



Downtown Connection Center (DCC) Public Feedback Summary

November 2021

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Introduction

Mountain Line is committed to a significant public involvement process to support the development of the Downtown Connection Center (DCC). This document provides summaries of the feedback for this project. Feedback received was collected from surveys, stakeholder meetings, City Council meetings, board of director meetings, and other public outreach meetings and events.

General Outreach

Online Public Input Survey – June 2020

Survey Dates: June 3, 2020 through June 24, 2020

226 attendees and 145 responses were received from both riders and non-riders.

General input was received regarding the DCC uses, amenities provided, and design characteristics, including:

- Waiting areas
- Restrooms
- Snow removal
- Shelter and seating
- Security
- Pass sales, customer service interface, lost and found
- Multimodal integration
- Artist integration

Detailed survey outcome results may be viewed on the DCC project webpage at mountainline.az.gov/dcc/ and the Flagstaff Community Forum webpage at https://www.flagstaff.az.gov/3284/Flagstaff-Community-Forum?pd_url=https%3A2F%2Fwww.opentownhall.com%2Fportals%2F227%2FIssue_8931#peak_demo_cracy.

Stakeholder Working Group Meetings

- **Stakeholder Meeting #1**

Date: October 27, 2020

Subject: This meeting was held to introduce the committee members to the project history and process, discuss site constraints and opportunities, and set goals on outcomes related to the DCC.

Summary: The group expressed a preference for community integration and amenities and providing a multimodal hub. There was a desire to limit the range of occupants of the building to Mountain Line staff and transit/community supportive amenities, instead of leased office space to the general public. Access and safe multimodal connectivity to adjacent community was key (both Southside and La Plaza Vieja).

Presentation Link:

https://mountainline.az.gov/wp-content/uploads/2020/10/2020-10-27-NAIPTA_DCC-Stakeholder-Working-Group-1.pdf

- **Stakeholder Meeting #2**

Date: November 20, 2020

Subject: This meeting was held to present precedent imagery on materials, civic space, and design concepts for input as well as preliminary concept design diagrams.

Summary: There were preferences for mix of hard scape and natural spaces, shade, easy maintenance of landscaping and materials as well as continued desire for flexible community space. Preferred materials centered on the mountain aesthetic, including the use of timber, stone and glass in a simple, modern design that accommodates the weather of Flagstaff.

Presentation Link:

<https://mountainline.az.gov/wp-content/uploads/2021/09/DCC-Stakeholder-Working-Group-11-20-2020.pdf>

- **Stakeholder Meeting #3**

Date: February 18, 2021

Subject: This meeting provided design updates based on previous conversations and focused on the incorporation of public art from the Haddad Drugan arts team into the design. Input regarding the art elements in the DCC space included creating art integrated with the transit elements to engage the space, celebrate the history and cultures of the area, and provide connectivity with the neighboring community (Southside, La Plaza Vieja, and Downtown).

Summary: The group expressed a range of different options for artist integration into the space, including highlighting natural environment unique to northern Arizona, variety of ethnicities in the Southside neighborhood, night sky, Lowell Observatory, Greenbook properties, history of the timber industry, historic schools and churches. In the DCC design, it was noted that some integration of social services into the space would be desired. The group also expressed interest in creating interesting and thought-provoking opportunities for people while waiting for transit. The importance of pedestrian connectivity to the site was also noted, including La Plaza Vieja neighborhood.

Presentation Link:

<https://mountainline.az.gov/wpcontent/uploads/2021/09/DCCStakeholdersProcessOverview18Feb2021.pdf>

- **Stakeholder Meeting #4**

Date: June 17, 2021

Subject: This meeting focused on preliminary floor plans and building plans for the administrative building, concepts for the civic space, and artist integration. Members from the Beautification and Public Artist Commission were also in attendance.

Summary: The main topic during this was focused on the civic space. The group expressed preferences on the civic space including multiuse space, landscaping, and surface materials, and artwork. The group also expressed a preference in scheme 1 in terms of accessibility, seating, and providing more space for potential festivals or other events. The group also discussed the artist overview which included informational/historical art display, potential rotating artwork, and integrating art with bus bays. Input was provided that parking does not meet overall needs/wants of the community, a flexible community space is preferred with integration of natural spaces and

educational/historic elements. The idea of an art master plan of the site, with various art installations implemented over time, was supported.

Presentation Link:

<https://mountainline.az.gov/wp-content/uploads/2021/09/DCC-Stakeholder-Working-6-17-2021.pdf>

- **Stakeholder Meeting #5**

Date: September 1, 2021

Subject: This meeting focused on the latest building elevations, material choices, civic space components, and artist integration.

Summary: The group discussed several topics during the meeting which included building elevations, civic space, and artwork. Discussion on building elevations included potential for solar to be incorporated and the wood elements into the design of the building, but overall support for the building design. Civic space discussion noted vehicle parking on the site, trail crossing of the RDF, signage off Phoenix Avenue, public artwork, and bike parking. Artwork discussion included glass art façade, rotating artwork at bus bays, artwork along crosswalks, and welcome sculpture. Other discussions included pavement treatment where the group had preferences on pavement markings to make the space more inviting.

Presentation Link:

https://mountainline.az.gov/wp-content/uploads/2021/09/NAIPTA_DCC-Stakeholder-Working-Group-8-1-2021.pdf

Public Hearings with the Mountain Line Board of Directors

Board meetings help prior to August 2020 are recorded but currently do not include link to the meeting minutes. For meeting minutes on meetings prior to August 2020 please contact, ClerkoftheBoard@naipta.az.gov.

- **Mountain Line Board of Directors – April 18, 2018**
Subject: Overview of Downtown Connection Center Concepts
- **Mountain Line Board of Directors Meeting – May 16, 2018**
Subject: Downtown Connection Center
- **Mountain Line Board of Directors Meeting – February 20, 2019**
Subject: Downtown Connection Center Update
- **Mountain Line Board of Directors Meeting – April 17, 2019**
Subject: Update on the Downtown Connection Center Relocation
- **Mountain Line Board of Directors Meeting – May 15, 2019**
Subject: Consider MOU with the City of Flagstaff for the Downtown Connection Center
- **Mountain Line Board of Directors Meeting – May 20, 2020**

Subject: Consider Downtown Connection Center Next Steps

- **Mountain Line Board of Directors Meeting – August 19, 2020**
Subject: Consider AECOM Change Order for DCC
Meeting Minutes: https://mountainline.az.gov/wp-content/uploads/2020/08/BOD-Minutes-8.19.20_HD.pdf
- **Mountain Line Board of Directors Meeting – November 18, 2020**
Subject: Consider the Downtown Connection Center Update
Meeting Minutes: <https://mountainline.az.gov/wp-content/uploads/2020/11/20201118-BOD-Minutes-hd.pdf>
- **Mountain Line Board of Directors Meeting – December 11, 2020**
Subject: Consider the Downtown Connection Center Programming
Meeting Minutes: <https://mountainline.az.gov/wp-content/uploads/2020/12/20201211-BOD-Minutes-hd.pdf>
- **Mountain Line Board of Directors Meeting – March 24, 2021**
Subject: Consider the Downtown Connection Center Programming
Meeting Minutes: <https://mountainline.az.gov/wp-content/uploads/2021/03/20210324-BOD-Minutes-hd.pdf>
- **Mountain Line Board of Directors Meeting - April 21, 2021**
Subject: Consider the Downtown Connection Center Council Update
Meeting Minutes: <https://mountainline.az.gov/wp-content/uploads/2021/04/20210421-BOD-Minutes-HD.pdf>
- **Mountain Line Board of Directors Meeting - September 15, 2021**
Subject: Update on the Downtown Connection Center
Meeting Minutes: <https://mountainline.az.gov/wp-content/uploads/2021/09/20210915-BOD-Minutes-km.docx>

City Council Meetings

City Council Meetings summaries were provided by the City of Flagstaff and are included in the council meetings minutes.

- **City Council Meeting - April 23, 2019**
Subject: Update On Its Downtown Connection Center Project
Summary: Since 2009, Mountain Line has operated the DCC under an Intergovernmental Agreement (IGA) and Licensing Agreement with the City of Flagstaff for use of City-owned parcels. From that time to present Mountain Line operations have grown, not only in ridership from the DCC location but also in the size and number of buses, to a point where the use of the present site itself is now beyond its physical capacity to adequately serve the growing operational needs of Mountain Line. In FY 2018, NAIPTA applied for and received a \$6.7 million Federal Transit Administration grant (80/20 split Federal/Local) for the acquisition, design, and construction of a new DCC. The purpose of this

discussion item is to provide the City Council with an update on NAIPTA's Downtown Connection Center for Mountain Line Transit Services.

Memo:

https://cityweb.flagstaffaz.gov/docs/2019/CCMTG/20190507_837/4031_Memo_City%20Council%20Meeting%20DCC_NAIPTA.pdf

City Council Agenda & Video Link: <https://flagstaffaz.new.swagit.com/videos/05072019-1788#34>

- **City Council Meeting - May 12, 2020**

Subject: Update on Downtown Connection Center (DCC) - Mountain Line Transit

Summary: A new Downtown Connection Center (DCC) is identified in Mountain Line's 2020 Strategic Plan as the highest priority capital project in order to support public transit service within the community. Since 2009, Mountain Line has operated the existing DCC under an Intergovernmental Agreement (IGA) and licensing agreement with the City of Flagstaff for use of City-owned parcels on Phoenix Avenue. This transit hub serves approximately 52,000 riders monthly and has upwards of 300 buses accessing the site daily at our current level of service. Mountain Line has outgrown the existing facility and would like to provide amenities and offer services to their riders and community from a new DCC. Mountain Line and City staff were prepared to bring an IGA on the proposed new DCC project to your May 19 Council meeting. However, due to additional requests from the Federal Transit Authority, before Mountain Line can sign a new IGA it must perform additional due diligence on the proposed City-owned site (i.e. NEPA study and associated remediation). This has delayed the IGA coming to the Council as previously planned. That said and in order to keep the project moving forward, Mountain Line will be seeking direction from Council during this update presentation to work with City staff in preparing a resolution that would enable Mountain Line to have additional access to the City's property to conduct this additional work and to do so at Mountain Line's own risk. Mountain Line would hope that the Council would provide this direction and consider the resolution prior to taking its scheduled summer break.

Memo:

https://agenda.flagstaffaz.gov/docs/2020/CCWS/20200512_1045/4615_Memo_City_Council_Meeting_DCC_May2020.pdf

City Council Agenda & Video Link: <https://flagstaffaz.new.swagit.com/videos/61800?fp=swagit>

- **City Council Meeting - March 30, 2021**

Subject: Downtown Connection Center Update

Summary: The Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA), commonly known as Mountain Line has considered a number of concepts for a new connection center located at the downtown location on Phoenix Avenue. Mountain Line will provide an update on the concept and project timeline.

Memo:

https://agenda.flagstaffaz.gov/docs/2021/CCWS/20210330_1201/5345_Memo_City_Council_Meeting_DCC_March2021..pdf

City Council Agenda & Video Link: <https://flagstaffaz.new.swagit.com/videos/116943?fp=swagit>

Other Outreach and Input

Community Meeting with Artist Team

Date: May 12, 2021

Summary: The group expressed a desire for civic space like Wheeler Park with farmers market type activity. They accept the trains and their noises, living with the trains is a southside experience, which doesn't decrease their enjoyment of gathering places. Expressed desire for simple, organic with circles for talking. The pragmatic aspects and quick delivery of the Rio de Flag project was strongly supported over any aesthetic concerns on how the project looked because of the long history of flooding. Affordable housing and being able to insure their properties for mortgages were key concerns. The group held respect for Route 66 as the mother road, but its history was not seen as important to them and thoughts were expressed that it was overdone. Supported themes were the pine forest, the sacred peaks and the 13 tribes that have been in the area, the story of the springs and the flow of water.

Flagstaff Beautification and Public Arts Commission

Date: August 9, 2021

Summary: The commissioners voiced support and delight for the glass art project with backlit changing colored lights that includes the mountain, the forest and the mountain lion within its imagery. For the iconic sculpture, there was little support for a lumberjack as a sculpture no matter how it was done, but the grove concept had support especially with the tree ring table. The commissioners were very supportive of the changing art crosswalks and the interpretive plaques on the Route 66 bridge, both to be done by local artists. For the latter, expressed desire for plaques that are more visually illustrative. The commissioners felt they didn't have enough information of the changing art by local artists in the bus shelters to express much of an opinion.

Fulfilling City of Flagstaff Community Development Division (CUP) Requirements for Public Involvement

The following summary reflects the overarching comments received from the public as part of its public involvement process in September of 2021.

Described below is the public involvement process Mountain Line conducted in September of 2021 to solicit community input on the Downtown Connection Center. Mountain Line's public involvement process included an online public input survey and three virtual public meetings and.

Online Public Input Survey – September 2021

The online public input survey was hosted on the Flagstaff Community Forum and made available on the DCC project webpage (mountainline.az.gov/dcc/). The survey remained open September 15, 2021 through September 22, 2021 and generated 84 responses.

- 67% of the survey respondents indicated they 'like' the design of the proposed DCC building.
- 78% of the survey respondents indicated they 'like' the design of the proposed civic space concept.

Virtual Public Meetings – September 2021

Mountain Line hosted three virtual public meetings (dates and time are listed below).

1 – 2 p.m., Wednesday, Sept. 15, 2021
 6 – 7 p.m., Wednesday, Sept. 15, 2021
 11 a.m. – 12 p.m., Thursday, Sept. 30, 2021

27 community members participated in the virtual public meetings. Mountain Line received a total of 35 comments from the public.

Comment Themes

Listed below are the overarching themes that originated from the public comments Mountain Line received through the online survey and three virtual public meetings held in September of 2021.

DCC Building Comment Themes

<p>Comment Sentiment: Complimentary</p> <p>Number of Comments: 20</p> <p>Overarching Comment Themes:</p> <ul style="list-style-type: none"> • Support the modern look and feel of the design.
<p>Comment Sentiment: Critical</p> <p>Number of Comments: 17</p> <p>Overarching Comment Themes:</p> <ul style="list-style-type: none"> • Design of building not in line with ‘look and feel of Flagstaff.’
<p>Comment Sentiment: Neutral</p> <p>Number of Comments: 28</p> <p>Overarching Comment Themes:</p> <ul style="list-style-type: none"> • Ensure building is ADA accessible. • Likes design – needs a softer ‘look and feel’. • Likes design – would like design to match local architecture. • Suggestions to address design concerns include using natural wood and stone materials to create a softer and warmer feel that embraces the ‘look and feel’ of Flagstaff.

DCC Civic Space Comment Themes

<p>Comment Sentiment: Complimentary</p> <p>Number of Comments: 18</p> <p>Overarching Comment Themes:</p> <ul style="list-style-type: none">• Compliments that support of the civic space agree with the overall purpose for the space and the integration of public art.
<p>Comment Sentiment: Critical</p> <p>Number of Comments: 16</p> <p>Overarching Comment Themes:</p> <ul style="list-style-type: none">• Concerned about loss of parking.• Concerned about neighborhood safety due to potential unwanted loitering.• Too much hardscape.• Noise impacts from nearby trains to events and performances is also identified as a concern.
<p>Comment Sentiment: Neutral</p> <p>Number of Comments: 31</p> <p>Overarching Comment Themes:</p> <ul style="list-style-type: none">• Ensure site is ADA accessible.• Does not support parking garage at this site.• Provide amenities (e.g., power, lighting, shade) to maximize opportunities to host events/performances.• Include natural/native landscape.• Include native American shapes and symbols throughout civic space.

Comment Response

Listed below is a summary of how the input received at the public meetings was utilized to update the design concept:

- Revised building materials to create a warmer look and feel
- Extended roofline to create larger covered area
- Accentuated wooden elements in roofline
- Refined ADA approach from Milton
- Evaluated universal design options for western approach to DCC building
- Expanded area for parking

Planning and Zoning Commission Meeting – December 2021

The Planning and Zoning Commission Meeting is scheduled for December 8, 2021 at 4 PM. The purpose of the meeting is CUP review and approval, including site master plan and building elevations.