

## CCC-Mountain Line Pilot Pass Program FAQ

1. What is the Pilot Pass program?  
CCC and Mountain Line are entering into an intergovernmental agreement (IGA) to offer free transit service on all Mountain Line routes to all CCC faculty, staff, and students from August 15, 2016 – July 31, 2018.
2. Why are CCC and Mountain Line doing this Pilot Pass Program?  
CCC and Mountain Line officials met to discuss CCC's parking shortage issues during peak times. Encouraging more transit use is a natural and cost-effective alternative to building more parking spots, so the two entities agreed that removing the financial barrier to riding transit might move the needle in getting more students out of their vehicles.
3. What does the pass look like?  
Mountain Line will provide CCC with pre-loaded smart cards that are valid through July 31, 2018. These cards are orange and say "ecoPASS" on the front.
4. Where can CCC faculty, staff, and students get a pass?  
Passes are currently available at the Security Desk at both the Lone Tree and 4<sup>th</sup> Street campuses. In order to be issued a pass, students will need a CCC ID and will complete the application form.
5. If I was issued a pass last year, is it still valid?  
Students who continue their enrollment into the Fall 2017 term will be able to continue to use their pass through the summer and into the Fall term without service interruption. There is no need to get a new pass. If a student does not re-enroll for Fall 2017, their pass will be inactivated after August 31, 2017.
6. How are the passes used and are there any restrictions?  
The Pilot Pass program passes can be used on any Mountain Line route at any time. When boarding a bus, the pass should be tapped on the card reader. A green light will indicate that the pass is valid. Any CCC faculty/staff member or student participating in the Pilot Program should be prepared to present a valid CCC identification card to the driver if requested. All passes are non-transferable and may not be used by anyone who is not a current CCC faculty/staff member or student. Drivers will confiscate passes that are used fraudulently and report the pass number back to CCC.
7. How are the passes tracked and what if a student or faculty/staff member leaves CCC?  
Each pass contains a 14-digit number/letter code on the back and CCC will track which pass is given to which specific faculty/staff members and students. The CCC Business Office has developed a system to tie individual passes to individual students or employees. CCC will run reports after the last manual drop and after FTSE reporting to send information to NAIPTA on which cards to deactivate.
8. What if a pass is lost, stolen or damaged?  
Lost, stolen, or damaged cards should be reported to the CCC Business Office at 928.226.4357, or in person at the Lone Tree Campus. There is a \$3 replacement fee for any replacement pass.

It is the pass holder's responsibility to keep the pass safe and intact. No holes may be punched in the pass, and it should not be near excessive heat.

9. What are the closest stops to the CCC campuses?

Routes 4 (Gold) and 14 (Brown) both stop on Lone Tree Rd. in front of the CCC campus. The Fourth St. Campus has convenient access from Routes 7 (Purple) and 2 (Blue).

How can I get help with planning my trip or learning how to ride the bus?

Mountain Line has a Google Transit-based Trip Planner on its website at [www.mountainline.az.gov](http://www.mountainline.az.gov). The Front Desk staff can also answer trip planning questions – 928.779.6624. Mountain Line also offers a Travel Training program where individuals or small groups can receive personalized instruction on all facets of transit ridership – trip planning, reading the schedule, payment, safety, and more. This service can be scheduled by calling 928.679.8911.

10. How is the Pilot Program being evaluated?

All of the smart cards are programmed to be specific to CCC, so Mountain Line can track the ridership and usage. This will be done on an aggregate basis, not looking at individual card usage. Mountain Line will prepare ridership reports and share with CCC on a regular basis.

11. What happens at the conclusion of the Pilot Program?

CCC and Mountain Line officials will continue to meet and evaluate the program to date. As this is a pilot program, there are no guarantees that it will continue beyond the July 31, 2018.