structure

It is recommended that the goal be to develop a governance structure that provides an administrative structure for all basic mobility services, including public transportation, vanpools, customer service, etc. Due to the size and resources of Lake Havasu City, it is recommended that the City lead managerial, planning, programming and administrative duties. Direct management of FTA 5307 would make Lake Havasu City be responsible for hiring of a Transit Administrator and all necessary staff, reporting performance measures to the FTA, and the overall safety and quality of the transit system. By leading the transit system, this give the greatest control for the City as all operations would be directly under the City government structure. As part of the overall governance structure, it is recommended that LHMPO continue to remain actively involved in the implementation of the Transit Plan and regional, state, and federal coordination.

Transit Working Group (TWG)

The purpose of the Transit Working Group is to advise the City Manager and City staff on the implementation of implementation of transit services and on issues related to transit within the Lake Havasu City region. This group would shepherd the start-up process by accomplishing these tasks:

- Establish a target service start date
- Appoint a lead staff person to serve as liaison and provide staff support.
- Appoint a chairperson who can be a champion for the implementation of the service.
- Review and make decisions regarding structure.
- Identify partnership opportunities and develop relationships with potential partners.
- Serve as a champion by marketing and promoting transit services internally and externally.

The TWG should meet at least quarterly and may need to meet monthly in the first year as services are established. The TWG would also be an advisory body to the City Council. It is recommended that LHMPO and members of the Internal Strategic Team, established as part of this planning process, be included as members of the TWG. Additional TWG members may include members of human service organizations, members of the public, businesses, and additional internal staff.

Lake Havasu MPO

Including Lake Havasu MPO has an active partner in the planning and implementation of transit improvements in the Lake Havasu region is important for the on-going success of the system. Including LHMPO has members of the TWG is one of many areas the City can leverage LHMPO staff and funds to help make transit a viable and sustainable solution for the region. Areas that LHMPO can aid the City includes, but is not limited to:

- **Transit Planning Funds.** LHMPO will continue to receive state and federal transit planning funds. Allowing LHMPO to be a partner in the implementation and planning of the transit system will help the City leverage these planning funds for on-going needs.
- **Local Partnership Development.** Creating partnerships with businesses and stakeholders will be key to the success of the transit system. Leveraging LHMPO's relationships with local and regional businesses and organizations can help to create mutually beneficial agreements.
- **State, Regional, and Agency Coordination.** As the region's planning organization, LHMPO is actively involved with other transit organization and agencies, such as Arizona Department of Transportation, Federal Transit Administration, Arizona Transit Association, and other regional planning organizations. LHMPO's relationships with these organizations provides the City can help the City pull from a wide range of resources and supporting services to ensure the system's success.
- **Other Funding Resources.** There may be opportunities to obtain grant and other funding resources through the LHMPO.
- **Transit Working Group Involvement.** LHMPO's involvement in the TWG is critical, as they provide vital transit planning resources and connections to state and federal best practices. LHMPO's involvement is particularly important for the long-term regional transit planning needs and trying to build partnerships with Mohave County, Bullhead City, Kingman, Parker, and WACOG.

Internal City Transit Department

It is recommended that an internal Transit Department be established that includes a Transit Administrator and supporting staff. The Transit Administrator job description would include duties such as:

- Applying for and managing state and federal grants.
- Developing and maintaining necessary partnerships with government, non-profit, and private organizations and agencies.
- Obtaining necessary approvals and permits.
- Transit budgeting and financial reporting.
- Procuring equipment, services, and supplies.

In addition to the Transit Administrator, additional staff that may be needed include:

- Supervisor/dispatcher
- Full or part-time bus drivers
- Administrative assistant
- Maintenance services

MARKETING PLAN

A marketing, outreach, and communication plan is necessary to attract riders and to educate potential riders on how to use the fixed route system. Marketing strategies need to be innovative, reach various users through diverse media outlets, and disseminate information in an easy-to-understand format. This section presents a preliminary marketing approach to launch, educate, and promote transit services in Lake Havasu City. Key objectives of the marketing plan are:

- Build awareness, a positive image, and support for the public transit system.
- Utilize a variety of communication and outreach tools to educate the public about the benefits of public transit and to encourage ridership.
- Develop a user-friendly and easy to understand network of transit services through passenger information materials and signage

For transit marketing efforts to be effective, they must address target groups for whom the transit system will primarily serve. In the Lake Havasu area, target markets include seniors, persons with disabilities, local workers, students, and tourists. Multiple marketing strategies may need to be utilized to reach all potential target markets

System Name and Branding

Developing a system name and branding is the foundation for the marketing program. Branding can help create immediate recognition of all aspects of the service, raise awareness and visibility of the transit system, and can be utilized as a marketing tool. A system name, and logo, should be short, easy to understand, attractive, and communicate the nature of the service.

To assist Lake Havasu City, a preliminary system name and logo was developed (shown on the right). The system name “Cruise Havasu Transit” and corresponding logo pays homage to the London Bridge, English Village, and the Colorado River.

Vehicle graphics can turn a simple bus into a rolling billboard for marketing the transit service. If funding is

available, branding vehicles, or painting vehicles to match the color scheme, should be considered to help distinguish the fixed route services from social service vehicles. Lake Havasu City also has the opportunity to wrap buses to mimic a traditional double decker bus. Furthermore, the system logo and color scheme should be utilized on all bus stop signage to further advertise the availability of transit services within the area.



Grand Opening Campaign

Upon establishing a start date for the fixed route system, create a campaign theme and host a “Ride for Free” Day to demonstrate how to utilize the transit system. The Grand Opening Campaign can be promoted through a ribbon cutting ceremony, advertisements via the newspaper and radio, and press releases on social media. During the “Ride for Free” kickoff event, businesses at key stops can host booths to help further engage the public and help cross promote businesses. If a final logo and brand hasn’t been approved prior to the Grand Opening Campaign, Lake Havasu City may consider having an “Extreme Transit Makeover” competition where members of the community can design the look for the new transit service.

Rider Guide

A Rider Guide, which includes a fixed route map and schedule, should be developed to easily disseminate information to riders. Rider guides typically contain a color map showing each route, all stops, transfer locations, and daily schedule. Information on basic rider responsibility and the required Civil Rights assurances and complaint information should also be included. Additional information that should appear in the Rider Guide includes:

- How-to-ride information, including fares, where to purchase tickets, and how to identify a bus stop
- Service days, hours, and holidays
- Contact information, including website address

The Rider Guide should be posted on the website, social media, and available on the buses. Furthermore, the guide should be developed in both English, Spanish, and for those that are blind. The Rider Guide should be updated annually to reflect changes in service, fare, and schedule.

Schedule brochure distribution is very critical to the success of the marketing program. “Placement” of brochures in all major retail, office, governmental and social service locations is necessary. To target tourists, schedules should be available in every hotel in the area. Direct mailings to Lake Havasu City residents through utility bills may also be a cost-effective way to mass distribute service information.



Example of Kick-off Rally flyer and ribbon cutting ceremony

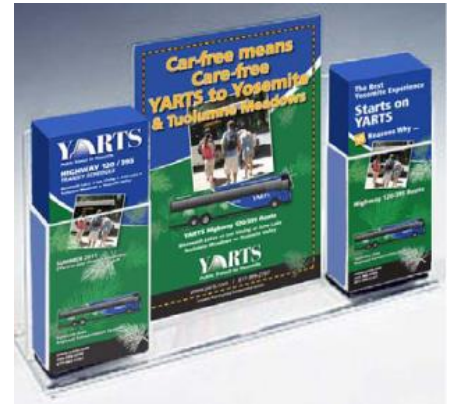


Example of Cottonwood Area Transit's double-sided Riders Guide

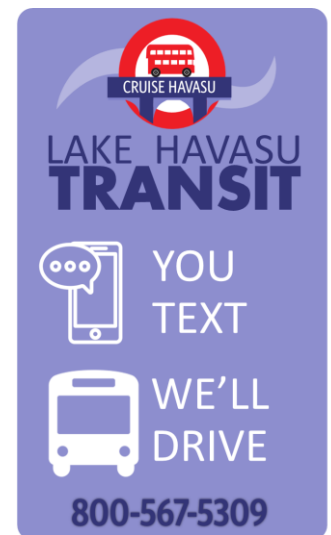
Collateral Materials

In addition to the Rider Guide, a family of brochures, flyers, and PowerPoint presentations can be developed to provide riders and the community with information on the transit service. All printed and online marketing materials need to be cohesive in look and messaging to strengthen the brand of the Payson-Star Valley transit system. Furthermore, all materials should be consistent and easy for the general public to understand. The following are recommended collateral materials:

- Permanent information displays include a standard-sized poster or flyer and space for Rider Guides. The permanent information displays can be located at high-traffic locations, such as medical complexes, grocery stores, schools, etc. These displays provide long-term communication and help promote the transit system.
- Posters to display on bulletin boards and windows throughout the community. Posters could be developed for a variety of purposes/themes, including commute to work, new service, students, environmentally friendly travel, etc.
- Student “How to Use” flyers to educate parents and students on how to use the transit system.



Example of informational display



Transit Website

Creating a Lake Havasu City Transit website is an important first point of contact for many potential customers. The transit system’s website should contain all of the information provided in the Rider Guide in an easy-to-use manner. The initial cost of setting up, designing, and customizing the website may be high; however, on-going maintenance and support could be completed in minimal time. Ideally, the website would include the following elements:

- Logo and branding
- Integrated Google Transit trip planner
- A map of the service area and service stops
- Fare information and information about fare media and where to buy it
- Service days, hours, and holidays
- Rider alerts – for weather, holidays, and other important notices
- Links to social media sites
- Contact information
- Information for Havasu Mobility
- Rider rights and responsibilities as well as methods for persons with disabilities to get more information (TTDY number, phone number for those with visual impairments, etc.).

Integrating the transit system's route and schedule data into Google Transit is a powerful tool to allow users to quickly and easily plan a transit route. The National Rural Transit Assistance Program (RTAP) provides information on how to incorporate data into Google Transit.

Social Media

Creating a page on Facebook, Instagram, and Twitter can be a cost-effective way to engage with riders and community supporters. Social media can be utilized to build awareness of the new system, promote service changes, and to hear from the community their issues and concerns. Developing "How to Use" videos via YouTube and social media outlets is another inexpensive means of educating the public on how to use the new transit system. If social media sites are created, the sites should be promoted on printed guides and bus boards. It is important that a staff member monitor these sites regularly, refresh content, and respond to comments and questions.

Community Outreach

Community outreach activities are a good way to increase the visibility of the Lake Havasu City transit system. The following are potential community outreach activities that the City may consider incorporating into their Marketing Plan:

- Participation in community events by decorating a bus and participating in a parade or hosting a booth that includes interactive games and giveaways.
- Stuff the Bus Event – "Stuff the Bus" is an event where the community is encouraged to donate items to a bus for a local charity. Free rides for people who make donations is another way to encourage participation.
- "Leave the Car at Home", "Dump the Pump", "Break Up with Your Car", or "Gas Pains" campaigns that focus on fuel savings for the rider.
- Participation in nationally recognized promotions, such as National Library Month (i.e., during National Library Month, all riders with a library card ride free on a certain day).
- On-board festivals with giveaways, music, and allowing riders can take photos in the driver seat.
- Rider Surveys that include a prize drawing for people who participate.

Advertising

Advertising the new transit services prior to its implementation is essential to the success of the program. Press releases are a common and inexpensive way to have information in print format and Public Service Announcements are generally free (though not always a good time slot) through radio stations. The following are some inexpensive advertising ideas:

- Press releases to all print media including newspapers, magazines, and employer newsletters.
- Event coverage – Invite press to rider trainings, bus stop sign placement, etc. Media are always looking for good public interest stories.
- Public service announcements to all area radio stations – may want to include pass giveaway.
- Advertisements strategically placed in local tourist brochures and at the movie theaters.

FUNDING OPPORTUNITIES

Public transit systems are often funded through a combination of programs and revenue sources, such as state grants, passenger fares, advertisement revenues and local contributions; however, most systems typically rely on federal grants to help cover a significant portion of a system capital costs. A summary of relevant local, state and federal funds is provided below.

Federal Sources

The Federal Transit Administration (FTA) is funded through the surface transportation program. Funds are distributed through several programs as established in the current transportation authorization. Programs provide funding for capital facilities, equipment, and operations.

FTA Section 5307 Urbanized Area Formula

The Urbanized Area Formula Grant program provides grants to support public transportation to urbanized areas with a population of 50,000 or more. Funds are distributed based on a formula that reflects the level of transit service provision, population, and other factors and funds are primarily used to support capital programs, rather than operating costs. Section 5307 funds require a 20% match for capital purchases and, if eligible, a 50% match for operating costs. Lake Havasu City is eligible to apply for this funding and the money could be used to implement recommendations from this plan.

Bus and Bus Facilities

The Section 5339 bus and bus facilities funding program provides funding for facility construction, renovation, and vehicles. Eligible capital projects include the acquisition of buses for fleet and service expansion, bus maintenance and administrative facilities, transfer facilities, bus malls, transportation centers, intermodal terminals, park-and-ride stations, acquisition of replacement vehicles, bus rebuilds, passenger amenities such as passenger shelters and bus stop signs, accessory and miscellaneous equipment such as mobile radio units, supervisory vehicles, fare boxes, computers, and shop and garage equipment. These funds can also be transferred by the state to supplement urban and rural formula grant programs. Program funding is 80% federally funded and requires a 20% non-federal match. Lake Havasu City is eligible to apply for this funding and the money could be used for capital purchases, such as buses, to support transit implementation.

FTA 5310 Enhance Mobility of Seniors and Individuals with Disabilities

This program is intended to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas—large urbanized (with a population over 200,000), small urbanized (with a population between 50,000- 200,000), and rural (with a population under 50,000). Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services. Eligible grant partners include private non-profit organizations, governmental authorities where no non-profit organizations are available to provide service, and governmental authorities approved to coordinate services.

Local Funding Sources

Potential city-based funding resources include the General Fund, which could provide opportunities for prioritization and allocation of funds to transit projects. The City also currently imposes a transaction privilege (sales) tax on certain business activities, such as hotels, vacation rentals restaurants, bar, retail, and special events. The transaction privilege sales tax may be used for almost any purpose and are paid by residents and visitors making purchases. Depending on the amount of usage by tourists, the City may consider using these funds to help support the transit system.

Community Partnership Opportunities

A range of funding opportunities exist to contribute the City's local match portion of federal funding requirements. City portions of the local match can include in-kind funds such as utilizing City facilities for storage, maintenance yard usage, staff time to address transit-related activities, and volunteer drivers' time. Examples of potential partnerships include:

- Marketing and promotional arrangements with the Convention and Visitors Bureau, Chamber of Commerce, local businesses, and hotels to support public awareness of the new service.
- Relationships with local schools, employers, the Chemehuevi Indian Tribe, and other organizations to coordinate service schedules.
- Agreements with local car dealerships and businesses to help fund vehicles.
- Cash contributions from local organizations and businesses.

In-kind advertising is a great way to promote services locally through a mutually beneficial arrangement with a local business or organization. Example best practices for partnerships include:

- **Exchanging Services:** Southern Nevada Transit Coalition trades ad space on their vehicles for the radio station in exchange for radio spots. They also offer ads inside their vehicles to major employers in the area, in return for displaying their brochures at their facility (i.e. at hotel check-in and concierge) or providing cash or in-kind donations.
- **Supporting a Free Day:** Durango, Colorado works local businesses to sponsor a Fare Free Day. The cost to the sponsor is more than the agency's normal fare revenue for the day, and Durango Transit keeps the difference. They do around 20 Free Fare days a year.

Table 7.1 outlines funding opportunities identified during the course of the transit planning process.

Table 7.1. Community Partnership Opportunities

AGENCY	POTENTIAL CONTRIBUTION
Mohave Community College	• Cash contribution to provide tickets for students/employees • Providing space in the 500 Building for transit riders. This area has parking available, bathrooms, vending machines, and provides an air-conditioned area for passengers to wait. • Providing a parking lot area for special events or a park-and-ride • Purchasing advertisements
Go Havasu	• Funding support through marketing campaigns and contribution to capital costs • Cash contribution • Purchasing tickets • Purchasing advertisements

Table 7.1. Community Partnership Opportunities (Continued)

AGENCY	POTENTIAL CONTRIBUTION
Shops at Lake Havasu	• Cash contribution to provide tickets for employees • Providing a parking lot area for special events or a park-and-ride • Installing bus shelter for passengers • Purchasing advertisements
Havasu Regional Medical Center	• Cash contribution to provide tickets for patients and employees • Providing space in the lobby for transit riders
Arizona State University	• Cash contribution to provide tickets for students/employees • Installing bus shelter on campus • Purchasing advertisements
Chemehuevi Indian Tribe	• Purchasing advertisements • Cash contribution to provide tickets for employees • Coordinating ferry schedule
Local 5310 Service Providers	• Cash contribution to provide tickets for users • Partnering to provide transit services for disabled residents
Chamber of Commerce	• Cross promotion and marketing with local businesses
Existing Private Shuttles	• Partnership to provide first/last-mile connections

Advertisement revenues vary throughout the State, with some agencies having robust advertisement campaigns that generate significant revenue. In Flagstaff, NAIPTA sells exterior ad space on their paratransit service vehicles for \$106 per month (12-month minimum purchase). Yuma Transit sells an exterior panel for \$250 a month and interior ads for \$475 per month.

8. PERFORMANCE STANDARDS

Service standards and performance measures are the policies and parameters used to design, modify, and evaluate transit service. Performance standards provide a measurement tool for city councils and other decision makers to gauge how the service is doing and make informed decisions on how public resources are being expended. Think of them like a toolbox for managing transit service.

FTA established four performance measures to approximate the State of Good Repair (SGR) for four categories of capital assets. Table 8.1 outlines established FTA performance Measures. Facility condition assessments reported to the National Transit Database (NTD) have one overall Transit Economic Requirements Model (TERM) rating per facility, as outlined in Table 8.2. Agencies are not required to use the TERM model for conducting condition assessments but must report the facility condition assessment as a TERM rating score.

Table 8.1. FTA Established Performance Measures

ASSET CATEGORY	FTA ESTABLISHED PERFORMANCE MEASURE
Rolling Stock	% of revenue vehicles exceeding useful life benchmark (ULB)
Equipment	% of non-revenue service vehicles exceeding ULB
Facilities	% of facilities rated under 3.0 on the Transit Economic Requirements Model (TERM) scale (outlined in Table 8.2)
Infrastructure	% of track segments under performance restriction

Table 8.2. FTA Transit Economic Requirements Model (TERM) Rating

TERM RATING	CONDITION	DESCRIPTION
Excellent	4.8 - 5.0	No visible defects; new or near new condition; may still be under warranty if applicable
Good	4.0 - 4.7	Good condition, but no longer new; may be slightly defective or deteriorated, but is overall functional
Adequate	3.0 - 3.9	Moderately deteriorated or defective, but has not exceeded useful life
Marginal	2.0 - 2.9	Defective or deteriorated; in need of replacement; exceeded useful life

NATIONAL TRANSIT DATABASE (NTD)

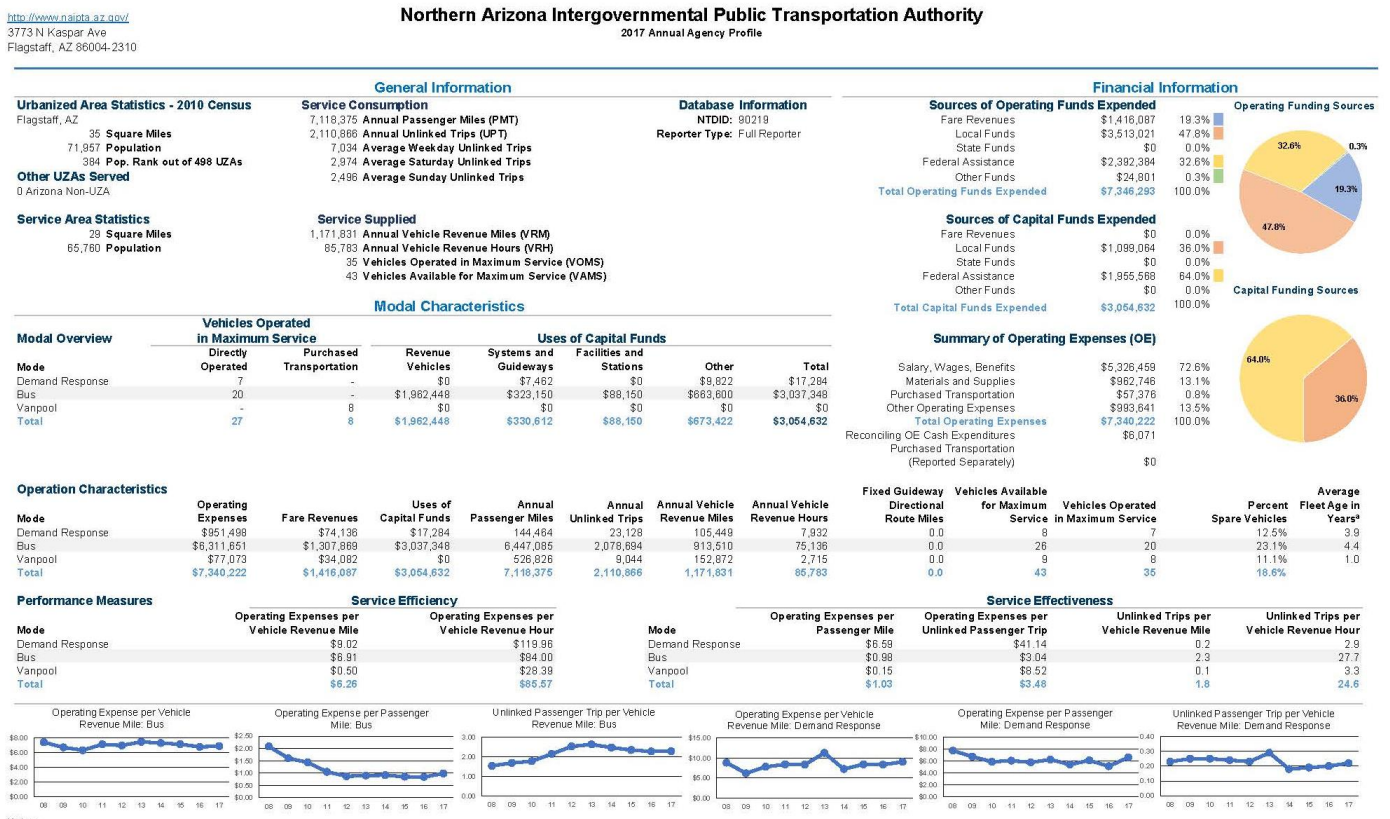
The National Transit Database (NTD) was established by Congress to be the United States' primary source for data, information, and statistics on the transit systems around the nation. The data from the NTD reporting system is used in the formula allocations of federal transit funds. Transit providers, states, or metropolitan planning organizations (MPOs) that receive FTA 5307 or FTA 5311 grants must report annual data to the NTD.

The NTD Annual Report consists of a series of forms and declarations submitted by agencies to provide a summary of transit characteristics for the fiscal year, including financial and non-financial operating statistics. Data reported and collected by the NTD includes, but not limited to:

- Annual passenger miles and passenger trips
- Annual revenue hours and revenue miles
- Fleet size, average age, and availability
- Type of service (i.e., fixed route, demand response, etc.)
- Source of operating funds and capital funds
- Summary of operating expenses
- Summary of unlinked trips (boarding of one person getting on one vehicle in one direction)
- Farebox recovery ratio (percentage of operating costs covered by fares)

Figure 8.1 provides an example of the Flagstaff NTD report.

Figure 8.1. Flagstaff National Transit Database Report Example



ADDITIONAL FTA REPORTS

Every agency that receives FTA funds is required to complete a Transit Asset Management (TAM) Plan. The TAM includes an asset inventory, condition assessments of inventoried assets, and a prioritized list of investments to improve the state of good repair of their capital assets. As of July 2019, agencies are also required to complete a Public Transportation Agency Safety Plan (PTASP). PTASP's must include performance targets based on safety performance measures established by FTA, criteria to address safety requirements and standards, and process and procedures used by the agency.

SERVICE PERFORMANCE MEASURES

Service performance measures provide the framework for evaluating service. It is important for agencies to maintain an efficient and effective operation while steadily seeking to improve the quality and delivery of core services, particularly with limited funding. Data reported to the NTD focuses on service efficiency (i.e., how well the service is being operated) rather than effectiveness (i.e., if the service is meeting the public's needs). A successful public transportation service focuses on both providing efficient and effective transportation services. Potential performance measures are highlighted in Table 8.3.

Table 8.3. Potential Service Performance Measures

PERFORMANCE INDICATOR	METRIC
Service Efficiency	- Revenue miles per square miles - Operating expenses per revenue mile - Farebox recovery ratio - Vehicle mile per gallon
Service Effectiveness	- Average headway - Operating Cost per Trip - On-time performance - Revenue miles per revenue hour - Percent of disadvantaged populations served
Safety and Asset Management	- Number of accidents - Average age of fleet - Total road calls - Multimodal integration
Service Quality	- Customer complaints - Operated as scheduled - Passenger amenities

SERVICE EVALUATION

The purpose of service standards and performance measures is to assist staff, management, and decision-makers when considering changes to service. Service changes can range from minor schedule adjustments to adding new routes to the system. Regular evaluation of service helps identify if there are under-performing routes or services that may be improved or addressed through service changes. Processes that may prompt service changes includes:

- **Performance Monitoring:** consistent performance monitoring informed by the standards and measures in this document may identify areas for service improvement.
- **Funding:** changes in funding and revenue streams detailed in annual budgets can impact how much service can be provided, leading to potential service changes.
- **Partnerships:** potential service changes may evolve from stakeholder, agency, and business coordination and partnerships.

Reviewer	Comment	Page	Resolution
Mark Clark	Page 1 – 1. 0 Plan Overview, first paragraph, “The Lake Havasu Metropolitan Planning Organization (LHMPO) initiated the Regional Transit Feasibility and Implementation Plan to determine the demand for transit in the region and to outline feasible steps to implement a transit service.” Modify and Add to the end of the sentence – increase transit service to the planning area. We currently have some public transit (Havasu Mobility) occurring from efforts by Lake Havasu City, some other smaller, local agencies, and private entities. This may be a discussion of semantics on what is Public Transit, but to this community, Havasu Mobility is public transit. Change the word implement to improve in the 2nd sentence of this paragraph. We currently have transit in the area.	1	Updated to : ".....to determine the demand for transit and to outline feasible steps to increase public transportation in the region. "
Mark Clark	Study Purpose - The objective of the transit feasibility study was to determine if and what type of transit service might be In the next paragraph, strike “if and”we have transit in LHC.	1	updated
Mark Clark	In bulleted area - •Estimating the costs and benefits associated with providing this service and recommending which (if any) services make sense. Unless you are evaluating the current service and possibly recommending elimination, I would change this statement by striking that statement.	1	updated
Mark Clark	Major Employers • Havasu Regional Medical Center – 650 employees • City of Lake Havasu – 530 employees • Lake Havasu Unified School District 1 – 520 employees • Sterlite Corporation – 300 employees • Walmart – 270 employees In the same manner as population densities, employment densities provide a strong indication of underlying employment-based transit demand. Although the Shops at Lake Havasu, Walmart, and Lowes are one of the largest employers in the region, population density is low due to the large size of the block group. Low density areas do not illustrate a lack of potential transit demand, but rather additional analysis and insight into trip attractions and generators are needed. These statements lack the detail necessary for a proper analysis. For example, the Employment at the Havasu Regional Medical Center is quite concentrated while the employment at the LHUSD is scattered throughout the community at 9 or so locations. This has an impact on transit discussions. The north area includes Walmart, the Shops at Havasu, Home Depot, Lowes and the Car Dealerships. That would be an important employment data point. Same with the hotels/motels, restaurants, Ferry Service, etc. at the London Bridge Channel to S. Palo Verde.	5	Agree. Many different models and methods were used to determine areas with high potential transit demand. Working Paper 1 focused on census densities, and due to the large sizes of many census block groups, densities were found to be low in areas with high concentrations of employment and population groups. Results of the census analysis, public/stakeholder outreach, and the demand model were used to illustrate the overall transit demand of the region. The Final Report was updated to address this and S. Latoski's comment in regards to transportation generators.
Steve Latoski	The Report need define such in a standalone section the (1) activity centers and (2) maximum walking distance – also well within acceptable biking distance by which recommended transit routes can build around and minimize turns while promoting direct routing. Activity centers can be a collection of leading hotels, shops, and employers all within an accepted walking radius from target bus stop.	5	incorporated major activity centers information. Included information on typical walking and biking catchment areas.

Mark Clark	Page 21 – Indicate ridership in the fixed route system as a part of your review of previous system. Did identify ridership in dial a ride type service.	17	Updated the final report to include existing and previous service information and include ridership of the service per the NTD.
Jill Dusenberry	Page 24 - 5310 Transit Service Providers. New Horizons Center for People with Special Needs. Annual Trips/Ridership - I think this is talking about other New Horizons "locations" in the state. Mile Markers Therapy has ceased providing transit services and all ADOT funded vehicles have been transferred from the organization. RISE Services - no information provided on Fleet, Annual Trips/Ridership. They should be reporting information to WACOG. They are a fairly new agency to the transit program.	20	updated.
Justin Hembree	The study references TNC’s but does not define or explain them. It also references Local Service Providers (I read that as 5310’s) and non-FTA folks may misinterpret what a local service provider is and what services are being discussed.	36	Updated
Patrick Cipres	Page 37.....No reference to HAT. Re-wording to current transit related capitol such as bus benches ect... Also, page 52 Red and Blue routes are what HAT also ran, temporarily name them like the DC and EX.	50	Updated the text to remove references of the HAT system and to refer to the routes as the downtown circulator and the northern express route
Patrick Cipres	Page 50.....No wheel chair lifts all new buses will be low floor for curb height loading	52	Updated text to discuss low floor buses and no wheelchair lifts
Steve Latoski	In my comments on the Working Paper, I recommended and stressed importance of a Northern Express Route providing hybrid route whereby service along London Bridge Road and SR 95 direct to the Shops at Lake Havasu would either alternate on the schedule, or the route operates as a loop (e.g., NB via SR 95 and SB via London Bridge Road). The Final Report as it stands offers zero service to the unincorporated area of the County within the MPO boundary. As stated in the Project Scope of Work, the communities of Desert Hills and Crystal Beach – and secondarily Horizon Six – are the most distant to City work, service, and entertainment attractions and may realize the greatest transit modal split under targeted route and service.	53	Updated text to include: "If the City is able to develop a partnership and memorandum of understanding (MoU) with Mohave County, the City may consider rerouting the bus to London Bridge Road during select periods of the day to capture riders "
Jill Dusenberry	Page 54 - So does Havasu Mobility still operate? Is it now called Complementary Paratransit and funded with 5307 funds? Complementary paratransit is the most expensive service to provide so any time you can limit what you provide that helps with costs.	55	Havasu Mobility under 5310 ADOT grant funding will still operate during the transition phase for the 5307 program. A separate plan to coordinate with New Horizons to assist with passenger volume during this time period will be sent to WACOG and Jill for review.
Jill Dusenberry	Page 54 - Northern Express Route Fixed route service must have complementary paratransit. I would include a statement that complementary paratransit would be provided for this fixed route and other areas of the city. This will help clarify to FTA that you are designing service in compliance with funding requirements and then reference them to more detail in the complementary paratransit section.	55	Updated to reflect comment
Patrick Cipres	Page 49.....Drivers of the fixed routes will be required to have a CDL with a passenger endorsement.	62	Updated
Patrick Cipres	Page 49.....Electronic fare processing either with a smart phone or prepaid Transit card-Trying to drive everything with technology	62	Updated text to include information on electronic fare processing: " Providing an electronic fare payment system eliminates cash fares allows riders the flexibility to prepay for a ride via a smartphone application or a prepaid transit card. Electronic fare systems allow riders to board buses faster and leads to less administrative labor for counting, verifying and managing cash fare boxes. There are a variety of state-of-the-art fare payment and collection technologies available, including smartcards that allow riders to scan or tap a preloaded fare card at an electronic reader and smartphone applications. "
Steve Latoski	Discussion on fares should expand to economic analysis of daily, weekly, and monthly pass schemes especially in light of potential (federal) tax deduction for commuter use.	62	Updated to include: "To encourage the bus usage, partnerships can be made with local employers to purchase bus passes for employees. Currently, federal law allows employers to offer their employees a tax-free benefit for commuting to work using public transportations. The tax code allows employees to purchase bus passes with pre-tax dollars, providing a financial incentive for using transit rather than driving alone. The pre-tax benefit is only available through the employer. "

Jill Dusenberry	Page 57 When will vehicles be purchased? City will need access to FTA 5307 funds to buy their vehicles or they can apply to ADOT for the Small Urban 5339 funds we receive (less than \$1 million a year) or they can apply to the national pool of 5339 funds for buses. Both application rounds are typically in the summer. Buses typically take 9 to 12 months to arrive. Havasu Mobility has 5310 vehicles for their service however Lake Havasu should have 5307 or 5339 funded vehicles before service starts. I see that page 64 has identified the vehicle needs for each Phase however the Phases developed should be altered to indicate when the vehicle needs to be ordered.	62	Updated to include: "In discussion with TAC, City staff have leaned towards operating the system in-house. The City will need access to FTA 5307 funds to buy their vehicles or they can apply to ADOT for the Small Urban 5339 funds we receive (less than \$1 million a year) or they can apply to the national pool of 5339 funds for buses. Both application rounds are typically in the summer and it takes approximately 9 to 12 months for the busses to arrive." Per Patrick: Havasu Mobility will keep its current fleet while providing 5310 service. The plan is to reduce the fleet during the 12-18 month transition phase. The first bus to be ordered will take approximately 6 months to be delivered and a small paratransit van will take about the same time. Depending on when the City becomes a direct recipient and has completed all the required training including creating the financial infrastructure will also determine the timeline for capital purchases.
Jill Dusenberry	Page 63 Vehicles Last sentence of first paragraph. City staff have leaned towards operating the system fulling in-house. Not sure what you mean here. Please correct the statement regarding CDL requirements. Vehicles over 16 passenger require a CDL.	62	Updated. Lake Havasu City's Transit department will manage all transit operations, no work will be sublet out to outside vendors. Transit Operations is aware of the MVD requirements for bus operators and will be a requirement for the driver role.
Jill Dusenberry	Page 65 FTA has strict limitations on Charter services so you may want to rephrase this.	64	Updated
Jill Dusenberry	Page 66 ADOT funded a transit facility with 5311 funds and the plan should note that the facility was funded with FTA dollars. LHC needs to continue to maintain this asset and it must be used for transportation services. The LHMPO and Havasu Mobility are located in this building.	65	Updated. This information will be noted and followed prior to pre-launch inspection and first year FTA audit which includes asset management. Currently non transit department personnel reside in Bldg. B.
Justin Hembree	Was there a financial plan or report included for the overall study? Not that it's a big issue for me, but it was unusual not to see \$ figures or a proposed operating budget as part of the final implementation plan.	66	We considered three costs models when developing the financial plan – Cost per revenue mile, cost per revenue hour, and a comprehensive estimation of operations and capital costs. Considering this is a restart of the Havasu transit service, the City wanted to take an incremental approach to implementing the short-term plan, i.e., test each route as a pilot before full scale implementation. With this approach, a detailed cost model wasn't feasible and didn't seem appropriate. We utilized a hybrid of the cost per revenue mile and cost per revenue hour models; reviewed peer agency cost estimates; and developed overall costs for the Havasu transit and estimated the operations and capital costs from there. There is a short-term financial plan on page 66 that breaks down the capital and operational costs at a high level for the short-term recommendations.
Steve Latoski	Regarding other specialty providers, Flixbus is now operating intra/inter-state service along a US 93 corridor between Las Vegas and Tucson with stop in Kingman; there may prove potential for Flixbus or Megabus (from Las Vegas) extension to the Havasu area.	68	The report recommends evaluating the potential need for transit services to Kingman and Bullhead City. Expanded the section to discuss opportunities and benefits of the service.
Steve Latoski	The Report does not explore the very real possibilities of coordination with Kingman transit and Bullhead City transit toward regional service coupled with park and ride facilities being developed in the northerly and southerly City locations adjacent to or in the vicinity of State Route 95.	68	The report recommends evaluating the potential need for transit services to Kingman and Bullhead City. Expanded the section to discuss opportunities and benefits of the service.
Jill Dusenberry	Page 70 Implementation Activities - I strongly suggest you revise and identify when buses will be purchased. Buses can take 9 to 12 months for delivery.	69	Updated

Patrick Cipres	Page 64.....Need clarification on the Transaction Privilege Sales Tax is current or in addition?	77	The tax is the City's current sales tax: https://www.lhcaz.gov/budget-and-finance/taxes . Updated the text to reflect that this is a current tax and to provide examples of where the tax comes from.
Jill Dusenberry	Page 78 Potential contributions I am not sure why cash match is not listed as a potential contribution. Sounds like you have the perfect opportunity to ask organizations that are supportive of the service for a cash contribution. Guaranteed cash through an IGA is more desirable than relying on the purchase of bus passes.	77	Updated
Jill Dusenberry	Page 80 LHC will need to develop a Transit Asset Management Plan. Not sure when FTA will require that a plan be developed.	81	Updated to include



Appendix A. Public Outreach Phase 1

HELP SHAPE FUTURE TRANSIT

To plan for the region's future, we are conducting a short survey to understand your transit needs. This information will help develop a plan for transit improvements.

FOR QUICKER ENTRY - SUBMIT SURVEY ON-LINE AT:
www.lhcaz.gov/transit-plan

TELL US ABOUT YOU

- 1) **Where do you live?** City: _____ Closest Intersection/Crossroad: _____
- 2) **Are you currently employed and/or in school?** *(check all that apply)*
☐ Employed (Name of Business): _____ ☐ School (name): _____ ☐ Neither
- 3) **What is your age range?** ☐ Under 18 ☐ 18-34 ☐ 35-49 ☐ 50-64 ☐ 65 and older ☐ Prefer not to answer

HOW DO YOU GET AROUND?

- 4) **What form of transportation do you most commonly use?** *(check all that apply)*
☐ Drive myself ☐ Bus or van operated by senior center, community organization, or other agency
☐ Get a ride with family member or friend/carpool ☐ Uber/Lyft **→ Name:** _____
☐ Ride a bike or walk ☐ Other: _____
- 5) **On average, how many times a week do you travel to the following places?** *(mark X for all that place)*

Destination	Never	1 - 2 Days a Week	3 - 5 Days a Week	Everyday
London Bridge Resort				
Nautical Beachfront Resort				
Walmart Supercenter				
The Shops at Lake Havasu				
Home Depot				
Lowes				
Grocery Stores				
Big Lots Shopping Center				
Ross Shopping Center				
Havasu Regional Medical Center				
Mohave Community College				
Arizona State University				
Mohave County Library				
Lake Havasu Aquatic Center				
Parker				
Kingman				
Bullhead City				

- 6) **In the last 12 months, have you missed a medical appointment, school, or work due to lack of transportation?** ☐ Yes ☐ No

- 7) **What keeps you from getting where you need to go?** *(check all that apply)*
☐ I do not have a car ☐ No public transportation services available for my trips
☐ Nobody is available to drive me ☐ Other _____

- 8) **What do you think is the biggest transportation problem facing Lake Havasu region today?**

YOUR OPINION ON PUBLIC TRANSPORTATION

9) Is creating a public transit service a good idea for the Lake Havasu region? ☐ Yes ☐ No ☐ Maybe

10) What benefits do you see in public transportation? (check all that apply)

- | | |
|---|--|
| ☐ Transportation for elderly, physically limited, persons who can't drive, and persons without a vehicle | ☐ Helps get people to work and school |
| ☐ Reduces traffic congestion | ☐ Good for the environment |
| ☐ Helps residents save money, especially with high gas prices | ☐ Other: _____ |

11) If public transportation were available, would you use it? ☐ Yes ☐ No

→ If yes, how often would you use transit?

- ☐ Everyday
- ☐ Several times a week
- ☐ Occasionally
- ☐ Weekends only

→ If no, reason for not using transit?

- ☐ I prefer to drive
- ☐ Takes too long to get where I want to go
- ☐ My schedule varies
- ☐ Other: _____

IF PUBLIC TRANSIT SERVICE WERE AVAILABLE IN THE LAKE HAVASU REGION...

12) What would you most likely use public transportation for? (check all that apply)

- | | |
|--|---|
| ☐ Commute to work or school | ☐ Visit friends/family |
| ☐ Shopping/errands | ☐ Other: _____ |
| ☐ Medical appointments or pick-up prescriptions | |

13) Where would you like to see public transit service go? _____

14) If transit service between cities/communities appeals to you, from where and to where would you like to see it?

15) Which of the following transit service option appeals to you the most? (check all that apply)

- ____ Community shuttle with a set route and schedule
- ____ "Fixed routes" service with published departure/arrival times and fixed bus stops
- ____ "Dial-a-ride" service for qualifying riders
- ____ On-demand service or Uber/Lyft/Taxis
- ____ Hybrid on-demand service that offers shared rides along a specific route
- ____ Other: _____

16) How much would you pay for a one-way ride? \$: _____

17) What payment method would you prefer for transit service? ☐ Cash ☐ Credit Card ☐ Smartphone app ☐ Other:

ADDITIONAL COMMENTS OR CONCERNS?

Participate in the Plan!

If you would like to participate as a member of a focus group, please submit your email address below:

Please submit in person or mail/email to:

Lake Havasu MPO
900 London Bridge Road, Bldg. B, Lake Havasu City, AZ 86404
Phyllis.Davis@jacobs.com

FOR QUICKER ENTRY - SUBMIT SURVEY ON-LINE AT:
www.lhcaz.gov/transit-plan



WE WANT TO HEAR FROM YOU!

Is creating public transit a good idea for the Lake Havasu Region?

To plan for the region's future, Lake Havasu MPO is conducting a short survey to understand your transit needs. This information will help develop a plan for transit improvements.

To develop this plan, we need your input! Here's how you can help:

Take the Survey at:
www.lhcaz.gov/transit-plan



Focus Group Participants Needed

You Talk. We Listen. Join Us. Get Involved.

March 18, 2019
9:30 to
11:00 AM

Lake Havasu City Police Facility
2360 McCulloch Boulevard N.
Lake Havasu City, AZ 86403

RSVP at http://LHMPO_Transit_Focus.eventbrite.com

9:30- 11:30 am

[illegible]

1:30- 3:00 pm

[illegible]

[illegible]

LAKE HAVASU METROPOLITAN PLANNING ORGANIZATION

REGIONAL TRANSIT FEASIBILITY AND IMPLEMENTATION STUDY



Focus Group Meeting

March 18, 2019

JACOBS®

Agenda

- ▶ Introductions
- ▶ Study Overview
- ▶ Your Role in the Study
- ▶ Group Breakouts
- ▶ Open Discussion

Introductions

- ▶ Your Name
- ▶ Agency You Represent
- ▶ Why You Are Here
- ▶ Favorite Thing About Lake Havasu

Purpose of the Study

- Identify the Need/Demand for Transit Service for Captive and Choice Riders
- Determine Local and Regional Needs
- Evaluate Alternative Service Scenarios
- Create a Short- and Long-Term Plan

"Both Havasu Area Transit (HAT) and before that City Transit have been a fixture in my life since I moved here and it looks like the end of the road cannot be far off. I am distressed as to what I will have to do from now on."

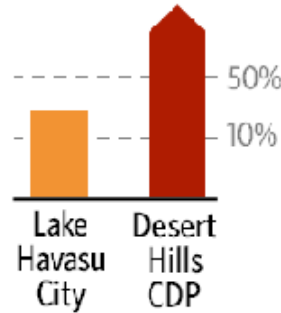
~2013 Havasu News Article Comment

Purpose of the Study (Continued)



56,130

2018 POPULATION
in LHMPO region



18%
POPULATION INCREASE
in LHMPO by
year 2050

17%

of LHMPO residents
have a **DISABILITY**

4.2%

of LHMPO residents

NO VEHICLE AVAILABLE

33% only have access
to one vehicle



AGE 65 AND OLDER

36%
Desert Hills

31%
Lake Havasu



31%

Desert Hills

13%

Lake Havasu

BELOW POVERTY LEVEL



>775,000

Tourists visit Lake
Havasu a year

MAJOR EMPLOYERS



HAVASU REGIONAL
MEDICAL CENTER

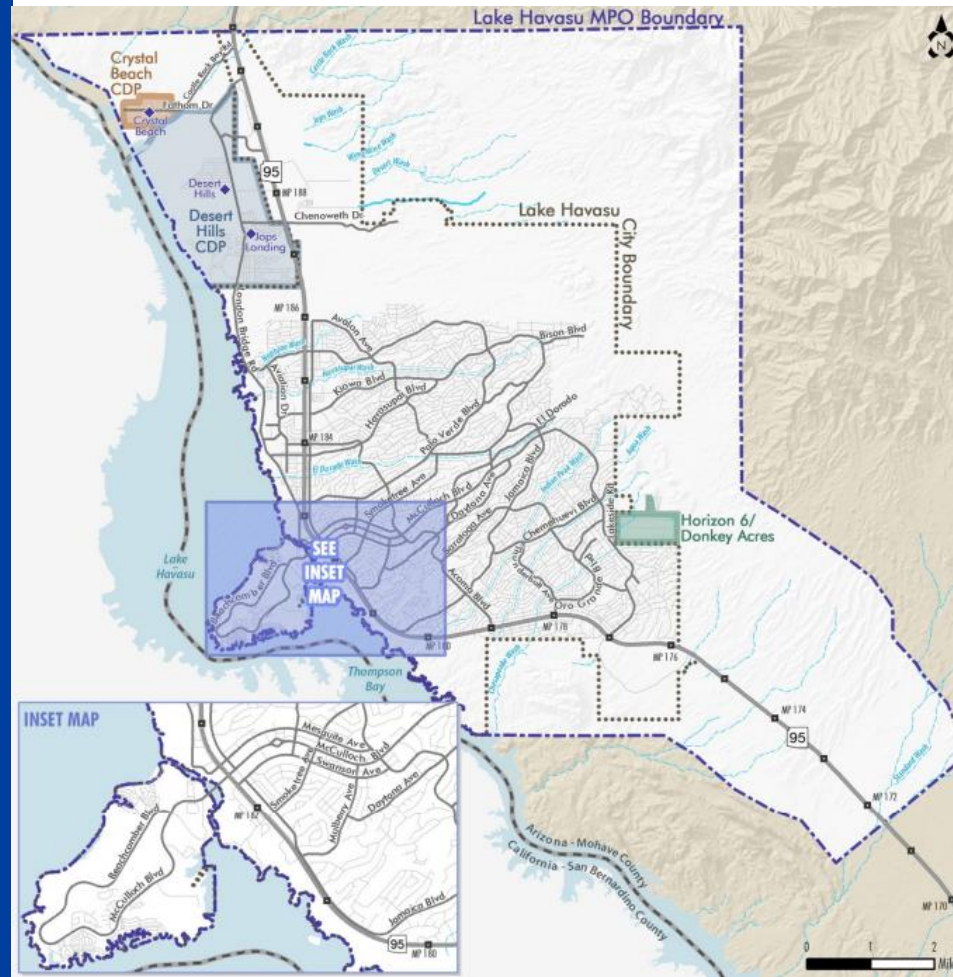
Walmart



THE NAUTICAL
BEACHFRONT RESORT



Study Area



Your Role in Study



You're a member of the team!



Provide guidance and feedback



Serve as champions

Study Schedule

2018

2019

NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JULY | AUG | SEPT | OCT | NOV

CURRENT TRANSIT CONDITIONS, FUTURE CONDITIONS,
AND MULTIMODAL ASSESSMENT

SHORT- AND LONG-RANGE IMPLEMENTATION PLAN

OUTREACH



**Focus Group and
Public Meetings**

Open Discussion

What do you think is the biggest transportation problem facing Lake Havasu region today? Long-term?

Open Discussion

What is the current public sentiment towards public transportation services?

Open Discussion

Do you currently use any
type of shuttle or
transportation service?

Open Discussion

What do you think are the biggest benefits to implementing transit?

Open Discussion

What do you think are the biggest challenges to implementing transit?

Open Discussion

What do you think the primary focus for a new public transportation service should be?

Mapping Exercise

What specific attractions or activity centers should be served by transit?

Highlight top 5 stops!

Mapping Exercise

Highlight what corridors you think are the most important to consider for public transportation service

Mapping Exercise

Determine:

- Type of service
- Service hours
- Frequency

Finish This Statement

I think creating a new public transportation system is a good/bad idea because.....

**Additional
Questions,
Comments,
Ideas?**

LAKE HAVASU METROPOLITAN PLANNING ORGANIZATION
**REGIONAL TRANSIT FEASIBILITY
AND IMPLEMENTATION STUDY**

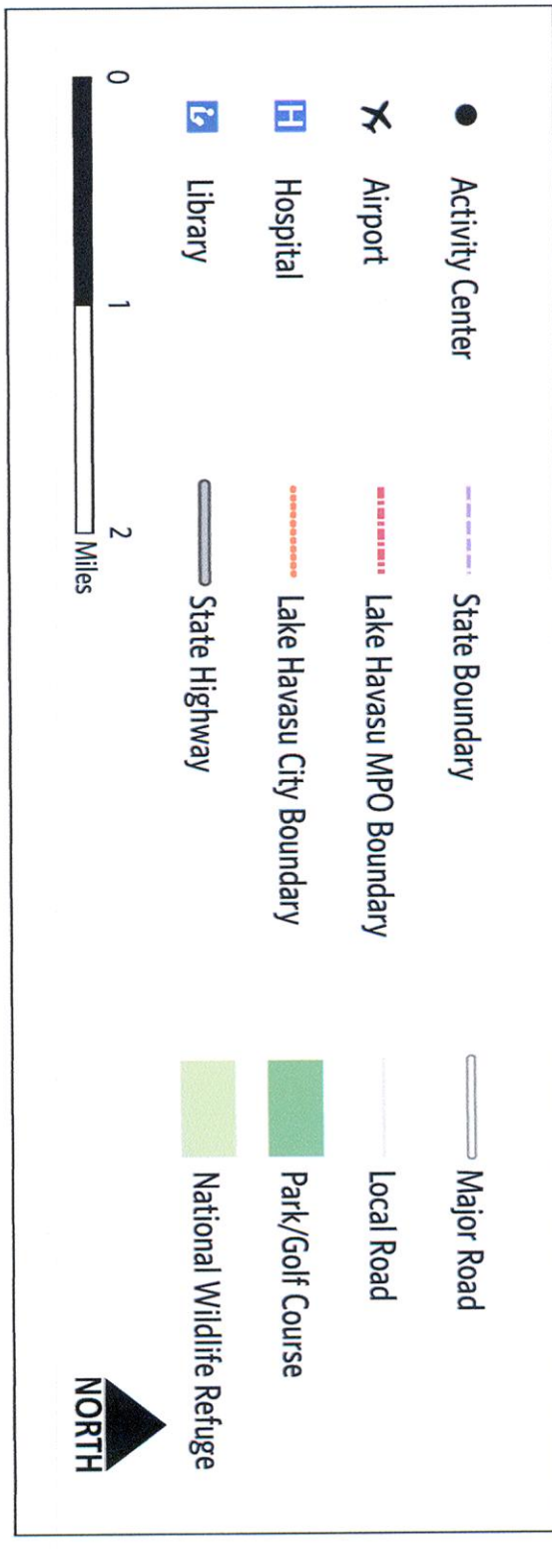
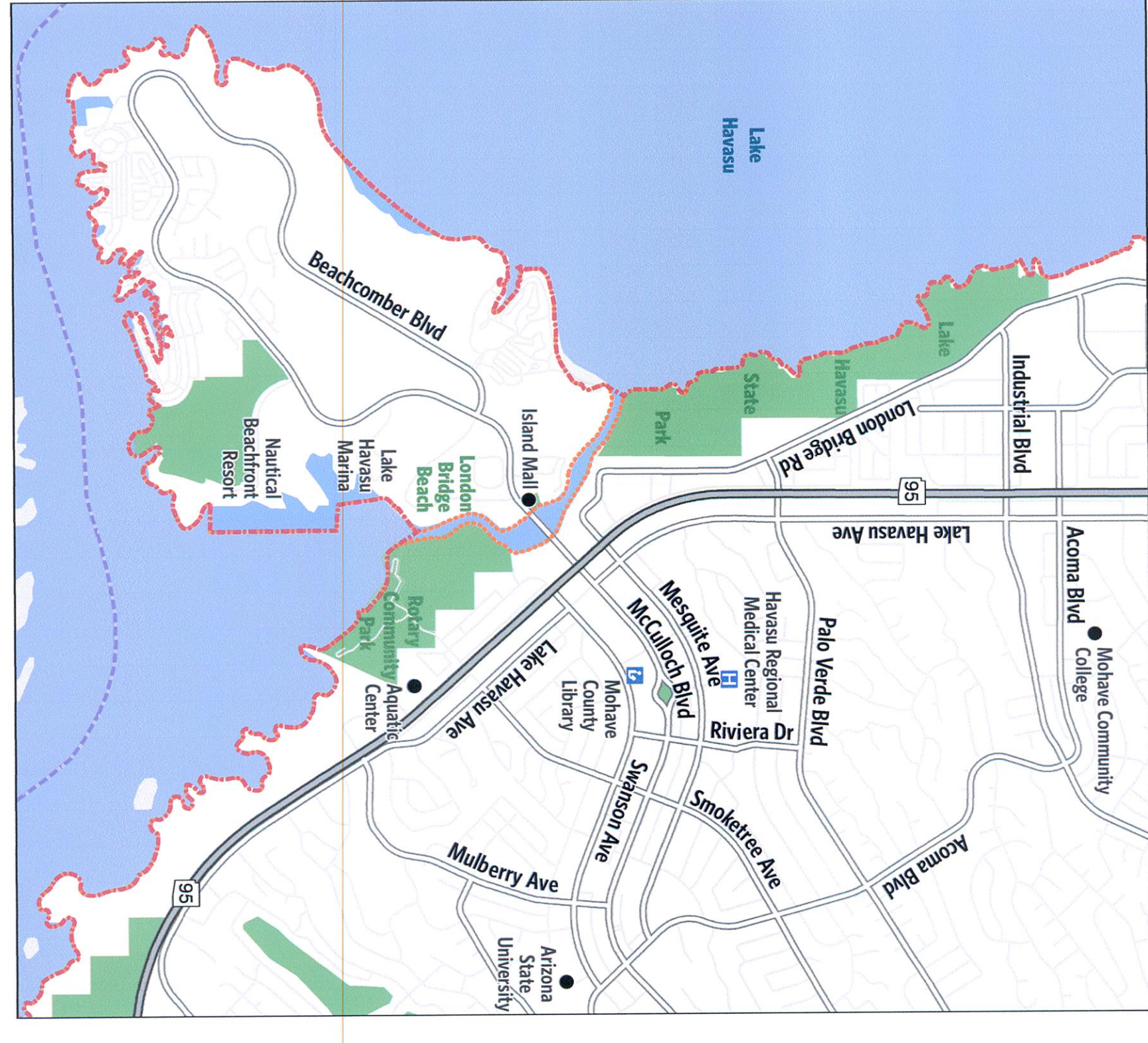
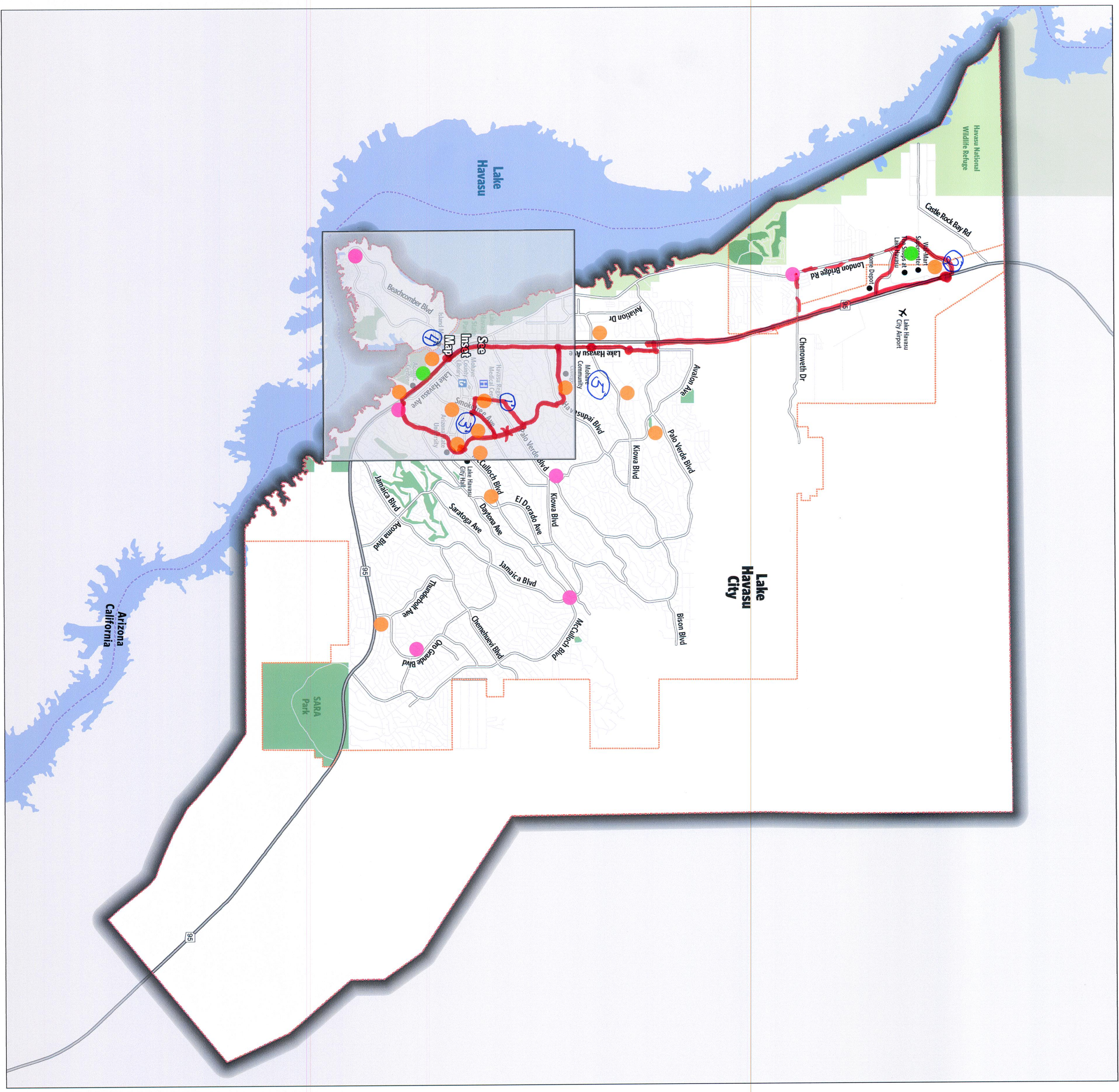
Get On Board
LAKE HAVASU
Connecting People & Places



6am - 7pm
 M-F
 Medical / Hospital
 Shopping
 College / Education

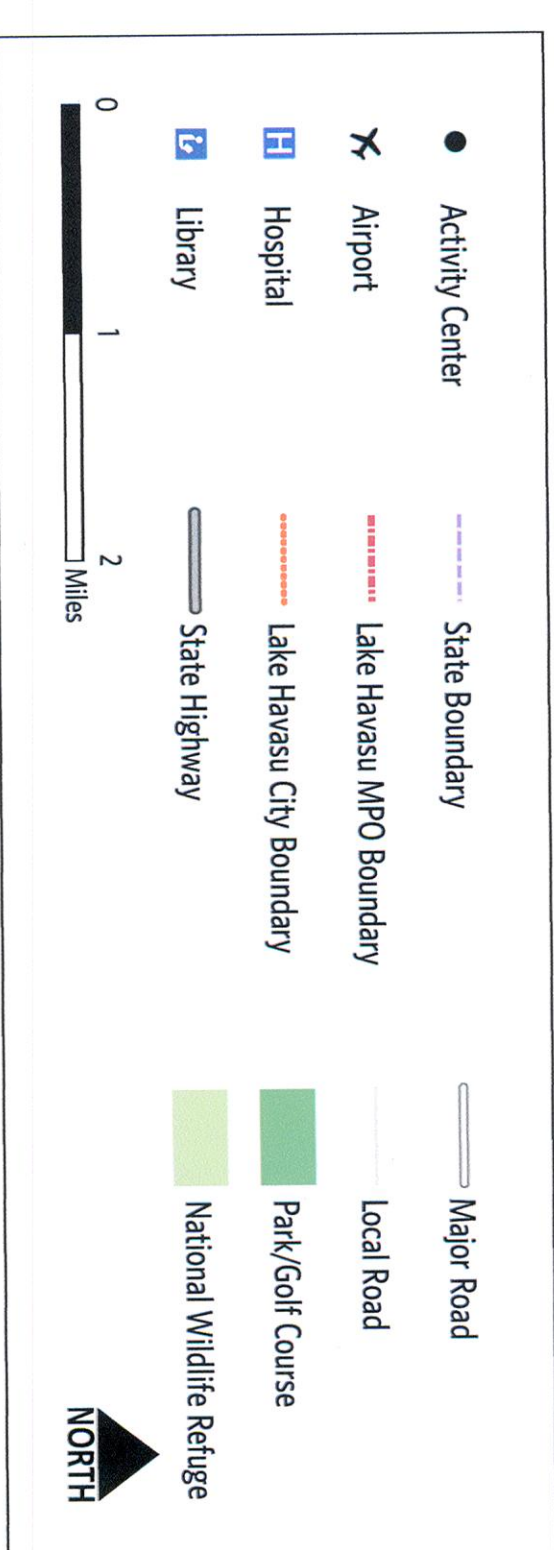
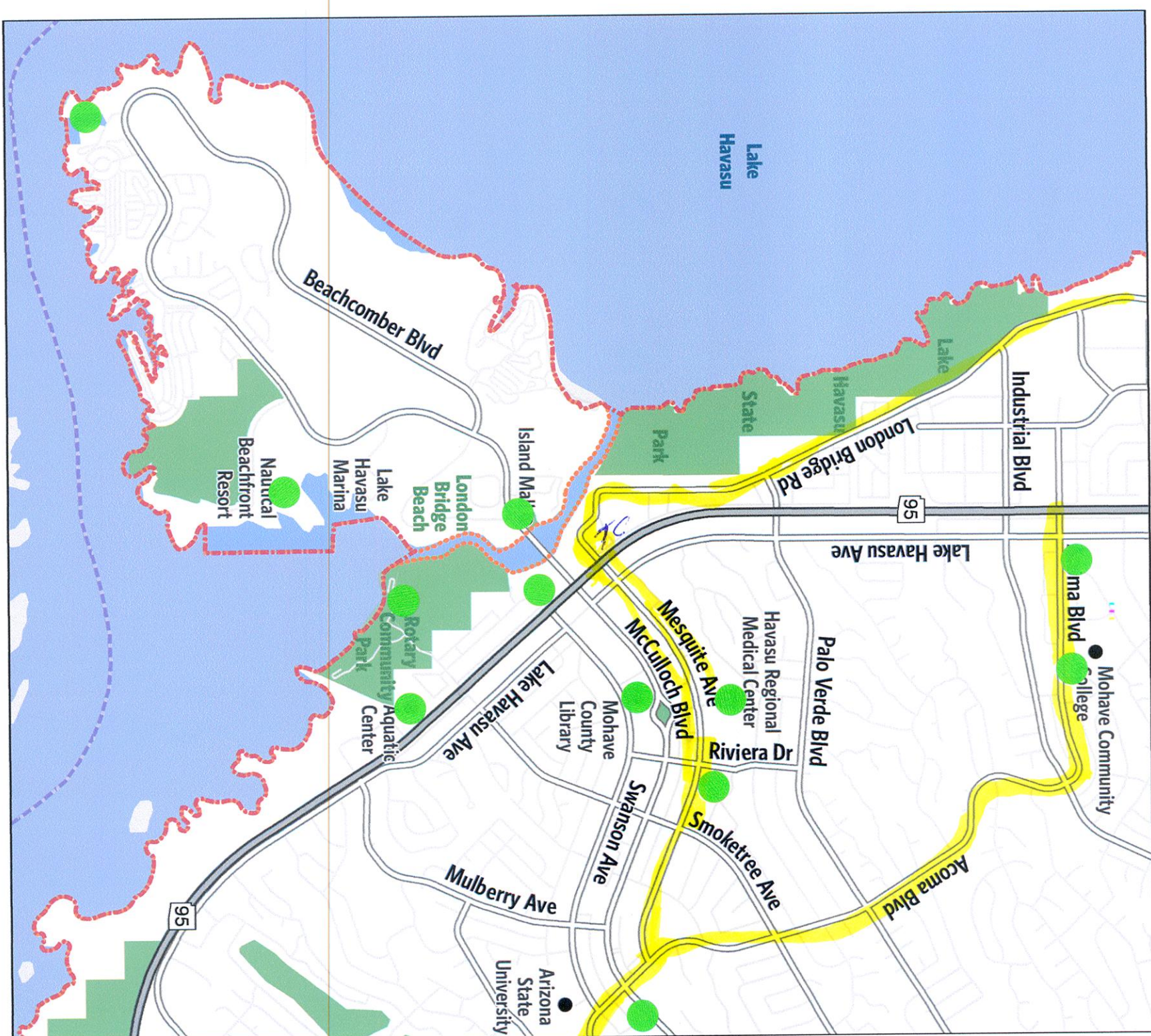
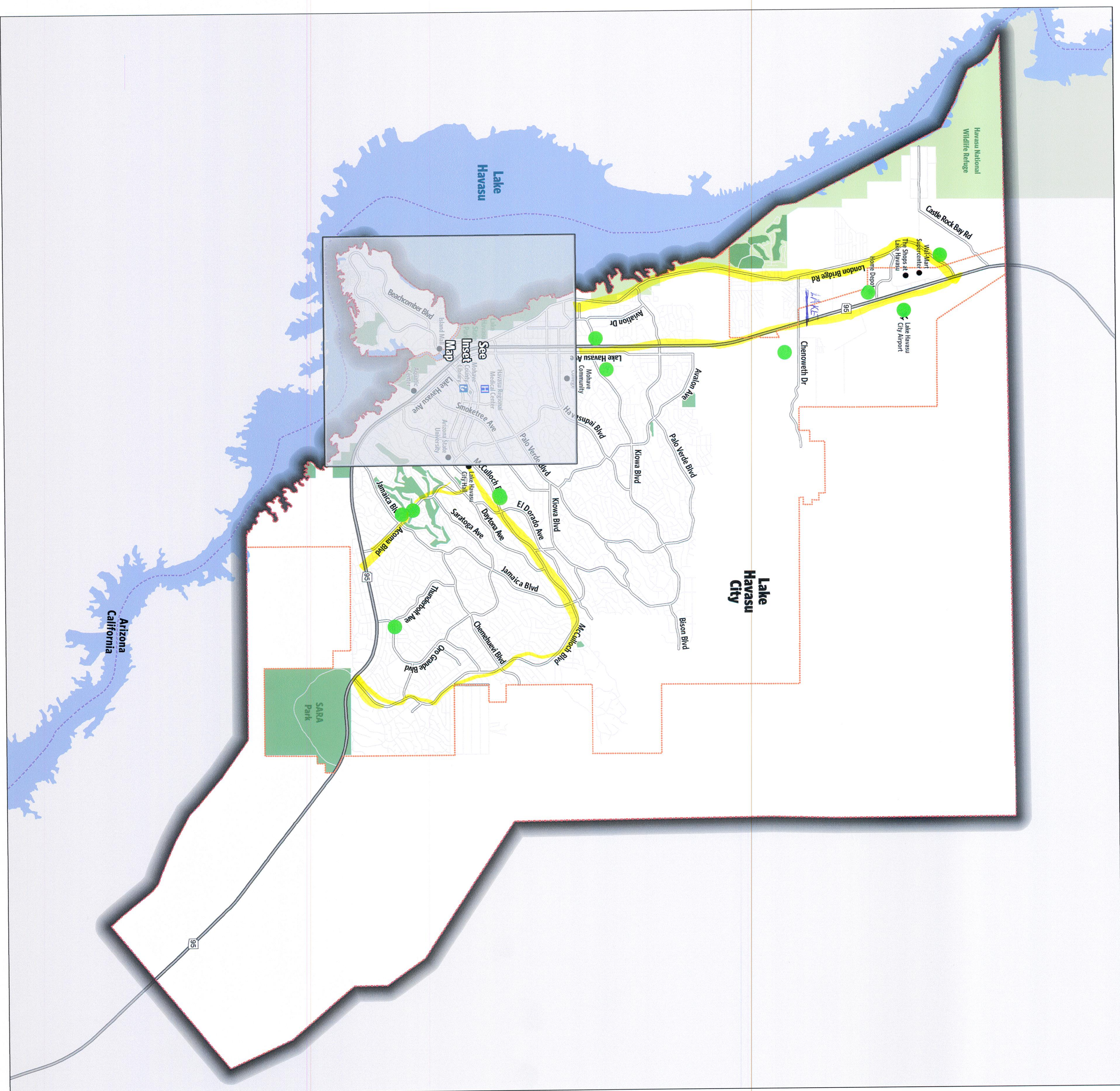
Saturday 8-8

Special events
 Windsor Beach
 Rotary Park
 Sara Park
 London Bridge
 Special Olympics
 Water Sports
 Other
 (potential revenue source)



Other Comments

GROUP #1 (2nd session) MARCH 18, 2019



Other Comments

M-F: 7am-7pm
S-S: 7am-7pm
8am-9pm

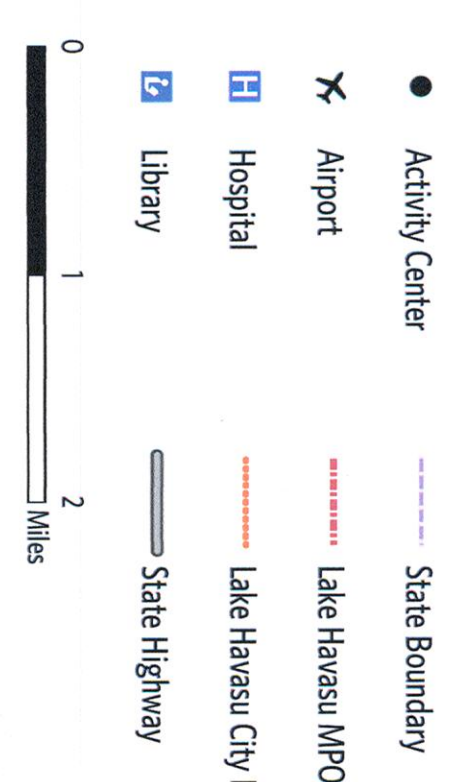
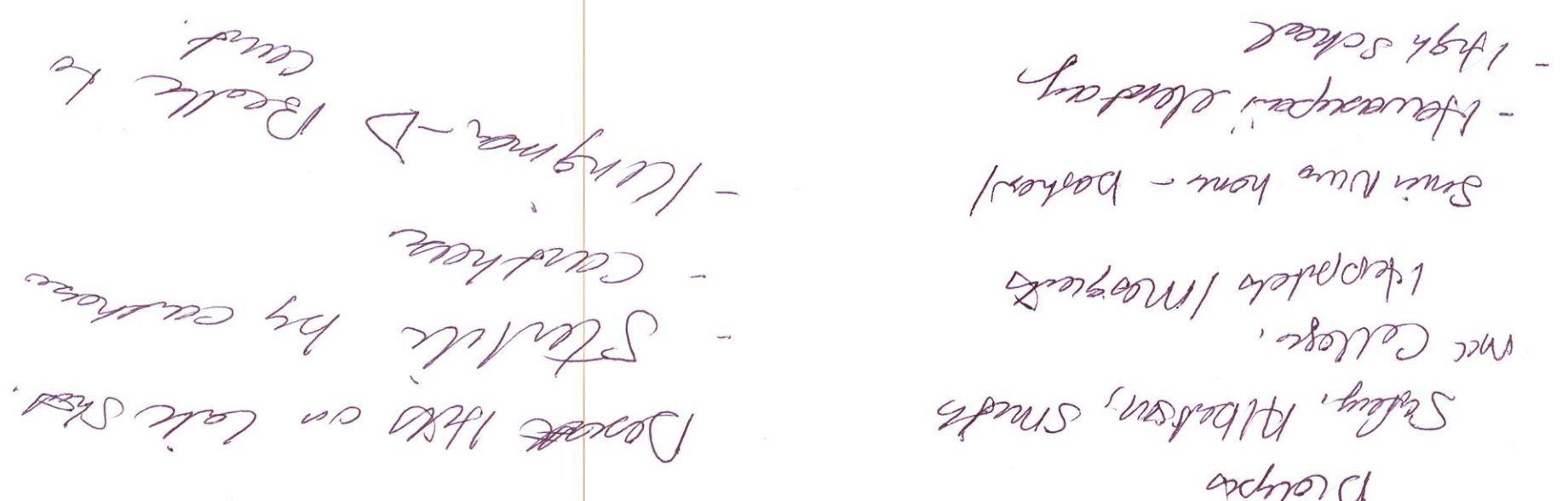
Summer
M-F 7am-7pm
night in the village
- 7 day a week
- 10 passenger van
- trolley
- something feasible

- Havasu High
- Desert Hill
- Dickey Ave
- 1-40/95
- Gordon Blvd Rd
- churches
- succubus
- RDR

20 Dr. Gordon
3. Senior Center
4. City Hall/MD
5. Library/Museum
1. Walnut Avenue
2. Dr. Gordon

Vol - Marquette/Capi
Relief surgery center
Food - Compacts/Accom
- Kona/Sara Juan - Under
Grocery - @ Basher
Donkey Aves.

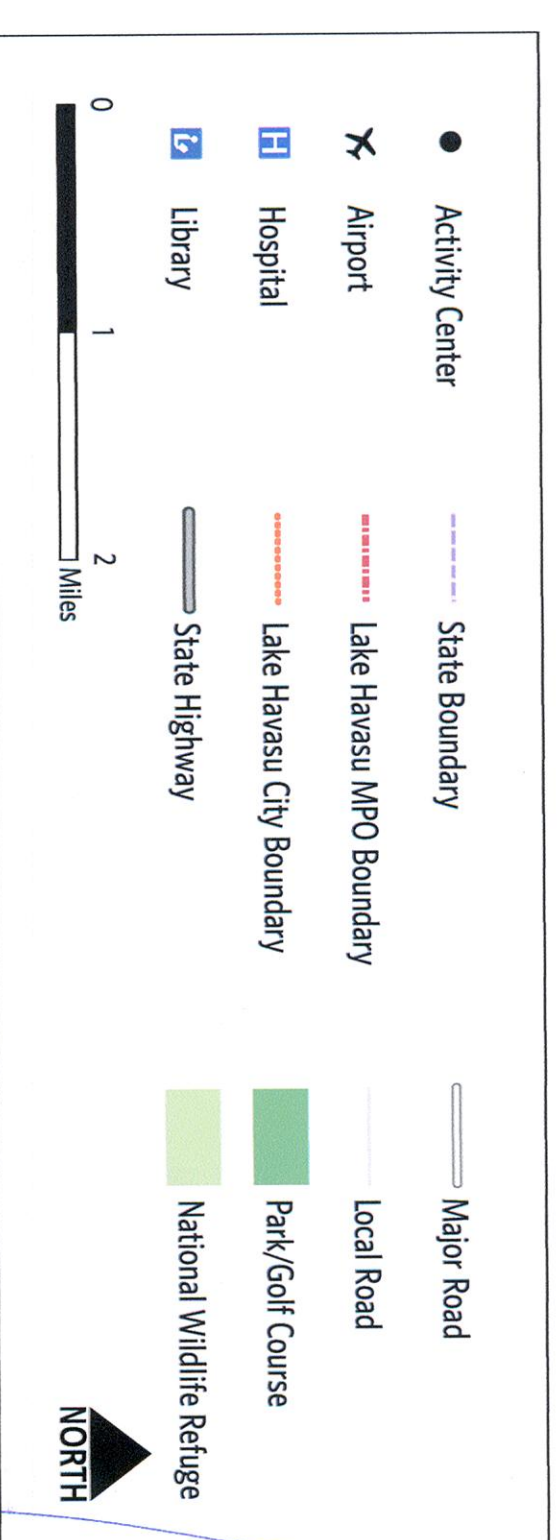
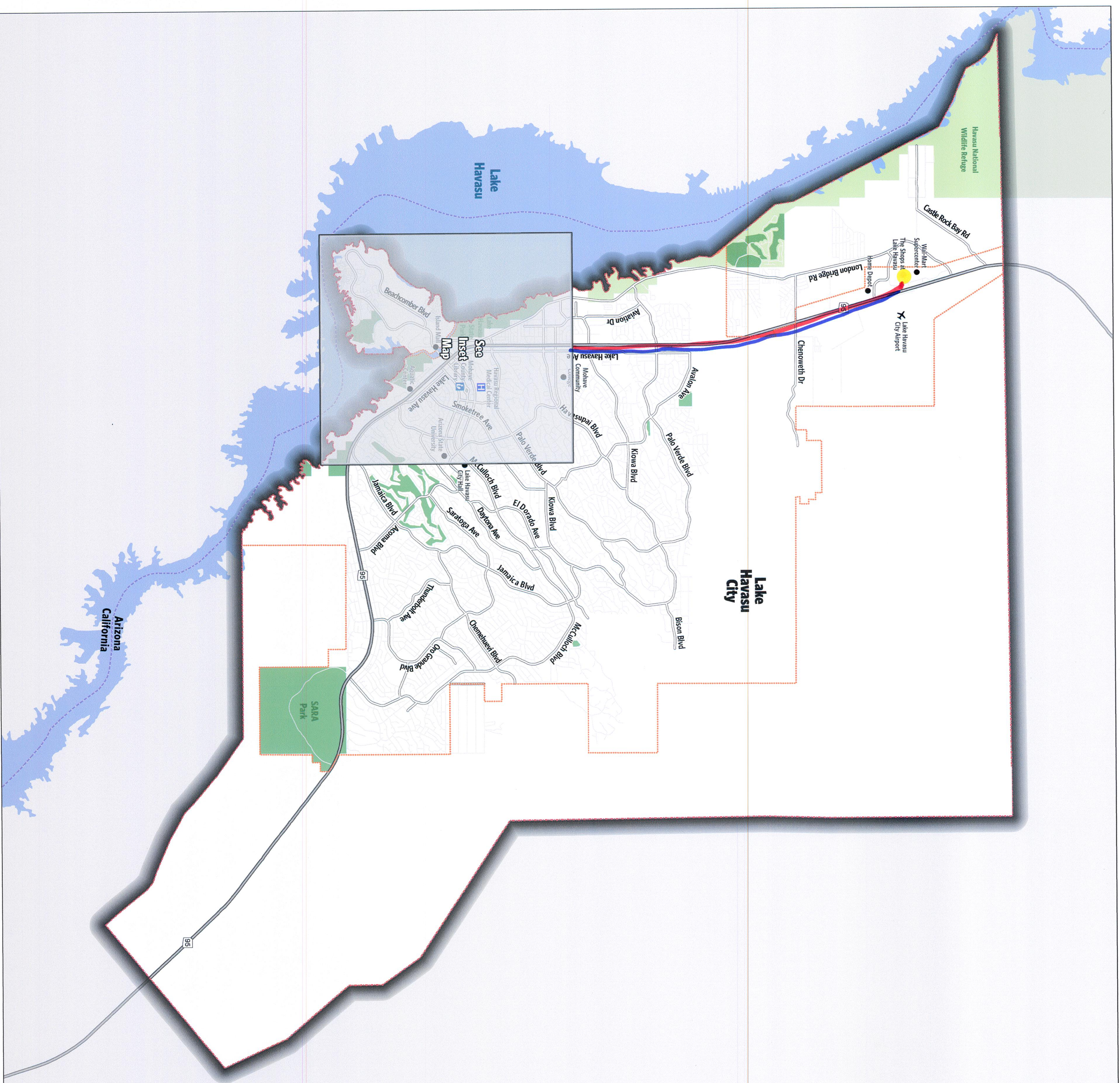
6:30am-2pm



Other Comments

shops	6am - 11pm	7 day wk
Hospital	6am - 5pm	5 day wk
Dr.		
Senior	8A - 2P	5 days wk
Schools	6A - 8A	M, T, W, F
	6A - 8A	1:30 - 3pm
		True. Fairly
		RELEASE
College	7am - 10pm	M - F

S
 A
 M/H
 E
 G



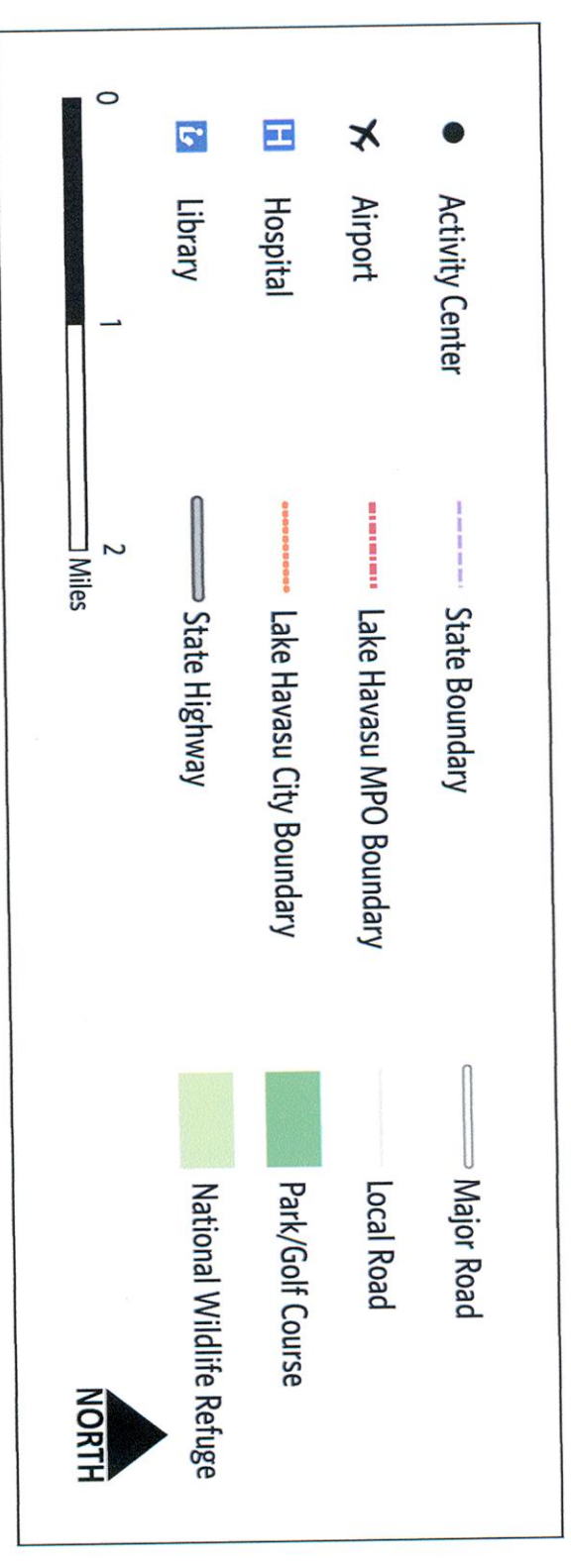
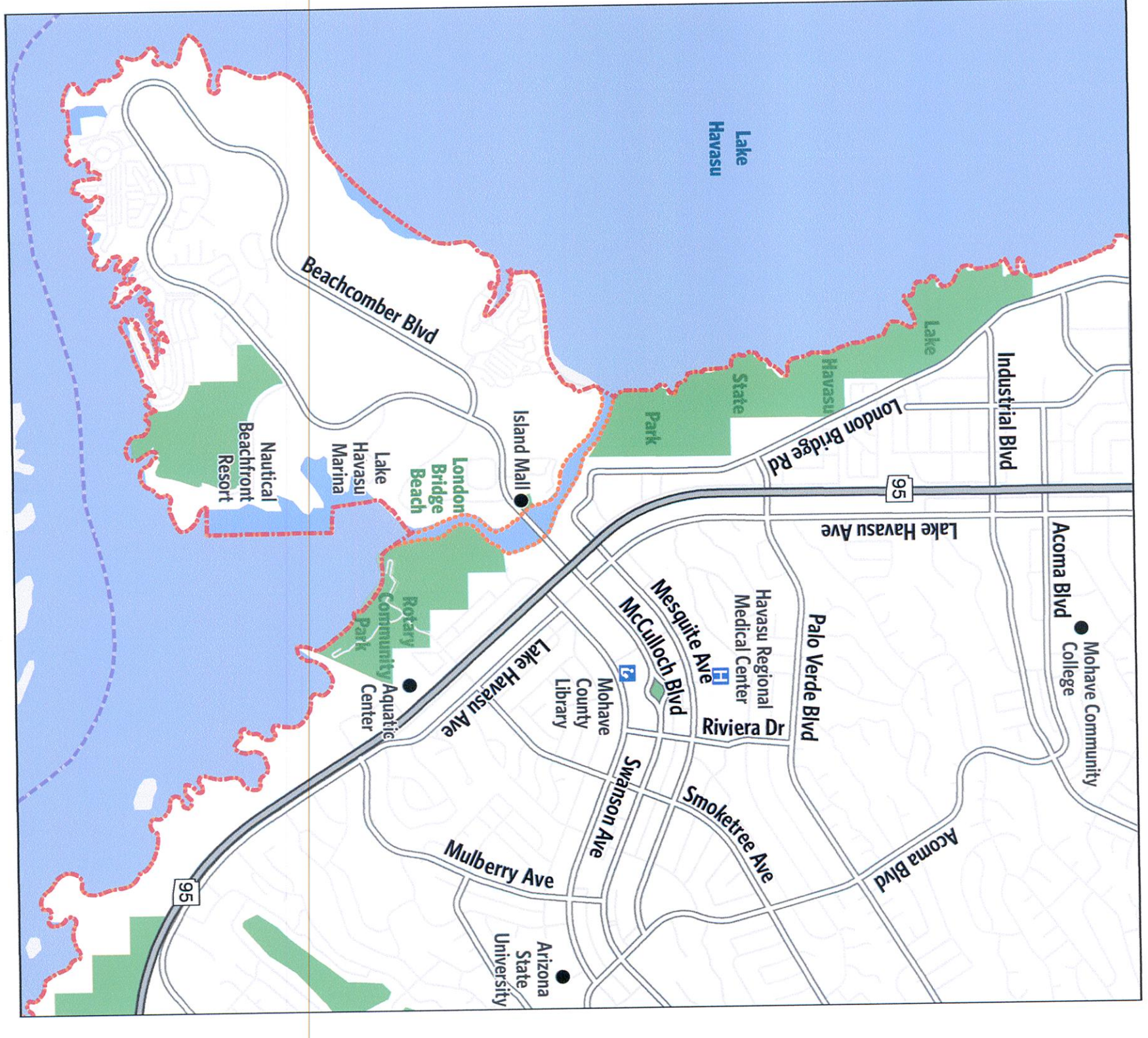
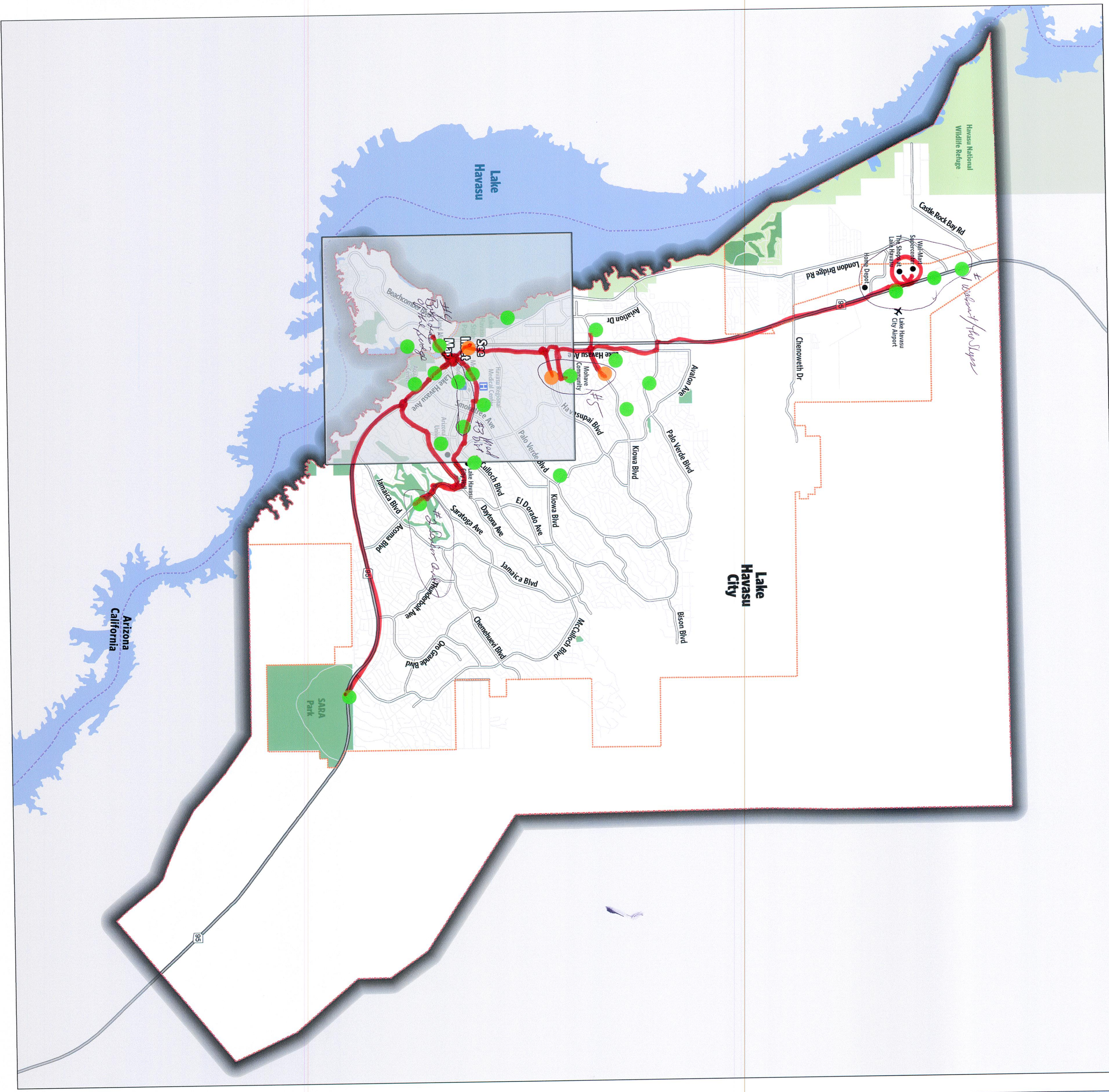
Other Comments

M-F 7:00-10:00 AM
6:00-10:00 PM
F/Sat 8:00-10:00 AM
Sun 6:00-10:00 PM

GROUP 1 (3rd Session)

MARCH 18, 2019

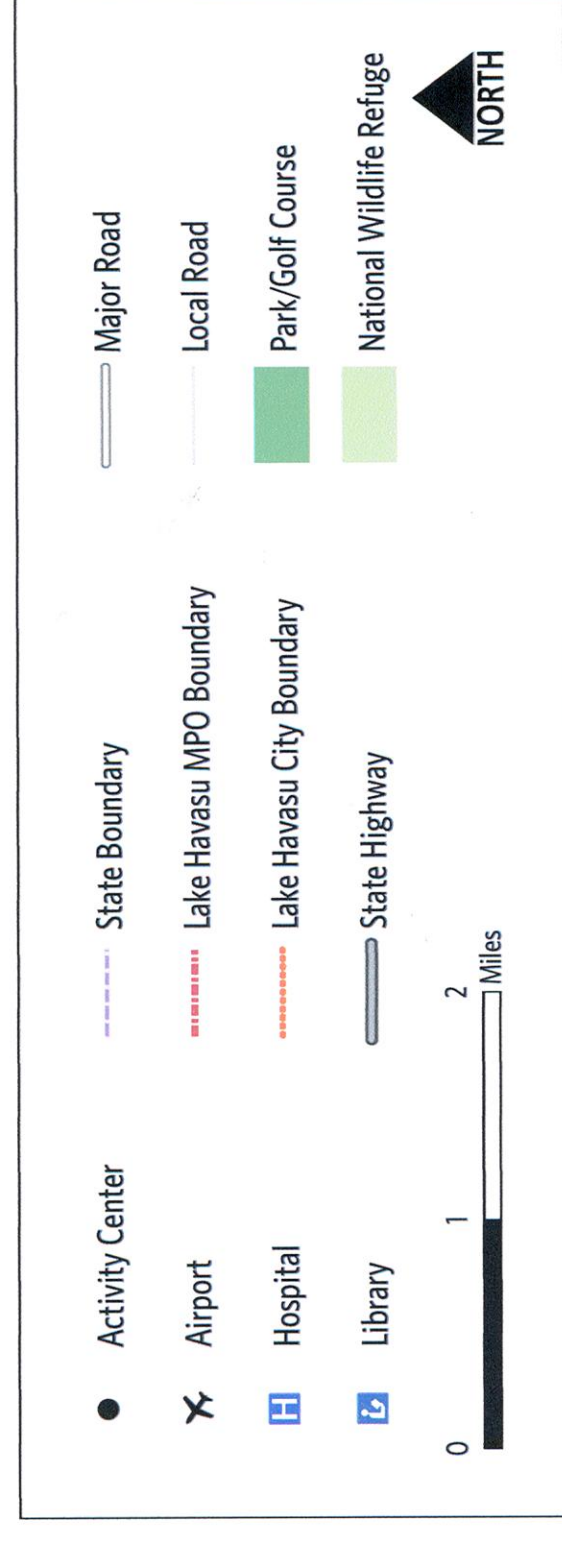
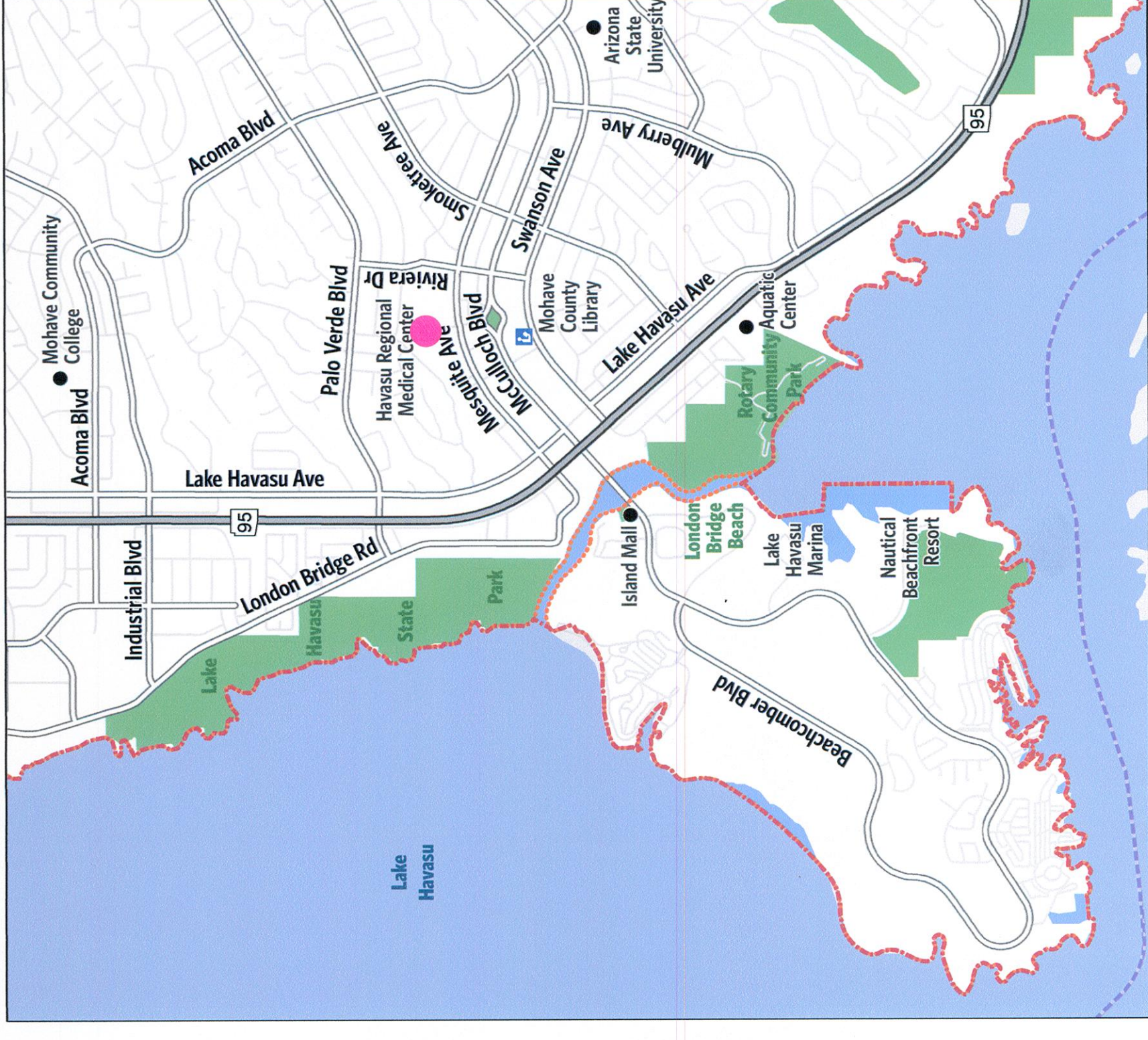
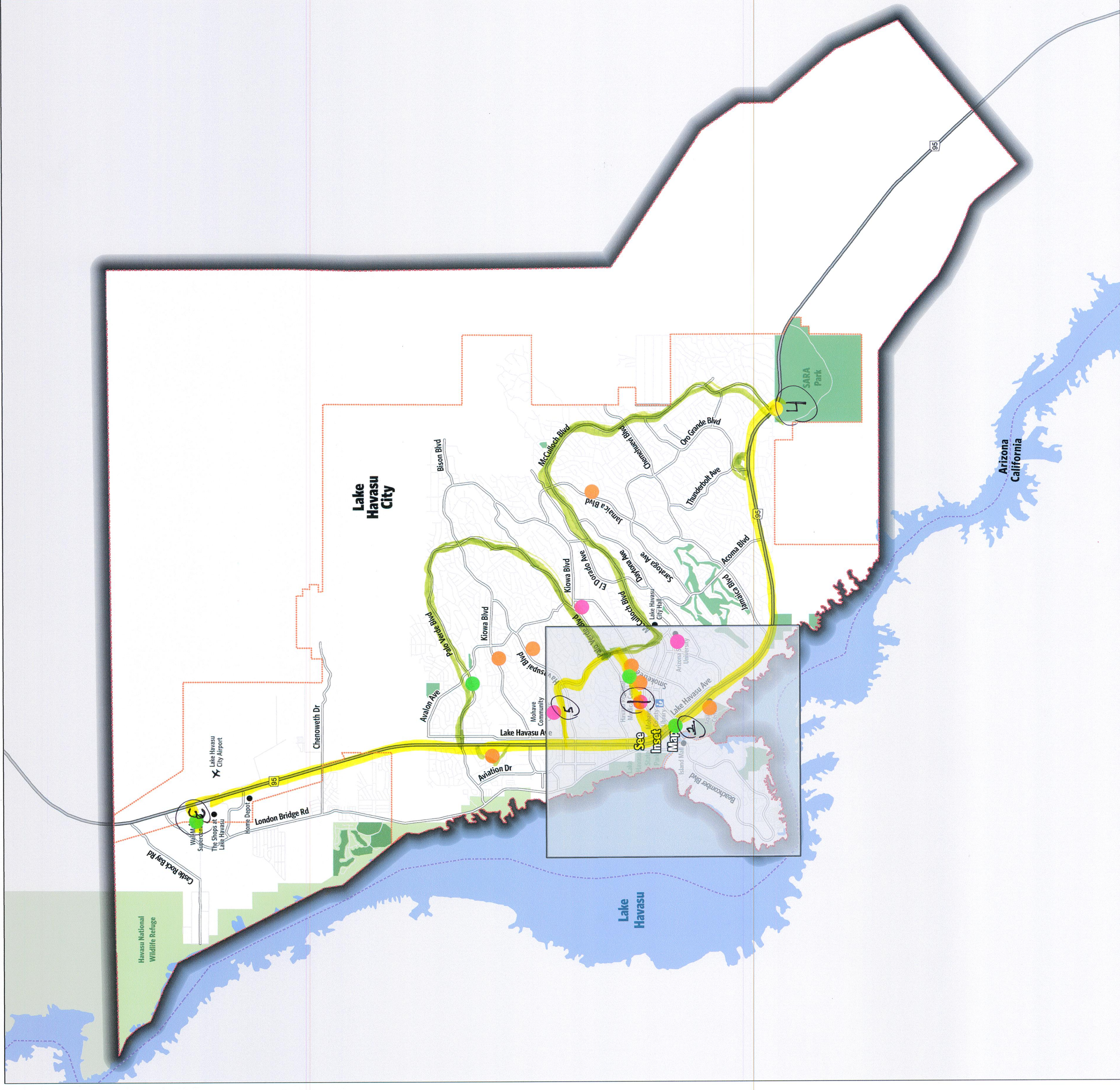
- 7 Days/Week
 - 6am - 9pm
 - 8-12 passengers
 - 2 wheelchair accessible
 - Rapid Transit System
 - 2 buses - 1 Doron town (mids) 1 to New Mc
 - Red Stops are outside
 - 7 buses (w/ 1 hr. endpoints)
 - 1 from 6pm to 2pm



Other Comments

Recreation - Beaches - Bridge - Entertainment
 Park AND RIDE

1
 2
 WINTER
 M-F 11
 S/S 11
 SUMMER
 JUNE 1 - OCT 1
 M-F 5AM - 10PM
 F/S 5AM - 10PM



Other Comments

QUESTIONS

RESPONSES

428

428 responses



SUMMARY

INDIVIDUAL

Accepting responses

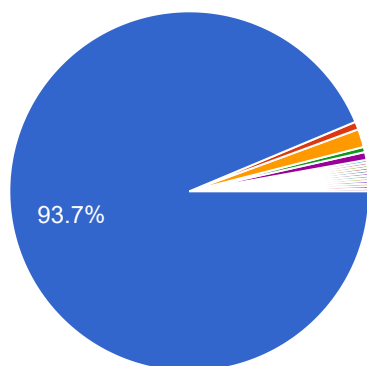


To plan for the region's future, we are conducting a short survey to understand your transit needs. This information will help develop a plan for transit improvements. The survey will remain open until March 31, 2019.

Tell us About You

Where do you live?

428 responses



- Lake Havasu City
- Lake Havasu City - On the Island
- Desert Hills
- Crystal Beach
- Horizon Six
- Bullhead City
- Havasu Heights
- Yucca

▲ 1/3 ▼

What is the closest intersection to your house?

402 responses

McCulloch Blvd/Cherry Tree Blvd

Kiowa

S Palo Verde

Smoketree and Acoma

Smoketree and Pima

Acoma & Hwy 95

El Dorado

Oro Grande and Thunderbolt

Acoma and Industrial

Castaway

Acoma

cashmere & Havasupi

Lake Havasu Ave

Oro grande

Kiowa & Hwy 95

Daytona and Acoma

Smoketree & Mesquite

South McCulloch

Walnut

Smoketree

McCulloch Blvd and Chesapeake

Mohican / Oro Grande

Saratoga & Blugrass

Swanson-South Acoma

lake havasu Ave

Kiowa & Driftwood

Lakeside and Blue Canyon

Mulberry

McCulloch/Solar

Jamaica and Lake Havasu Avenue

S. Acoma and Jamaica

Saratoga and Jamaica

Sweetgrass

Swanson and Capri

Jamaica Blvd/Saratoga Ave

Whitecap/Saratoga

McCulloch Blvd/Trotwood Dr

McCulloch Blvd/Daytona

Bombay Dr/Lake Havasu

Arabian & Simitan

Ore Gande

Hillside and Beefeater

Apache Drive and pony drive

Mcculloch/Jamaica

Highway 95/Aztec Rd.

Oro Grande Blvd and Highway 95

Arizona Blvd and Arizona Place

Mesquite and Lake Havasu avenue

S Palo Verde and Acoma

industrial

Acoma Ave Daytona Ave

Havasu Heights Blvd and SR95

London Bridge Road/Pero

jamaica s acoma blvd

McCulloch S

Saratoga & Chemehuevi

McCulloch South & Chesapeake

Mcculloch and Jamacia

Highlander - Silver Clipper Ln

Saratoga & Jamaica

McCulloch Blvd and Jamaica

North Palo Verde and Kiowa

Runabout/Barranca

Chip Drive/Snead

Ranchero Dr and Saratoga Ave

McCullough and Comet

Avalon/Palo Verde No.

Saratoga Ave & Jamaica

Acoma S, Palo Verde s

Southside

Scout At Jamaica

Chemehuevi

Avalon and Huntington Dr.

North Palo Verde and Lake Havasu Ave

Kiowa Blvd. N.

ACOMA SMOKETREE

cisco dr n

Poppy Trail Place and Poppy Trail Drive

Mcculloch/hwy 95

McCulloch Blvd & Jamaica Blvd

Fireside Rd.

Palo Verde N. & Kiowa

Edgewood/Chemuavi

N Palo Verde and Hwy 95

McCullough

Chemehuevi and oro grande

Daytona Mulberry

El Dorado/Bluewater

Hwy 95 & Palo Verde N

saratoga ave and saddleback dr

Feather Palm and Palmtree

95 and McCulluch

Highlander and Challenger

Thunderbolt @ Oro Grande

Vista and Edgewater.

The biggest intersection I guess would be in London Bridge Road and Kirk

95

Mohave & McCulloch

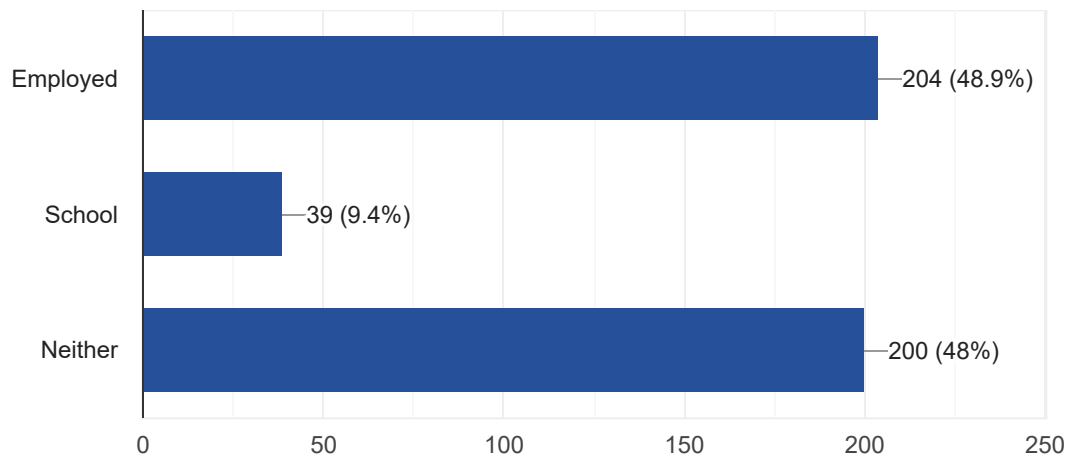
Maracaibo Dr & Maverick

Palo Verde N. & Avalon Ave

OTHER (277)

Are you currently employed or in school? (check all that apply)

417 responses



Where do you work and/or go to school?

Retired

Lake Havasu City

ASU

Milemarkers

retired

N/A

city volunteer

NA

MCC

City Hall

LHC

Retired

Kiowa and 95

Goodwill

Milemarkers

City of Lake Havasu

lake havasu city

Lake Havasu City

Refuge

Canyon State Crane

Walmart

Home

ASU

Arizona State University

Na

Lake Havasu

Lake Havasu MPO

Arizona State University

Downtown/Main Street area

From home

Safeway

DCM

Havasu Regional Medical Center

Kiowa Avenue

Milemarkers Therapy

Courthouse

LHCPD

LHC Public Works building

Lake Havasu Police Dept

Lake Havasu City Police Department

City Government

Self Employed

Island

Asu Havasu

BrooksClark & Associates Real Estate

lake Havasu city

L.H.C.

DOWNTOWN

For the City

96 Acoma Blvd. South

City

On the island

Retire

McCulloch/Capri

900 london bridge road

LHHS

Mohave County

Self employed

Lake Havasu City Public Works

Lake Havasu City - Water Dept

The Shops at Lake Havasu

N/a

Taco Bell

Mohave community college

Smiths

Online

Neither - Volunteer

Premier Title/ Kids to LHHS

South Sidr

Government

Bullhead

Downtown

Sunstone Realty Professionals, Inc.

City Hall

Mobile Business

Jamaiaa Blvd

LC Engineering

Toyota

School Distict

Lake Havasu High School

Work all over city

Southside/MCC

Chili's Grill and Bar ASU Havasu

Vet Center&ASU

ASU&Handly Smooking

American STD Roofing

Hangar 24

VA Benefits- UOP

Catholic Charities

Medstar medical transport

Hospital

Lake Havasu city maintenance

Bullhead City Fire Dep.

CTI

Air Control

Seville Homes

Mudshunk

Jasmine place

Self

The shops of lake havasu

OTHER (54)

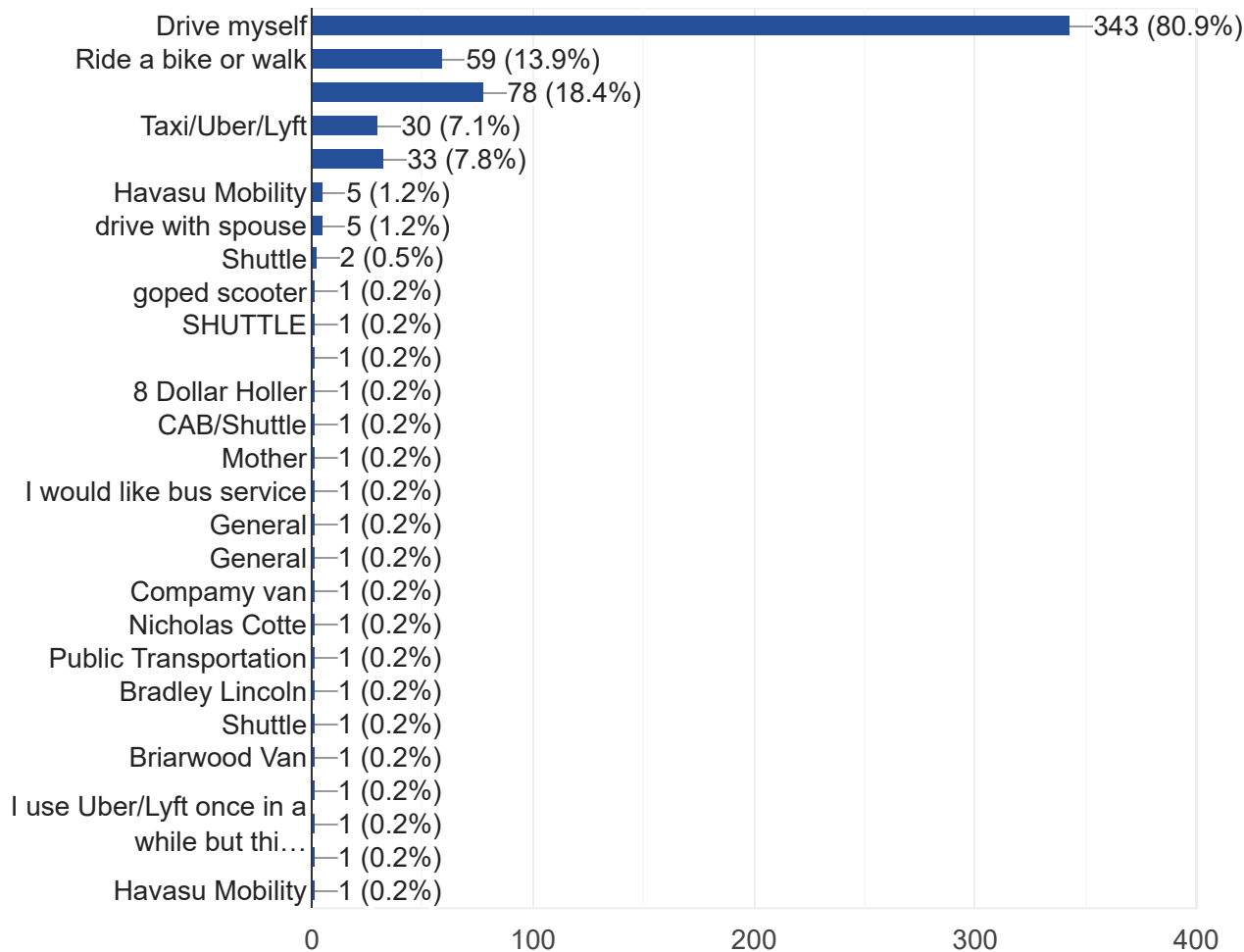
What is your age range?

427 responses

How Do you Get Around?

What form of transportation do you most commonly use? (check all that apply)

424 responses

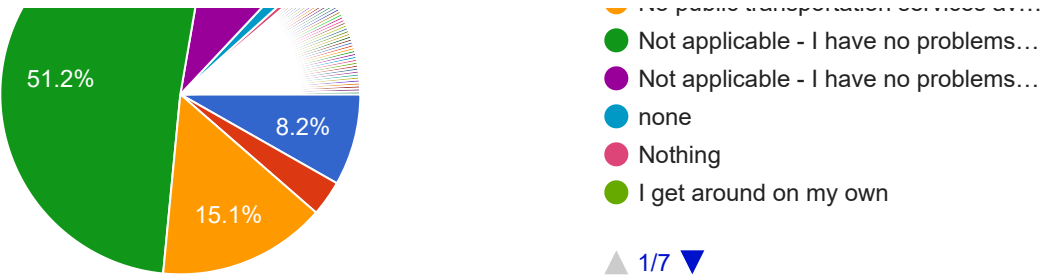


What keeps you from getting where you need to go?

377 responses

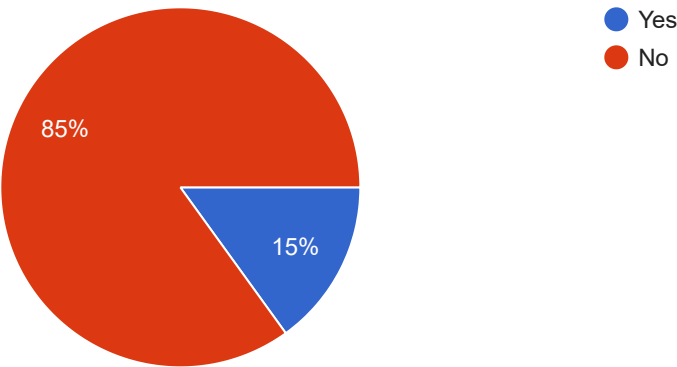


- I do not have a car
- Nobody is available to drive me
- No public transportation services av...

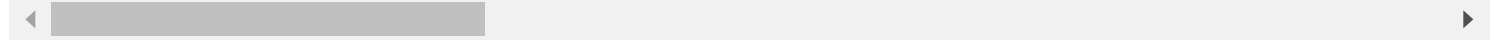


In the last 12 months, have you missed a medical appointment, school, or work due to lack of transportation?

419 responses



How many times a week do you travel to the following places?



What do you think is the biggest transportation problem facing the Lake Havasu region today?

357 responses

routes and stops to cover the city

None

No public transportation

Congestion

Lack of public transportation

Cost

Lack of public transportation

Nothing

No bus system

none

no public transit

Snowbirds

No Buses

Roadwork

Lack of reliable options

congestion

Weather

No public bus

Too much traffic at certain times of year and need of red lights at certain intersections. I would rather bike and use a bus then drive.

Door to door transportation

No public transportation. Need it badly for low income workforce.

Lack of public transportation to outlying areas for those living in affordable housing to get to where the jobs are in the central area of town

Lack of affordable transportation for low income residents.

No reliable options

Street lights and signaled intersections

AFFORDABLE and regularly scheduled rides are next to impossible to get.

Not having transportation for the elderly.

Public transportation is lacking.

No sidewalks. unsafe senior drivers with health issues that should remove them from the roads, but officers do not prevent them from driving.

school buses for all schools!

transportation for students, elderly, and disabled

lack of public transportation for disabled people on weekends & after 5pm

The lack of it

Too much traffic

Lack of public transportation. Heavy traffic on certain streets.

N/a

Public Perception

No public transportation and unreliable taxi services.

Affordable transportation available to all

Public transit to close by towns and Las Vegas

Widespread community and lack of organized individual transit or mass transit

lack of public buses for the elderly and those who can't afford a taxi or uber.

I don't believe there is a transportation problem here.

lack of public transit

I would like to use my bicycle more as transportation however not a friendly or safe environment for bikes on the street.

Lack of low cost public transit

Need more stop lights, stop signs are no longer sufficient. Need street lights to make pedestrian/cyclist travel safer at night.

Lack of funding for it.

Lack of public transportation.

Travel options for the elderly or those without a mode of transportation

no bus service for the young-need to get rides or borrow transportation-too hot much of the time to walk-limited services for the handicapped

Transportation currently is only basically by car or shuttle service. Shuttles aren't bad but they are better for a single round trip, like for people who go to the bars and call to get picked up later. If you don't have your own transportation however, and you just need to run your weekend errands or have several appointments in a day, a shuttle isn't very economical

No connectivity to other cities like Las Vegas and Phoenix.

No sidewalks and bike lanes

Lots of traffic during the winter

The cost effectiveness of a system

Our community is too small for public transportation, but some people don't have regular transportation. We have several Ubers & all the \$5 Rides.

There is not an affordable/reliable way for people who cant drive to get around

I thing for the average worker/or low scale worker the lack if public transit scheduled for peak work/school hours is troublesome.

TRAFFIC

funding from the community

Lack of funds for the people who need transportation, but are not able to take the taxi or shuttles.

There isn't any other than expensive private shuttles

UBER

Adequate public transportation

This town is the only one in the tri-state area that does not have a public transit. Needs to be done. I believe federal assistance is available. Check out this link <https://www.transit.dot.gov/rural-formula-grants-5311>. Does not need to fall all on local tax payers.

There should be better access to different airline flights to different places.

public transportation

poor quality roads, Traffic lights that function oddly and sometimes differently

Lack of Buses

Lack of low cost transportation access for people with disabilities.

Cost of shuttles uber and lyft to high

Lack of reasonably priced transportation

People that want other taxpayers to pay for their Transportation

Lack of dependable transportation for those who don't own vehicles or are too young to drive. Common parking lots are in dangerously poor condition, especially in the downtown area.

Congestion on Lake Havasu Avenue and the traffic light synchronization.

on time and price

No busses

Traffic

Snow Bird Drivers

Poor Road Maintenance

Bike trails

No bus transportation

no public transport available for people with no/broken vehicles

convenient access to downtown, the bridge and the mall

We have several of them. #1) not enough accessible parking is the reason I do not go to certain stores in town. #2) Havasu Mobility is M-F 8-5 only and is often overbooked. #3) Most of our local taxi services are *not* w/chair friendly

handicap access

lack of transportation - no way out of town to Bullhead/Laughlin/Vegas

Affordable transportation and punctuality with the services we currently have available in town.

The biggest problem for transportation serious for my son. He doesn't have a car, and pay six dollars each Way for a ride to his work. This is a huge expense for him, being a veteran and having to pay that much money for a ride this out rages

There isn't one currently

Not enough of it the old transit system with the transfer worked fine

Airport transportation

Too many cars for the infrastructure

layout of the city

4 way stop signs,WAY TO MANY

Special needs, seniors

Outside temperature

No one would pick up my disabled husband because they couldn't come in my driveway... couldn't block Acoma blvd

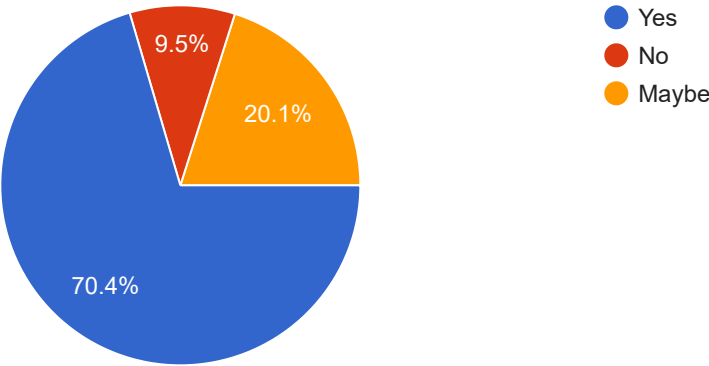
Mulberry & 95 intersection, make into a giant round a bout

OTHER (236)

Your Opinion on Public Transportation

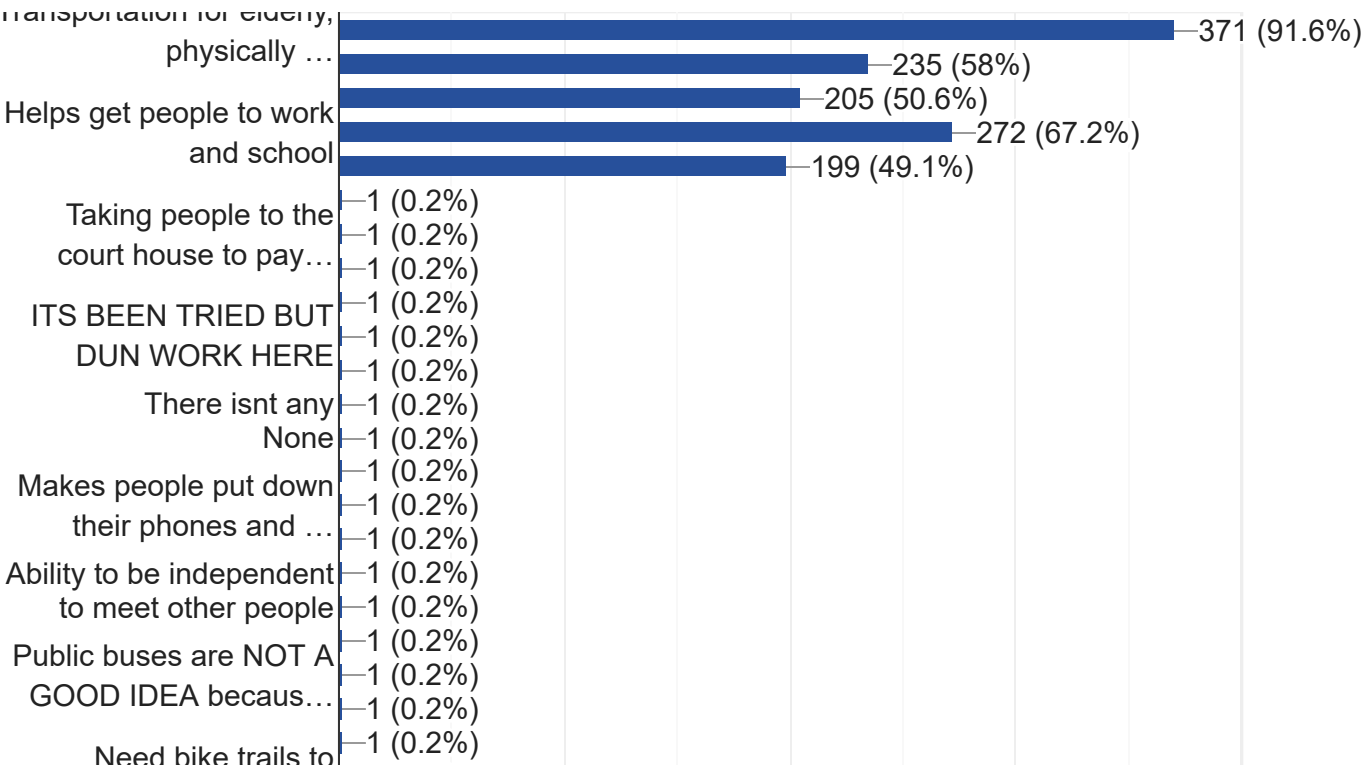
Is creating a public transit service a good idea for the Lake Havasu region?

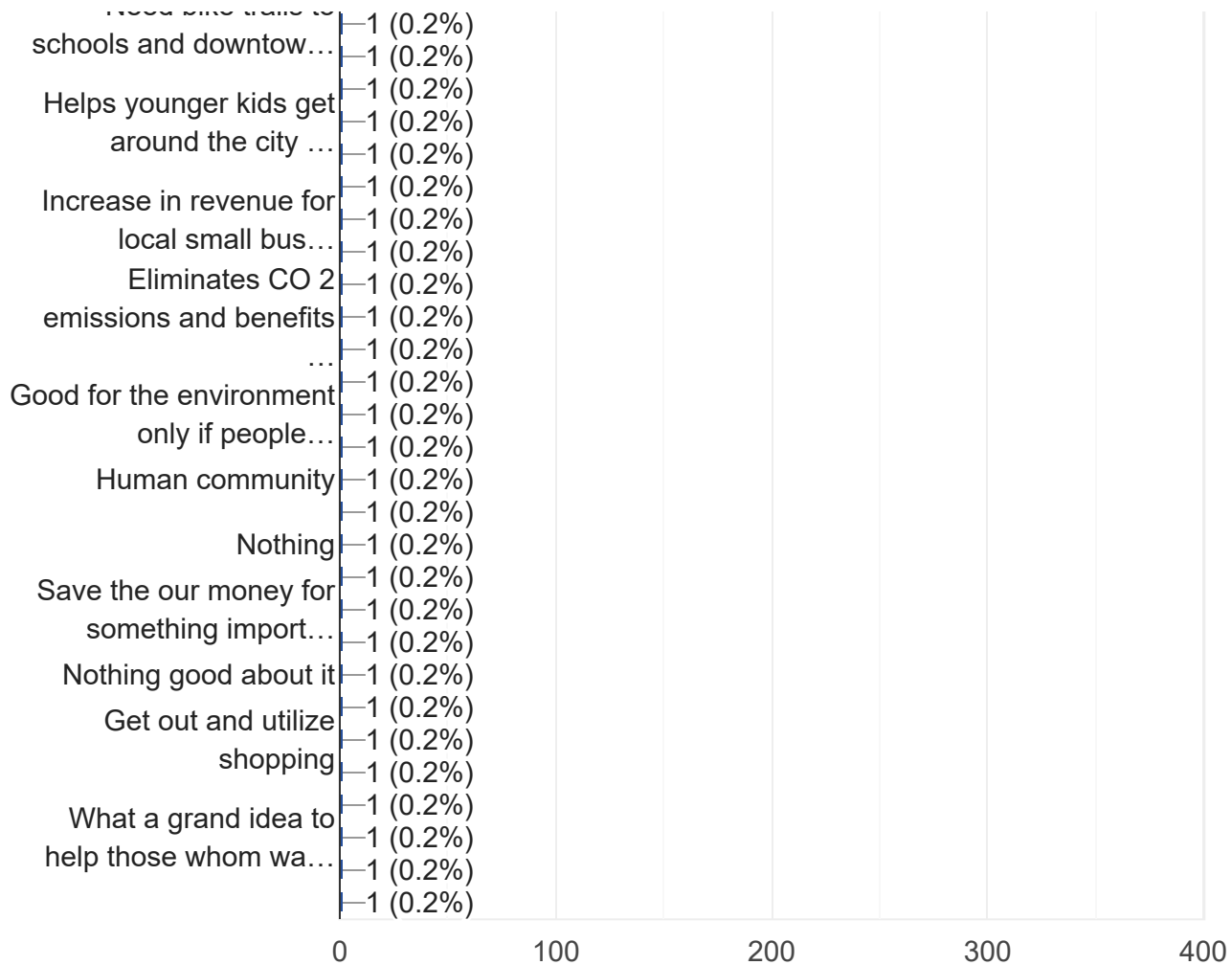
423 responses



What benefits do you see in public transit? (check all that apply)

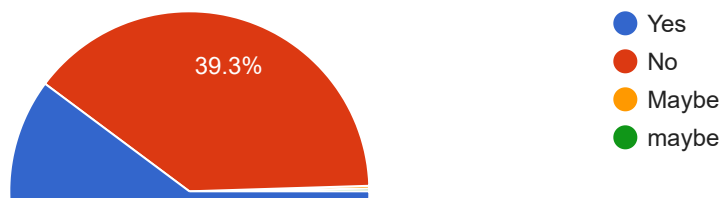
405 responses





If a public transit service were available, would you use it?

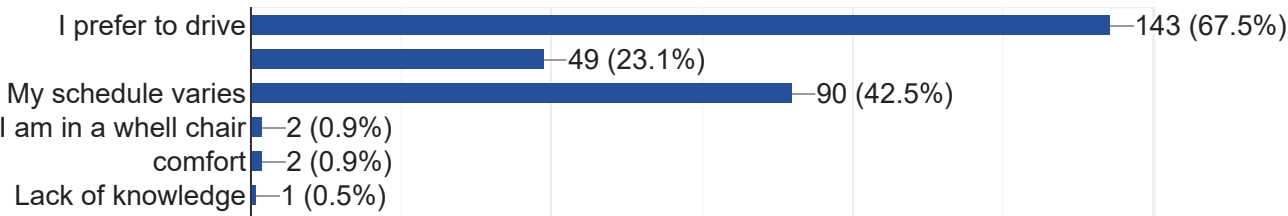
407 responses





If you wouldn't use public transit, why? (check all that apply)

212 responses

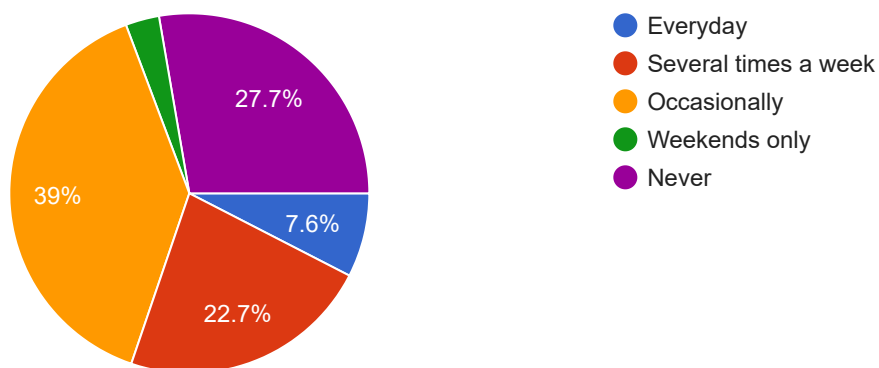


I live outside City limits	1 (0.5%)
Dont like the idea it creates	1 (0.5%)
problems	1 (0.5%)
My husband usually travels	1 (0.5%)

If Public Transit Service Were Available in the Lake Havasu region....

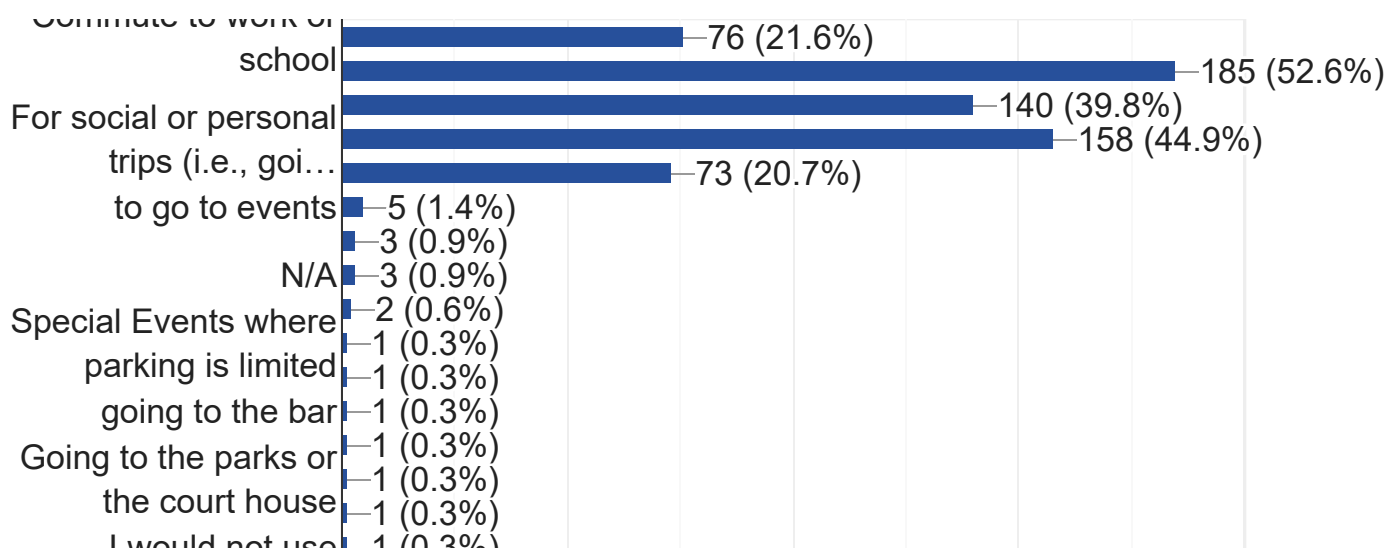
How often would you use public transit?

397 responses

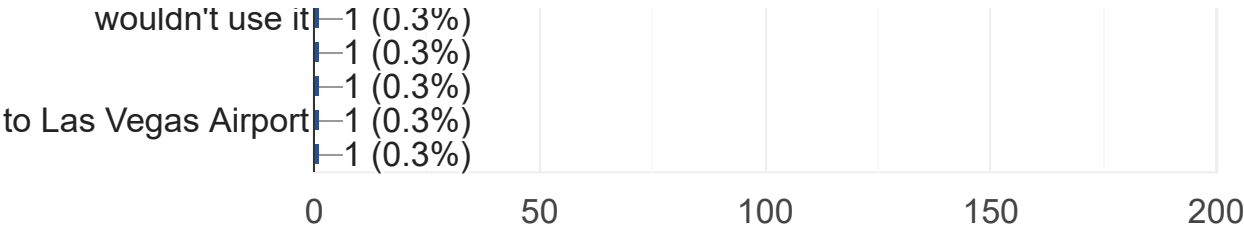


What would you most likely use public transit for? (check all that apply)

352 responses



I would not use —1 (0.3%)
 undetermined it would —1 (0.3%)
 depend on a... —1 (0.3%)
 When my car is being —1 (0.3%)
 serviced. —1 (0.3%)
 school/clubs —1 (0.3%)
 Special events —1 (0.3%)
 none —1 (0.3%)
 Recreation and —1 (0.3%)
 walking areas —1 (0.3%)
 Travel —1 (0.3%)
 Movies, restaurants —1 (0.3%)
 Wouldn't are all —1 (0.3%)
 To/from major events —1 (0.3%)
 like Balloon Fest —1 (0.3%)
 No other option. —1 (0.3%)
 Go to movies etc —1 (0.3%)
 Visit areas —1 (0.3%)
 Restourants etc —1 (0.3%)
 Going to bar —1 (0.3%)
 Would be used as I —1 (0.3%)
 age. —1 (0.3%)
 Special community —1 (0.3%)
 events —1 (0.3%)
 Going to the mall —1 (0.3%)
 never —1 (0.3%)
 church on Sundays —1 (0.3%)
 Personal emergencies —1 (0.3%)
 Probably would not —1 (0.3%)
 use it —1 (0.3%)
 I woujdnt —1 (0.3%)
 To Aquatic Center —1 (0.3%)
 classes —1 (0.3%)
 Daily life —1 (0.3%)
 go to the senior center —1 (0.3%)
 . . . —1 (0.3%)



Where would you like to see public transit service go to?

299 responses

- Walmart
- city businesses and mall
- Everywhere
- Everywhere
- All over town
- N/A
- Walmart
- Restaurants
- The mall
- downtown
- all over the city
- Downtown
- No where
- Parker

Yes

Main business hubs and available when special events come to town.

to the casino

Restaurants and movies

downtown lake havasu or the lake

The island, the mall, grocery stores, BigLots area,

Front door to location needed

Bullhead, Laughlin, Kingman, major north south and east west.

Major shopping centers, doctors offices, and near all large residential areas in town

Shopping areas

The major shopping areas, library, and the mall.

Anywhere in the city.

Walmart complex and city center

evolve like larger cities

to bullhead city

Parks, Grocery Stores

I won't use it but perhaps transportation out to Walmart

All shopping, restaurants, medical areas

Laughlin

Kingman, Bullhead, Parker, Las Vegas

In Lake Havasu City and out lying areas such as Havasu Heights

from one end of the town to the other.

All over Lake Havasu City

hospital; dr appt's

Business/commercial districts

Mall/Walmart, Main Street McCulloch, and residential areas like South McCulloch, Palo Verde Blvds, Kiowa Blvds, Jamaica Blvd, Havasu High and ASU

To parks and the court house

airport to designated areas around town including McCulloch Blvd S/HWY 95

I would like it have stops in the entire Lake Havasu City and surrounding areas.

library, Aquatic Center-any youth friendly hang out place-schools as the parking and congestion is horrendous (don't currently have school aged kids but...grandkids may come along)

All the main shopping centers in town, emergency facilities, and schools

downtown to residential areas

Everywhere in Havasu

Walmart/Shops

To the different schools, and grocery stores

Anywhere in Lake Havasu City

The lake

NONE

Grocery stores, medical offices, pharmacies

Should be a dedicated route/s that encompasses entire city

anywhere in the city limits & outer communities

grocery stores, doctor appointments

Sara Park to Walmart

Not in havasu

The gym, grocery stores

To Hell

Within the LHC city limits to start

mall

From the mall to medical areas, schools and uptown

Maybe Kingman or Bullhead area

all over town to all shopping areas

Main Street, The Bridge and The Shops at Lake Havasu

In LHC of course (including Walmart) and also outside city limits, like Kingman, or even Laughlin, NV or Vegas.

Walmart/Smiths/Food City Medical area

Senior center, Walmart, medical center, rotary park, aquatic center

Entire Havasu, Bullhead and Kingman

Las Vegas Bullhead

All of lake havasu city

The mall and downtown

keep it in mothballs

Job centers, community college, ASU

a few times a week to southside and or walmart daily around town

North side to south side and every where in between. I love to spent time at rotary but in the summer it's to hot to walk from the south side.

Transit service between the tri-cities would be too expensive with limited ridership. Public transit within the communities seems more feasible, although expensive and probably limited ridership as we are all too independent to park our autos and try something new that requires us to slow down and smell the roses!

Center of town, out to the shops and back with stops at home depot, lowes, big lots, London Bridge shopping center, movies Havasu, Aquatic center.

Local

The same routes as the bus service we used to have here would be perfect!

Shopping centers, medical clinics

Walmart, Rotary Park

Cover the south end of town better than before.

urban areas to downtown

Senior Center

Las Vegas Airport, Walmart

Open on weekends

Routes in town

Needles, CA

Walmart/Lowes shopping center

Movies

the mall

Dillard's

All of Havasu

Main st, Shops at LH, Rotary Park/Channel, Local Events (Balloonfest, etc)

I do not want city buses in Havasu!!!

Church

Bridge and Downtown

To Vegas or Phoenix

OTHER (171)

If transit service between cities/communities appeals to you, from where and to where would you like to see it?

233 responses

Laughlin

Parker

Kingman

LHC to Parker

Las Vegas

No

Bars and restaurants

Las Vegas

kingman

Vegas

Bullhead

none

Havasu to Parker and Havasu to Bullhead City

Kingman

Kingman and Bullhead

N/A

It would appeal to my husband since he drives to Kingman every day. I do know there are commuters to the water company in Parker. Also I think there are commuters to the prison in Kingman.

downtown area

None

n/a

Laughlin, Parker,

Bullhead Laughlin Kingman

BHC and Kingman

Kingman and Bullhead.

From north and south of town

nope

LHC to a greyhound or airport

LHC to Bulhead city

Main hubs such as vegas

Bullhead, Parker, Phoenix

Lake Havasu City to Bullhead City

Possibly from Havasu to Kingman, Bullhead and/or Vegas

Havasu to Bullhead and Kingman

Kingman, Bullhead, Parker, Las Vegas

Bullhead and Kingman

Tri-City area would be nice for those commuting to work i.e. Kingman Jail.

Between here and Kingman

Havasu-Vegas Havasu Phoenix Havasu - Nogalas

It would be nice if it traveled between Parker, Kingman, and Bullhead City.

from Havasu to Bullhead, Parker and Kingman

LHC to Bullhead City

To Las Vegas, Phoenix, Parker, Bullhead City, and Kingman

From LHC to Parker and back.

Kingman and Parker

Kingman, Bullhead, Laughlin, Parker and LHC

Anywhere

From Parker to Laughlin

Bullhead City and Kingman

Kingman and Bullhead City

Stupid

Havasu to Las Vegas

BHC Kingman LHC MoVal

around Mohave County

Vegas, Phoenix, Laughlin, Kingman

Kingman, Laughlin/Bullhead, Las Vegas, Parker, Needles

Lake Havasu to Bullhead/Laughlin/Kingman

LHC and Las Vegas airport

Bullhead, Kingman, Vegas, Phx, Tucson

Maybe

See aboo

Las vegas

Havasu to bullhead

Bullhead

Subcontract the transit.

Laughlin would be nice

Not interested in transit between cities.

Havasu to kingman, bullhead, parker. Many people travel for medical.

LHC and Bullhead, LHC to Bus Station in Kingman (to get to Flagstaff)

Shopping centers, medical clinics

From LHC to Parker

Senior Center

From Havasu to Parker and Kingman

Kingman court house, Bullhead City

LHC to Bullhead and to Las Vegas

Havasu

Not interested

I do not want public transportation in lake Havasu city. It's a tax burden on the city and unnecessary!!

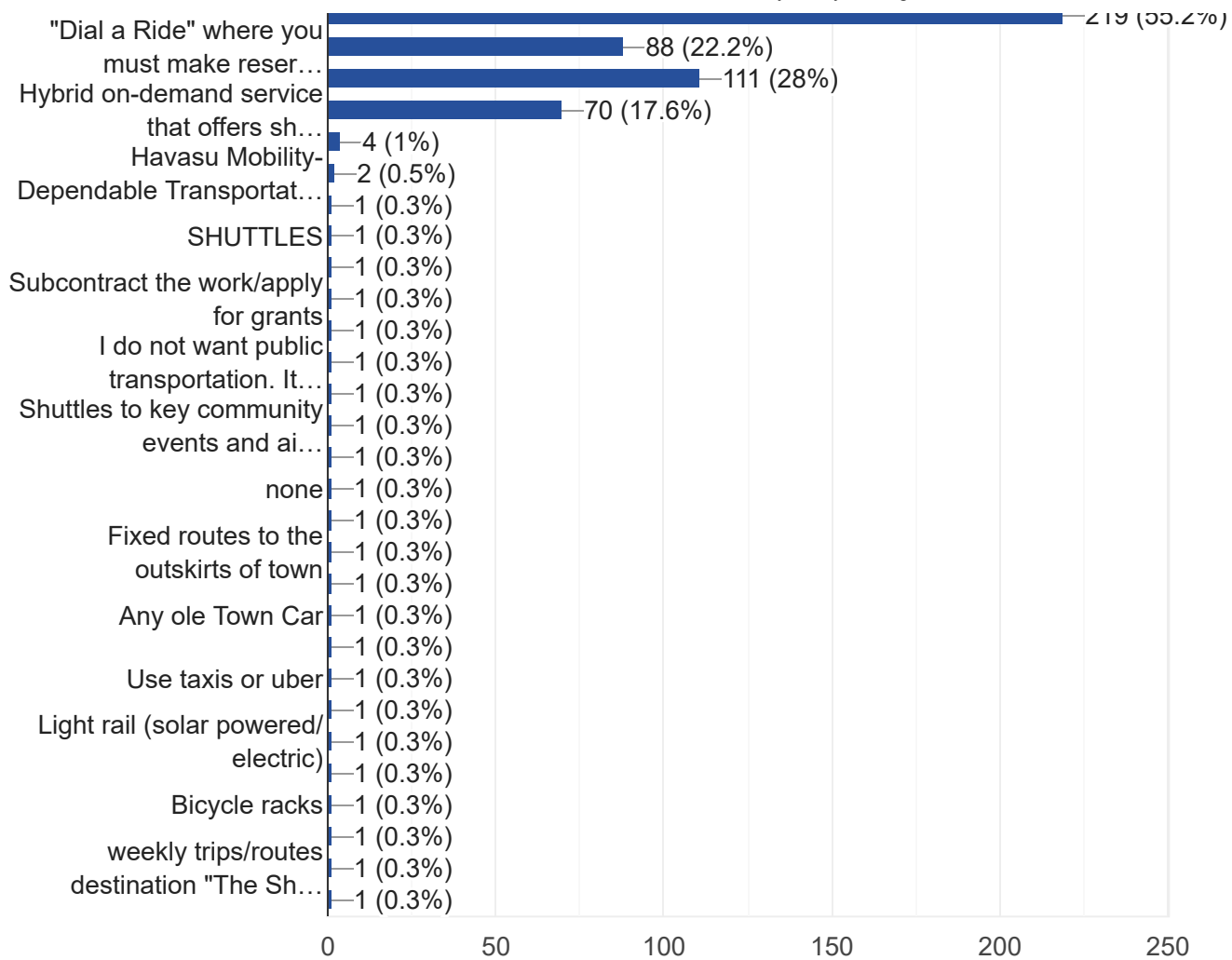
Bullhead & Vegas

- Lake Havasu to Kingman
- Hawaii
- See previous answer
- Bulkhead, Kingman, Parker and Phoenix metro areas
- Bullhead kingman
- Not Applicable - Don't see a need for this.
- See above
- From one end of town to the other
- Havasu to Bullhead, Parker, Kingman
- From Lake Havasu City to Prescott
- South to Northside
- No where
- Bullhead, Kingman, Las Vegas
- Parker, Bullhead, (Kingman maybe but it might be too far)
- PARKER TO BULLHEAD
- South side to town
- From here to Laughlin and vegas
- from lake havasu to kingman and Bullhead City
- Bullhead City
- Los Angeles, Las Vegas, Phoenix
- All zip codes in Havasu
- Shopping Centers
- OTHER (103)

Which of the following transit service option appeals to you the most?

397 responses





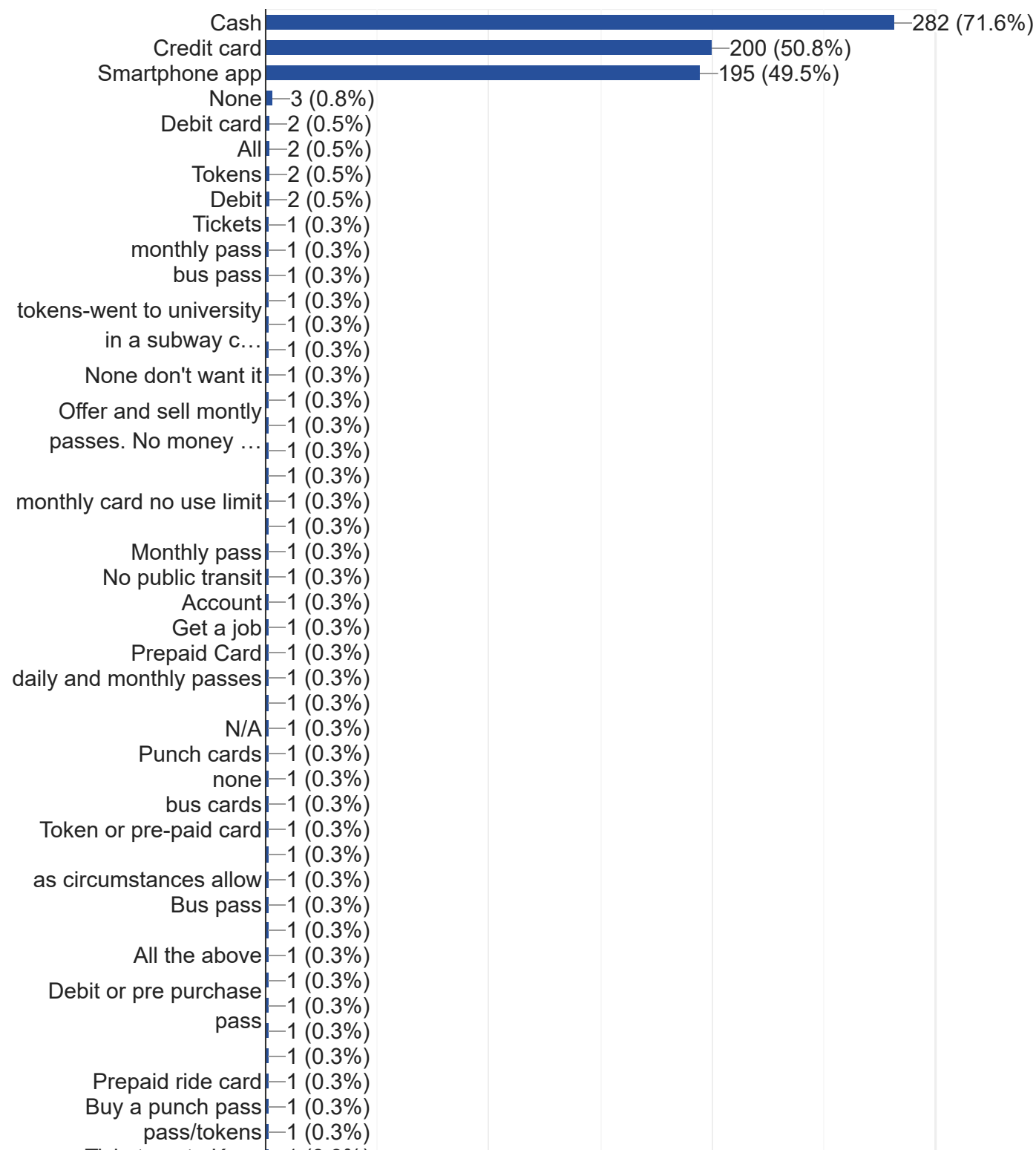
How much would you pay for a one-way ride?

390 responses



What payment method would you prefer for transit service? (check all that apply)

394 responses





Additional Comments or Concerns?

If you would like to participate as a member of a focus group, please submit your email address

89 responses

No

N/A

sharonjohnson1820@gmail.com

buckleyj@lhcaz.gov

celalmert78@gmail.com

arawlin@asu.edu

aphillips86406@gmail.com

AngelaFoltz70@gmail.com

pcmitchell23@gmail.com

ple1212@aol.com

kelthomas2003@gmail.com

Elizabethsmithcota1@gmail.com

bluesmom13@icloud.com

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o_crooney@juno.com

SHERHOPKINS17@GMAIL.COM

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Stop the foney focus group now. DOA

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jimmecraig@gmail.com

Flueck3393@gmail.com

bonnron@gmail.com

nettasadie@hotmail.com

depotman0@yahoo.cpm

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tawny2020@hotmail.com

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Lilopdx@yahoo.com

No thanks

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blmoser@comcast.net

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Smoore1027@outlook.com

jc_1_1998@yahoo.com

Ssulland@gmail.com

ezeek3709@yahoo.com

algsmail@yahoo.com

My50 savings@yahoo.com

conlankw@windstream.net

yes

Gabbinwithu@gmail.com

issyjet@msn.com

Yes

zingerguy40@yahoo.com

I would very much like to be part of a focus group RobertAtShop@gmail.com 928-530-8945

sctzoe16@zoho.com

Liltripnlagartija@gmail.com

corint13@hotmail.com

Additional Comments

97 responses

Thank you

Q-7- Havasu Mobility already booked to capacity

Hi Phyllis.... :)

Havasu Mobility is amazing. I would like to see public transport expanded.

Thanks for looking into it. Transit is different based on the city design, we get it do your best and it may or may not work but "A" for effort.

I just became physically disabled in 2018. HAVASU Mobility has saved my life ! It has enabled me to return to my job on a full time basis and get to medical appointments.

The biggest traffic issue in this town is RED LIGHT RUNNERS. I have never lived in a town that had such a serious issue. About 2-3 times a day I see someone run a red light. I have learned when the light changes to green I wait about 10 secs before accelerating. It's scary! Cameras that take pics of license plates and generate tickets would stop it!

Many people live in Lake Havasu City for the appeal of a small town atmosphere. People who move here know that the city is rural and isolated; for many that is an important factor for living here. Bringing in a transit system creates the "big city" feel that many do not want. Lake Havasu City cannot grow uncontrolled. There is a point of maximum sustainability and

build out. That process would be accelerated if a mass transit system were to be implemented. Mass transit is not a proper fit for a town like Lake Havasu City, nor is it necessary.

I believe we need a transit service to help people with transportation as the town is spread out so much, and because the summer months make it incredibly difficult for people to get around.

This would be a great service for our community!

I think standard bus fair would be a good way of setting up routes. 75cents to 1.50 for one way trips, free transfers in certain areas, or a smaller transfer fee, and also daily, weekly, and monthly bus pass options

N/A

Socialism is DOA

Thank you for doing this! We ****really**** need more public transportation and sidewalks/ramps. As a wheelchair user, there are times that I must literally ride my wheelchair in the street against the flow of traffic, and more than once, I've had to drive off the road and into the gravel because a driver was looking at their cell phone instead of the road. Other times, drivers get so surprised to see a wheelchair they hit their brakes (for no reason) and pose traffic dangers to other drivers (like the poor car behind them).

medical condition degenerative, will eventually require transportation to maintain independence

Good luck. It's a huge task. Can't please everyone!

While I would not use the transportation in town, I think it would be beneficial to have a bus to Las Vegas / Bullhead / Laughlin

As small as this town is and the way the roads are designed I think transit other than on Acoma and 95. It would be a bad idea

If a new system is put in place, the ridership will never be cost effective

Transit is expensive and not widely used in any city. Subcontract the work, apply for grants to subsidize the cost.

It would be very nice to be able to get around Havasu, not only Central but to Big lots and perhaps once a week or so to Lowes, Walmart and the southside. Especially at night.

I understand the need and desire for transit services, and know how difficult it is to develop a system that serves the greatest number of riders daily. Thank you for studying this transportation issue and seeking input from the community residents.

We need transportation for our youth, riding bikes, skateboards, is becoming unreasonable and unsafe. If kids could take a bus around town they would have more options. We are getting more traffic and not getting roads and sidewalks or bike lanes.

Thank you SO MUCH for working on providing residents with this community improvement!!!

I really appreciate HAT services, keeps me independent

A study to confirm usage streets and occupant cars. Handicapped people need on call evening and later transportation. They all seem to shut down by 5 PM. There is private/owner transportation for price like \$35 one way.

I appreciate the Havasu Mobility bus

Longer on weekends

Consider transportation for visually impaired

You have a great deal of wonderful walking paths. As a winter visitor, I really appreciate that. We stay here for 4 months (Jan to May) I think some type of bus transit would allow more people access to some areas that are not within walking distance.

Public transportation in the City of Lake Havasu City would benefit all ages from young to old and disabled people.

Start small going to designated places of activity maybe on limited days (ex Thu-Sun like Palm Springs Buzz)

I am curious who started this project and what is the real meaning behind starting a social service in a tourist town/ retirement community?? Who would this social bus system really benefit? Who would pay for it? In my opinion, this is just another government over reach that would have a negative impact on Lake Havasu city. JUST SAY NO TO PUBLIC TRANSPORTATION//OTHERWISE KNOWN AS CITY BUSES!!!

Don't waste taxpayer's money

Don't do it

This could be very useful and successful if truly based on public needs.

This is a fast growing area and some people are noble others are not. I do think this is a wonderful idea.

I am happily too young to have a huge use of the Mass Transit, but someday I will want & need. This is how Havasu should go forward with community growth.

Not a bicycle/pedestrian friendly community. Sidewalks are generally useless because of mailboxes and other garbage. No shoulder on many roads.

Bike trails should be included in plans.

Don't buy giant diesel busses!

No Taxes Please.

I really hope we get a bus system back

We need public transp. It would be very benefit to economy paying \$16 for roundtrip service for grocery shopping it hurting people financially living on fixed income.

Evening and weekend service

I like Havasu Mobility a lot

Got on bored LHC connecting people and places in a good idea one would get to know there town.

Please don't change anything

My home is a mile away from any Main Street, too far to catch transit.

I have a group of people that would like to participate...

Public transit is most needed for those who can not drive due to age, disability or cost

Remember- Public Transportation didn't work when last tried. Go back to the time when we had "Seniors on the move". \$3 one way- called for ride within 15-30 minutes. It was there for you- same on return trip.

It would be nice to have a bus go over county line

There is no easy transportation system to commute to Phoenix, Chandler, Tempe. It would be great for students and faculty to visit in weekend if any service would be available. Local taxis are very costly to go Phoenix like \$550

The survey questions need to capture more quantifiable data or actual behavior. It could be related to past experience with public transit to ascertain more likelihood of actual usage habits. Many of the questions were too general, and depending on assumptions that may not be held by others.

you do not want me in a group because the issues are more than public transportation

Transit should Not come out of citizens pocket when a small percentage use this .

Hard issue. Needed service but limited need if that makes sense. We're growing. Gotta address it

Great idea --- thinking small buses, on a regular rotation -- blue line, red line, yellow line etc. to shopping, dining, recreation.

I am happy to see these options are being considered. I know people who can't drive or do not have a car that could use this. It is sometimes difficult to get my fiancé to work because we have to share a car and work different schedules, so this would make transportation so much easier for us. I also know plenty of people who commute between Bullhead City and Lake Havasu so if we had a public system going out there, it would benefit a lot of people I know. This has been needed for a long time!

It's nice that the city is at least researching this.

Don't want havasu any bigger than it is.

I am a Lyft Driver, there app is a great example most rides are picked up in less than 10 minutes.

Fare should be commensurate with distance travelled.

We moved here precisely because we appreciate the low tax environment, do not need these types of services and don't want to pay for them. We have varied schedules, and came from "big cities" that have nothing more than corrupt failed transit systems that are supported by mostly working taxpayers that have no use for them. They are inconvenient, time consuming, and only work if you happen to live right on a route, have an extremely predictable and routine schedule, and have the time to adjust your schedule. How many times have you gone to work at different times, or had to leave for appt., kids, etc.? This is why carpools have generally not caught on either. Just another bureaucracy. Now, ppl want to "demand" services that we'll all have to pay for. No thanks, we'll move again.

We need a cost affected plan that use mostly Fed/State funds

Public transportation is a vital service to the disadvantaged and low income. The City needs to step up the the responsibility of supporting this population segment.

Focus groups are fun! With this plan & our more than 60 years in transportation, this is gonna be a hoot!

The kids, elderly and working class would benefit greatly from a bus system but it needs to be affordable

A scheduled bus system would be useful in our city of elderly drivers with bad vision & bad driving skills as well as for those who drink then drive during our many events. I hear many people complain about being in a shuttle with others that are drunk and obnoxious which is not a good exampleship for our children or many visitors.

This isn't a survey. It is clearly biased and assumes that people want taxpayer funded, government run transportation. They don't!

I used the HAT fixed route service years ago, I would like to see it return. Suggest better promotion of the service with discounts or prizes to lure new passengers. Strongly suggest pick ups every 1/2 hour vs hourly as before. Thank you.

possibly go to las vegas area

We are seasonal residents.

I think it is a disgrace that the current Havasu Mobility refuses to let shoppers do a proper shopping trip, limiting us to only what we can carry. The carbon footprint, time involved and cost can be tripled or quadrupled as opposed to one complete shopping trip.

Children and working parents need this

Transportation is desperately needed. It's a win-win for the community. More people would be able to access events, shops too far to walk. During the Christmas a bus to see all of the Christmas lights for families. I do think we need a place to fly in and out of closer to us than Vegas or Pheonix. It makes traveling very difficult. It could bring in tourists year around and allow residents the opportunity to see family more often. I love it here but my only complaint is a 5+ hour round trip to pick up/drop off my family. My mother wont visit because of the time sitting is too hard on myself, with my chronic illness, and doesnt want me to do that drive. Transportation may help bring back flights to Laughlin (especially more direct flights) if advertised. There is so many positives to bringing in a great transportation system to our city!

Use a cross-section of ideas from other areas of the country

I work with older adults who live at home and find affordable transport to doctors to be an issue

As mentioned in this survey, I think the real opportunity here is taking advantage of the private sector Uber style taxi shuttles, interlinking that with a few standard City operated routes

Bring back transfer station and benches with shade/protection from the elements

If city bus is running we could go many places

None

Place yourself on this bus level, to get around, then decide. Please just bring back the transportation - what if this was you - living on just bare money each month. Help us Please.

I would have come to the open house but it would have cost me \$12 for a shuttle. Just about all my fellow low income Seniors do not have computers, I am so glad I am able to participate in this survey by mail. This service should be for ONLY full time residents.

Very Negative Survey!!!

Transit stops need to include out lower income apartments, Briarwood/Anacappa/Havasus Hills and Becket House

I pay \$6 one way for a ride. Its expensive and not worth it. I'm on a fixed income.

I think it is disgraceful that Havasu Mobility limits patrons to two bags.

For those who are unable to drive due to age related limitations, it is unlikely they would be able to walk to a bus stop. Fixed routes wouldn't be much help. I doubt that a one size fits all system will meet the needs.

Fixed routes with departure times and fixed stops is awesome. like how they used to have..More Walmart and Mall runs... on Saturday and Sundays would be nice too. I enjoyed all of it.

Worth while effort to make it happen for our growing community.

No ride charge for low income

Most of the survey does not apply to me as I still drive and also have family here

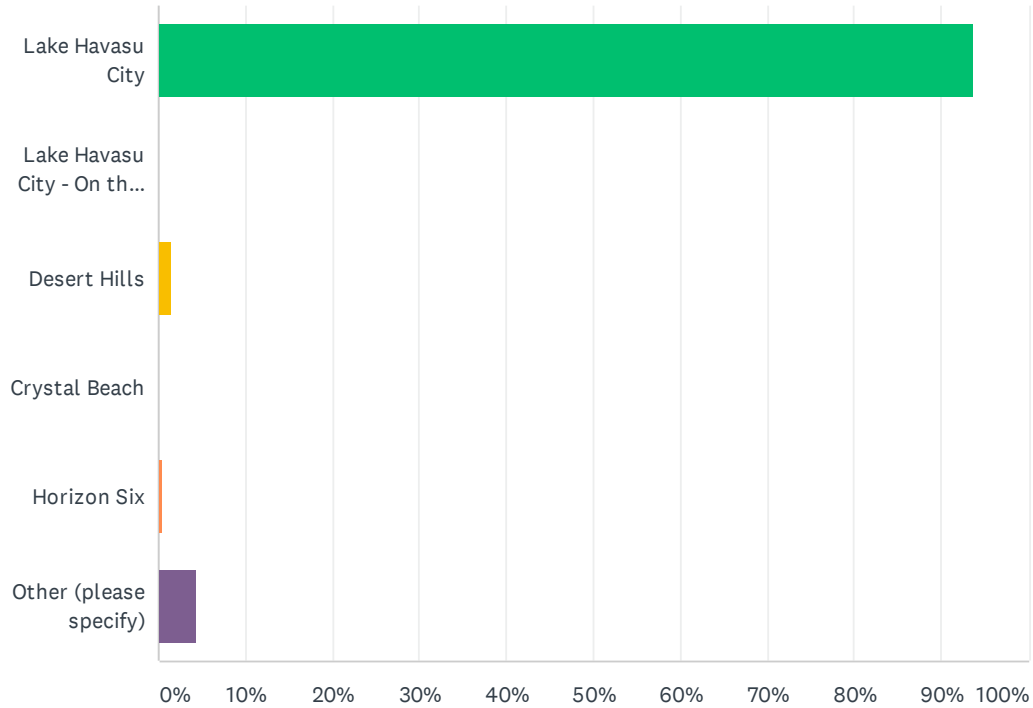
Lets help our people who love living here especially the one who are struggling to stay and live here with their families. Thank you



Appendix B. Public Outreach Phase II

Q1 Where do you live?

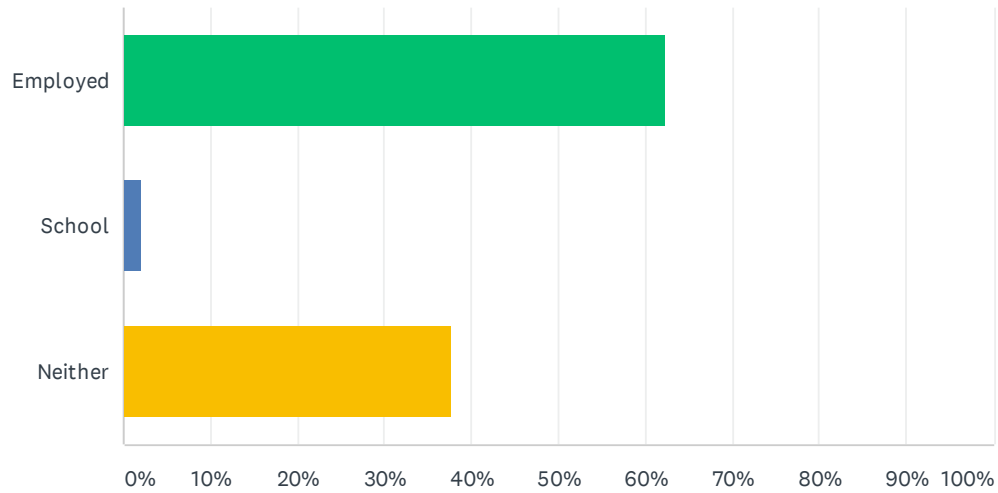
Answered: 275 Skipped: 1



ANSWER CHOICES	RESPONSES	
Lake Havasu City	93.82%	258
Lake Havasu City - On the Island	0.00%	0
Desert Hills	1.45%	4
Crystal Beach	0.00%	0
Horizon Six	0.36%	1
Other (please specify)	4.36%	12
TOTAL		275

Q2 Are you currently employed or in school? (check all that apply)

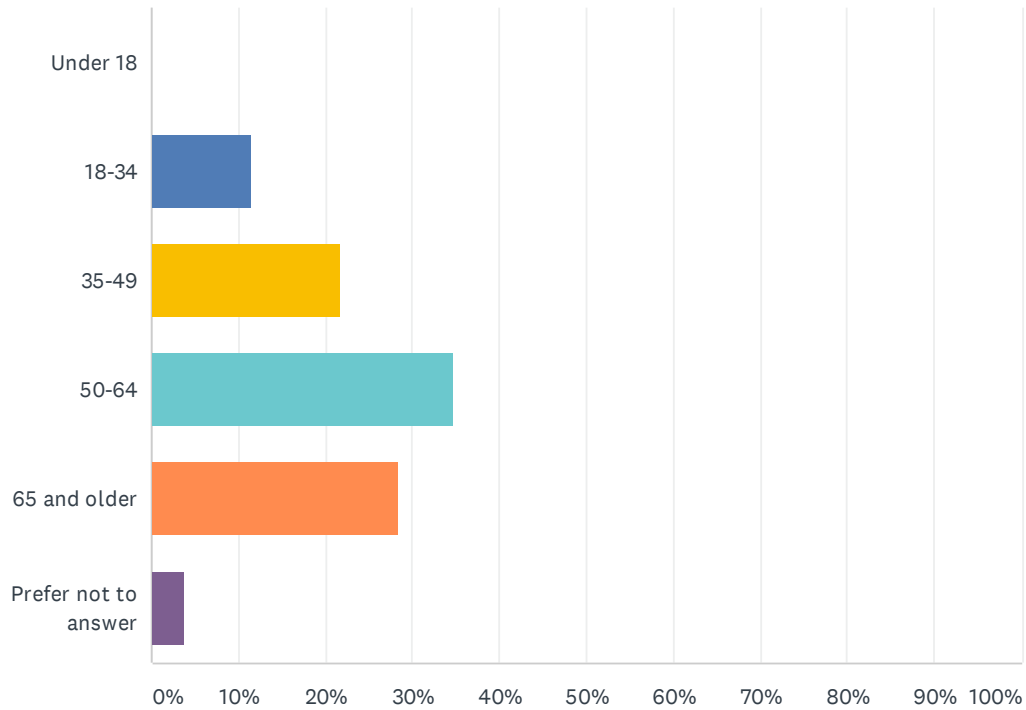
Answered: 274 Skipped: 2



ANSWER CHOICES	RESPONSES	
Employed	62.41%	171
School	2.19%	6
Neither	37.59%	103
Total Respondents: 274		

Q3 What is your age range?

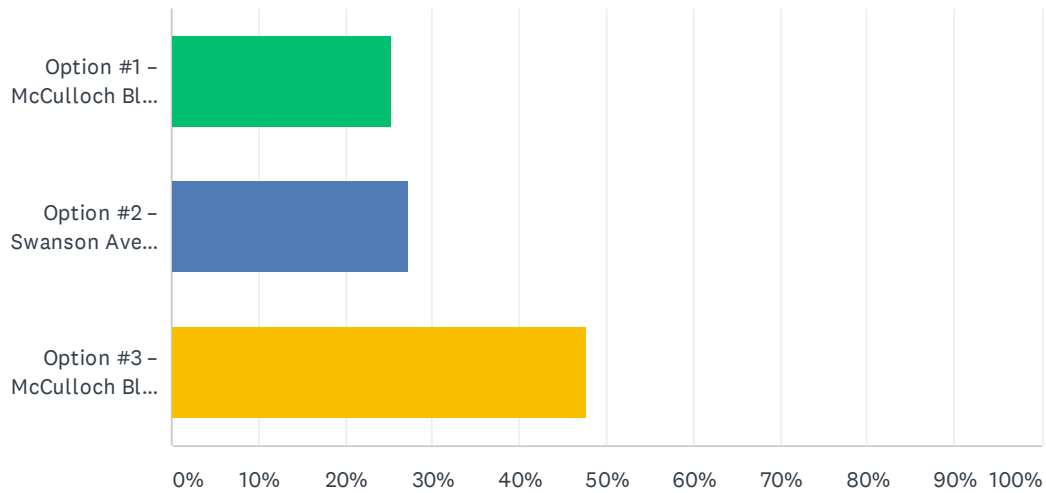
Answered: 271 Skipped: 5



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-34	11.44%	31
35-49	21.77%	59
50-64	34.69%	94
65 and older	28.41%	77
Prefer not to answer	3.69%	10
TOTAL		271

Q4 Which of the above Downtown Circulator options would you like to see? (choose one)

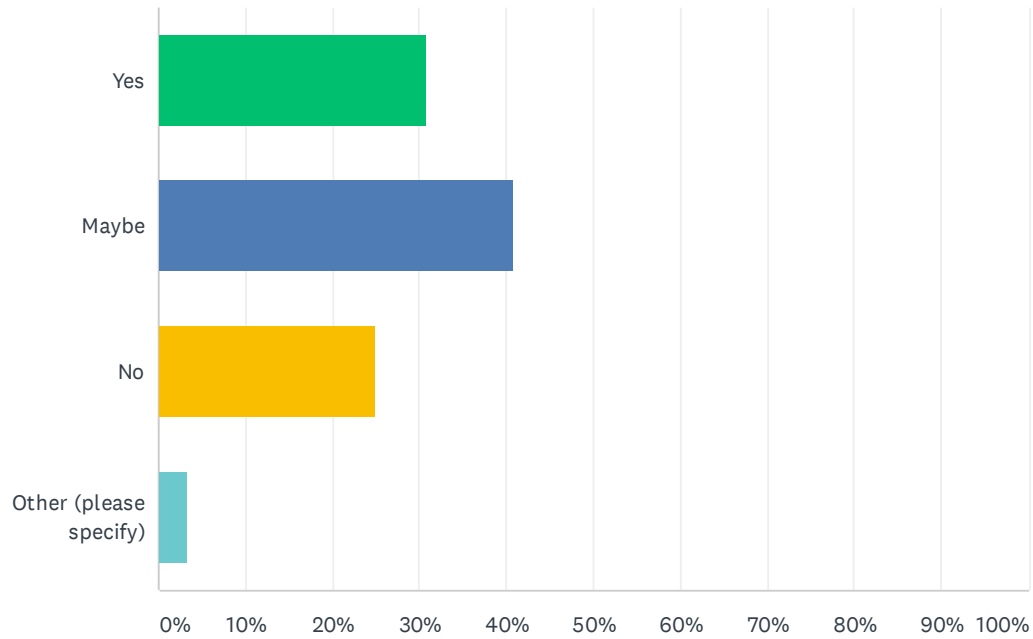
Answered: 214 Skipped: 62



ANSWER CHOICES	RESPONSES	
Option #1 – McCulloch Blvd Route	25.23%	54
Option #2 – Swanson Ave Route	27.10%	58
Option #3 – McCulloch Blvd Express	47.66%	102
TOTAL		214

Q5 If a Downtown Circulator was available, would you consider using it?

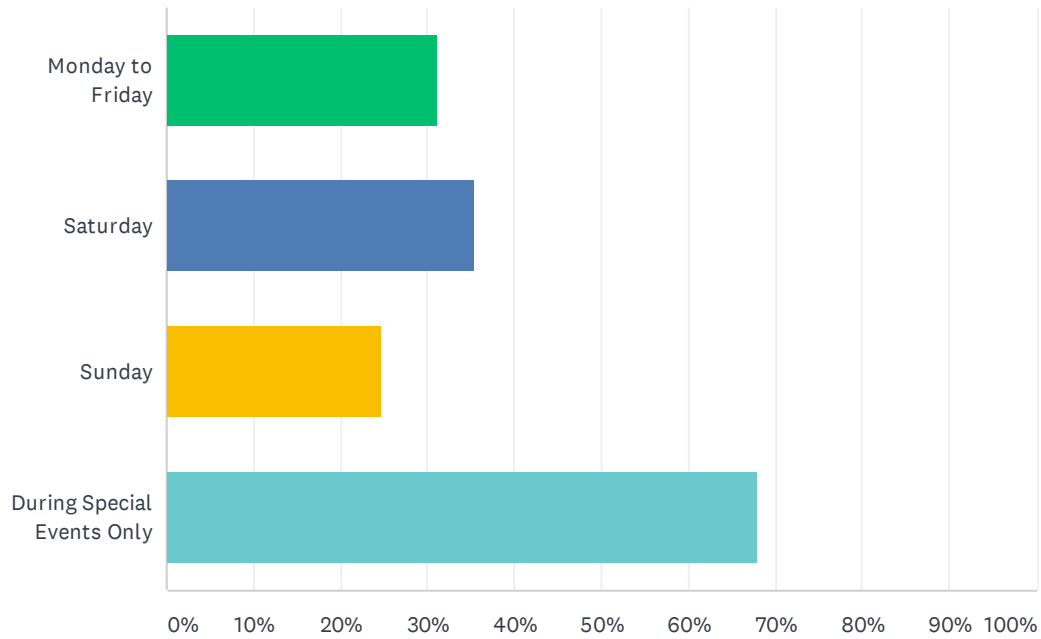
Answered: 240 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	30.83%	74
Maybe	40.83%	98
No	25.00%	60
Other (please specify)	3.33%	8
TOTAL		240

Q6 If a Downtown Circulator was available, what days would you use it?

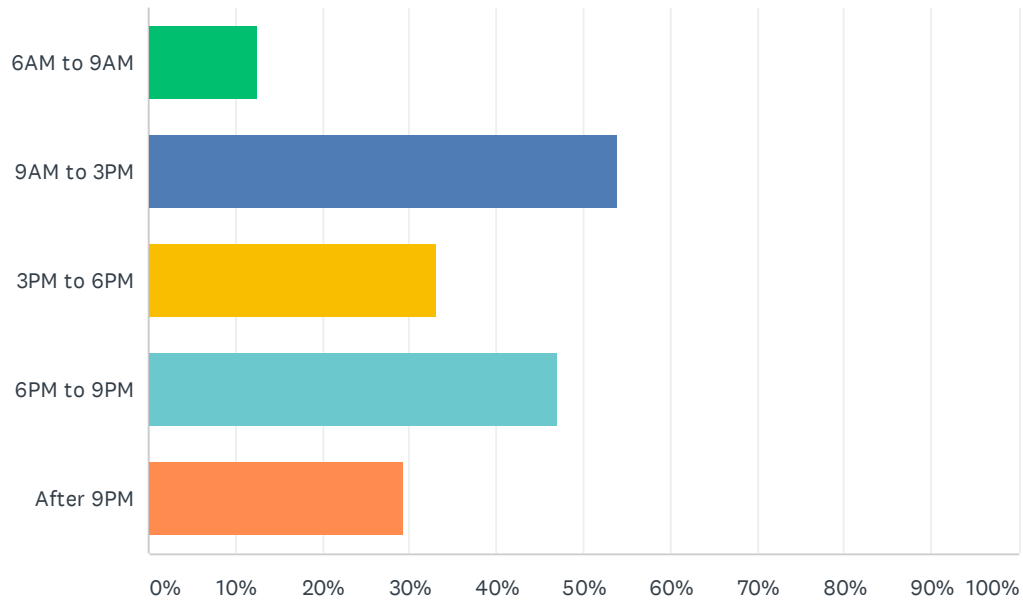
Answered: 206 Skipped: 70



ANSWER CHOICES	RESPONSES	
Monday to Friday	31.07%	64
Saturday	35.44%	73
Sunday	24.76%	51
During Special Events Only	67.96%	140
Total Respondents: 206		

Q7 If a Downtown Circulator was available, what times would you use it?

Answered: 191 Skipped: 85



ANSWER CHOICES	RESPONSES	
6AM to 9AM	12.57%	24
9AM to 3PM	53.93%	103
3PM to 6PM	32.98%	63
6PM to 9PM	47.12%	90
After 9PM	29.32%	56
Total Respondents: 191		

Q8 Do you have any comments about the downtown circulator options?

Answered: 65 Skipped: 211

Lake Havasu MPO Transit Feasibility Study

#	RESPONSES	DATE
1	yes expand it to help me. I live on Jamaica blvd. so. and scout.	11/20/2019 3:30 AM
2	As I live at the north end of Lake Havasu Ave at Avalon, this does nothing for me.	11/15/2019 10:38 PM
3	NOT A GOOD IDEA. TOO MANY PEOPLE] TRYING TO FIND PARKING AT.START. GIVE UP GO ELSEWHERE TO SHOP. THEN DIE OU	11/11/2019 8:06 AM
4	What is the fair going to be? And what is this you have to be a certain age to ride one of these? I am all against age discrimination. Even if you done it in a loop hole it is 100% wrong. I would not use it then. That is just like having a loop hole about someone's color for not being able to ride.	10/26/2019 12:42 AM
5	It would be nice if they could transport wheelchairs.	10/24/2019 3:00 PM
6	This is a stupid idea that has been tried twice and failed. The trolley years ago and HAT. What a waste of tax payers money. Are the folks in council asleep or new to Lake Havasu City? History has proven this not to work. Do not waste our money on this nonsense	10/17/2019 4:05 PM
7	The city has too many other areas that need to be addressed and corrected before we can consider this unnecessary expense.	10/16/2019 4:30 PM
8	The times of evening were brought up by the citizens to help prevent driving at night as a safety factor.	10/16/2019 4:02 PM
9	Partner with already established shuttle services and create a voucher system. Much more cost effective, supports local companies already in business. No employee, benefits, vehicles or maintenance costs. Create a bid system and have one to two shuttle companies that provide what is needed (times, downtown routes etc). This has been tried numerous times with shuttles, dial a ride and even a trolley which was an utter failure. There has never been more options for transportation (uber, lyft and numerous private companies locally owned). Get creative and do not start new services until you fix your already broken and underfunded essential services (police, fire, road etc).	10/16/2019 3:39 PM
10	Surprised there is money for this, considering so many other far more important issues ahead of a transit shuttle.	10/16/2019 3:44 AM
11	how close are these to the old bus sys.?	10/16/2019 12:23 AM
12	Don't think we need bus service	10/15/2019 12:41 PM
13	No CA ideas in AZ, thank you!	10/15/2019 5:23 AM
14	The city ran a trolley for one season....that should give you some indication of limited ridership. The downtown circulator routes will not move that many people as generators for riders are not on the routes. People need to get to the routes in order to ride.	10/15/2019 2:37 AM
15	no	10/14/2019 8:41 PM
16	I would not use this system. I has been put into place in the past HAT, DIAL-A-Ride and the trolley (we bought from Sedona). I think this will be a waste of City Money again.	10/14/2019 8:40 PM
17	great idea not enough parking down town when the winter birds are here	10/14/2019 8:14 PM
18	Don't waste money on it, bad idea	10/14/2019 8:14 PM
19	curious why not have open transport San Fransisco type on the 95 between Havasu speed way and Wal Mart?	10/14/2019 5:52 PM
20	My child could use it for sports and getting around downtown with her friends.	10/14/2019 4:14 PM
21	N/A	10/14/2019 4:05 PM
22	Get some real transportation that makes sense for all citizens of the city. ALL areas of town!	10/14/2019 3:46 PM
23	Option 3 is the best circular route.	10/14/2019 3:35 PM
24	The direct route in #3 down Main Street and to the Island would help bring more people to events as it would provide access to the events with no parking limitation.	10/14/2019 3:35 PM
25	Our town is too small for a transit system.	10/14/2019 3:28 PM

Lake Havasu MPO Transit Feasibility Study

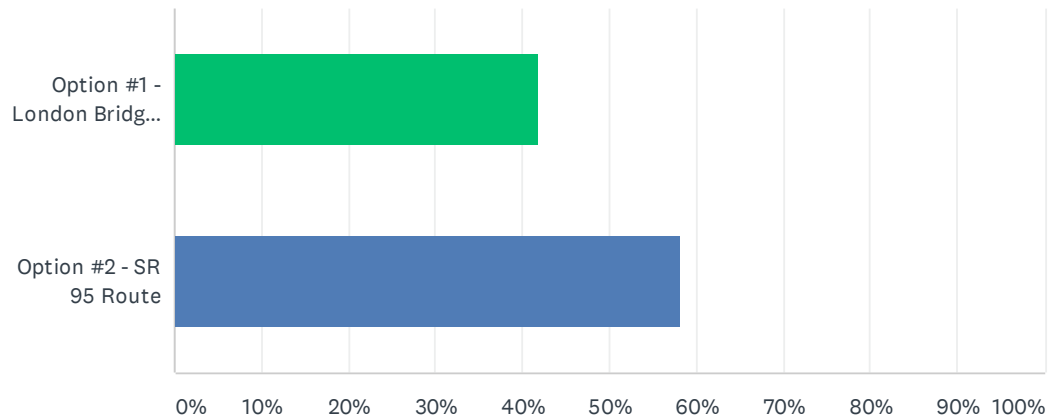
26	A route that goes year-round through McCulloch and the main stops on the Island could increase business for restaurants, shops, etc. in the area.	10/14/2019 3:27 PM
27	This is not gonna work.... It is too hot in Lake Havasu and people do not walk as it is... The youth ride their bikes or skateboards or get rides from their families to the downtown area. The senior center and other 55+ living facilities have vehicles that already provide rides for their people. ASU students have cars or ride bikes as well. They do not need a transit bus system for the very few students that go to ASU. Put our money where it is needed, park facilities for the families and youth....	10/14/2019 3:25 PM
28	I would like to see public Transport from south end McCulloch to Walmart	10/14/2019 3:28 AM
29	Stop wasting tax payers money, 50 percent of the people are seniors so stop pushing the bar agenda and use a fleet of small vans to pick up seniors for other places.	10/13/2019 10:47 PM
30	It could help our traffic flow.	10/13/2019 7:15 PM
31	I think they are all great options.	10/13/2019 5:36 PM
32	See remarks in No. 5.	10/13/2019 3:36 PM
33	Question! Could you get off and on for different stores on 1 paid pass for the time your shopping?	10/13/2019 3:14 PM
34	Forget it. We do not need public Transportation in Lake Havasu City. If people live here, they have their own transportation. If they need transportation, call a cab. We do not need to provide this service. You are trying to support what percentage of personal in this city. 1 %??? They can use a cab.	10/13/2019 3:11 AM
35	No.	10/13/2019 2:34 AM
36	Another waste of taxpayer money.	10/13/2019 2:16 AM
37	No	10/13/2019 2:10 AM
38	Saratoga Ave goes from Oro Grande to Acoma?? No bus down that route? Lots of streets off of Saratoga. We are 3 miles from McCullouch. Why ask you do what you want anyway, like the Suicide Bike lane on Swanson.	10/12/2019 10:42 PM
39	Wish it came down to Havasupai.	10/12/2019 10:10 PM
40	We are too small to afford public transportation. If you can't afford a car, live somewhere else.	10/12/2019 10:00 PM
41	This city does not need public transportation system	10/12/2019 9:03 PM
42	DO NOT do a main bus station that does pick up, the bus station should not be part of the route vagrants will accumulate there.	10/12/2019 6:51 PM
43	I see no plan to include Hwy 95 nor South Side. I suspect many at this end of town would appreciate a way to get to downtown/Mesquite area, or elsewhere.	10/12/2019 5:38 PM
44	Downtown is mainly bars, gun stores. The bus service, no matter who is paying for the buses, is not needed and will simply become another waste of money. If you do this, contract out so we do not have more LHC employees.	10/12/2019 5:08 PM
45	This does nothing to get people picked up from areas outside circular which is the majority of residences. Expect it will be a waste of money. We have quite a few taxi/shuttle services that better fit this towns needs	10/12/2019 5:02 PM
46	I support having a service, particularly during special events and the island. I could not determine from the map if the route would include stops such as Nautilus or Site Six during events such as 4th of July. Also, I may use it more than I indicated such as for the Sunday SwapMeet/Market (Seasonal).	10/12/2019 4:55 PM
47	Great idea, since it is not using tax payer money !!	10/12/2019 2:46 PM
48	This survey is poorly put together	10/11/2019 11:52 PM
49	Still have to drive to use the circulator options. Will not generate enough rides or revenue.	10/11/2019 12:53 AM
50	If I am disabled, how can one get to the senior center to catch the service? The service is great, but how does one get to it when you can't drive or walk? We still have isolation due to not being	10/10/2019 10:38 PM

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	able to get to the service.	
51	I wish we could go up Daytona closer to school's..Starline and Jamaica...closer to businesses uptown	10/10/2019 10:11 PM
52	So many elderly have a need for transport, but live in areas not on the route. If there is some way to offer an alternative for them to access the transit services, it would be helpful.	10/10/2019 6:32 AM
53	This was not the specific subject I expected for the meeting. I just want to get the Public Transit system back working. I did not intend to discuss specific routes.	10/10/2019 2:45 AM
54	More flag and time stops should be implemented.	10/10/2019 12:24 AM
55	Unnecessary	10/9/2019 10:47 PM
56	As long as you are hitting the major areas, it's all fine. I know you can't be everywhere. Have you made a provision for bicycle transport along with passenger transport?	10/9/2019 9:53 PM
57	Electric scooters and bikes should be considered as a viable option with reasonable guidelines keeping them safe and non-intrusive.	10/9/2019 9:26 PM
58	Social circulation to avoid drinking and driving would be my primary use	10/9/2019 5:57 PM
59	I realize this is the beginning stages of this. Are there more plans to connect the rest of the city?	10/9/2019 3:45 PM
60	I would like to see an option that goes to the Parks and Rec/Aquatic Center to accommodate those going for classes, lessons, special occasions, etc. This also gets a little further south for those that need to walk to their destination. I would also like to see a route that goes to the Mohave County Building (Court house, DES, Veteran Services, etc.)	10/9/2019 3:23 PM
61	The trolley was used as a downtown circulator and failed. Stop wasting our en money!	10/9/2019 4:31 AM
62	I think it is a great idea and would like to eventually see the line expanded to go to The Shops Walmart center.	10/8/2019 11:06 PM
63	This would be very helpful to those of us on disability to be able to get around. I really miss the old bus system as I am now home every day all day since I can't afford the shuttles.	10/8/2019 6:31 PM
64	ARE SOLAR RUN BUSES BEING CONSIDERED AS AN OPTION? BUSES WOULD BE A GREAT ADDITION, ESPECIALLY DURING THE HOT SUMMER MONTHS. I WOULD LIKE TO SEE ONE GOING TO THE SHOPS OF HAVASU TOO. WITH THE ATTEMPTS TO BRING NEW BUSINESSES TO THOSE EMPTY STORES, BUSES WOULD BOOST ATTENDENCE THERE.	10/8/2019 4:06 PM
65	It is a waste of time and money.	10/8/2019 1:31 PM

Q9 Which of the above Northern Express Route options would you like to see? (choose one)

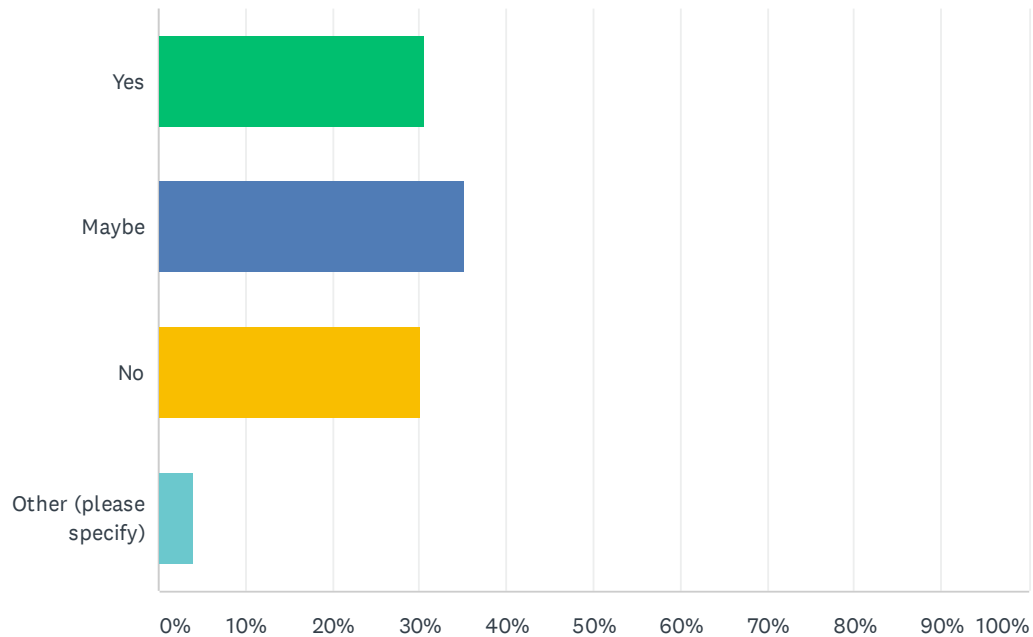
Answered: 201 Skipped: 75



ANSWER CHOICES	RESPONSES	
Option #1 - London Bridge Rd Route	41.79%	84
Option #2 - SR 95 Route	58.21%	117
TOTAL		201

Q10 If a Northern Express route was available, would you consider using it?

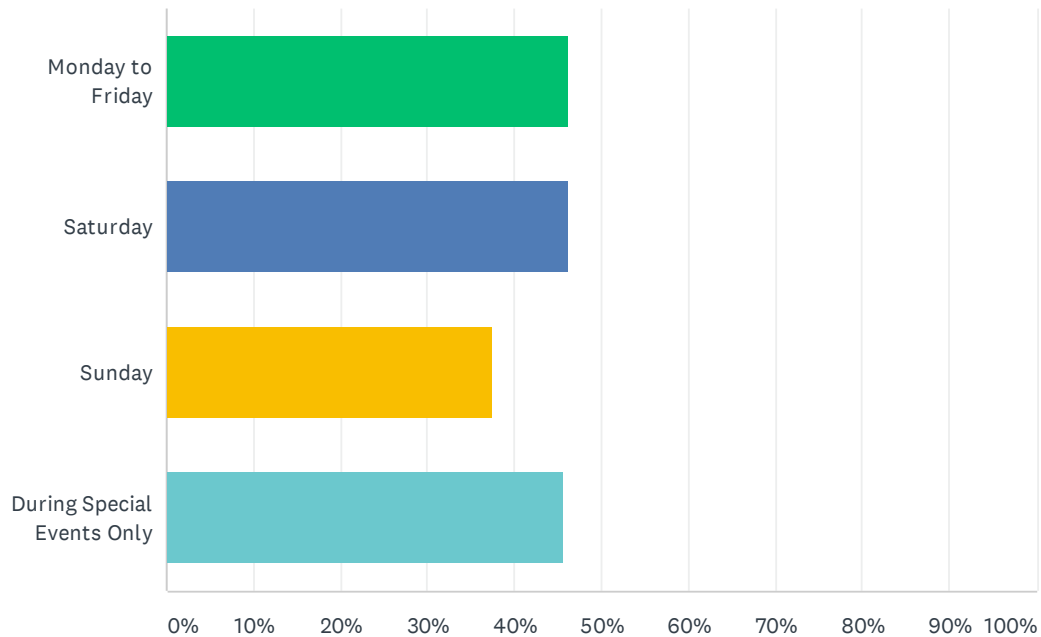
Answered: 222 Skipped: 54



ANSWER CHOICES	RESPONSES	
Yes	30.63%	68
Maybe	35.14%	78
No	30.18%	67
Other (please specify)	4.05%	9
TOTAL		222

Q11 If a Northern Express route was available, what days would you use it?

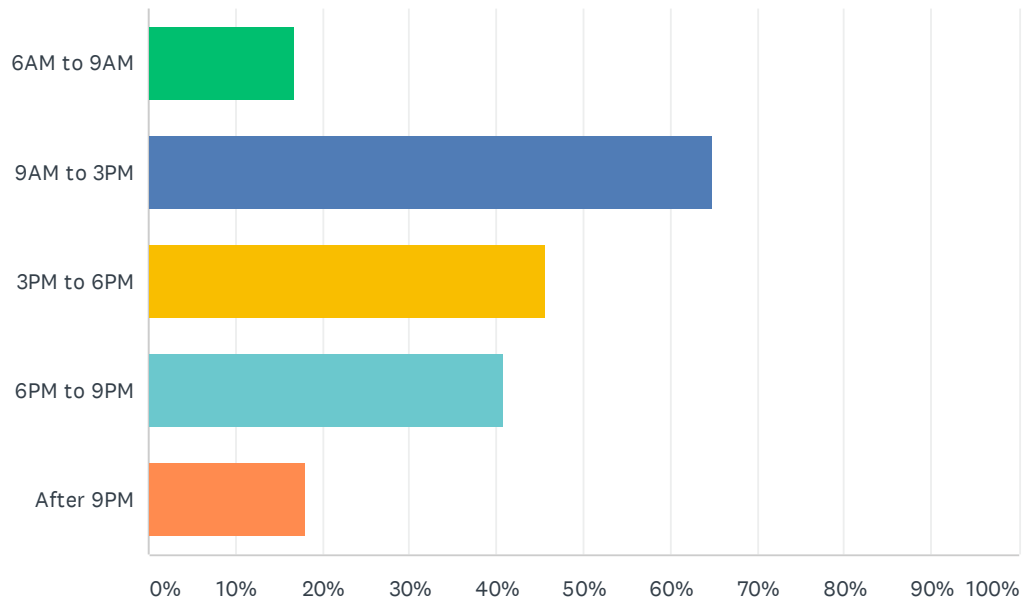
Answered: 171 Skipped: 105



ANSWER CHOICES	RESPONSES	
Monday to Friday	46.20%	79
Saturday	46.20%	79
Sunday	37.43%	64
During Special Events Only	45.61%	78
Total Respondents: 171		

Q12 If a Northern Express route was available, what times would you use it?

Answered: 162 Skipped: 114



ANSWER CHOICES	RESPONSES	
6AM to 9AM	16.67%	27
9AM to 3PM	64.81%	105
3PM to 6PM	45.68%	74
6PM to 9PM	40.74%	66
After 9PM	17.90%	29
Total Respondents: 162		

Q13 Do you have any comments about the Northern Express options?

Answered: 45 Skipped: 231

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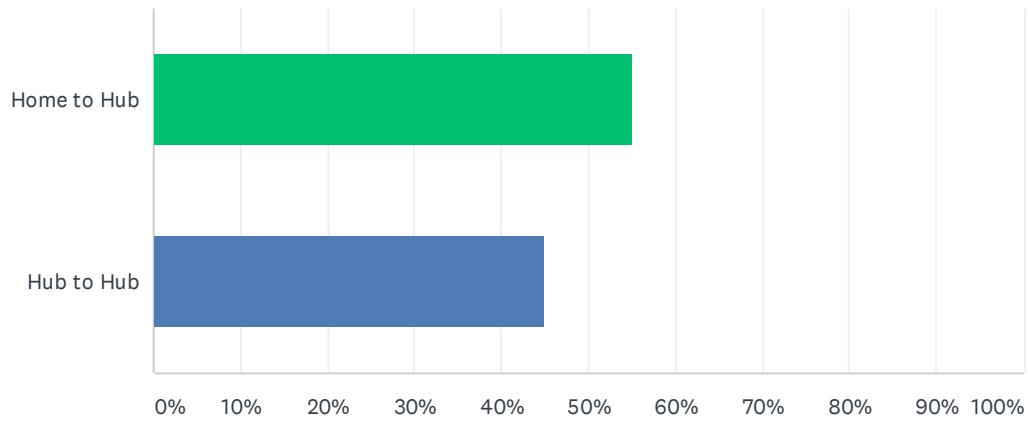
#	RESPONSES	DATE
1	yes,I would use it to rent a car from the airport. instead of driving there, and having to leave my car there over an expanded period of time, while I travel to las vegas,airport in order to fly to Canada to visit my girl friend	11/20/2019 3:37 AM
2	As I live at the north end of Lake Havasu Ave at Avalon, this would be of help to me.	11/15/2019 10:41 PM
3	Queztionable	11/11/2019 8:23 AM
4	I think the Airport/Airpark extension only makes sense if it the City is able to bring in some sort of commercial flight options. Otherwise, it seems like an unnecessary stop, except during special events.	10/18/2019 9:15 PM
5	Again a stupid idea and waste of taxpayers money. This nonsense has been tried and failed twice. Do not do it.	10/17/2019 4:06 PM
6	Would be nice to have both options go to the airport.	10/16/2019 5:10 PM
7	I do not support this	10/16/2019 4:31 PM
8	This will serve a very small segment of our community. LHC is far to spread out. People have to be able to get to pick up locations to begin with. It's been tried before and failed. Create travel vouchers.	10/16/2019 3:46 PM
9	Seriously, this is where we are looking at spending money?	10/16/2019 3:46 AM
10	Don't need it yet	10/15/2019 12:42 PM
11	No CA ideas in AZ, thank you!	10/15/2019 5:24 AM
12	In order to use the route I would need to get from my house to one of the stops. With LHC being so spread out it is difficult to provide a convenient system to everyone.	10/15/2019 2:41 AM
13	no	10/14/2019 8:42 PM
14	very busy around London Bridge road because of the boat ride to the Casino and the swap meet not enough parking there	10/14/2019 8:18 PM
15	Don't waste money on it	10/14/2019 8:15 PM
16	Great opportunity to provide reasonable public transportation to places of employment and shopping on the north side of town.	10/14/2019 7:24 PM
17	I suggested this in the previous comments.. this is a good one!	10/14/2019 5:54 PM
18	I think whichever option is considered it should include a run through the airport.	10/14/2019 5:26 PM
19	N/A	10/14/2019 4:06 PM
20	I like the neighborhood flag stops on the London Bridge option.	10/14/2019 3:56 PM
21	Having a route to the mall and Hanger 24 will help the stores and the special events held at these locations.	10/14/2019 3:35 PM
22	I only selected london bridge option because it looks like it stops near the County offices. I dont think it should deviate down london bridge road, i's rather it stay on the highway with a stop at the airport. I also would like to see it travel Havasu Ave more. Lots of businesses on that road.	10/14/2019 3:34 PM
23	I would never ever use a transit system.	10/14/2019 3:30 PM
24	The second option seems like it would add unnecessary time to the route by going to the airport.	10/14/2019 3:30 PM
25	The city already has several shuttle companies and with LYFT and UBER available this is a waist of taxpayer money. Unfortunately, the layout of the roads in LHC makes it very difficult to have traditional routes and this would be a waist of time, gas and money. It didn't work in the past and it will not work now with better options available (UBER, LYFT, etc.) Put money where it needs to go. Better pay for city employees, more athletic facilities...	10/14/2019 3:29 PM
26	It would help traffic flow.	10/13/2019 7:17 PM
27	Same comment as above. Lake Havasu does not need a public transport system.	10/13/2019 3:13 AM

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28	No.	10/13/2019 2:35 AM
29	Waste of taxpayer money	10/13/2019 2:17 AM
30	Great plan!	10/12/2019 10:12 PM
31	Same as previous comment	10/12/2019 10:01 PM
32	Not needed in this city	10/12/2019 9:03 PM
33	Who came up with these routes ?	10/12/2019 2:47 PM
34	Again not enough riders or revenue. Leaving to many areas unserved.	10/11/2019 12:56 AM
35	It doesn't help me at all	10/10/2019 10:39 PM
36	Yes!!! We need to get to shop up North	10/10/2019 10:13 PM
37	Depends a lot on the fare and accessibility to other north end shopping. Could the retailers chip in and subsidize?	10/10/2019 12:27 AM
38	Same as above need to go up the hill into the residential areas and back.	10/9/2019 10:51 PM
39	We require access everywhere. I cannot recall a single route on the last iteration of HAT that did not use occasionally.	10/9/2019 9:56 PM
40	this distance is possibly too far for electric scooters and bikes,	10/9/2019 9:28 PM
41	stop at the visitor center is needed....	10/9/2019 4:48 PM
42	The options should include a combination of both with routes through Desert Hills as well as London Bridge Rd.	10/9/2019 4:32 PM
43	The HAT service had routes similar and failed. It cost more for the taxpayers to subsidize the service than it could collect in fares. Stop wasting our money!	10/9/2019 4:34 AM
44	Great idea!	10/8/2019 11:08 PM
45	It is a waste of time and money ,as it was the last time.Plus it will put efficient shuttle company's out of business .	10/8/2019 1:33 PM

Q14 Which of the above Microtransit options would you like to see? (choose one)

Answered: 191 Skipped: 85



ANSWER CHOICES	RESPONSES	
Home to Hub	54.97%	105
Hub to Hub	45.03%	86
TOTAL		191

Q15 Do you have any comments about the Microtransit options?

Answered: 45 Skipped: 231

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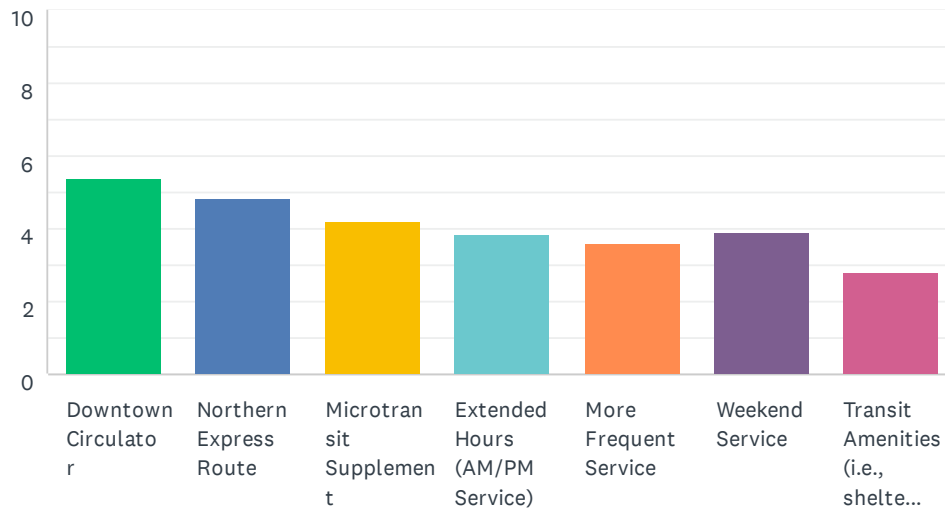
#	RESPONSES	DATE
1	no, not at this time	11/20/2019 3:39 AM
2	These seem extremely expensive. I personally don't see the need.	11/15/2019 10:43 PM
3	How much will this cost the riders?	10/26/2019 12:46 AM
4	I think hub to hub would be a good idea to help control parking and encourage people to use public transit during high traffic special events. However, I think there should be a fee for home to hub services to supplement the additional cost, unless a rider meets certain criteria (i.e. elderly, disabled, or other special circumstance.)	10/18/2019 9:18 PM
5	Waste of taxpayers dollars. You can get a ride in Havasu for \$6. Your survey traps the participants to have to choose an answer. Like above my choice is none.	10/17/2019 4:08 PM
6	Would be great for HS students that are not able to drive.	10/16/2019 5:11 PM
7	Hub to Hub seemed fairly logical for the citizens. It gave a central location and easy access with a good schedule routine. Also the indoor meeting areas are a great benefit.	10/16/2019 4:05 PM
8	This already exists its called UBER or LYFT. Not to mention the numerous companies that already provide this.	10/16/2019 3:47 PM
9	The city tried this, it wasn't cost effective. Question, what has changed ?	10/16/2019 3:47 AM
10	Keep CA ideas in CA, not in AZ!	10/15/2019 5:24 AM
11	I have found that people are impulsive and always in a hurry! Our residents are fast drivers, hate stop signs and seem to be running five minutes late! Those that need services seem to access the shuttle services and then complain about the service! Those who need public transit are probably more tolerant of times involved and appreciative of the service.	10/15/2019 2:49 AM
12	We should consider microtransit as the method to provide transit throughout the community.	10/15/2019 1:33 AM
13	no	10/14/2019 8:43 PM
14	not to many people would walk ride a bike or carpool to a location,the weather is to hot or to cold but most likely would hang out at a park. we have very nice parks with bathrooms and shade cover that are located in nice areas.	10/14/2019 8:24 PM
15	don't waste money on it	10/14/2019 8:15 PM
16	Would greatly help the elders in this community much needed transportation vs them driving to Dr appts etc...	10/14/2019 5:57 PM
17	I do not see this as a viable option. It appears, on its face, to be very costly.	10/14/2019 5:28 PM
18	It would be great if the kids could use this to get to and from school events while most of us parents are working.	10/14/2019 4:18 PM
19	N/A	10/14/2019 4:07 PM
20	Leave microtransit to the private companies (IE: shuttles, Uber, Lyft, etc)	10/14/2019 3:46 PM
21	The home to hub will allow us to leave our cars at home and still get to a hub point to get to a special event as long as you could go from hub to home after the event.	10/14/2019 3:35 PM
22	Home to hub seems like it is adding a lot of extra complexity for the convenience of being picked up at home. If people can make it to the community hub, it only uses one transport instead of two. I think that doing hub to hub and letting people call in for direct trips is a better solution.	10/14/2019 3:33 PM
23	read my previous comments	10/14/2019 3:29 PM
24	This would help a lot of seniors	10/13/2019 10:50 PM
25	Would one be able to use it to get home after 5 P.M.?	10/13/2019 3:19 PM
26	Forget it. Document how many people need it. Not just comments.	10/13/2019 3:14 AM
27	No.	10/13/2019 2:36 AM

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28	We are a small town. This isn't Phoenix or Las Vegas. Please stop trying to turn us into something we have never been and what many of us moved here to get away from.	10/13/2019 2:20 AM
29	Wait for one ride then wait for the connection? Stupid idea.	10/12/2019 10:44 PM
30	We do not need a public transportation system in this city. I don't believe the city can afford an expensive system for the small number of possible users.	10/12/2019 9:05 PM
31	Make sure LHC does not hire anyone as a employee of the city. Our pension obligations are way too high right now.	10/12/2019 5:10 PM
32	I think hub to hub would be more efficient.	10/12/2019 5:08 PM
33	Better option. Pepe who have cars will drive them. This is not LA, Chicago or Seattle	10/12/2019 5:06 PM
34	I don't think all people who need this would be able to "request a ride". Lack of cell phone/computer/knowledge of the public needing this service	10/12/2019 4:37 PM
35	Don't we have this already - and taxpayer assisted ... aka HavasuMobility	10/12/2019 2:48 PM
36	I think this is the best option, to generate riders and revenue. Still think a UBER system would work even better.	10/11/2019 1:01 AM
37	I work at Starline...this is walkable...from top by Hilltop	10/10/2019 10:14 PM
38	This route provides better outreach into the community.	10/10/2019 6:46 AM
39	This doesn't seem to practical, but it's worth a try ...	10/10/2019 12:30 AM
40	Will this make Havasu Mobility nonexistent? This would be the most valuable of the services to most Seniors.	10/9/2019 9:58 PM
41	This concept can get people to areas where electric scooters and bikes have the most optimum use options.	10/9/2019 9:29 PM
42	I love the home to hub option for those using the transit system in the hot summer months. It would be difficult for those to walk, bike to Avalon Park in 120 degree weather. A similar system was in place as a dial-a-ride option in my hometown and worked well for those getting to work so they didn't arrive to work sweaty from the walk :)	10/9/2019 3:30 PM
43	So one would need to get a ride to the hub in order to use the service. Ridiculous! Stop wasting our money!	10/9/2019 4:36 AM
44	This would open it up to my daughter that doesn't drive. She could get to the hub and go from there.	10/8/2019 6:07 PM
45	It is a waste of time and money ,as it was the last time.Plus it will put efficient shuttle company's out of business .	10/8/2019 1:33 PM

Q16 Of the below service options, rank your priorities?

Answered: 162 Skipped: 114



	1	2	3	4	5	6	7	TOTAL	SCORE
Downtown Circulator	43.15% 63	18.49% 27	10.96% 16	6.16% 9	10.96% 16	6.85% 10	3.42% 5	146	5.42
Northern Express Route	13.38% 19	34.51% 49	16.90% 24	11.97% 17	8.45% 12	9.86% 14	4.93% 7	142	4.83
Microtransit Supplement	18.57% 26	12.86% 18	20.00% 28	8.57% 12	12.86% 18	13.57% 19	13.57% 19	140	4.21
Extended Hours (AM/PM Service)	8.03% 11	10.22% 14	21.90% 30	19.71% 27	13.14% 18	13.87% 19	13.14% 18	137	3.86
More Frequent Service	5.67% 8	8.51% 12	14.18% 20	21.28% 30	20.57% 29	20.57% 29	9.22% 13	141	3.59
Weekend Service	11.64% 17	13.70% 20	12.33% 18	16.44% 24	17.81% 26	17.81% 26	10.27% 15	146	3.90
Transit Amenities (i.e., shelters, benches, bike parking)	7.09% 10	6.38% 9	4.96% 7	14.89% 21	14.89% 21	10.64% 15	41.13% 58	141	2.79

Q17 What other transit service options or amenities would you like to see?

Answered: 41 Skipped: 235

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#	RESPONSES	DATE
1	i can't answer that at this point	11/20/2019 3:42 AM
2	1) Trackless, light rail type. 2) A link to a major interstate transit hub.	11/15/2019 12:10 AM
3	SENIORS OVER 70 15% DISCOUNT. WALKERS WHEEL CHAIRS WILL TAKE	11/11/2019 8:53 AM
4	More sidewalks and Havasu Mobility could charge a little more and make lower-income persons free	10/24/2019 3:04 PM
5	I think hub-to-hub with a parking lot (like a park and ride service) would be great and really help to control traffic and parking in the down town area during special events. BUT adequate parking at the initial hub location would really by key.	10/18/2019 9:20 PM
6	Covered benches	10/18/2019 6:21 PM
7	None. Please stop wasting taxpayers money on this nonsense. A ride in Havasu is \$6	10/17/2019 4:10 PM
8	None	10/16/2019 4:32 PM
9	It is important to provide a route that helps get elderly to the nutrition centers. Also allowing all members of the community to have easier access to the grocery store so food can be obtained easier.	10/16/2019 4:08 PM
10	None. Fix what is already broken. The City has numerous departments in need of major attention and we know your fire department is one of them. Our lives literally depend on it. Get it together.	10/16/2019 3:48 PM
11	None. Save the money if this is what you are thinking.	10/16/2019 3:48 AM
12	None	10/15/2019 2:31 PM
13	If your going to do this even though we don't need it then you will need air-conditioning in enclosed bus stops	10/15/2019 12:45 PM
14	I have my own form of transit.....my car.	10/15/2019 5:24 AM
15	I would not use this system and again I think It will be a waste of money.	10/14/2019 8:41 PM
16	door to door	10/14/2019 8:27 PM
17	none	10/14/2019 8:16 PM
18	High school route as well	10/14/2019 7:36 PM
19	I think it would be most beneficial and reach the most potential riders if routes were placed along the major "looping" streets in the city. Palo Verde Blvd, Kiowa Blvd, McCulloch Blvd, Acoma Blvd, Lake Havasu Blve, Jamaica Blvd. I think this would provide convenience to residents by allowing them to walk to one of those major streets to catch a bus. This may be too costly. Any bus service will fail unless it can reach the most riders in the most convenient way.	10/14/2019 5:31 PM
20	N/A	10/14/2019 4:08 PM
21	A Southern Express.	10/14/2019 3:36 PM
22	Prepaid ride cards to eliminate need for cash or credit cards.	10/14/2019 3:36 PM
23	I don't think it makes sense to have a transit system. It will become too expensive to operate, just like the previous transit systems we've had. Having it run only during "snowbird season" will cause discourse with full-time residents that ride it.	10/14/2019 3:34 PM
24	better athletic fields for youth and adult sports. better pay for city employees!	10/14/2019 3:30 PM
25	benches	10/13/2019 7:23 PM
26	None, They can use cab service or Uber. Its not the city's responsibility to support 1 % of the population.	10/13/2019 3:16 AM
27	None!!!	10/13/2019 2:20 AM
28	Senior dial a ride	10/12/2019 11:54 PM

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29	Shuttles to and from the parking lots of main events as my husband is handicapped	10/12/2019 9:16 PM
30	None!	10/12/2019 9:06 PM
31	To include McCulloch Blvd S.	10/12/2019 5:50 PM
32	I would like to see what is developed pay for itself. Maybe it would be better to invest in our taxi/shuttle services.	10/12/2019 5:11 PM
33	in-drive movies and refreshments	10/12/2019 2:53 PM
34	Bike trails and better landscaping, maintenance and signage.	10/11/2019 1:05 AM
35	Extension up daytona	10/10/2019 10:18 PM
36	Incentives to get people out of their cars businesses perhaps could provide purchase discounts, employers could provide modest bonuses?	10/10/2019 12:34 AM
37	Special event transport, driver relations instruction, tightened employment screening, reasonable compensation, affordable fare structure.	10/9/2019 10:04 PM
38	On demand electric scooters and bikes	10/9/2019 9:34 PM
39	None! Stop wasting our money!	10/9/2019 4:37 AM
40	It is a waste of time and money ,as it was the last time.Plus it will put efficient shuttle company's out of business .	10/8/2019 1:34 PM
41	Secure bicycle parking/storage by stops.	10/8/2019 1:56 AM

Q18 Do you have any additional comments?

Answered: 59 Skipped: 217

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#	RESPONSES	DATE
1	no, not at this time	11/20/2019 3:42 AM
2	WATRR ALOUD ON BUS	11/11/2019 8:54 AM
3	I understand that public transportation is expected to be subsidized to some extent and traffic control and reduction is a benefit of that, but I hope the City will consider some sort of bus pass system contribute to costs. Perhaps annual passes, for example, and also day or week log passes for visitors.	10/18/2019 9:21 PM
4	So stupid to try this experiment for the 3rd time I'm HAVASU. Stop wasting taxpayers money on this nonsense. A ride in Havasu is \$6 via private company. The government has no business being in any business including the transportation business.	10/17/2019 4:12 PM
5	What is the anticipated cost of startup for each of these proposed routes? What is the cost of new vehicles? What will the ongoing annual cost be for employees, vehicle maintenance and benefits? How will the City justify new "feel good" programs when FD, PD, Public Works have needs not to mention we hear nothing about the IDD going away?	10/16/2019 3:52 PM
6	Taken back that this is being considered.	10/16/2019 3:49 AM
7	Its not needed it!	10/15/2019 2:31 PM
8	Why waste the money	10/15/2019 12:45 PM
9	We do not need any transit system here, after all, who's gonna wait in 115 degree weather for a bus? Not me! I also don't want or need my property and other taxes going up to sponsor this crap, already got hosed an extra \$200 a year with the ill-fated school bonds issue a couple years ago. I am on a fixed income and don't need to pay for some well-meaning dummy's ambitious ideas for something that will not work here.	10/15/2019 5:27 AM
10	It takes time to educate residents on the benefits of public transportation. All they see is the costs and not the benefits as it takes time to build ridership. I wish you many successEs in this project.	10/15/2019 2:56 AM
11	When I have needed a "ride", I've called the \$6 shuttles. Leave it at that. Don't piss away our tax dollars on public transit - this isn't a metro area; it's rural.	10/15/2019 2:33 AM
12	The city needs to provide shuttles to Bullhead for jury duty... and more shuttles to and from Las Vegas	10/14/2019 10:02 PM
13	no	10/14/2019 8:44 PM
14	made bus routes posted on sign located near pick ups and drop off.	10/14/2019 8:29 PM
15	none	10/14/2019 8:16 PM
16	this plan is worth investigating fully as this town needs to cut down on individual cars as the main transportation for the community.	10/14/2019 6:01 PM
17	More walking and bike paths	10/14/2019 4:34 PM
18	With our yearly periods of extreme weather we definitely need some sort of reliable mode of public transit.	10/14/2019 4:23 PM
19	None at this time.	10/14/2019 4:08 PM
20	We have a real need for affordable city wide transportation especially for the elderly	10/14/2019 3:50 PM
21	If it isn't every day and frequent, it won't get used. Don't focus on events and focus on the people that live here every day.	10/14/2019 3:37 PM
22	I am looking forward to creating a transit system which will allow more participation in special events and eliminate parking problems in many areas around Lake Havasu.	10/14/2019 3:37 PM
23	I don't think it makes sense to have a transit system. It will become too expensive to operate, just like the previous transit systems we've had. Having it run only during "snowbird season" will cause discourse with full-time residents that ride it.	10/14/2019 3:34 PM
24	better and bigger sports facilities for the city. better pay for city employees!!!	10/14/2019 3:30 PM

Lake Havasu MPO Transit Feasibility Study

25	Think of a couple of things when laying this out, the families that come here for vacation and The seniors that live here. When a person is intoxicated (I don't drink but I was young once) make sure they can get home safe buy offering them a ride home, this help the police department and a sober person that has to avoid a drunk driver. It would also be good public relations for the parents that worry about their kids driving drunk. You can put a law into effect that would allow Police to just call for a ride for the Intoxicated person and would allow him of having to book a person into jail if he's corroborating with the Police. The seniors have a different problem, they just need a ride mostly to doctors or getting groceries, that would help a lot. See you at the next coffee with you this month.	10/13/2019 11:17 PM
26	Couldn't figure out how to answer the \$300 question. Love this idea and feel a lot of people would benefit from having more public transportation options.	10/13/2019 5:45 PM
27	Why are you leaving out the Southside? That's half the city and half the consumers of commercial goods and services.	10/13/2019 3:40 PM
28	As a Sr. Would need prices that fit in with living on a budget.	10/13/2019 3:24 PM
29	Yes, do not need any public transportation in Lake Havasu. The few people that chose to live here without any transportation cas use cab or Uber.	10/13/2019 3:18 AM
30	I really don't think this town is set up for a scheduled bus service. I don't know how sucessfull the previous service was, but I know it didn't survive.	10/13/2019 2:39 AM
31	Yes. Stop trying to turn Havasu into something we all escaped in the first place.	10/13/2019 2:21 AM
32	As long as the transit system is self sustaining. Government DOES NOT fund any part of this!!!! No free rides	10/13/2019 2:14 AM
33	Curious about fare & frequency of routes as well as seasonal adjustments for snowbirds vs summer / warm weather guests.	10/13/2019 12:17 AM
34	I think a trial service of non-stop bus service from a single stop downtown to the north end mall should be tested. With continuous round trips daily.	10/12/2019 11:56 PM
35	Have someone who knows whats right be in charge. Public opinion never counts just makes you think they listen then do their own thing like Swanson Ave. Tear up a GOOD street and sidewalk but leave the LOUZY intersection at SWANSON AND SMOKETREE UNFIXED!! Fix intersection of Jamica and Acoma also. really bad.	10/12/2019 10:48 PM
36	Don't waste energy and money on this.	10/12/2019 10:02 PM
37	I don't think anyone in this city has any idea of the cost of such a system. A public works project that was recently completed was not properly managed, how are they going to manage a transportation system?	10/12/2019 9:08 PM
38	Hop on Hop off service through McCulloch corridor.	10/12/2019 8:59 PM
39	As is evident by my comments within the survey, I would like to see service to the South Side, to include at least McCulloch Blvd S.	10/12/2019 5:51 PM
40	have my own car but these services are needed by others	10/12/2019 5:09 PM
41	The age indicator at the beginning of the survey is incorrect: 50-44????, then 65 or older???	10/12/2019 5:06 PM
42	I don't believe Transit "amenities" are a separate issue. In our climate, we need bus stops with shade or the system won't be used.	10/12/2019 4:59 PM
43	Failed before, will fail again. Kinda reminds me of the Aquatic Center. Only thing missing is a City Counsel member claiming that available advertising space on the buses will pay for the entire service.	10/12/2019 2:56 PM
44	Looks like another colossal waste of taxpayer money. Looks like a solution in search of a problem.	10/10/2019 11:50 PM
45	I used transit in Portland OR..then transit here until it ended. I feel less like part if the community because transit that is affordable is non-existent. Going places and participating in events will be great! I work for the school district. Getting to and from work used to be affordable. Now it costs me more than I really can afford.Since I live about 3 miles from work, walking is not a viable way to travel during hot months. Timewise, early bus travel would allow me time to get to work on time.	10/10/2019 10:23 PM

Lake Havasu MPO Transit Feasibility Study

46	Any of these would be great!!	10/10/2019 3:10 AM
47	Obviously, we need this. Other communities of our size WITH A LESS AFFLUENT DEMOGRAPHIC would scoff at our lack of a comprehensive transport network.	10/9/2019 10:05 PM
48	Uber, Lyft and other options work best along with on demand electric scooters and bikes. Too bad we can't afford a light rail system like that being built around ASU in TEMPE.	10/9/2019 9:37 PM
49	Any discussions regarding southside	10/9/2019 8:19 PM
50	Public transportation is valuable to visitors and residents. Thank you!	10/9/2019 4:41 PM
51	For future consideration: 1. Senior fare discounts 2. Monthly passes (discounted) 3. Employer subsidized passes	10/9/2019 4:06 PM
52	Please make this as accessible to individuals living in the outer regions as possible so they won't have to spend ridiculous prices on shuttles to get to and from work! Thank you	10/9/2019 3:33 PM
53	This whole idea is fiscally unsound and needs to stop! Stop wasting our money!	10/9/2019 4:38 AM
54	This regional transit would take away employment from local Lyft & Uber drivers	10/9/2019 4:15 AM
55	The plans seem to leave a slight void on the south end of town. No service near Donkey Acres and surrounding area. Living on the fringe of the city on the south end of town looks to be somewhat overlooked.	10/9/2019 2:10 AM
56	I hope that you can make this succeed as I think transportation is badly needed throughout the area.	10/8/2019 11:16 PM
57	Don't be cheap on this.	10/8/2019 11:01 PM
58	It is a waste of time and money ,as it was the last time.Plus it will put efficient shuttle company's out of business . This city is not big enough yet to have an efficient public transit system.	10/8/2019 1:35 PM
59	Bicycle storage and parking at each stop.	10/8/2019 1:57 AM

Quintero, Alexandra

From: Davis, Phyllis
Sent: Friday, March 15, 2019 12:58 PM
To: Quintero, Alexandra
Subject: FW: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Follow Up Flag: Follow up
Flag Status: Completed

Phyllis Davis, AICP

Transportation Planner

Jacobs

Direct: 602.650.4054

101 N. 1st Avenue, Suite 2600

Phoenix, AZ 85003-1902

Office: 602.253.1200

Fax: 602.253.1202

Email: Phyllis.Davis@jacobs.com

From: webmaster@lhcaz.gov <webmaster@lhcaz.gov>
Sent: Friday, March 15, 2019 12:57 PM
To: Davis, Phyllis <Phyllis.Davis@jacobs.com>
Subject: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

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New form submission

[v3 - Transit Plan Comments](#)

Submitted on 15 March 2019, via IP 24.121.255.226 by Anonymous

SUBMIT A COMMENT	
NAME	Lora Ann Winsborough
E-MAIL ADDRESS	lorawins@gmail.com

COMMENT

An effective transit service for those in need would also provide a safety effect as many drivers should not be driving, namely many elderly persons, those whose licenses have been suspended or revoked, etc. They would have a safer option to take the bus. Thank you.

Quintero, Alexandra

From: Davis, Phyllis
Sent: Monday, February 11, 2019 9:28 AM
To: Quintero, Alexandra
Subject: FW: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Follow Up Flag: Follow up
Flag Status: Completed

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Office: 602.253.1200

Fax: 602.253.1202

Email: Phyllis.Davis@jacobs.com

From: webmaster@lhcaz.gov <webmaster@lhcaz.gov>
Sent: Monday, February 11, 2019 9:28 AM
To: Davis, Phyllis <Phyllis.Davis@jacobs.com>
Subject: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 11 February 2019, via IP 24.121.77.131 by Anonymous

SUBMIT A COMMENT	
NAME	Allen Hill
E-MAIL ADDRESS	Ach@compatt.com

COMMENT

There is a public transit on southpadre island,TX. We lived there for years. They had little free trolleys that went every half he. It boosts revenue for all the local businesses

Quintero, Alexandra

From: Davis, Phyllis
Sent: Monday, March 04, 2019 5:31 PM
To: Quintero, Alexandra
Subject: FW: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Follow Up Flag: Follow Up
Flag Status: Completed

Phyllis Davis, AICP

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Office: 602.253.1200

Fax: 602.253.1202

Email: Phyllis.Davis@jacobs.com

From: webmaster@lhcaz.gov <webmaster@lhcaz.gov>
Sent: Monday, March 4, 2019 5:30 PM
To: Davis, Phyllis <Phyllis.Davis@jacobs.com>
Subject: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

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New form submission

[v3 - Transit Plan Comments](#)

Submitted on 04 March 2019, via IP 47.216.51.84 by Anonymous

SUBMIT A COMMENT	
NAME	Mike Won
E-MAIL ADDRESS	mikewonaus@yahoo.com

COMMENT	Keep em small & infrequent, neva reverse & strictly monitored.
---------	--

Quintero, Alexandra

From: Davis, Phyllis
Sent: Monday, April 08, 2019 9:32 AM
To: Quintero, Alexandra
Subject: FW: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Follow Up Flag: Follow up
Flag Status: Flagged

Phyllis Davis, AICP

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Office: 602.253.1200

Fax: 602.253.1202

Email: Phyllis.Davis@jacobs.com

From: webmaster@lhcaz.gov <webmaster@lhcaz.gov>
Sent: Monday, April 8, 2019 8:42 AM
To: Davis, Phyllis <Phyllis.Davis@jacobs.com>
Subject: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 08 April 2019, via IP 24.121.110.17 by Anonymous

SUBMIT A COMMENT	
NAME	laura reinemann
E-MAIL ADDRESS	lalakehavas@gmail.com

COMMENT

Lake Havasu City needs Public Transportation. We are a CITY with over 50,000 people. Havasu streets have no sidewalks no street lights, and with temperatures exceeding 115* degrees during the long summer months. Just walking up the street at these temperatures is not easy it requires great mental and physical effort. Please Help We need Public Transportation.

Quintero, Alexandra

From: Phyllis Davis <pdavis@kittelson.com>
Sent: Tuesday, July 02, 2019 2:51 PM
To: Pearsall, Marc; Quintero, Alexandra
Subject: [EXTERNAL] FW: New form entry is submitted - v3 - Transit Plan Comments

Good morning,

Would one of you like to be included on the online entry's we receive for the LHMPO transit study?

Phyllis Davis, AICP
Associate Planner

Kittelson & Associates, Inc.
1438 W Broadway, Suite 204
Tempe, Arizona 85282
P: 480.376.5977
E: pdavis@kittelson.com



[Click here for to learn more](#)

From: Jeanette Buckley <BuckleyJ@lhcaz.gov>
Sent: Tuesday, July 2, 2019 7:43 AM
To: Phyllis Davis <pdavis@kittelson.com>
Subject: FW: New form entry is submitted - v3 - Transit Plan Comments

From: webmaster@lhcaz.gov [<mailto:webmaster@lhcaz.gov>]
Sent: Tuesday, July 2, 2019 7:35 AM
To: Jeanette Buckley <BuckleyJ@lhcaz.gov>
Subject: New form entry is submitted - v3 - Transit Plan Comments

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 02 July 2019, via IP 47.216.59.75 by Anonymous

SUBMIT A COMMENT	
NAME	William Vernon Mackie
E-MAIL ADDRESS	billgloria@aol.com
COMMENT	9286800223 Would like to know when the next meeting will be or is there a current survey at this time and where it can be found Thanking you in advance Bill Mackie

Quintero, Alexandra

From: Jeanette Buckley <BuckleyJ@lhcaz.gov>
Sent: Wednesday, July 03, 2019 8:10 AM
To: Pearsall, Marc; Quintero, Alexandra
Subject: [EXTERNAL] FW: New form entry is submitted - v3 - Transit Plan Comments

From: webmaster@lhcaz.gov [mailto:webmaster@lhcaz.gov]
Sent: Wednesday, July 3, 2019 5:47 AM
To: Jeanette Buckley <BuckleyJ@lhcaz.gov>
Subject: New form entry is submitted - v3 - Transit Plan Comments

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 03 July 2019, via IP 107.77.231.23 by Anonymous

SUBMIT A COMMENT	
NAME	Priscilla
E-MAIL ADDRESS	turpinmachinskypriscilla@gmail.com
COMMENT	It gets expensive to take a shuttle back and forth here. It is also not convient for looking for employment or just getting to work. From what I here from people it would be a great service to have some kind of transit system. This town has grown a lot and some people especially seniors might not want to drive, the traffic is sometimes heck tick. Thanks

Quintero, Alexandra

From: webmaster@lhcaz.gov
Sent: Sunday, August 11, 2019 6:17 PM
To: Quintero, Alexandra
Subject: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 11 August 2019, via IP 47.216.57.91 by Anonymous

<i>SUBMIT A COMMENT</i>	
NAME	Bryan Freiberg
E-MAIL ADDRESS	bryanfreiberg@hotmail.com
COMMENT	Did the most recent open house happen yet? Why are there no documents posted? What is the plan to provide bus service at this point?

Quintero, Alexandra

From: webmaster@lhcaz.gov
Sent: Tuesday, October 22, 2019 1:23 PM
To: Quintero, Alexandra
Subject: [EXTERNAL] New form entry is submitted -

Follow Up Flag: Follow up
Flag Status: Completed

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New form submission

[v3 - Transit Plan Comments](#)

Submitted on 22 October 2019, 01:23 PM, via IP 144.166.21.19 by Anonymous

SUBMIT A COMMENT	
NAME	Craig Spitz
E-MAIL ADDRESS	cspitz@mwdh2o.com
COMMENT	Hi, I have a question about ride share for out of town people traveling north and south. is there a place that can be used for parking personal vehicle's for drop off and pick up zones? I see this problem becoming worse in time. It would be great to have a small city area on both sides of town for this reason instead of bothering business and there parking areas. thanks for any ideas. Craig

Quintero, Alexandra

From: webmaster@lhcaz.gov
Sent: Thursday, October 24, 2019 5:48 PM
To: Quintero, Alexandra
Subject: [EXTERNAL] New form entry is submitted -

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 24 October 2019, 05:48 PM, via IP 149.169.80.11 by Anonymous

SUBMIT A COMMENT	
NAME	Melanie Longi
E-MAIL ADDRESS	m_longi@hotmail.com
COMMENT	Have you considered a dial-a-ride program?

Quintero, Alexandra

From: Davis, Phyllis
Sent: Wednesday, February 06, 2019 9:36 AM
To: Quintero, Alexandra
Subject: FW: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Follow Up Flag: Follow up
Flag Status: Completed

Phyllis Davis, AICP

Transportation Planner

Jacobs

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101 N. 1st Avenue, Suite 2600

Phoenix, AZ 85003-1902

Office: 602.253.1200

Fax: 602.253.1202

Email: Phyllis.Davis@jacobs.com

From: webmaster@lhcaz.gov <webmaster@lhcaz.gov>
Sent: Tuesday, February 5, 2019 8:34 AM
To: Davis, Phyllis <Phyllis.Davis@jacobs.com>
Subject: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

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<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 05 February 2019, via IP 172.16.2.138 by Anonymous

SUBMIT A COMMENT	
NAME	scott mitchell
E-MAIL ADDRESS	mitchells@lhcaz.gov

COMMENT	Lake Havasu needs airline service to Vegas and Phoenix
---------	--

Quintero, Alexandra

From: Davis, Phyllis
Sent: Friday, February 08, 2019 2:42 PM
To: Quintero, Alexandra
Subject: FW: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Follow Up Flag: Follow up
Flag Status: Completed

Phyllis Davis, AICP

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Direct: 602.650.4054

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Phoenix, AZ 85003-1902

Office: 602.253.1200

Fax: 602.253.1202

Email: Phyllis.Davis@jacobs.com

From: webmaster@lhcaz.gov <webmaster@lhcaz.gov>
Sent: Friday, February 8, 2019 2:42 PM
To: Davis, Phyllis <Phyllis.Davis@jacobs.com>
Subject: [EXTERNAL] New form entry is submitted - v3 - Transit Plan Comments

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 08 February 2019, via IP 47.216.55.56 by Anonymous

SUBMIT A COMMENT	
NAME	Cory M. Hall
E-MAIL ADDRESS	coryhall@msn.com

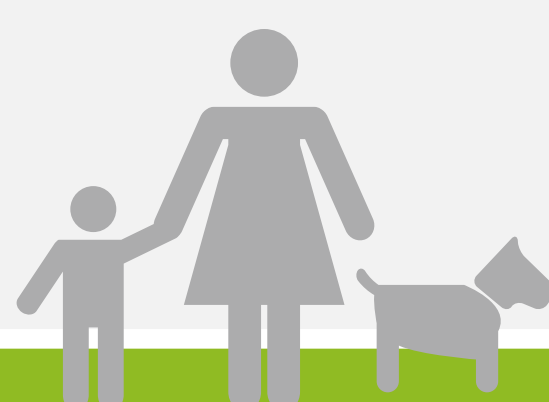
COMMENT	Utilize the existing bus stops and put in rental scooters and bikes. Recharging stations placed at the bus stops to pick up another and continue on your desired destination
---------	--



Hello Neighbors!

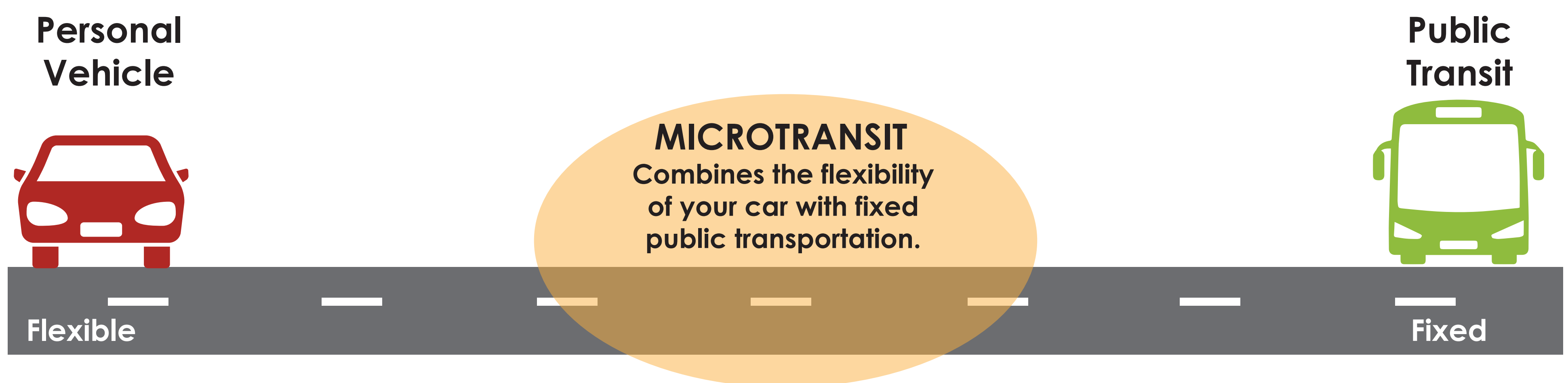
Thank you for attending tonight's open house.
The purpose of this open house is to give you an
opportunity to:

- Learn about the Lake Havasu Metropolitan Planning Organization (LHMPO) Transit Feasibility and Implementation Plan
- Provide feedback on the proposed transit options



What is Microtransit?

Microtransit is an **innovative** approach to improving transportation! In simple terms, microtransit supplements traditional public transit by providing on-demand service.



Benefits of Microtransit include:

- You can instantly request a ride via a phone call, online website, or your smart phone
- Provides direct connections to the fixed-route transit system
- Expands public transportation to people and activity centers that aren't located along the fixed route
- Has specific Pick-Up / Drop-Off zones
- Is data-driven, allowing City staff to adjust service as needed

How to Use Microtransit

Home to Hub



Request Your Ride

Via mobile app, phone call, or online



Get Picked Up at Home

During pick-up time window



Share Ride to Hub

A transit vehicle drives you and others in your area to the nearest hub



Enjoy Your Ride

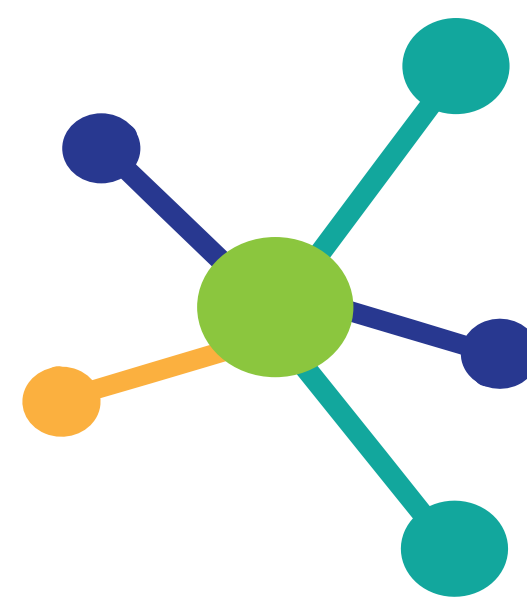
Transfer to the fixed route, sit back, and enjoy your ride!

Hub to Hub



Request Your Ride

Via mobile app, phone call, or online



Get Picked Up at Community Hub

Drive/walk/bike/carpool to community hub and get pick-up during time window



Share Ride to Hub

A transit vehicle drives you and others in your area to the nearest hub



Enjoy Your Ride

Transfer to the fixed route, sit back, and enjoy your ride!

The Lake Havasu Metropolitan Planning Organization (LHMPO) initiated the Regional Transit Feasibility and Implementation Plan to create a blueprint for a public transit service that connects residents and visitors to destinations in the region.

Key Goals of the Study Include:

- ✓ Understand the desires and expectations of residents for a public transportation service.
- ✓ Assess the area's unmet need and demand for transit service.
- ✓ Evaluate transit service options and strategies to meet current and future needs.
- ✓ Develop a recommendation and short- and long-term implementation plan.
- ✓ Develop partnerships with local businesses, organizations, and schools to support public transit.

Study Process:



FREQUENTLY ASKED QUESTIONS

How does federal funding for public transportation work?

Every year, the Federal Transit Administration (FTA) allocates over \$5 billion to public transportation capital and operational expenses in urbanized areas. The current annual allocation to Lake Havasu City is \$806,700 per year, based on population.

What local funds do we need?

To meet FTA requirements, a local 20% match for capital expenditures is required. In-kind contributions can be used to meet the local match and include items such as the use of an existing facility or property, staff time, or purchasing of employee passes. Advertising revenues can also be used to meet local match requirements.

What happens if we don't use the FTA funds we are allotted?

If Lake Havasu City does not provide public transportation services, the allotted FTA funds are redistributed to other small, urban cities in Arizona. The cities of Yuma, Sierra Vista, Flagstaff, and Avondale are currently utilizing these funds for public transportation in their community.

Will this require an increase in taxes?

No! The goal of the initial public transportation service is to be financially conservative and to fit within budget constraints.

When will it start?

This planning project is scheduled to be completed at the end of 2019. Lake Havasu City Council will then vote on proceeding with implementing public transportation. If approved, public transportation may begin in the next two years.

What is a flag stop versus a time stop?

Flag stops do not have designated pick-up times but are designated bus stops where passengers can simply wave down a passing bus to board.



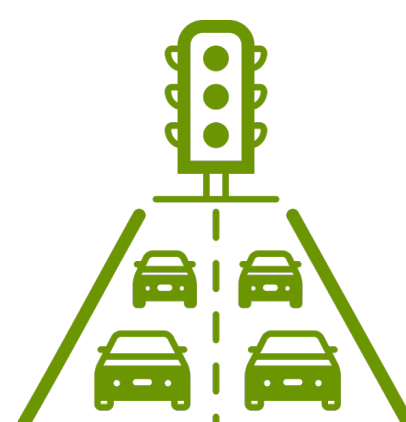
BENEFITS OF PUBLIC TRANSPORTATION

Public transportation provides a variety of benefits, including:



Aging in Place

With 31% of Lake Havasu City residents age 65 and older, public transportation allows seniors that can no longer drive to maintain independence and stay active.



Reduces Road Congestion

Public transportation can move more people in less space than individual vehicles, helping to relieve congestion on busy roads.



Saves Money

People that ride public transportation, can save money by eliminating gas, insurance, maintenance, parking, and other vehicle expenses



Encourages Healthy Habits

Compared to single vehicle drivers, people that use public transportation typically get more physical activity per day simply by walking or biking to their bus stop.



Increases Mobility

For those who don't, or can't, drive, public transportation allows them to get to work, to school, to the grocery store or doctor's office, or just to visit friends.



Frees Up Time

Since someone else is driving, public transportation can free up a significant amount of time and attention. Instead of focusing on the road, you can spend your time reading, working, studying, napping, or using your smart phone.

WHAT WE'VE HEARD

During the first phase of the study, we conducted public and stakeholder surveys and attended community events to hear from you the need and demand for public transportation in Lake Havasu City.

Public Survey Results

An online survey was conducted in spring 2019, with over 430 responses.



70%

Said "public Transit is a good idea"

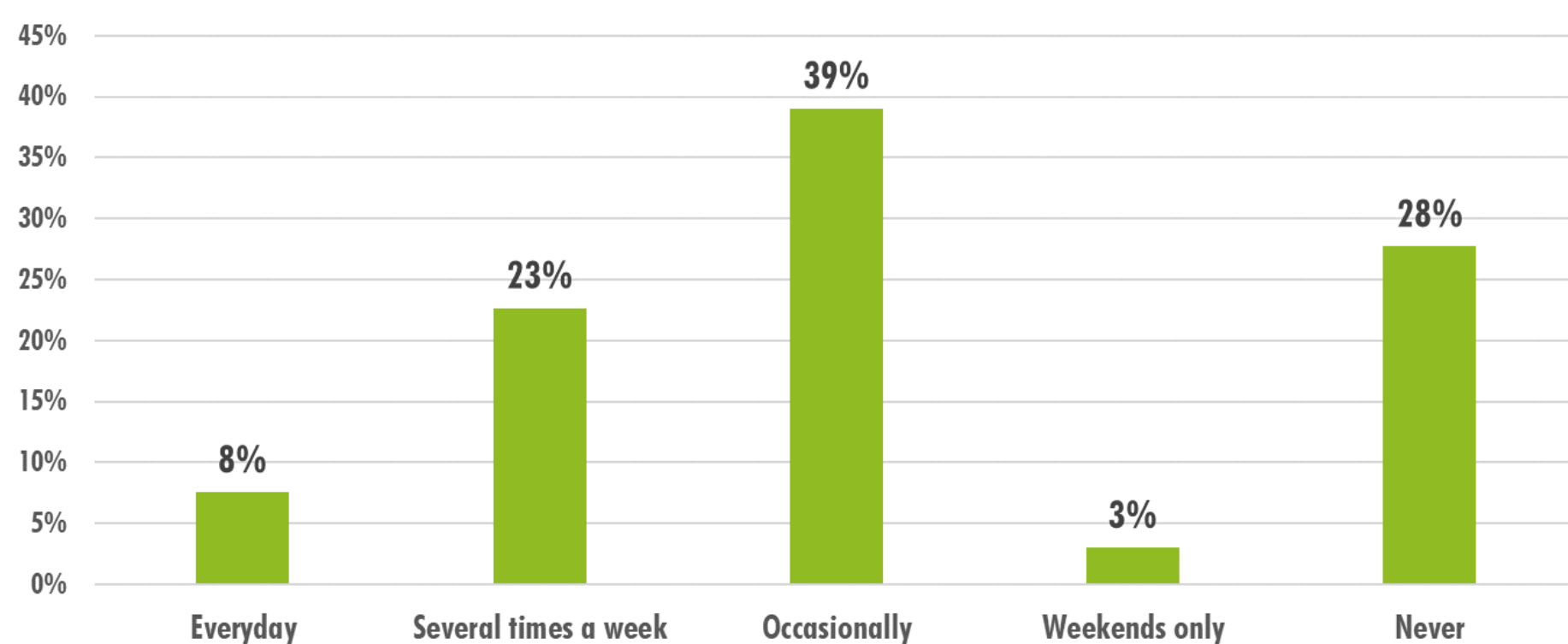


60%

Would use transit if it were available

Cost of Transportation, Not Convenient to Travel, and Congestion were cited as the biggest transportation problems facing Lake Havasu City today.

HOW OFTEN WOULD YOU USE PUBLIC TRANSIT?



Shopping/errands and **social/personal** reasons are how people would primarily use public transportation.



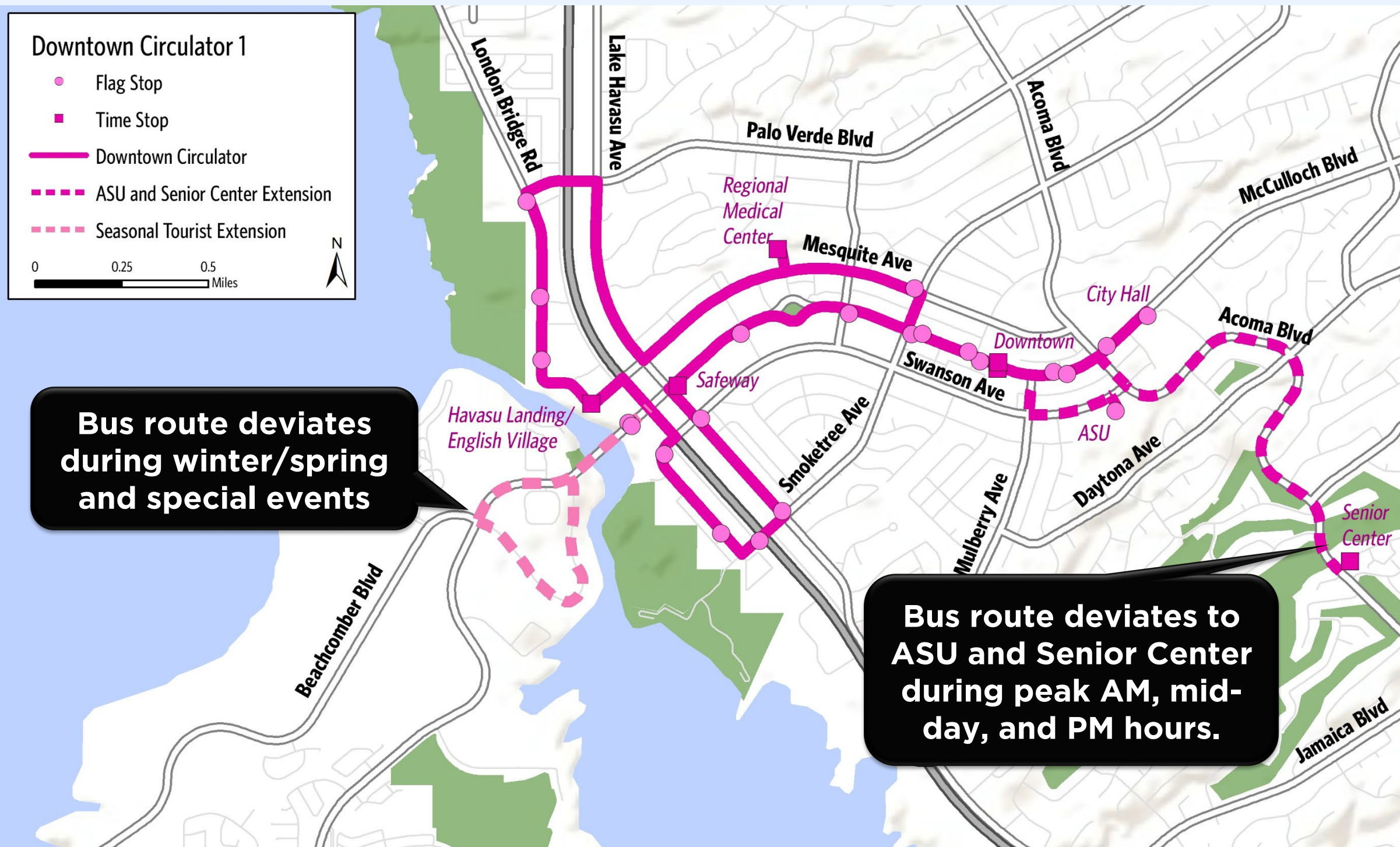
Most respondents commented they would pay **\$1.00 to \$3.00** for a one-way trip.

DOWNTOWN CIRCULATOR

Option #1 – McCulloch Blvd Route

Circulator route that provides direct connections to key activity centers in the downtown core area. Route focuses on providing access along McCulloch Blvd, Mesquite Ave, Lake Havasu Ave, and London Bridge Rd. The route deviates seasonally and during special events to the island.

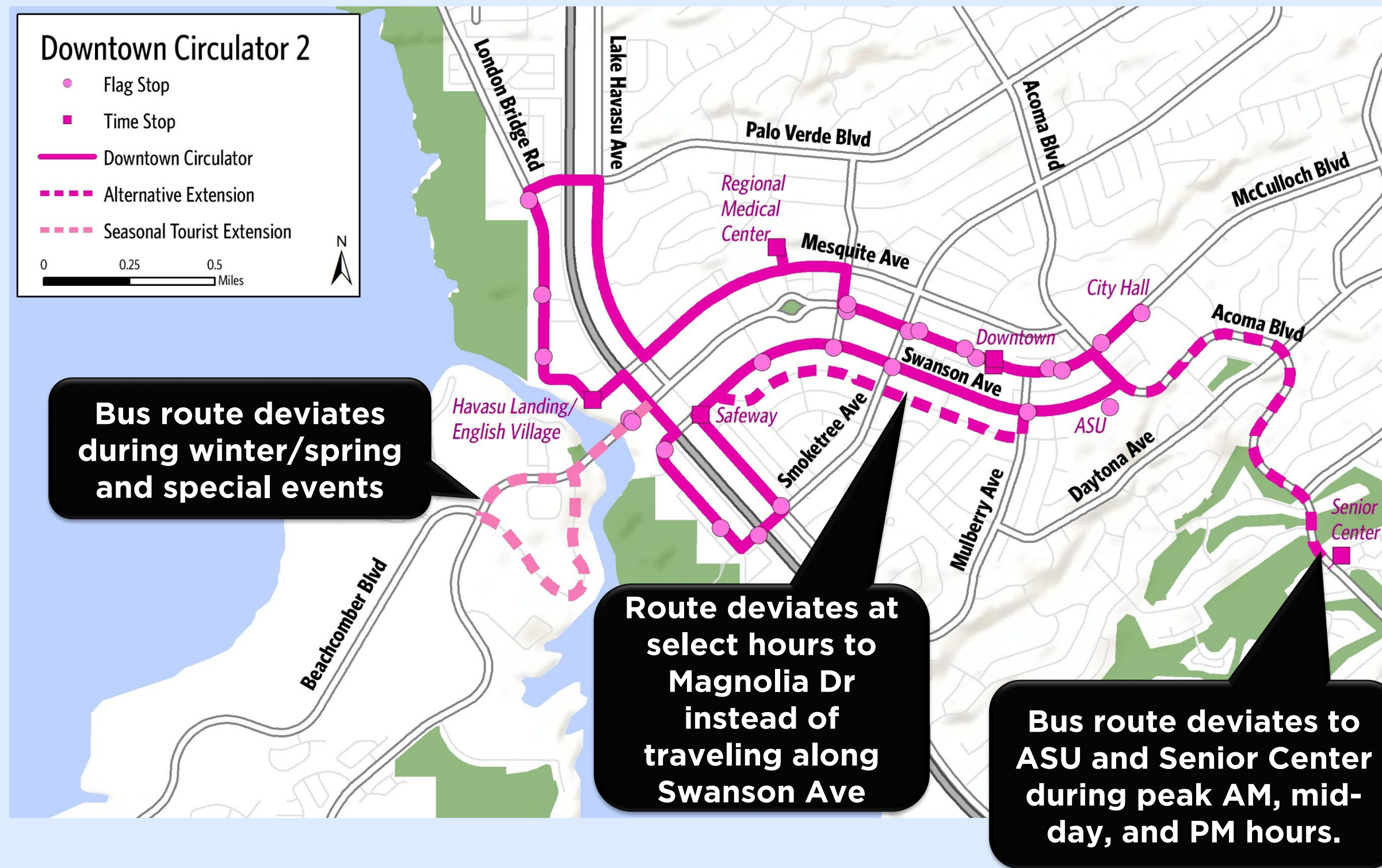
Your Comments:



Option #2 – Swanson Ave Route

Circulator route that provides direct connections to key activity centers in the downtown core area. Route focuses on providing access along Swanson Ave, McCulloch Blvd in the downtown core, Mesquite Ave, Lake Havasu Ave, and London Bridge Rd. The route deviates seasonally and during special events to the island.

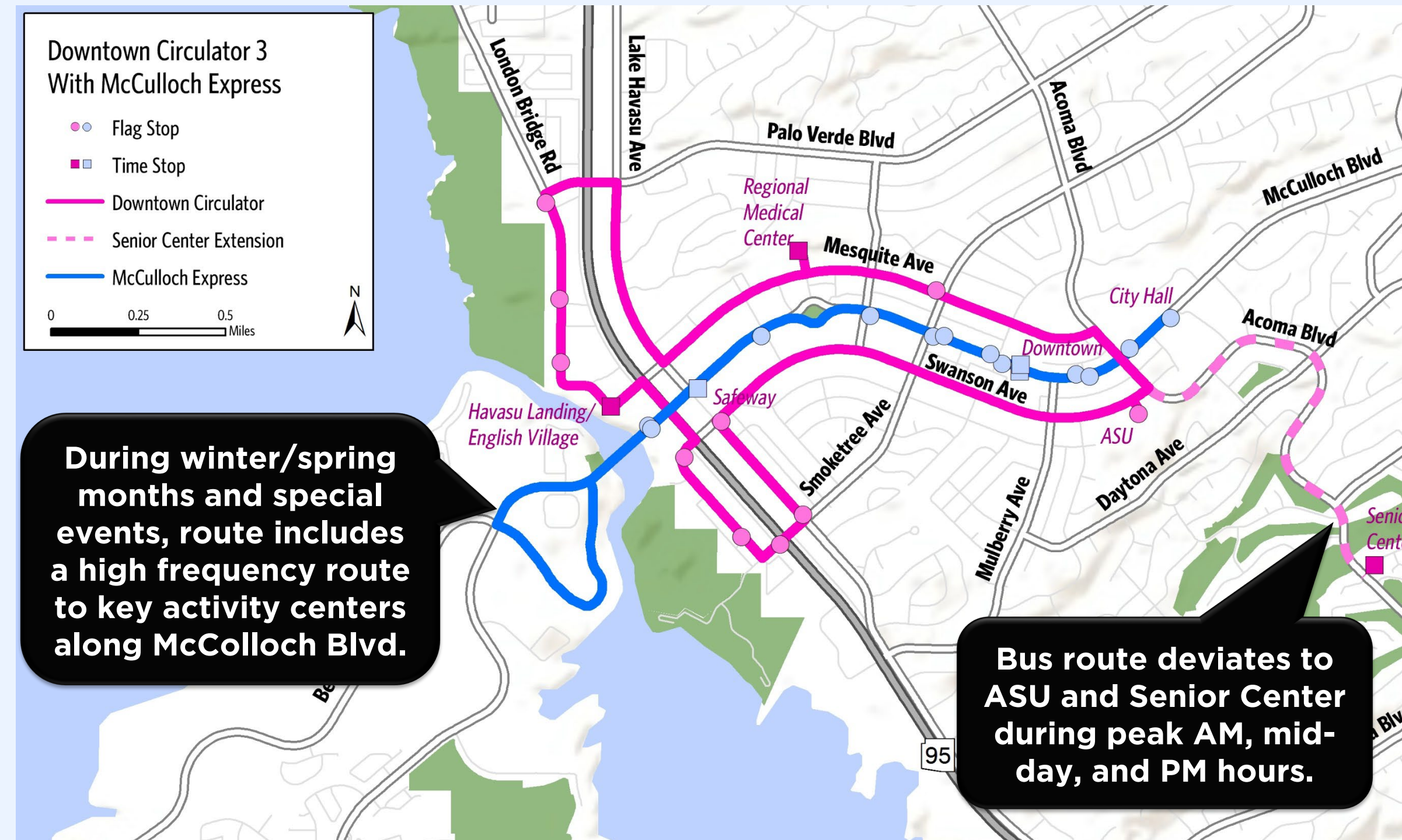
Your Comments:



Option #3 – McCulloch Blvd Express

Combines a circulator route along Swanson Ave and Mesquite Ave and high-frequency seasonal route along McCulloch Blvd to provide direct connections to key activity centers in the downtown core area.

Your Comments:

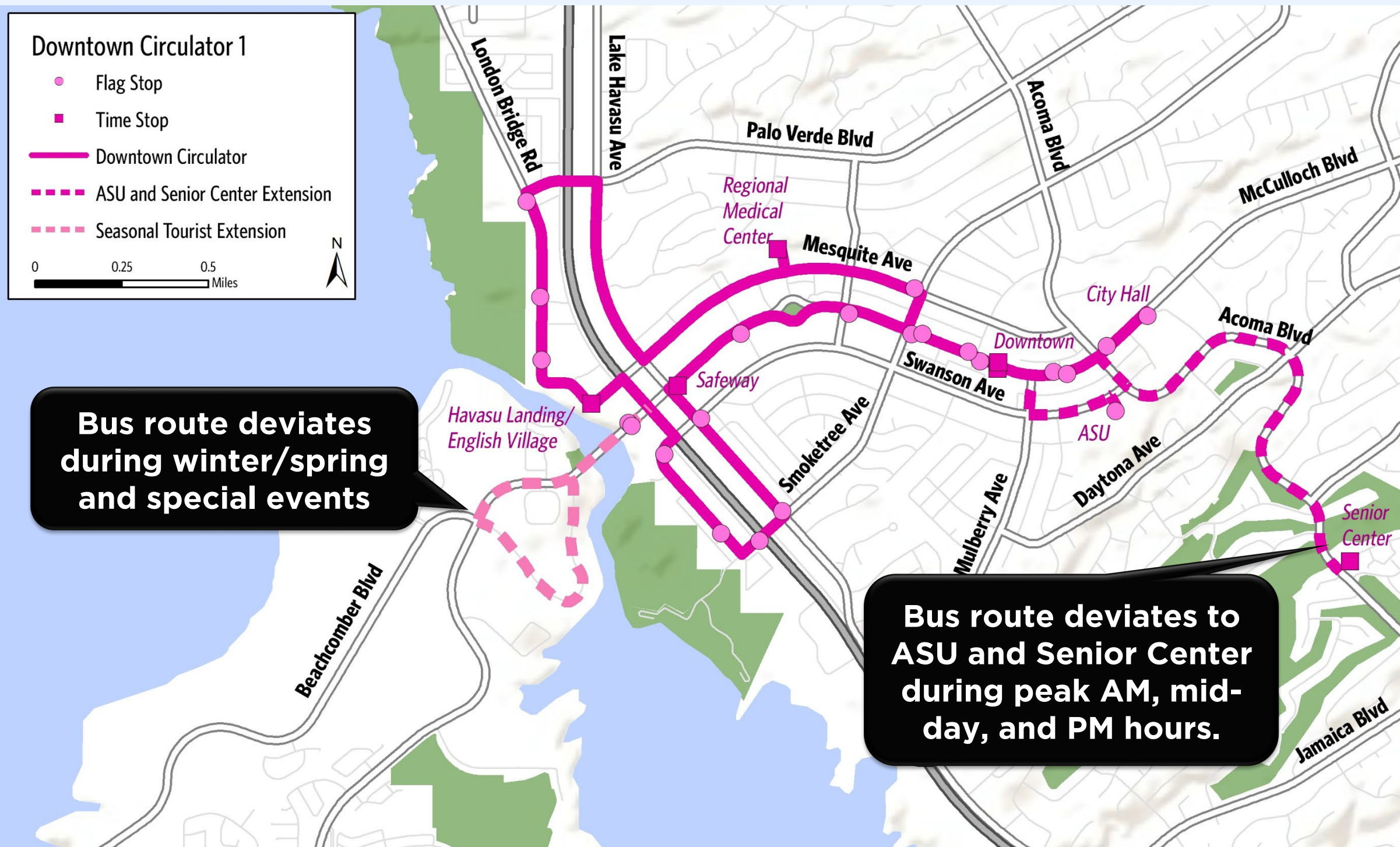


DOWNTOWN CIRCULATOR

Option #1 – McCulloch Blvd Route

Circulator route that provides direct connections to key activity centers in the downtown core area. Route focuses on providing access along McCulloch Blvd, Mesquite Ave, Lake Havasu Ave, and London Bridge Rd. The route deviates seasonally and during special events to the island.

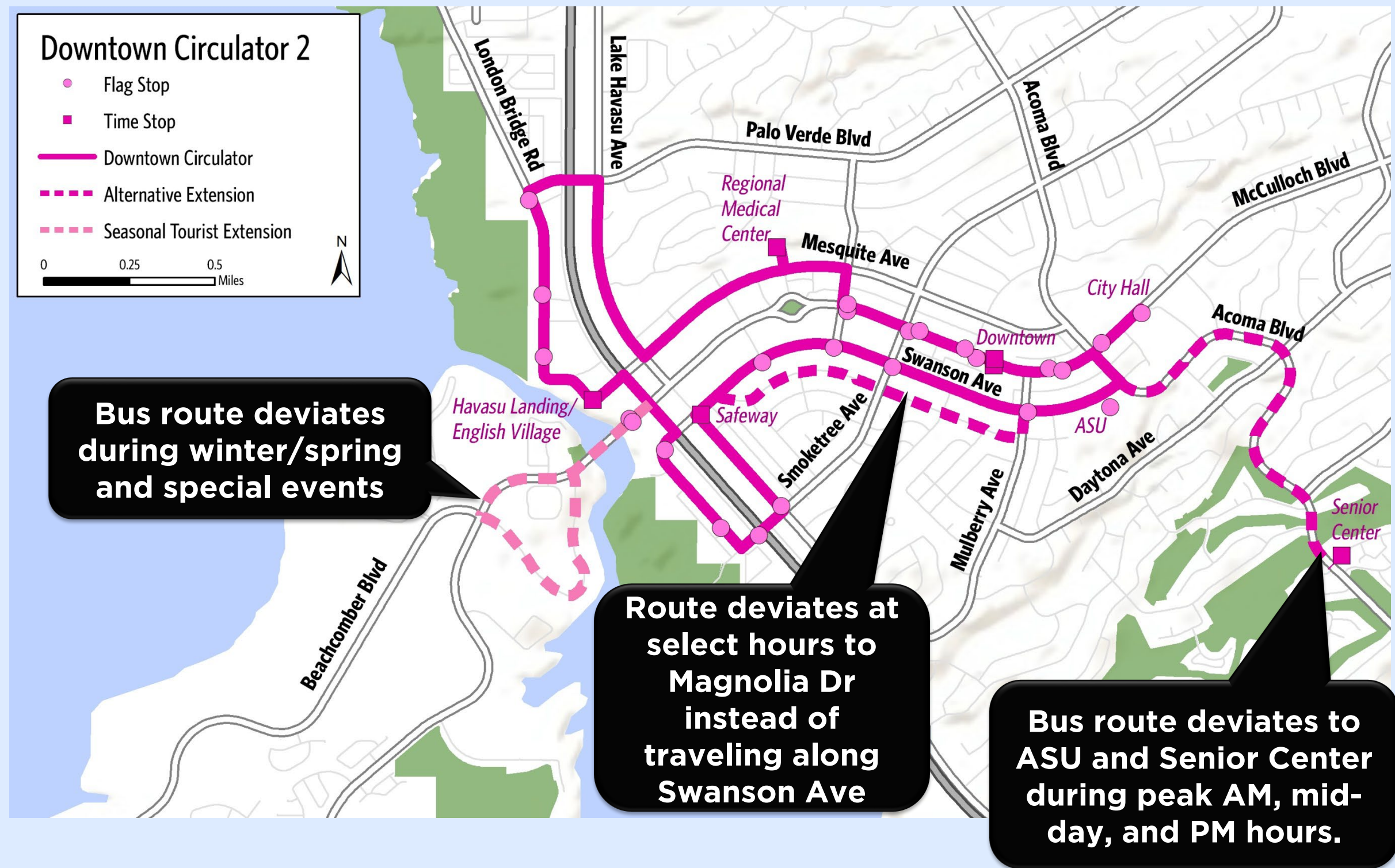
Your Comments:



Option #2 – Swanson Ave Route

Circulator route that provides direct connections to key activity centers in the downtown core area. Route focuses on providing access along Swanson Ave, McCulloch Blvd in the downtown core, Mesquite Ave, Lake Havasu Ave, and London Bridge Rd. The route deviates seasonally and during special events to the island.

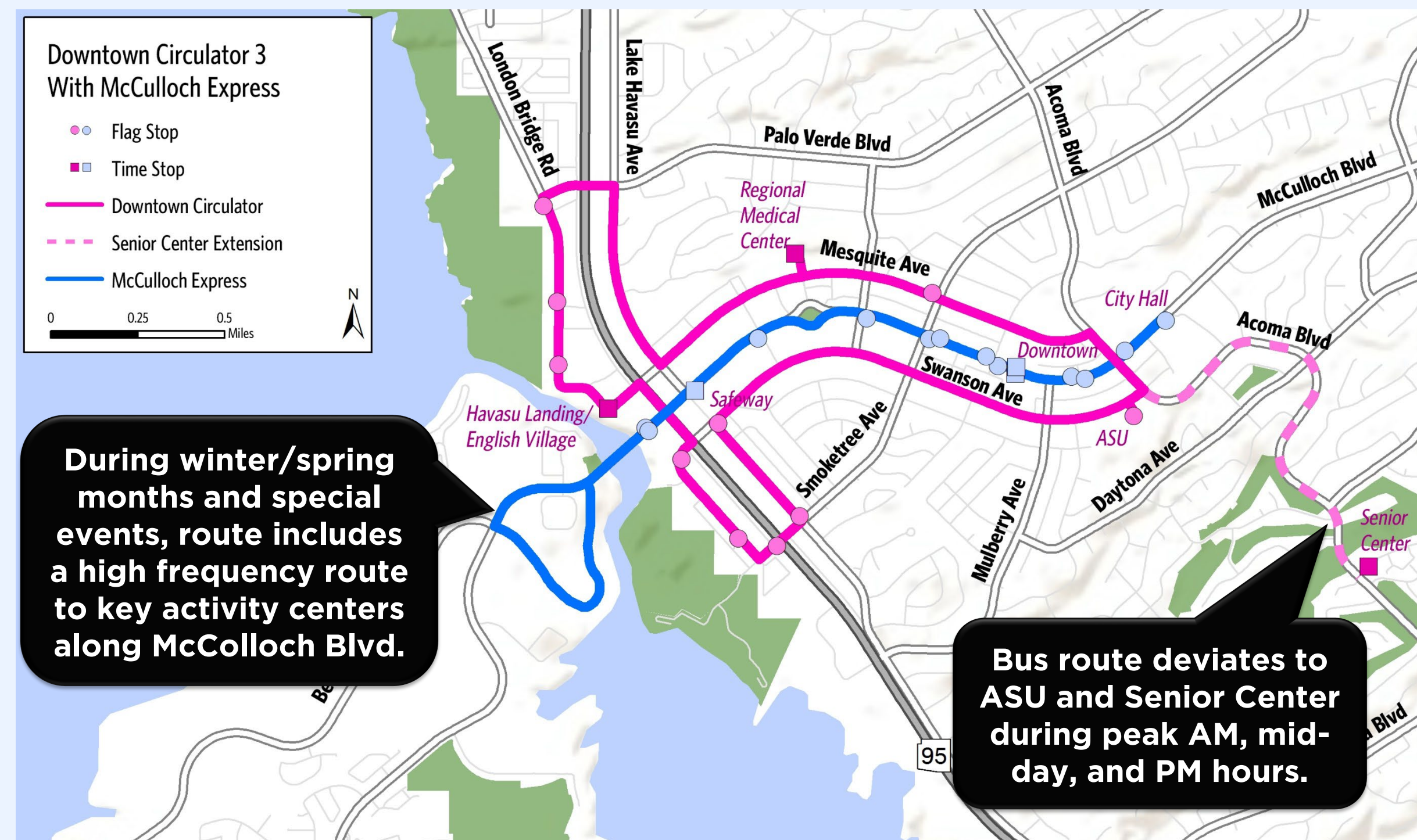
Your Comments:



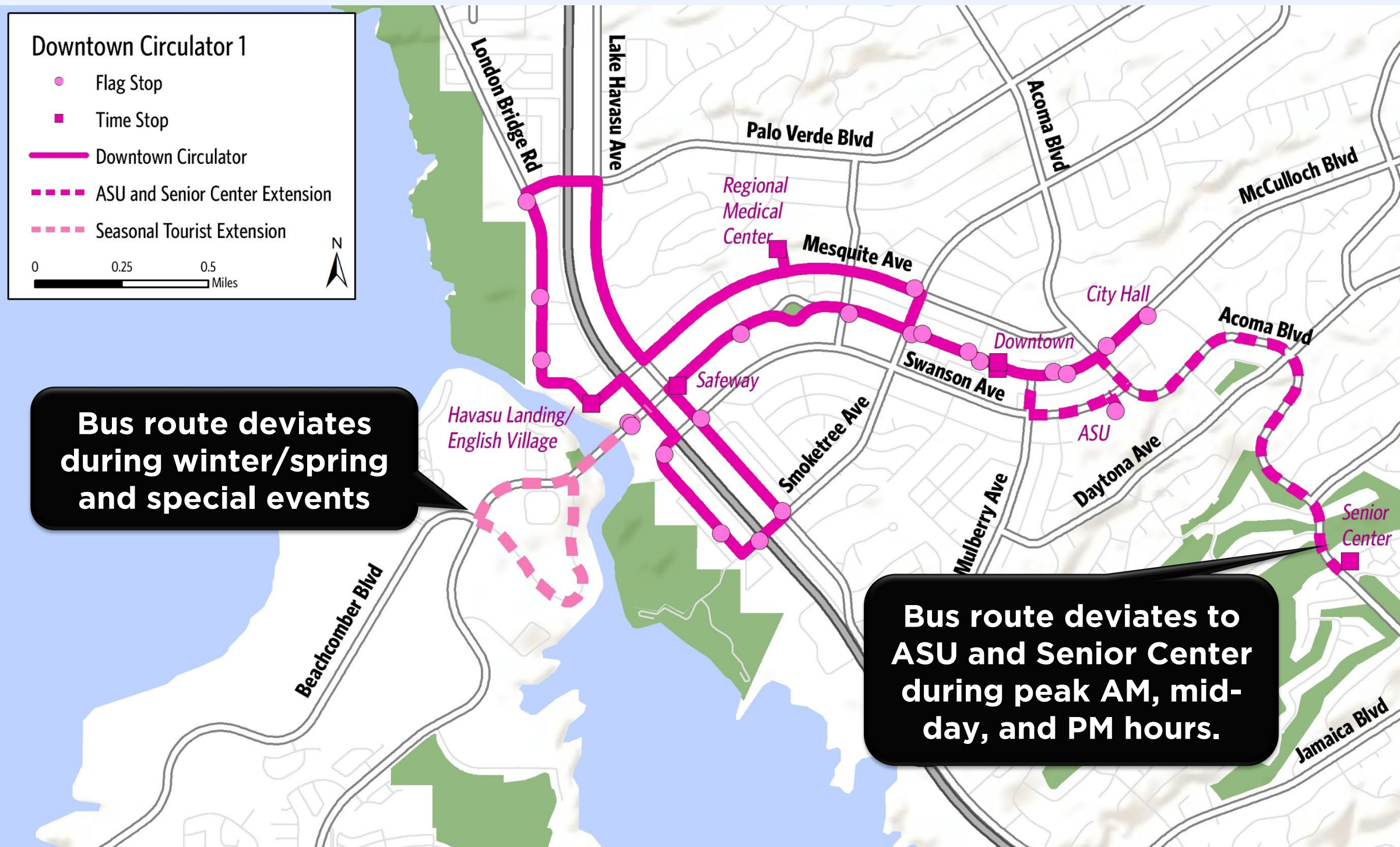
Option #3 – McCulloch Blvd Express

Combines a circulator route along Swanson Ave and Mesquite Ave and high-frequency seasonal route along McCulloch Blvd to provide direct connections to key activity centers in the downtown core area.

Your Comments:



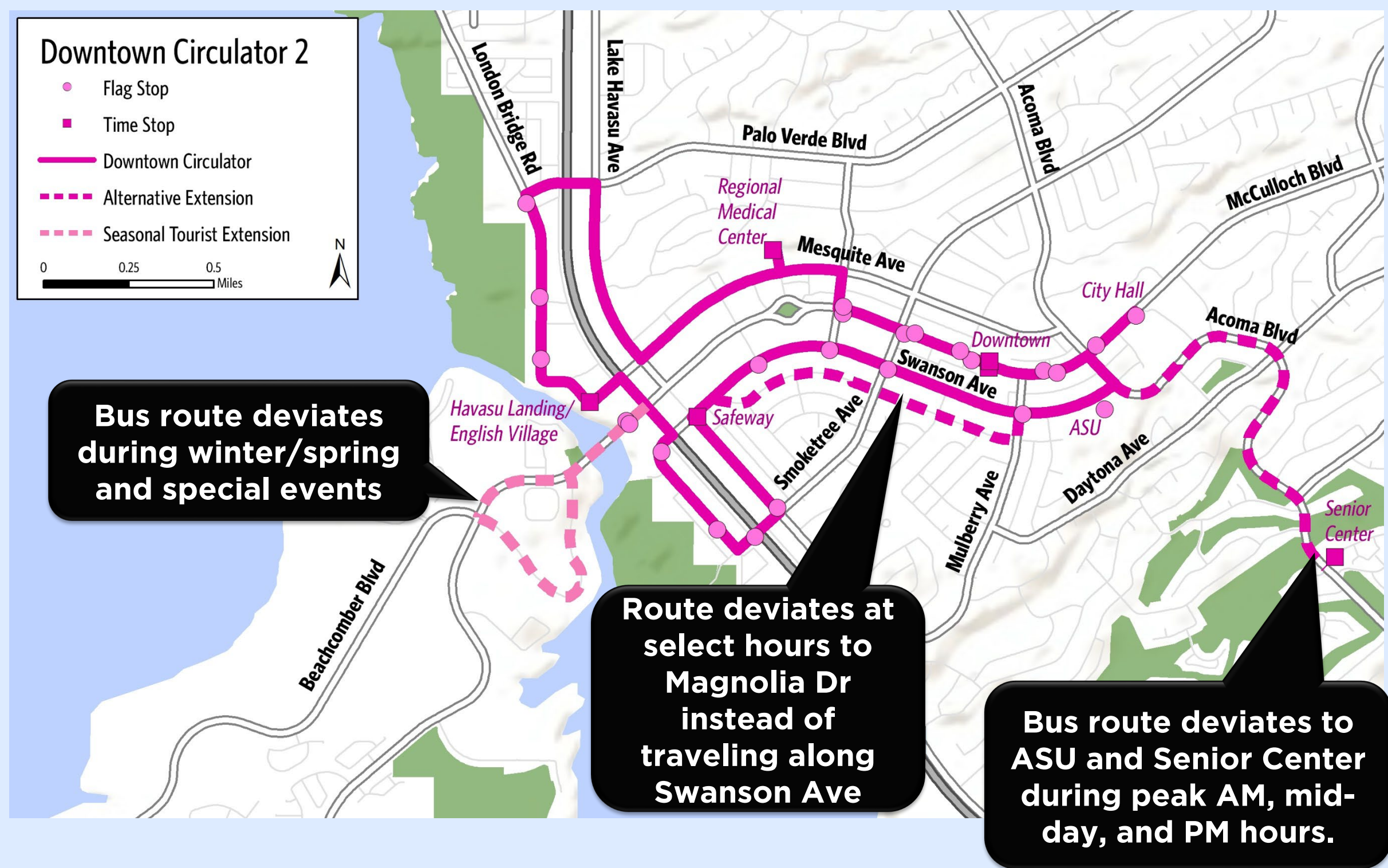
DOWNTOWN CIRCULATOR



Option #1 – McCulloch Blvd Route

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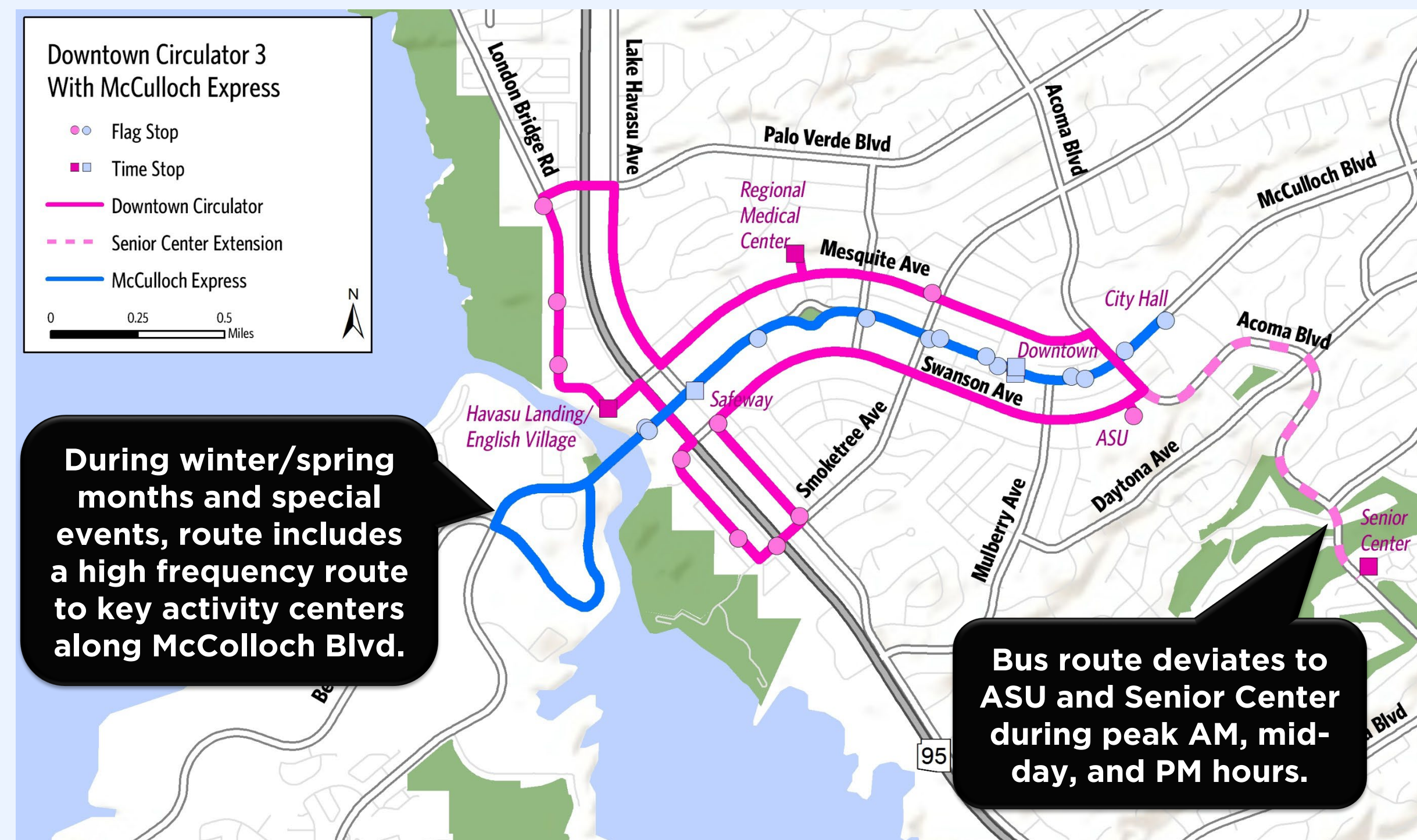
Your Comments:



Option #2 – Swanson Ave Route

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Your Comments:



Option #3 – McCulloch Blvd Express

Combines a circulator route along Swanson Ave and Mesquite Ave and high-frequency seasonal route along McCulloch Blvd to provide direct connections to key activity centers in the downtown core area.

Your Comments:

NORTHERN EXPRESS ROUTE

Option #1 – London Bridge Rd Route

Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd and Acoma Blvd.

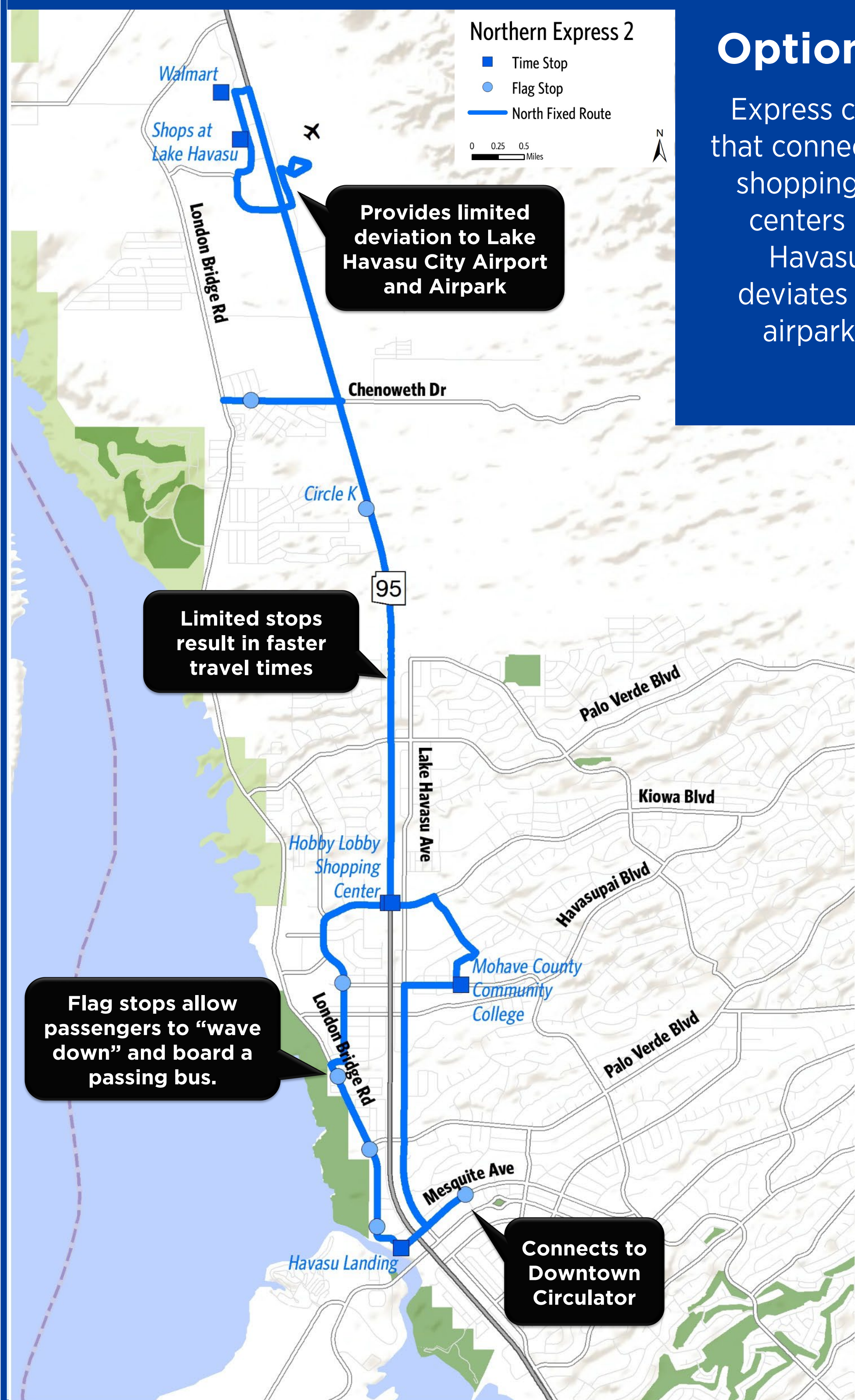
Your Comments:



Option #2 – SR 95 Route

Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd, the airport, and along Chenoweth Dr.

Your Comments:



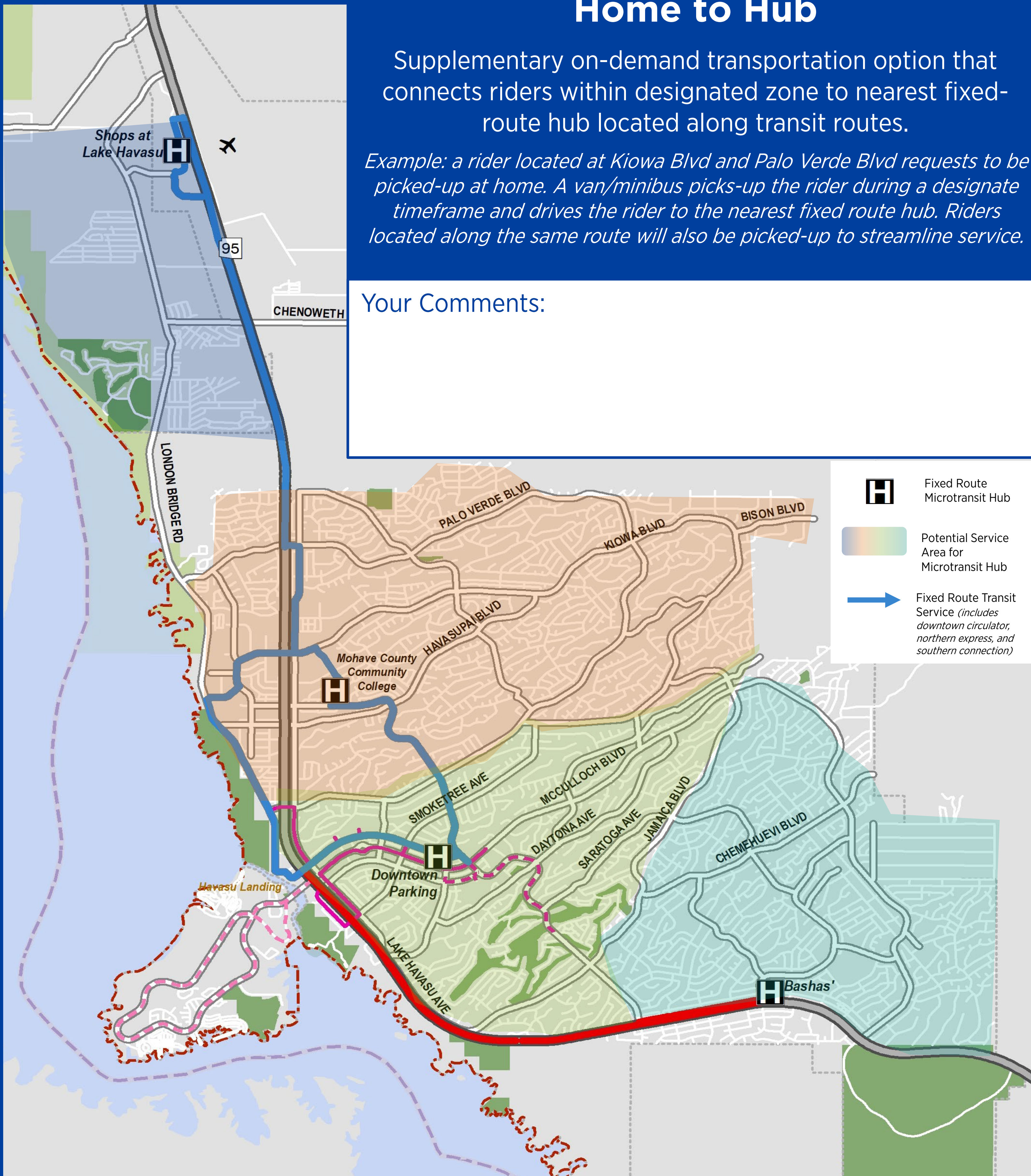
MICROTRANSIT OPTIONS

Home to Hub

Supplementary on-demand transportation option that connects riders within designated zone to nearest fixed-route hub located along transit routes.

Example: a rider located at Kiowa Blvd and Palo Verde Blvd requests to be picked-up at home. A van/minibus picks-up the rider during a designate timeframe and drives the rider to the nearest fixed route hub. Riders located along the same route will also be picked-up to streamline service.

Your Comments:

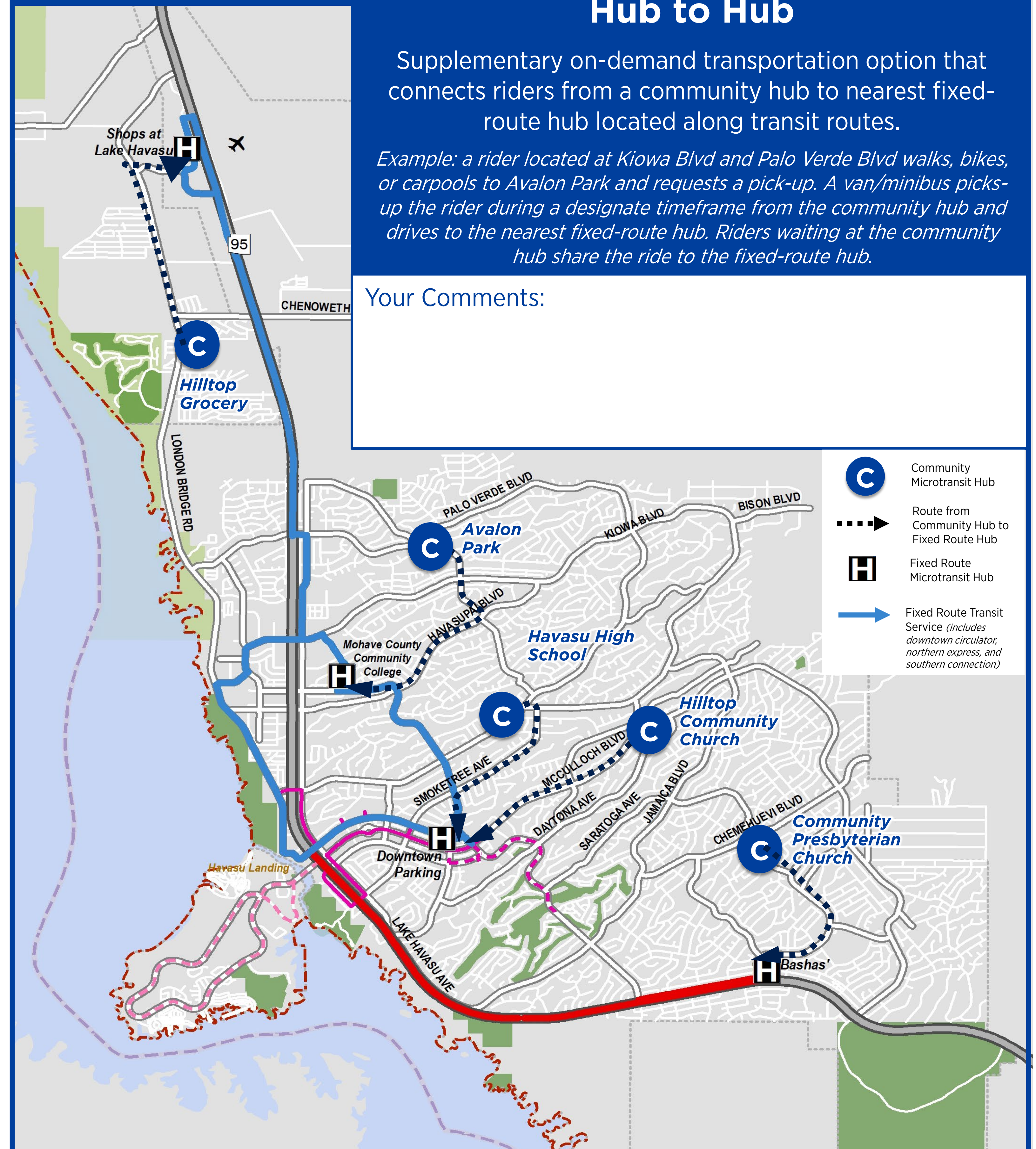


Hub to Hub

Supplementary on-demand transportation option that connects riders from a community hub to nearest fixed-route hub located along transit routes.

Example: a rider located at Kiowa Blvd and Palo Verde Blvd walks, bikes, or carools to Avalon Park and requests a pick-up. A van/minibus picks-up the rider during a designate timeframe from the community hub and drives to the nearest fixed-route hub. Riders waiting at the community hub share the ride to the fixed-route hub.

Your Comments:





PUBLIC OPEN HOUSE

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Come learn more about public transportation, preview and comment on potential public transportation options, and work with the study team to build a public transportation system.

Join us at one of the following Public Open Houses. Both meetings will present the same information.

Date	October 3, 2019
Time	4:30 – 7:00 PM
Place	Lake Havasu City Police Facility 2360 McCulloch Boulevard N. Lake Havasu City, AZ 86403

or

Date	October 4, 2019
Time	11:30 – 1:00 PM
Place	Lake Havasu City Police Facility 2360 McCulloch Boulevard N. Lake Havasu City, AZ 86403

For more information visit: www.lhcaz.gov/transit-plan

HELP SHAPE FUTURE TRANSIT

To plan for the region's future, we are conducting a short survey to understand your transit needs. This information will help develop a plan for transit improvements.

FOR QUICKER ENTRY - SUBMIT SURVEY ON-LINE AT:
www.lhcaz.gov/transit-plan

TELL US ABOUT YOU

- 1) **Where do you live?** City: _____ Closest Intersection/Crossroad: _____
- 2) **Are you currently employed and/or in school?** *(check all that apply)*
☐ Employed (Name of Business): _____ ☐ School (name): _____ ☐ Neither
- 3) **What is your age range?** ☐ Under 18 ☐ 18- 34 ☐ 35-49 ☐ 50-64 ☐ 65 and older ☐ Prefer not to answer

HOW DO YOU GET AROUND?

- 4) **What form of transportation do you most commonly use?** *(check all that apply)*
☐ Drive myself ☐ Bus or van operated by senior center, community organization, or other agency
☐ Get a ride with family member of friend/carpool ☐ Uber/Lyft **→ Name:** _____
☐ Ride a bike or walk ☐ Other: _____
- 5) **On average, how many times a week do you travel to the following places?** *(mark X for all that place)*

Destination	Never	1 - 2 Days a Week	3 - 5 Days a Week	Everyday
London Bridge Resort				
Nautical Beachfront Resort				
Walmart Supercenter				
The Shops at Lake Havasu				
Home Depot				
Lowes				
Grocery Stores				
Big Lots Shopping Center				
Ross Shopping Center				
Havasu Regional Medical Center				
Mohave Community College				
Arizona State University				
Mohave County Library				
Lake Havasu Aquatic Center				
Parker				
Kingman				
Bullhead City				

- 6) **In the last 12 months, have you missed a medical appointment, school, or work due to lack of transportation?** ☐ Yes ☐ No

- 7) **What keeps you from getting where you need to go?** *(check all that apply)*
☐ I do not have a car ☐ No public transportation services available for my trips
☐ Nobody is available to drive me ☐ Other _____

- 8) **What do you think is the biggest transportation problem facing Lake Havasu region today?**

YOUR OPINION ON PUBLIC TRANSPORTATION

9) Is creating a public transit service a good idea for the Lake Havasu region? ☐ Yes ☐ No ☐ Maybe

10) What benefits do you see in public transportation? (check all that apply)

- | | |
|---|--|
| ☐ Transportation for elderly, physically limited, persons who can't drive, and persons without a vehicle | ☐ Helps get people to work and school |
| ☐ Reduces traffic congestion | ☐ Good for the environment |
| ☐ Helps residents save money, especially with high gas prices | ☐ Other: _____ |

11) If public transportation were available, would you use it? ☐ Yes ☐ No

→ If yes, how often would you use transit?

- ☐ Everyday
- ☐ Several times a week
- ☐ Occasionally
- ☐ Weekends only

→ If no, reason for not using transit?

- ☐ I prefer to drive
- ☐ Takes too long to get where I want to go
- ☐ My schedule varies
- ☐ Other: _____

IF PUBLIC TRANSIT SERVICE WERE AVAILABLE IN THE LAKE HAVASU REGION...

12) What would you most likely use public transportation for? (check all that apply)

- | | |
|--|---|
| ☐ Commute to work or school | ☐ Visit friends/family |
| ☐ Shopping/errands | ☐ Other: _____ |
| ☐ Medical appointments or pick-up prescriptions | |

13) Where would you like to see public transit service go? _____

14) If transit service between cities/communities appeals to you, from where and to where would you like to see it?

15) Which of the following transit service option appeals to you the most? (check all that apply)

- ____ Community shuttle with a set route and schedule
- ____ "Fixed routes" service with published departure/arrival times and fixed bus stops
- ____ "Dial-a-ride" service for qualifying riders
- ____ On-demand service or Uber/Lyft/Taxis
- ____ Hybrid on-demand service that offers shared rides along a specific route
- ____ Other: _____

16) How much would you pay for a one-way ride? \$: _____

17) What payment method would you prefer for transit service? ☐ Cash ☐ Credit Card ☐ Smartphone app ☐ Other:

ADDITIONAL COMMENTS OR CONCERNS?

Participate in the Plan!

If you would like to participate as a member of a focus group, please submit your email address below:

Please submit in person or mail/email to:

Lake Havasu MPO
900 London Bridge Road, Bldg. B, Lake Havasu City, AZ 86404
Phyllis.Davis@jacobs.com

FOR QUICKER ENTRY - SUBMIT SURVEY ON-LINE AT:
www.lhcaz.gov/transit-plan

1. Are you a Student or Faculty/Staff? Student Faculty/Staff

2. Which best describes where you live?

- ☐ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? _____

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride? _____

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm			
After 9pm			



PUBLIC OPEN HOUSE

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Time	4:30 – 7:00 PM		Time	11:30 – 1:00 PM
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For more information visit: www.lhcaz.gov/transit-plan



Focus Groups Participants Needed

You Talk. We Listen. Join Us. Get Involved.

Date	October 3, 2019
Time	1:30 – 3:00 AM
Place	Lake Havasu City Police Facility 2360 McCulloch Boulevard N. Lake Havasu City, AZ 86403

RSVP at: <https://lakehavasutransit.eventbrite.com>



Local Business Outreach

Join Us to Design Lake Havasu's Future Public Transportation

Date	October 4, 2019
Time	9:30 – 11:00 AM
Place	Lake Havasu City Police Facility 2360 McCulloch Boulevard N. Lake Havasu City, AZ 86403

RSVP at: <https://lakehavasutransit.eventbrite.com>

Public Open House

Join Us to Design Lake Havasu's Future Public Transportation Services

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Time	4:30 – 7:00 PM
Place	Lake Havasu City Police Facility 2360 McCulloch Boulevard N. Lake Havasu City, AZ 86403

or

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Time	11:30 – 1:00 PM
Place	Lake Havasu City Police Facility 2360 McCulloch Boulevard N. Lake Havasu City, AZ 86403

Join us at one of the Public Open Houses. Both meetings will present the same information.

DOWNTOWN
CIRCULATOR

Option #1 – McCulloch Blvd Route

Circulator route that provides direct connections to key activity centers in the downtown core area. Route focuses on providing access along McCulloch Blvd, Mesquite Ave, Lake Havasu Ave, and London Bridge Rd. The route deviates seasonally and during special events to the island.

Your Comments:

Option #2 – Swanson Ave Route

Circulator route that provides direct connections to key activity centers in the downtown core area. Route focuses on providing access along Swanson Ave, McCulloch Blvd in the downtown core, Mesquite Ave, Lake Havasu Ave, and London Bridge Rd. The route deviates seasonally and during special events to the island.

Your Comments:

Monday - Friday 7:00 a.m. - 6:00 p.m.
Thursday - Friday 7:00 - 9:30 pm
*Special Events
Add Buses for Events
Saturday 8 -
Sunday
Winter hours
Extend Saturday

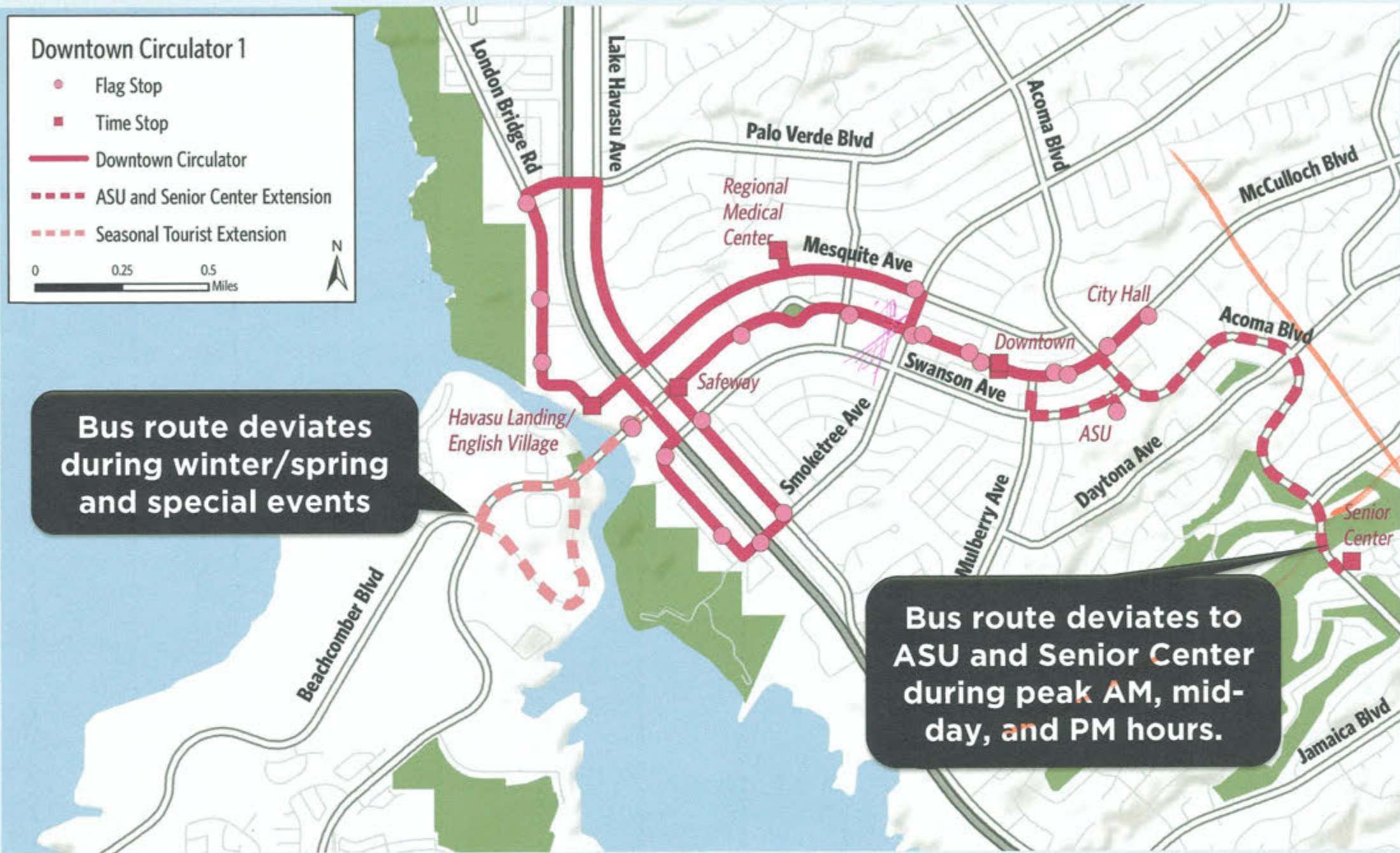
Option #3 – McCulloch Blvd Express

Combines a circulator route along Swanson Ave and Mesquite Ave and high-frequency seasonal route along McCulloch Blvd to provide direct connections to key activity centers in the downtown core area.

Your Comments:

Blue Route - Weekends only
Also go to swap meet on Sunday's
Saturday - 8:00-5:00
Sunday - 7:00-3:00

DOWNTOWN
CIRCULATOR



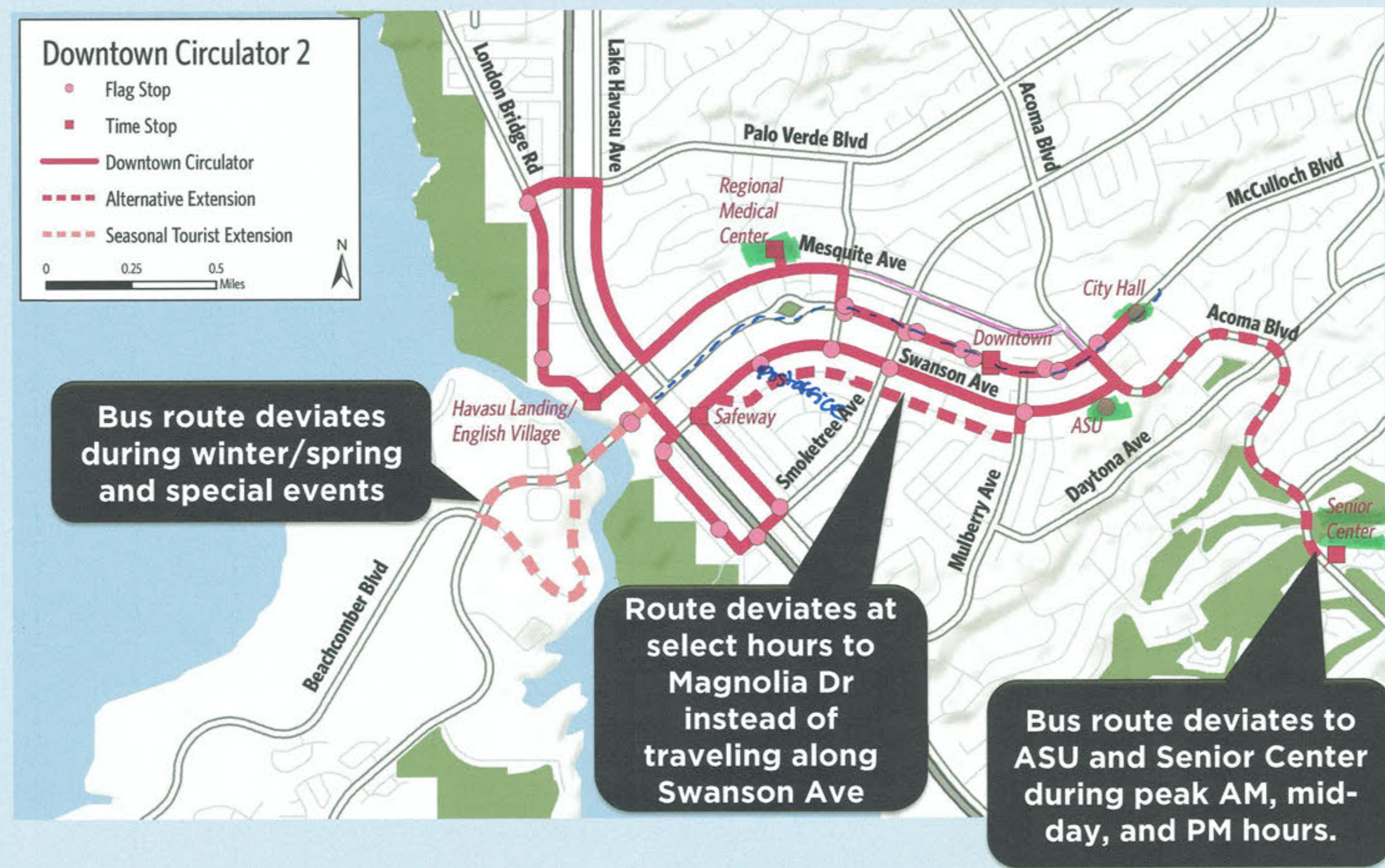
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Your Comments:

Good for bars at night or ride to evening a few runs

not a fan McCulloch : always mess



Option #2 – Swanson Ave Route

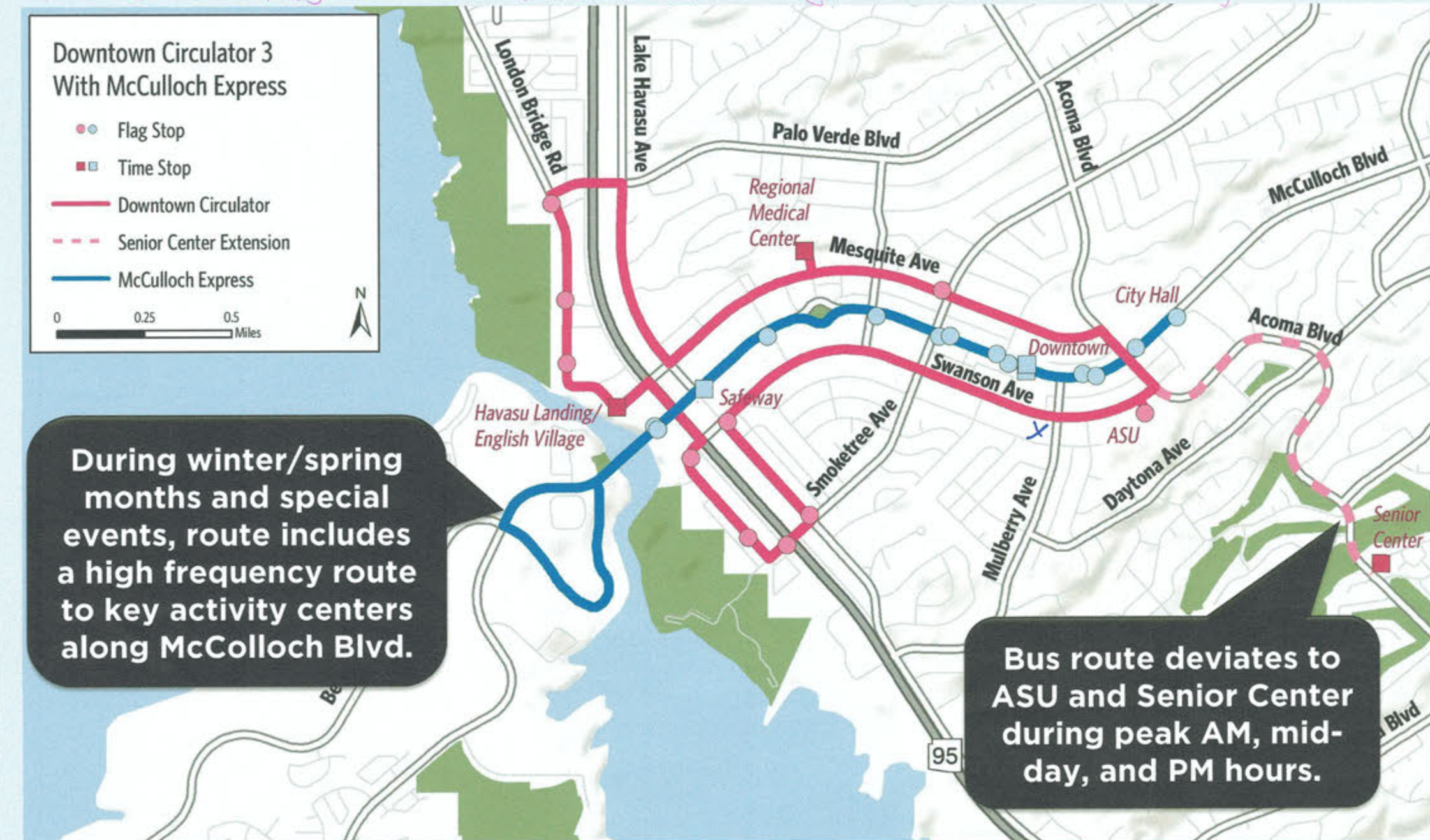
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Your Comments:

could do an early morning for workers
like goes to apartments
7:30-10:30
morning & lunch & evening hours
include Sat.
3rd/4th/10th
no Sunday effect maybe to island on busy season
few in morning most of us like to sleep in

Like flag down driver- still access activities

★ Combine 2 & 3
play line express added for a few times a day and visitor piece during season



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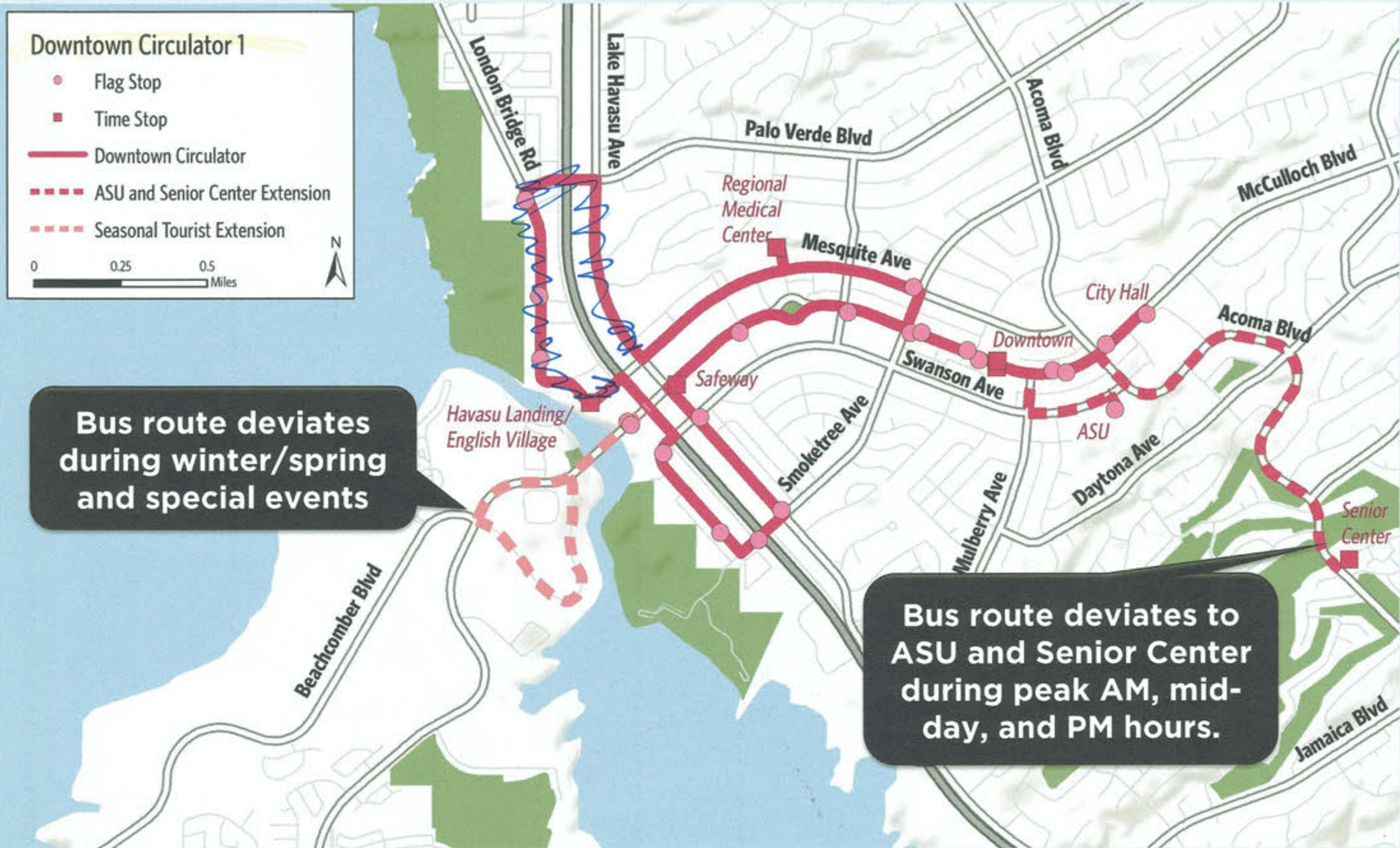
Your Comments:

things will need to be adjusted for time of year

citizen would use to go to doc and city hall
places I would go

DOWNTOWN CIRCULATOR

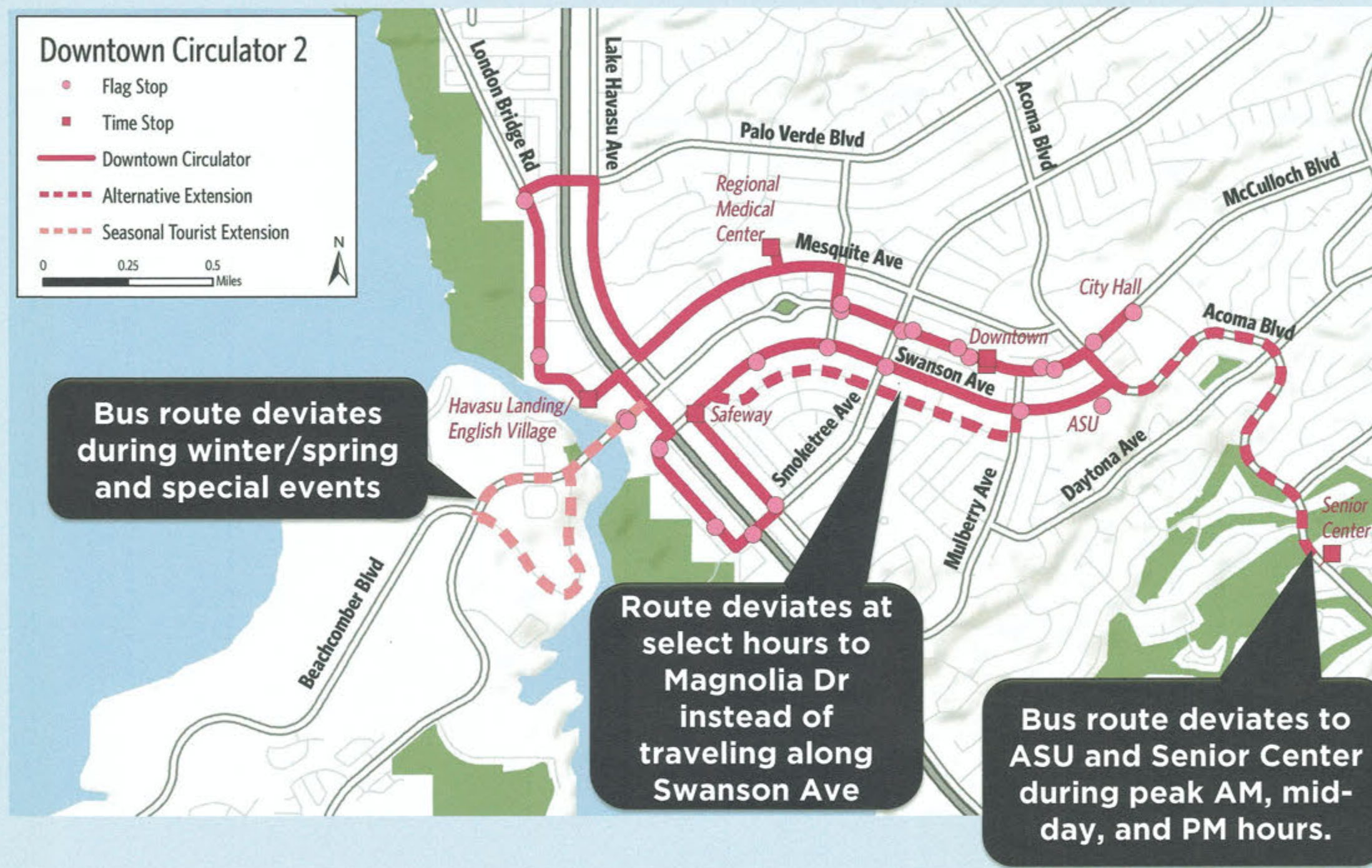
M-F 6am - 8pm



Option #1 – McCulloch Blvd Route

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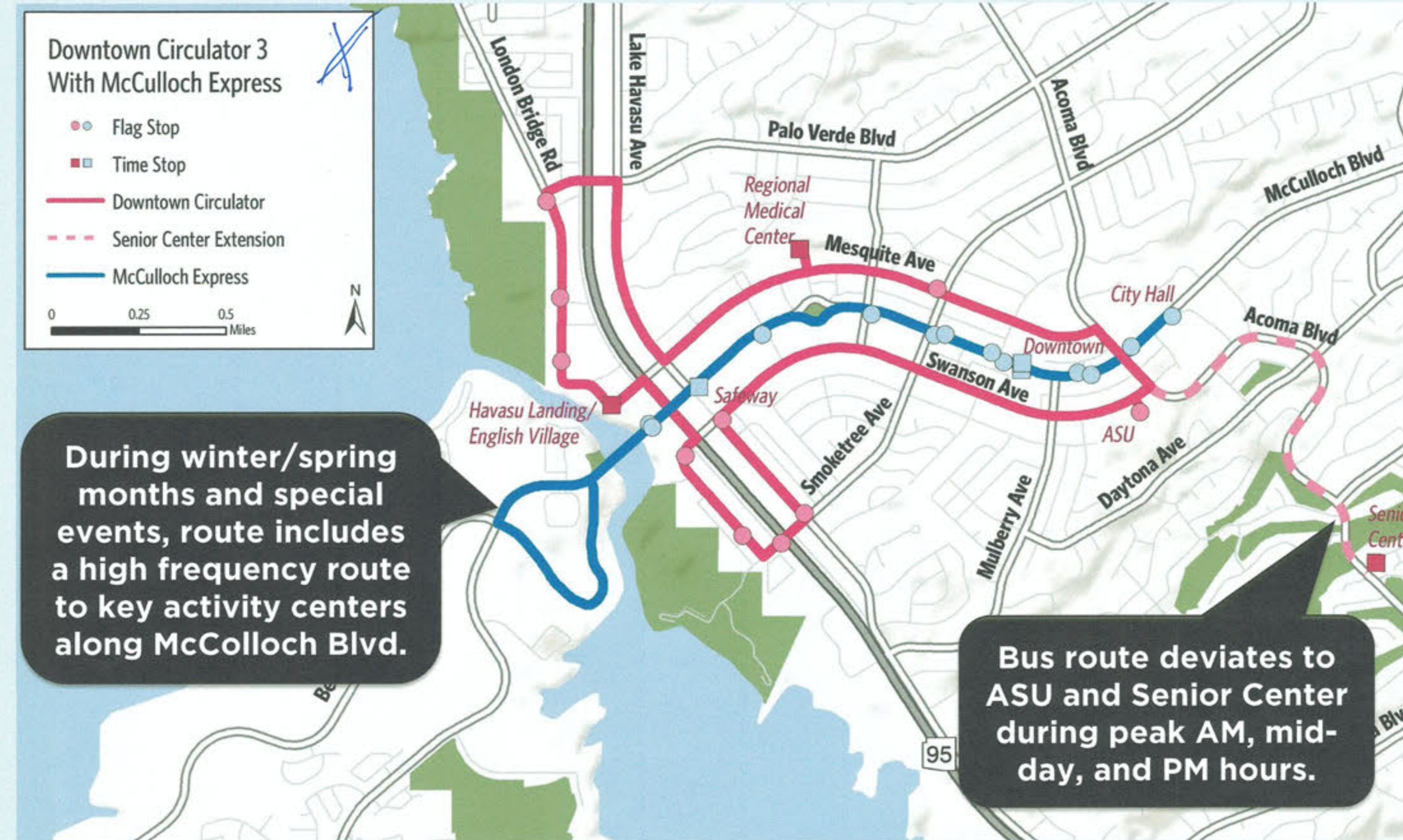
Your Comments:



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Your Comments:



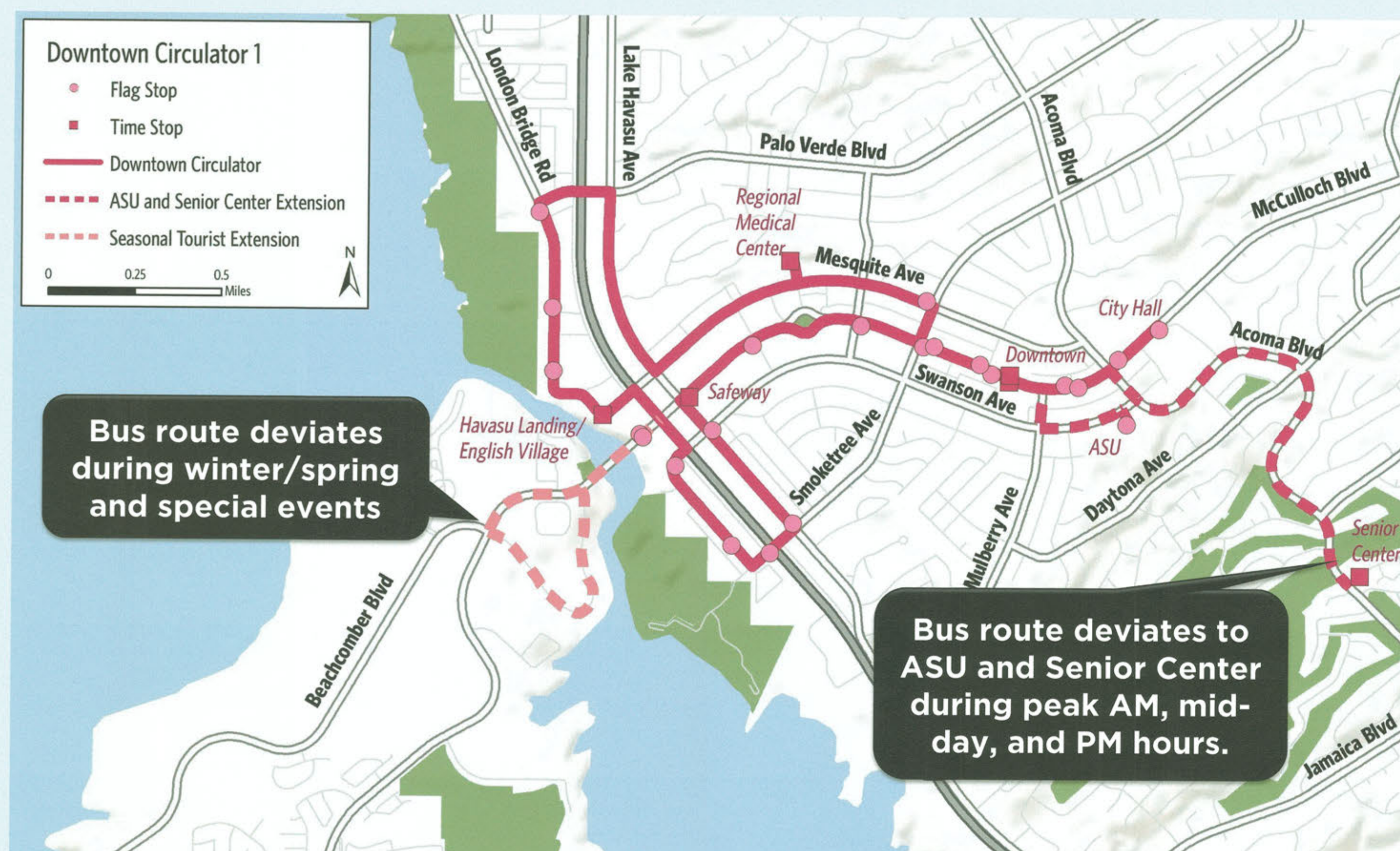
Option #3 – McCulloch Blvd Express

Combines a circulator route along Swanson Ave and Mesquite Ave and high-frequency seasonal route along McCulloch Blvd to provide direct connections to key activity centers in the downtown core area.

Your Comments:

NO!

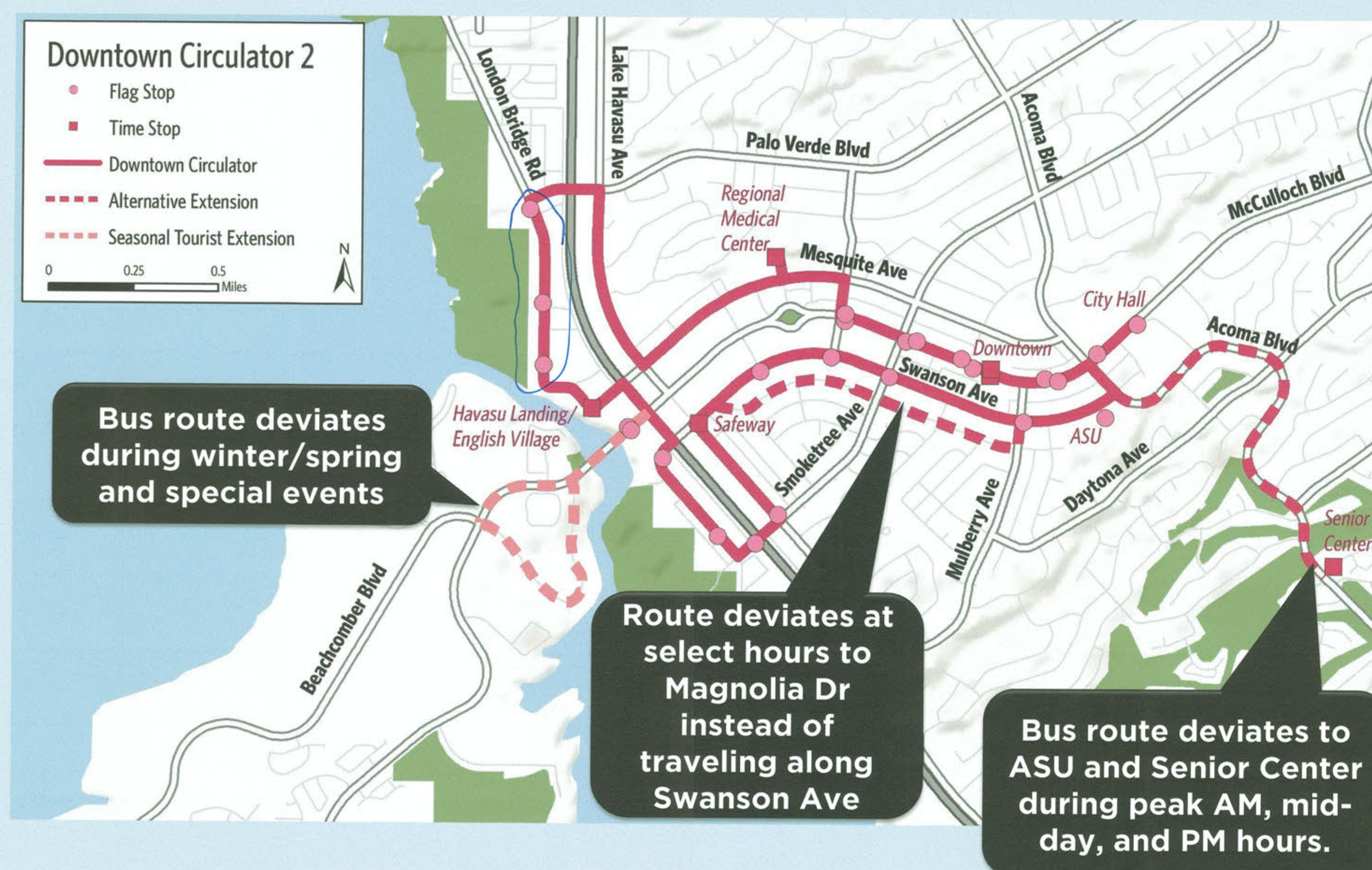
DOWNTOWN CIRCULATOR



Option #1 – McCulloch Blvd Route

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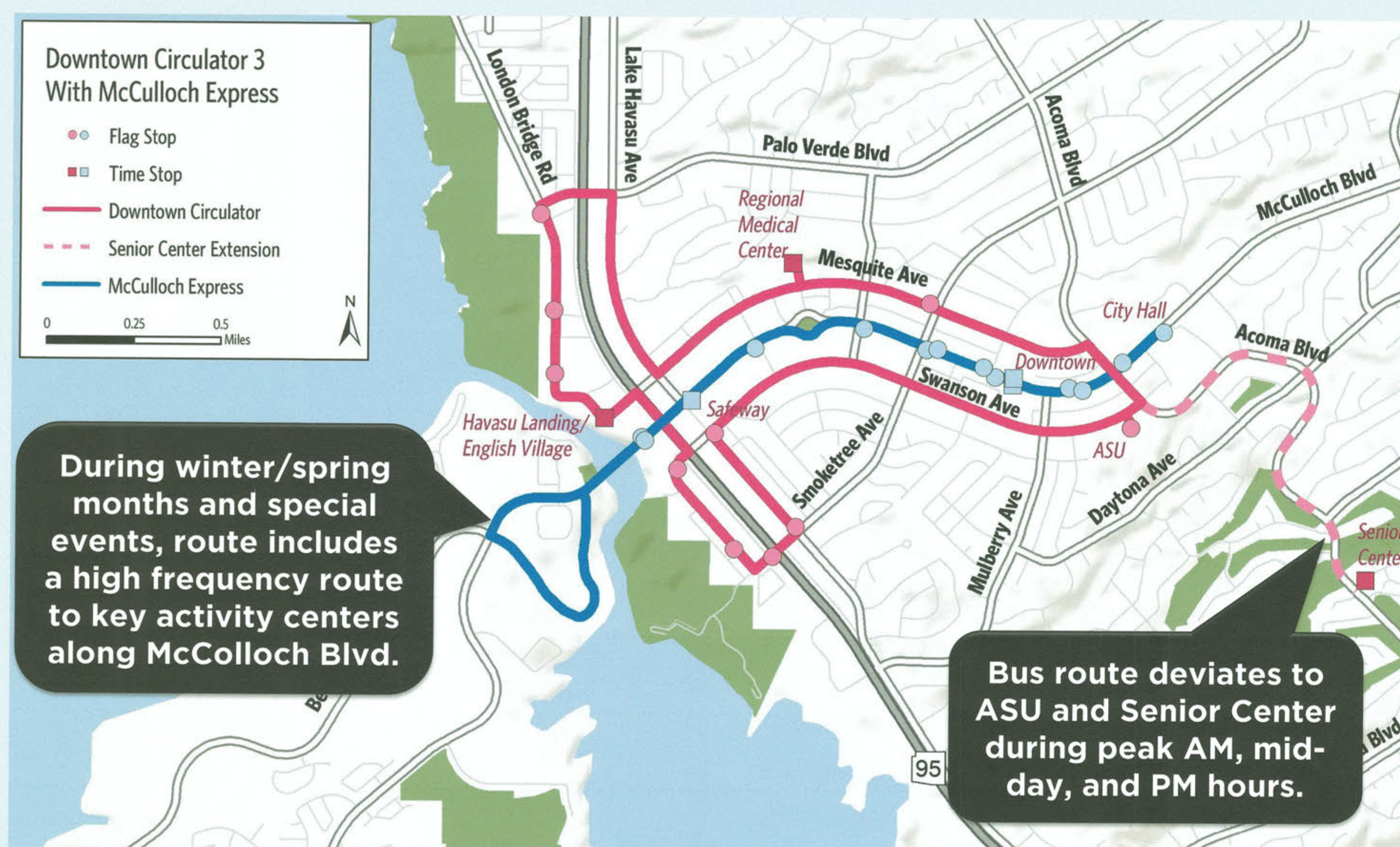
Your Comments: INCLUDE HAMPDEN INN TO STOP
 Include stops on Mesquite



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Your Comments: MAKE SENIOR CENTER – THE END STATION
 INCLUDE HAMPDEN INN TO STOP
 Include stops on Mesquite



Option #3 – McCulloch Blvd Express

Combines a circulator route along Swanson Ave and Mesquite Ave and high-frequency seasonal route along McCulloch Blvd to provide direct connections to key activity centers in the downtown core area.

Your Comments: INCLUDE HAMPDEN INN TO STOP
 Include area around the island w/ nautical stop
 Include stops on Mesquite

Could we have a special vehicle or service that provides service for special olympics, athletes, etc.
 → HAT used to have this seasonally.
 → Also, there used to be a Christmas/Holiday light bus for seeing lights

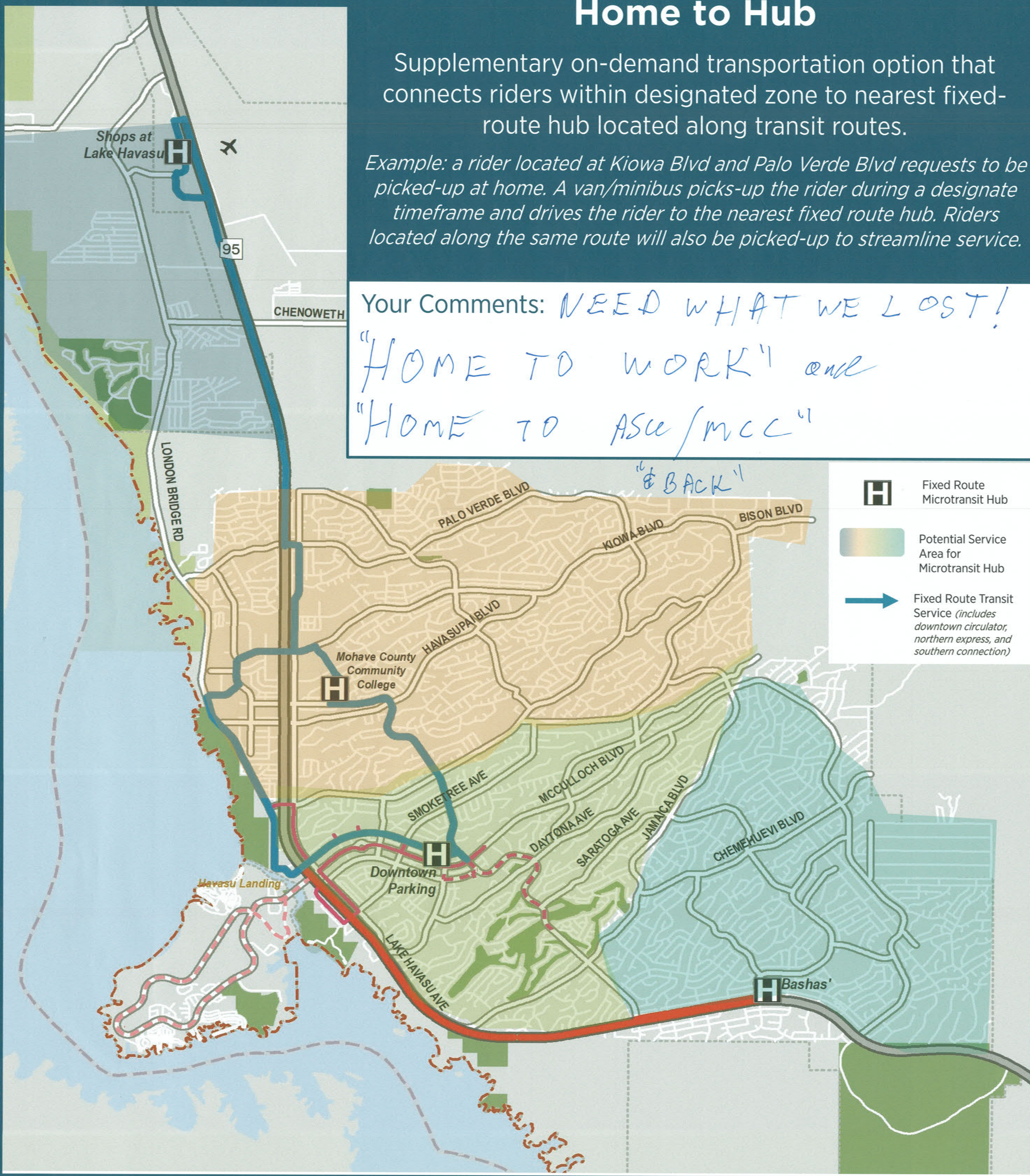
MICROTRANSIT OPTIONS

Home to Hub

Supplementary on-demand transportation option that connects riders within designated zone to nearest fixed-route hub located along transit routes.

Example: a rider located at Kiowa Blvd and Palo Verde Blvd requests to be picked-up at home. A van/minibus picks-up the rider during a designate timeframe and drives the rider to the nearest fixed route hub. Riders located along the same route will also be picked-up to streamline service.

Your Comments: NEED WHAT WE LOST!
 "HOME TO WORK" and
 "HOME TO ASU/MCC"

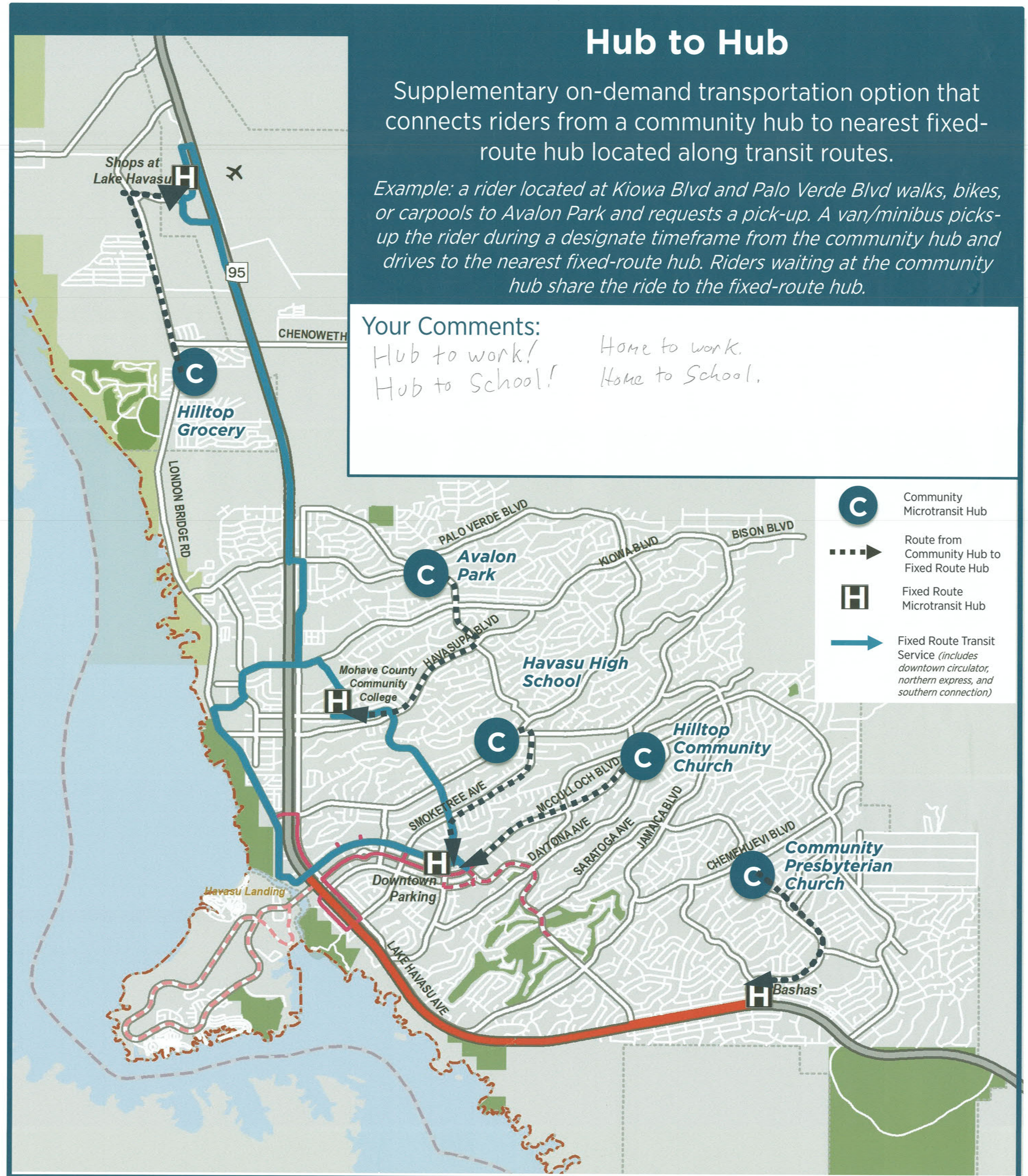


Hub to Hub

Supplementary on-demand transportation option that connects riders from a community hub to nearest fixed-route hub located along transit routes.

Example: a rider located at Kiowa Blvd and Palo Verde Blvd walks, bikes, or carools to Avalon Park and requests a pick-up. A van/minibus picks-up the rider during a designate timeframe from the community hub and drives to the nearest fixed-route hub. Riders waiting at the community hub share the ride to the fixed-route hub.

Your Comments:
 Hub to work! Home to work.
 Hub to School! Home to School.



NORTHERN EXPRESS ROUTE



Option #1 – London Bridge Rd Route

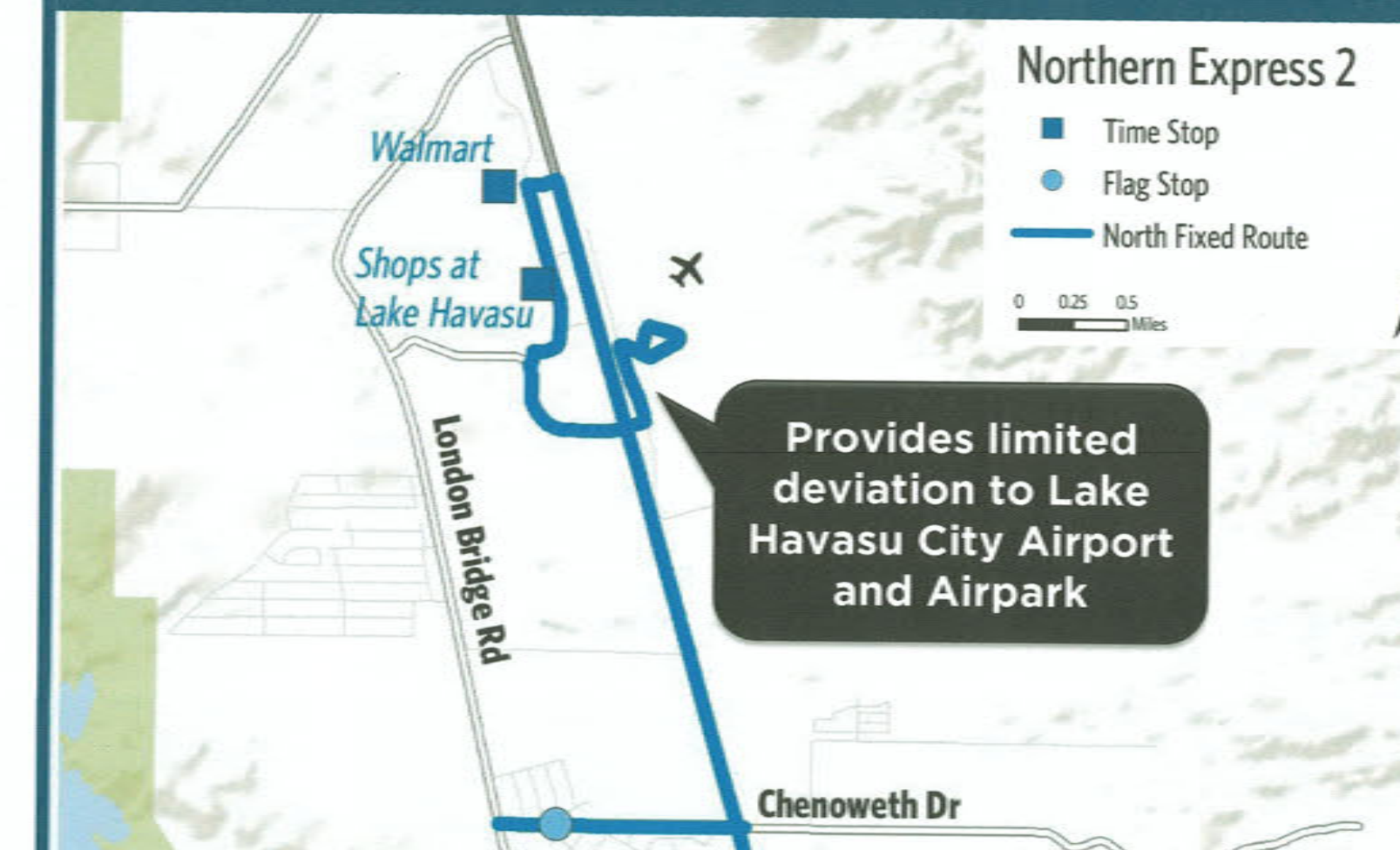
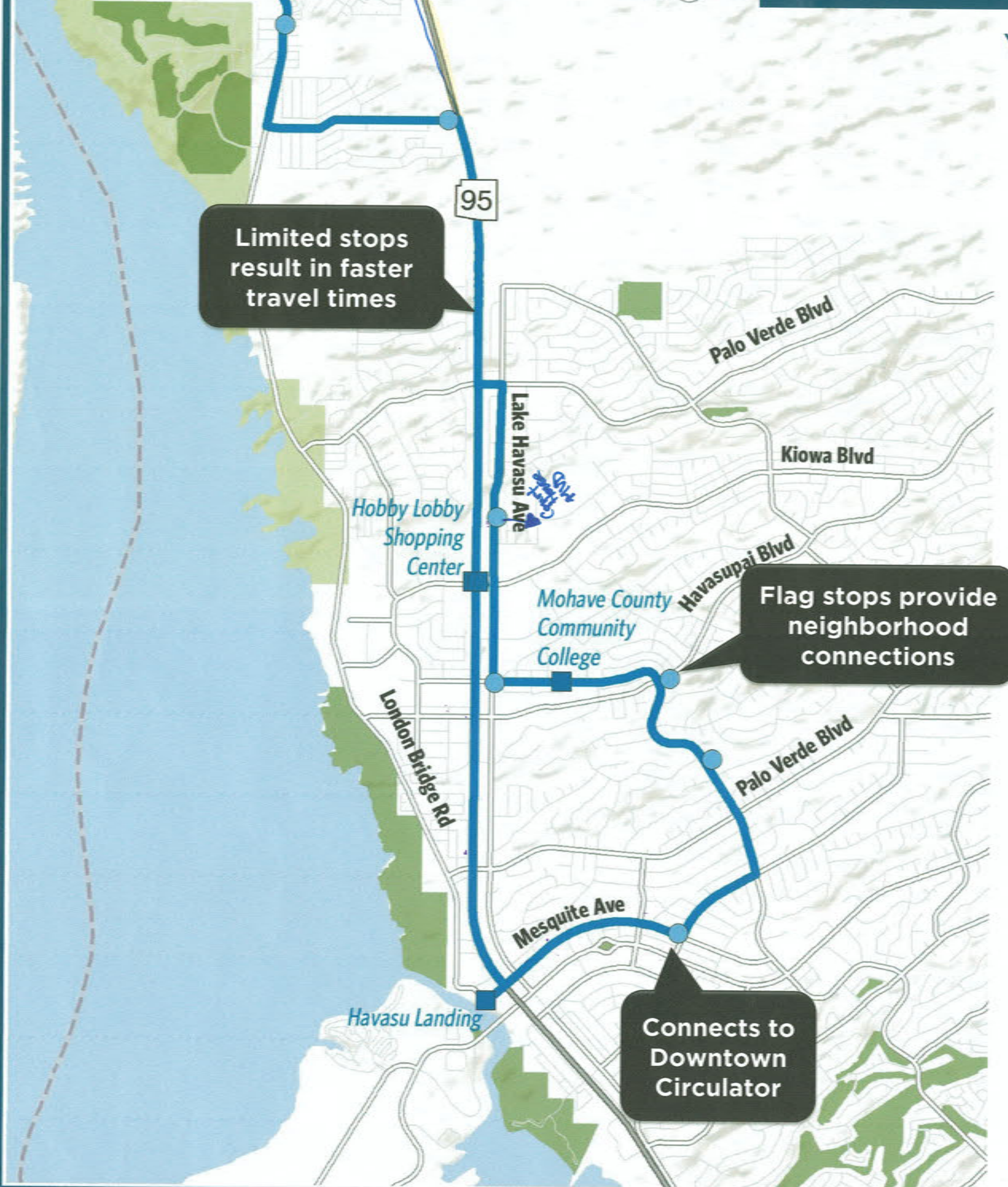
Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd and Acoma Blvd.

Your Comments:

add stop (count, ~~round~~ DES)

Add stop on Senior Center

M-Sun 9am-10p



Option #2 - SR 95 Route

Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd, the airport, and along Chenoweth Dr.

Your Comments:



Flag stops allow passengers to “wave down” and board a passing bus.

**Connects to
Downtown
Circulator**

NORTHERN EXPRESS ROUTE

Option #1 - London Bridge Rd Route

Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd and Acoma Blvd.



Your Comments:

most over traffic
 Don't need airport access
 Desert hills
 Hotels don't really need bus

Like people for center
 safer than 95
 cost prefer #2
 Like London Bridge

College hours: 7:30-9
 Mon - Friday

Stop hours - 10
 Lunch time 11-1
 after - 3-5
 evening 7-9

Flag stops provide neighborhood connections

Connects to Downtown Circulator

Option #2 - SR 95 Route

Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd, the airpark, and along Chenoweth Dr.



Your Comments:

? Is there a way to
 subsidize for low income?
 A set rate?

★ Like flexibility of home to Hub
 ★ Benefit of Hub to Hub is localized

Limited stops result in faster travel times

Flag stops allow passengers to "wave down" and board a passing bus.

Connects to Downtown Circulator

Like this with Connector



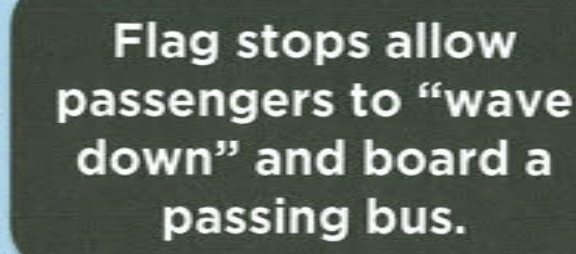
Your Comments:



**Connects to
Downtown
Circulator**



Your Comments:



Connects to Downtown Circulator

NORTHERN EXPRESS ROUTE

Option #1 – London Bridge Rd Route

Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd and Acoma Blvd.

Your Comments:



Option #2 – SR 95 Route

Express commuter and shopping route that connects the Downtown Circulator to shopping, employment and education centers in central and northern Lake Havasu. To increase access, route deviates along London Bridge Rd, the airport, and along Chenoweth Dr.

Your Comments:



ADD SENIOR CENTER
 BRANCH TO FULL
 Northern Express
 ONE SEAT RIDE →

- SENIOR CENTER
- ASU
- HOSPITAL
- MCCC
- Hobby Lobby Shops
- SHOPS AT LAKE HAVASU

SENIOR CENTER

ARIZONA STATE UNIVERSITY – MEETING SUMMARY

Date: July 30, 2019

Time: 11:00 AM - 12:00 PM

Location: Lake Havasu MPO office

Attendees:

- Raymond Van Der Riet - Director of Lake Havasu City Campus
 - Abbie Anderson – Communications Program Coordinator
 - Erika Manzano – Student Services Coordinator
 - Kim Rome – Community Outreach Specialist
 - Vinny Gallegos – Lake Havasu MPO
 - Phyllis Davis – Kittelson & Associates
 - Vamshi Yellisetty– Kittelson & Associates
-

Lake Havasu Metropolitan Planning Organization (LHMPO) Director Vinny Gallegos introduced the study team and provided a brief overview of the purpose of the plan and the meeting. Vinny commented that the goal of the meeting was to determine potential partnership opportunities for the implementation of a transit system in the LHMPO region. The following is a summary of general discussion from the meeting.

- Total number of employees: approximately 30
- Total number of students: 150 students last year, fall semester will likely have 130-150. 51-45 students reside in the dorm, of these approximately 14 don't have a vehicle.
- Primary mode of transportation for employee and students is single vehicle. Most staff and faculty live in the south side of town.
- International student population is increasing each semester. The fall semester will likely have 13-18 international students. The group commented that they see this population increasing significantly in the next few years. The international students don't have access to a vehicle and rely on other students for rides.
- ASU has an agreement with the Medical Center to provide lunch to students residing in the dorms. Key details of this include:
 - Medical center is 1.3 miles and takes approximately 30 minutes to walk there.
 - ASU purchases up to \$4,000 in vouchers with the local shuttle company "B Right There" for students. The vouchers allow the students to travel to the hospital for lunch and dinner.
 - Students typically use the voucher program at the beginning of the semester and then slowly transition into finding rides with other students.

- Dinner is provided until 6:30pm.
- ASU is looking to expand the voucher program to allow students to use them to access other locations besides the Medical Center. For example, to travel past Palo Verde it would take two vouchers.
- The group discussed potential public transportation services and stops, which included:
 - Occasional service to Wal-Mart.
 - Bus stops to the ASU Beach Hut
 - Access to medical services for international students
 - International students would most likely use the transit service Friday to Sunday.
 - Access from ASU to jobs and locations for internships and shadowing.
- Courses at ASU typically are Monday to Thursday from 8:30 am to 5:00 pm. Friday courses are typically done by 1:30pm.

Student Survey:

The study team requested if they could conduct a student survey to determine potential public transportation demand. Erika commented that if the survey were simple, she could hand it out to students to fill-in at a residential hall meeting in September. Phyllis will send Erika a one-page survey for distribution.

Potential Opportunities

The team discussed potential public transportation opportunities. The group commented that if a bus stop is located on the ASU campus, there may be potential for ASU to construct a temporary bus shelter.

GO HAVASU – MEETING SUMMARY

Date: July 29, 2019

Time: 2:30 PM - 3:30 PM

Location: Lake Havasu MPO Office

Attendees:

- Terence Cocannnon – Go Havasu
 - Vinny Gallegos – Lake Havasu MPO
 - Phyllis Davis – Kittelson & Associates
 - Vamshi Yellisetty– Kittelson & Associates
-

Lake Havasu Metropolitan Planning Organization (LHMPO) Director Vinny Gallegos introduced the study team and provided a brief overview of the purpose of the plan and the meeting. Vinny commented that the goal of the meeting was to determine potential partnership opportunities for the implementation of a transit system in the LHMPO region. The following is a summary of general discussion from the meeting.

- Go Havasu is updating their tourist survey so an exact number of tourists to Lake Havasu is unknown. There are more than 1 million London Bridge crossings a day, but that includes residents and tourists. The visitor's bureau had 8,500 visitors last year.
- Terence commented that he once approached various resorts and downtown businesses to help develop a resort and recreation shuttle to provide transportation services during spring break. He commented that downtown businesses were fairly interested in the service.
- London Bridge Resort provides a shuttle service for their customers to the downtown area. Terence recommended that the study team contact the resort as to not compete or duplicate services.
- Some downtown restaurants and bars offer discount codes with Uber/Lyft for spring breakers.
- The study team discussed potential public transportation ideas/solutions, including:
 - Downtown shuttle linking English Village to the downtown area
 - Spring break shuttle that operates from the channel to downtown area
 - Special events shuttle service – Winterfest, New Years, Ballonfest
 - Park-and-ride opportunity at English Village
- Potential stops to serve visitors and spring breakers include downtown, site 6, crazy horse campground, and restaurants and bars downtown.
- The Tribe currently has a small parking lot at the boat ramp that quickly fills up during busy periods. With the new casino, parking will increasingly be at a premium.

- Terence commented that challenges to implementing public transportation include that it might impact some local shuttle/taxi services and that the elderly population in the community can not walk far to a bus stop.
- Terence stated that he thinks a downtown shuttle service would have the highest usage Thursday to Sundays from 10 am to 10 pm.

Potential Opportunities

The team discussed potential public transportation opportunities, they included:

- The visitor's bureau is currently building the Havasu Experience in downtown. The attraction will be a family friendly attraction that would benefit from transit access.
- Potential partnership with local car dealership and businesses to support the service through funding vehicles or advertisements.
- The visitor's bureau would potential support the service through purchasing advertisements and tickets.
- If the service is developed in a manner that allows the visitor's bureau to utilize it in marketing campaigns throughout the year, the visitor's bureau may be able to contribute funds to services or capital costs.

HAVASU REGIONAL MEDICAL CENTER – MEETING SUMMARY

Date: July 29, 2019

Time: 1:00 PM - 2:00 PM

Location: Havasu Regional Medical Center

Attendees:

- David Sanford and Janet Seller- Havasu Regional Medical Center
 - Vinny Gallegos – Lake Havasu MPO
 - Jess Knudsen – Lake Havasu City
 - Phyllis Davis – Kittelson & Associates
 - Vamshi Yellisetty– Kittelson & Associates
-

Lake Havasu Metropolitan Planning Organization (LHMPO) Director Vinny Gallegos introduced the study team and provided a brief overview of the purpose of the plan and the meeting. Vinny commented that the goal of the meeting was to determine potential partnership opportunities for the implementation of a transit system in the LHMPO region. The following is a summary of general discussion from the meeting.

- Total number of employees: approximately 900
- Majority of patients arrive at the hospital via ambulance. Upon discharge, patients primarily receive rides from friends/family, or they have no way home.
- Many patients have challenges receiving post care treatment and obtaining prescriptions. Often times this forces the patients to return to the hospital.
- Currently the hospital purchases tokens from a local private shuttle service. As available, tokens are given to patients that don't have a ride home.
- ASU students travel to the hospital for lunch and dinner.
- The study team discussed potential public transportation ideas/solutions, including:
 - Providing multiple bus stops along the "medical corridor" so patients can not only visit the hospital but nearby doctors.
 - Bus stops to major pharmacies for residents to obtain prescriptions.
 - Vanpool opportunity for employees.
- Employees typically work in 12 hour shifts starting at 7am or 7pm.
- David and Janet commented that the Hospital has numerous datasets that they can pull information, but do not know the exact numbers off the top of their head. They requested that the study team send them an email requesting information on:

- Historical average number of patients a day
- Patient demographics
- Number of one-way tokens provided in a calendar year.
- Number of patients that didn't have a ride home available and tokens weren't available.
- Hospital readmission rate

Employee Survey:

The study team discussed the potential of the hospital conducting a brief employee survey. David asked that a potential survey be emailed to him for review.

MOHAVE COMMUNITY COLLEGE – MEETING SUMMARY

Date: July 29, 2019

Time: 10:30 AM - 11:30 AM

Location: Mohave Community College, Room 204

Attendees:

- Jann Woods - Dean of Lake Havasu City Campus
 - Vinny Gallegos – Lake Havasu MPO
 - Patrick Cipres – Lake Havasu City
 - Phyllis Davis – Kittelson & Associates
 - Vamshi Yellisetty– Kittelson & Associates
-

Lake Havasu Metropolitan Planning Organization (LHMPO) Director Vinny Gallegos introduced the study team and provided a brief overview of the purpose of the plan and the meeting. Vinny commented that the goal of the meeting was to determine potential partnership opportunities for the implementation of a transit system in the LHMPO region. The following is a summary of general discussion from the meeting.

- Total number of employees: Less than 100 at the campus, including faculty and staff
- Total number of students: Spring enrollment was 1,100; 600 of which were on campus.
- MCC – Lake Havasu City programs offered included but are not limited to surgical technology, nursing, welding, HVAC, medical assisting, and physical therapy assistant.
- Primary mode of transportation for students and employees varies and includes single riders, carpools, and walking. Several travel to MCC via motorcycle and there is a special parking lot. There are some drop-offs from parents and some students use Uber or Lyft.
- Hours of course are Monday through Friday from 8am to approximately 9:30pm. Late night lab classes typically end by 9:30pm. Some programs require weekend course, including nursing which has courses on Saturdays.
- There are a multitude of course options on other campuses; therefore, many students travel between campuses. For example:
 - Lake Havasu City –surgical technology and physical therapy assistant programs only offered here.
 - Bullhead City Campus – radiologic technology, automotive repair, and dental hygiene programs only offered here.
 - Kingman Campus – electrical technology program only offered here.

- Cross Campus Travel: students often travel between Bullhead City, Kingman, and Lake Havasu City campuses.
 - Students carpool to Bullhead City 4 days a week.
 - If Bullhead City campus' nursing program fills up, students may take the program at Lake Havasu, which requires daily commute.
 - One Lake Havasu City high school student is enrolled the at Bullhead City automotive repair program.
- Jann commented that challenges to implementing public transportation include sustainability, scheduling, connecting to residential areas, and pushback from private companies.
- Jann commented that the students that carpool utilize the time to study, which might be a great marketing tool for local public transportation.

Student Survey:

The study team requested if they could conduct a student and employee survey to determine potential public transportation demand. Jann commented that she would discuss this with the President and at the upcoming Deans meeting. Phyllis will send Jann a draft survey for her to review.

Potential Opportunities

The team discussed potential public transportation opportunities at MCC, they included:

- Vanpool opportunity for students to other campuses or locally within the Lake Havasu area.
- Connection from high school to MCC so students can take courses.
- Potential transit stop location at the 500 building. This area has parking available, bathrooms, vending machines, and provides an air-conditioned area for passengers to wait.
- Provide a parking lot area for special events.
- Potential park-and-ride location as long as it doesn't displace students.
- MCC may be able to provide support through advertising and purchasing bus passes and selling them to students at a reduced rate.

GO HAVASU – MEETING SUMMARY

Date: July 29, 2019

Time: 3:30 PM - 4:30 PM

Location: Lake Havasu MPO Office

Attendees:

- Jarrett Portz – Shops at Lake Havasu
 - Vinny Gallegos – Lake Havasu MPO
 - Phyllis Davis – Kittelson & Associates
 - Vamshi Yellisetty– Kittelson & Associates
-

Lake Havasu Metropolitan Planning Organization (LHMPO) Director Vinny Gallegos introduced the study team and provided a brief overview of the purpose of the plan and the meeting. Vinny commented that the goal of the meeting was to determine potential partnership opportunities for the implementation of a transit system in the LHMPO region. The following is a summary of general discussion from the meeting.

- There are approximately 1000 employees at the Shops today. Walmart has 300 employees. The shops is over 700,000 square feet, of which 190,000 square feet is unoccupied.
- Jarrett's goal is to double the number of employees and to create a place where you can work, play, and live. Future development plans for the area include affordable housing area, beauty college or other technical training school, additional retailers, and athletic fields.
- The Shops will begin special event activities, such as a holiday show, movies in the park, etc.
- Most employees are carpooling, whereas customers are primarily driving to the shops in single vehicles. Jarrett has often heard that people think the Shops are far removed from the City center.
- There have been several instances where employees have missed work due to the lack of transportation or their car is in need of repair.
- Jarrett commented that he has friends that would like to move into the Agave Business Park, but they have issues finding an employee base due to the lack of transportation.
- To meet the needs of the Shops, the public transportation system would need to cater to both employees and customers. The first phase would probably focus on employees. Jarrett commented that he thought key employee travel times would be at 8am and 5pm.
- Jarrett commented that he could see a transit service traveling between Downtown, the southside of Lake Havasu.
- Jarrett stated that he see public transportation services to the Shops as a door opening to improve the quality of life of employees and to attract new businesses to the Shops.

Potential Opportunities

The team discussed potential public transportation opportunities, they included:

- Vanpool service linking employees to the Shops and Agave Business Park.
- The Shops would potentially be able to support the public transportation system through advertisements and purchasing bus tickets for employees.
- There is potential for current facilities to provide protection for waiting bus riders.
- If needed, there is ample parking spaces available which may be used for a park-and-ride.

From: webmaster@lhcaz.gov
Sent: Thursday, October 24, 2019 5:48 PM
To: Pearsall, Marc
Subject: [EXTERNAL] New form entry is submitted -

Default

<https://www.lhcaz.gov/Default>

New form submission

[v3 - Transit Plan Comments](#)

Submitted on 24 October 2019, 05:48 PM, via IP 149.169.80.11 by Anonymous

SUBMIT A COMMENT	
NAME	Melanie Longi
E-MAIL ADDRESS	m_longi@hotmail.com
COMMENT	Have you considered a dial-a-ride program?

CHEMEHUEVI INDIAN TRIBE– MEETING SUMMARY

Date: July 30, 2019

Time: 9:30 AM - 10:30 AM

Location: Chemehuevi Indian Tribe Administration Building

Attendees:

- Charles Wood – Chemehuevi Indian Tribe Tribal Chairman
 - Tito Smith – Chemehuevi Indian Tribe Previous Chairman
 - Brian McDonald – Chemehuevi Indian Tribe Vice Chairman
 - Bill Cox – Chemehuevi Indian Tribe Tribal Planner
 - David Nye – Havasu Landing Resort General Manager
 - Jess Knudsen – Lake Havasu City
 - Phyllis Davis – Kittelson & Associates
 - Vamshi Yellisetty– Kittelson & Associates
-

Lake Havasu Metropolitan Planning Organization (LHMPO) Director Vinny Gallegos introduced the study team and provided a brief overview of the purpose of the plan and the meeting. Vinny commented that the goal of the meeting was to determine potential partnership opportunities for the implementation of a transit system in the LHMPO region. The following is a summary of general discussion from the meeting.

- 1,500 total population. 300-350 tribal enrollment.
- Havasu Landing Resort is building a new casino that will include 48 rooms, expanded casino floor, restaurant, and marina. Existing ferry service will continue from the new marina.
- The resort employs 80-100 employees, with most residing in Lake Havasu City.
- Residents frequently travel via the ferry to Lake Havasu for shopping and medical appointments. The group commented that travel in Lake Havasu City can be challenging for some residents. The group commented that many residents leave vehicles in the boat landing parking lot. Other residents utilize Uber/Lyft or local shuttle/taxi providers to meet their transportation needs.
- Students attend school in Lake Havasu; therefore, they must take the ferry in the morning and afternoon.
- The group commented that parking at the boat landing in Lake Havasu is often an issue, as people not utilizing the ferry frequently utilizing the parking lot. Parking is a premium during the winter months, when the parking lot is utilized by swap meet attendees.
- The group commented that that the ferry is most heavily utilized during the morning and evening commute times, as well as at lunch time when people travel to the casino for lunch. They recommended that bus service connect to the 6:45 am, 7:45 am, 8:45 am, 11:00 am, 3:00 pm, 3:30 pm, and 4:30pm ferries.

- The study team discussed potential public transportation ideas/solutions, including:
 - Bus route that connects the ferry to Mohave Community College and Arizona State University so residents can attend college.
 - Bus route that connects the ferry to Walmart, clinics near the hospitals, and the movie theater and other entertainment options.
 - Vanpool opportunity for employees.
 - Potential for the Tribe to support the system through purchases bus passes and advertisement.

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

☒ On Campus

☐ In a neighborhood within walking distance of campus

☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

McCollum + Swinson

4. If you commute to campus, what form of transportation do you typically use?

☐ Drive myself

☐ Ride a bike or walk

☐ Get a ride with family member or friend/carpool

☐ Taxi/Uber/Lyft

☒ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

☐ Extremely likely

☒ Likely

☐ Not Likely

☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

1) Walmart

2) Rotary Park

3) Bridge

4) ASU

5) hospital

8. How much would you pay for a one-way ride?

\$4.50

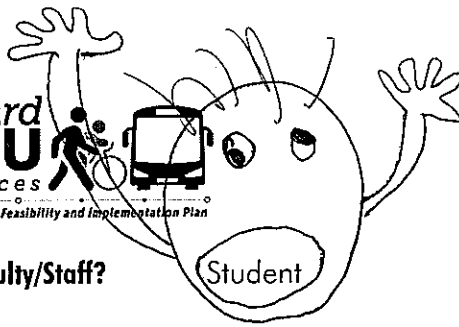
9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm	✓	✓	✓
6pm to 9pm	✓	✓	✓
After 9pm	✗	✓	✓

Get On Board LAKE HAVASU

Connecting People & Places

Lake Havasu Metropolitan Planning Organization Regional Transit Feasibility and Implementation Plan



Aidanek Ruslanbekova

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?



On Campus

- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

I don't know



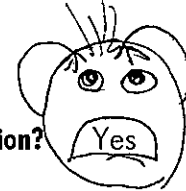
4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool



Taxi/Uber/Lyft

- ☐ Other



5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☒ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

1) To the hospital

2) Walmart

3) Lake

4) Do not know

5) yet??

8. How much would you pay for a one-way ride?



X don't know X

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	✓	✓	✓
7am to Noon	✓	✓	✓
Noon to 6pm	✓	✓	✓
6pm to 9pm	✓	✓	✓
After 9pm	✓	✓	✓

It's convenient to use it anytime we want,
I know it's not beneficial for the gov



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? SWANSON

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☒ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Smith Store
- 3) Safeway
- 4) Kmart
- 5) Medical center

8. How much would you pay for a one-way ride? less than \$5

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon		✓	✓
Noon to 6pm	✓	✓	✓
6pm to 9pm	✓	✓	✓
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? University Way & Swan son Ave

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☒ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☒ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) ASU
- 2) Walmart
- 3) Bridge
- 4) Smiths
- 5) From end to end of the city

8. How much would you pay for a one-way ride? \$1.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	<u>5am - 11am</u>	<u>5am - 2:00pm</u>	<u>5am - 2:00am</u>
7am to Noon	<u> </u>	<u> </u>	<u> </u>
Noon to 6pm	<u> </u>	<u> </u>	<u> </u>
6pm to 9pm	<u> </u>	<u> </u>	<u> </u>
After 9pm	<u> </u>	<u> </u>	<u> </u>



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

Swanson and University

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☒ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Hospital
- 2) Walmart
- 3) Smith's
- 4) Lake
- 5)

8. How much would you pay for a one-way ride?

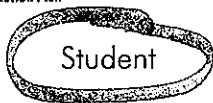
\$1

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			☒
7am to Noon	☒		
Noon to 6pm			
6pm to 9pm		☒	☒
After 9pm			



1. Are you a Student or Faculty/Staff?



Faculty/Staff

2. Which best describes where you live?



On Campus

- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Swanson & Acoma

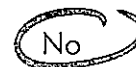
4. If you commute to campus, what form of transportation do you typically use?



Drive myself

- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes



6. If Lake Havasu had a public transit system, how likely are you to use it?



Extremely likely

Likely

- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Starbucks
- 3) Lake
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride? N/A

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	✓	✓	✓
Noon to 6pm	✓	✓	✓
6pm to 9pm	✓	✓	✓
After 9pm		✓	

1. Are you a Student or Faculty/Staff?

☒ Student

☐ Faculty/Staff

2. Which best describes where you live?

☒ On Campus

☐ In a neighborhood within walking distance of campus

☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? 1st & 2nd

4. If you commute to campus, what form of transportation do you typically use?

☐ Drive myself

☐ Ride a bike or walk

☒ Get a ride with family member or friend/carpool

☐ Taxi/Uber/Lyft

☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

☒ Yes

☐ No

6. If Lake Havasu had a public transit system, how likely are you to use it?

☐ Extremely likely

☐ Likely

☐ Not Likely

☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

1) 1st & 2nd

2) 1st & 3rd

3) 1st & 4th

4) 1st & 5th

5) 1st & 6th

8. How much would you pay for a one-way ride? \$0.50 - \$1.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon		☒	☒
Noon to 6pm	☒		
6pm to 9pm			
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Academy and University

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☒ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) HOSPITAL
- 3) SMITHS
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride? \$ 1-2

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	☒	☒	☒
Noon to 6pm	☒	☒	☒
6pm to 9pm		☒	☒
After 9pm			

1. Are you a Student or Faculty/Staff? Student Faculty/Staff
2. Which best describes where you live?
 - ☐ On Campus
 - ☐ In a neighborhood within walking distance of campus
 - ☐ In a neighborhood that requires commuting to campus
3. What is the closest intersection to your residence? _____
4. If you commute to campus, what form of transportation do you typically use?
 - ☐ Drive myself
 - ☐ Ride a bike or walk
 - ☐ Get a ride with family member or friend/carpool
 - ☐ Taxi/Uber/Lyft
 - ☐ Other
5. In the last 12 months, have you missed school or work due to lack of transportation? Yes No
6. If Lake Havasu had a public transit system, how likely are you to use it?
 - ☐ Extremely likely
 - ☐ Likely
 - ☐ Not Likely
 - ☐ Don't Know
7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):
 - 1) _____
 - 2) _____
 - 3) _____
 - 4) _____
 - 5) _____
8. How much would you pay for a one-way ride? _____

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm			
After 9pm			

1. Are you a Student or Faculty/Staff? Student Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
☐ In a neighborhood within walking distance of campus
☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Swanson Ave / University Way

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
☐ Ride a bike or walk
☐ Get a ride with family member or friend/carpool
☐ Taxi/Uber/Lyft
☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes ☒ No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
☐ Likely
☐ Not Likely
☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Havasut Regional Medical Center
 2) Walmart
 3) Goodwill
 4) _____
 5) _____

8. How much would you pay for a one-way ride? \$1 but better a card that deducts money according to distance.

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	☒		
Noon to 6pm	☒	☒	☒
6pm to 9pm		☒	☒
After 9pm		☒	☒



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Anderson University Way

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Hondait
- 3) Walmart car
- 4) Chase
- 5) Albertson

8. How much would you pay for a one-way ride? 1.00, but the price was \$1.50

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm	☒	☒	☒
6pm to 9pm			
After 9pm			

1.00, but the price was \$1.50
 1.50
 1.50
 1.50

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Swanson

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☒ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Botany Park
- 3) Smith's
- 4) Windsor Beach
- 5) _____

8. How much would you pay for a one-way ride? \$7.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm	✓	✓	
6pm to 9pm	✓	✓	
After 9pm		✓	✓

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Swanson & Acoma

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☒ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) ASU
- 2) Walmart
- 3) In n Out
- 4) K-Mart
- 5) Hospital

8. How much would you pay for a one-way ride? \$5

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm			
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

☒ On Campus

- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? SWANSON & ACOMA

4. If you commute to campus, what form of transportation do you typically use?

☒ Drive myself

- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

☒ No

6. If Lake Havasu had a public transit system, how likely are you to use it?

☐ Extremely likely

☒ Likely

- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Rotary Bridge Park
- 2) Walmart
- 3) Site Six
- 4) London Bridge
- 5) _____

8. How much would you pay for a one-way ride? \$1.00 - \$2.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	☒	☐	☐
7am to Noon	☒	☐	☐
Noon to 6pm	☒	☐	☐
6pm to 9pm	☒	☐	☐
After 9pm	☒	☐	☐

1. Are you a Student or Faculty/Staff? Student Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
☐ In a neighborhood within walking distance of campus
☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? M + M

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
☐ Ride a bike or walk
☐ Get a ride with family member or friend/carpool
☒ Taxi/Uber/Lyft
☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
☐ Likely
☐ Not Likely
☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Hospital
 2) Library
 3) Rotary Park
 4) Walmart
 5) ASU

8. How much would you pay for a one-way ride? 2 \$

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	A	L	L
Noon to 6pm			
6pm to 9pm			
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? _____

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☒ Other walk

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☒ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Las Vegas Airport
- 2) Dollar Tree
- 3) Walmart
- 4) Hospital
- 5) Parks

8. How much would you pay for a one-way ride? 1/2 USD

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	☒	☒	☒
7am to Noon	☒	☒	☒
Noon to 6pm	☒	☒	☒
6pm to 9pm	☒	☒	☒
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

☒ On Campus

☐ In a neighborhood within walking distance of campus

☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

100 Community College

4. If you commute to campus, what form of transportation do you typically use?

☐ Drive myself

☐ Ride a bike or walk

☐ Get a ride with family member or friend/carpool

☒ Taxi/Uber/Lyft

☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

☐ Extremely likely

☒ Likely

☐ Not Likely

☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

1) Hospital

2) Walmart

3) ASU

4) Shopping

5) _____

8. How much would you pay for a one-way ride?

\$2

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm	☒	☒	☒
After 9pm			



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Swanston

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Beach
- 2) Walmart
- 3) Campus
- 4) Hospital
- 5) London Bridge

8. How much would you pay for a one-way ride? 1/2 USD

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	✓		
Noon to 6pm		✓	
6pm to 9pm		✓	
After 9pm		✓	



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Swenson / Avonma

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Botany Park
- 2) Walmart
- 3) Carnegie Channel
- 4) Planet Fitness
- 5) London Bridge

8. How much would you pay for a one-way ride? \$1.00 ~ 3.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	X		X
7am to Noon	X		X
Noon to 6pm	X		X
6pm to 9pm	X		X
After 9pm	X		X

1. Are you a Student or Faculty/Staff? Student Faculty/Staff
2. Which best describes where you live?
 - On Campus
 - In a neighborhood within walking distance of campus
 - In a neighborhood that requires commuting to campus
3. What is the closest intersection to your residence? Swanson Ave & Acorn
4. If you commute to campus, what form of transportation do you typically use?
 - Drive myself
 - Ride a bike or walk
 - Get a ride with family member or friend/carpool
 - Taxi/Uber/Lyft
 - Other
5. In the last 12 months, have you missed school or work due to lack of transportation? Yes No
6. If Lake Havasu had a public transit system, how likely are you to use it?
 - Extremely likely
 - Likely
 - Not Likely
 - Don't Know
7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):
 - 1) Hospital
 - 2) Walmart
 - 3) K-mart
 - 4) Rotary Park
 - 5) London Bridge
8. How much would you pay for a one-way ride? 25¢ - 50¢

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	✓		
7am to Noon		✓	✓
Noon to 6pm	✓	✓	✓
6pm to 9pm			
After 9pm			



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? _____

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Hospital
- 3) Channel
- 4) Rotary Park
- 5) ASU

8. How much would you pay for a one-way ride?

\$5.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	✓		
7am to Noon	✓		
Noon to 6pm	✓		
6pm to 9pm			
After 9pm			



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

M + M ?

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☒ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Hospital
- 2) ~~Public~~ Library
- 3) Rotary Park
- 4) Wal-Mart
- 5) ASU

8. How much would you pay for a one-way ride?

\$1.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm			
After 9pm			

Handwritten 'A' and 'V' marks in the Weekdays and Saturdays columns, indicating availability during the 7am to 6pm range.

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

Arcoma / Swan son

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☒ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Smiths
- 3) _____
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride?

\$ ~~2.00~~ 1.12

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	✓	✓	✓
Noon to 6pm	✓	✓	✓
6pm to 9pm	✓	✓	✓
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☐ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Acacia & Canyon Blvd

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride? _____

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm			
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

☒ On Campus

- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Academy + Swanson

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

☒ No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☒ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) St. Lewis
- 3) Starbucks
- 4) X
- 5) X

8. How much would you pay for a one-way ride? \$1

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm	X	X	X
6pm to 9pm	X	X	X
After 9pm	X	X	X



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

North & Harrison

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☒ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☒ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Home Depot
- 3) _____
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride?

\$2.00

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	☒	☒	☒
Noon to 6pm			
6pm to 9pm			
After 9pm			

1. Are you a Student or Faculty/Staff? Student ☐ Faculty/Staff ☐
2. Which best describes where you live?
 - ☐ On Campus
 - ☐ In a neighborhood within walking distance of campus
 - ☐ In a neighborhood that requires commuting to campus
3. What is the closest intersection to your residence? _____
4. If you commute to campus, what form of transportation do you typically use?
 - ☐ Drive myself
 - ☐ Ride a bike or walk
 - ☐ Get a ride with family member or friend/carpool
 - ☐ Taxi/Uber/Lyft
 - ☐ Other
5. In the last 12 months, have you missed school or work due to lack of transportation? Yes ☐ No ☐
6. If Lake Havasu had a public transit system, how likely are you to use it?
 - ☐ Extremely likely
 - ☐ Likely
 - ☐ Not Likely
 - ☐ Don't Know
7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):
 - 1) _____
 - 2) _____
 - 3) _____
 - 4) _____
 - 5) _____
8. How much would you pay for a one-way ride? _____

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm			
After 9pm			



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

Acoma & Swanston

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☒ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☒ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) Starbuck
- 3) Chipotle
- 4) Smiths
- 5) ROSS

8. How much would you pay for a one-way ride?

N/A

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm	✓	✓	✓
6pm to 9pm	✓	✓	✓
After 9pm	✓	✓	✓

1. Are you a Student or Faculty/Staff? Student Faculty/Staff
2. Which best describes where you live?
 - ☒ On Campus
 - ☐ In a neighborhood within walking distance of campus
 - ☐ In a neighborhood that requires commuting to campus
3. What is the closest intersection to your residence? _____
4. If you commute to campus, what form of transportation do you typically use?
 - ☐ Drive myself
 - ☐ Ride a bike or walk
 - ☐ Get a ride with family member or friend/carpool
 - ☒ Taxi/Uber/Lyft
 - ☐ Other
5. In the last 12 months, have you missed school or work due to lack of transportation? Yes No
6. If Lake Havasu had a public transit system, how likely are you to use it?
 - ☐ Extremely likely
 - ☒ Likely
 - ☐ Not Likely
 - ☐ Don't Know
7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):
 - 1) ACU
 - 2) Walmart
 - 3) Hospital
 - 4) _____
 - 5) _____
8. How much would you pay for a one-way ride? _____

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	☒		
Noon to 6pm		☒	☒
6pm to 9pm			
After 9pm			



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Academy - Sunset

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☒ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride? _____

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
Noon to 6pm			
6pm to 9pm			
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

☒ On Campus

☐ In a neighborhood within walking distance of campus

☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? ACORN + SUMMIT

4. If you commute to campus, what form of transportation do you typically use?

☒ Drive myself

☐ Ride a bike or walk

☐ Get a ride with family member or friend/carpool

☐ Taxi/Uber/Lyft

☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation? Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

☐ Extremely likely

☐ Likely

☒ Not Likely

☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

1) _____

2) _____

3) _____

4) _____

5) _____

8. How much would you pay for a one-way ride? _____

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon			
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Student

Faculty/Staff

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3. What is the closest intersection to your residence?

Shaw Arizona / Azusa

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☐ Not Likely
- ☒ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) ASU
- 3) San Marcos
- 4) Beachcombers
- 5) Skate park

8. How much would you pay for a one-way ride?

\$10

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
7am to Noon	X	X	X
Noon to 6pm	X	X	X
6pm to 9pm	X	X	X
After 9pm			

1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

- ☒ On Campus
- ☐ In a neighborhood within walking distance of campus
- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence? Swanson

4. If you commute to campus, what form of transportation do you typically use?

- ☒ Drive myself
- ☐ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☐ Likely
- ☒ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Walmart
- 2) ASU
- 3) _____
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride? .60 cents

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am	☒		
7am to Noon	☒		
Noon to 6pm	☒		
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After 9pm			



1. Are you a Student or Faculty/Staff?

Student

Faculty/Staff

2. Which best describes where you live?

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- ☐ In a neighborhood that requires commuting to campus

3. What is the closest intersection to your residence?

Acme & Swanson

4. If you commute to campus, what form of transportation do you typically use?

- ☐ Drive myself
- ☒ Ride a bike or walk
- ☐ Get a ride with family member or friend/carpool
- ☐ Taxi/Uber/Lyft
- ☐ Other

5. In the last 12 months, have you missed school or work due to lack of transportation?

Yes

☒ No

6. If Lake Havasu had a public transit system, how likely are you to use it?

- ☐ Extremely likely
- ☒ Likely
- ☐ Not Likely
- ☐ Don't Know

7. If Lake Havasu had a public transit system, list 5 destinations you would like a bus stop (i.e., MCC, ASU, Walmart, etc.):

- 1) Smiths
- 2) Ma U
- 3) Rotary
- 4) _____
- 5) _____

8. How much would you pay for a one-way ride?

\$1-2 dollars

9. What days of the week and times of the day would be most helpful for public transportation to be available?

	Weekdays	Saturdays	Sundays
Before 7am			
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Noon to 6pm			
6pm to 9pm	<u> </u>	<u> </u>	<u> </u>
After 9pm	<u> </u>	<u> </u>	<u> </u>

1. Are you a Student or Faculty/Staff? Student Faculty/Staff
2. Which best describes where you live?
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3. What is the closest intersection to your residence? _____
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 - ☐ Drive myself
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 - ☐ Get a ride with family member or friend/carpool
 - ☐ Taxi/Uber/Lyft
 - ☐ Other
5. In the last 12 months, have you missed school or work due to lack of transportation? Yes No
6. If Lake Havasu had a public transit system, how likely are you to use it?
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