

## Paul Michaud

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**From:** Mike Surguine <MSurguine@sanctuaryaz.com>  
**Sent:** Saturday, October 28, 2017 11:34 AM  
**To:** Paul Michaud  
**Subject:** FW: Town of Paradise Valley - Bike-Ped Plan  
**Attachments:** image003.emz

Hi Paul, see responses below. Mike

Michael T. Surguine | Vice President & Managing Director

**Sanctuary Camelback Mountain Resort & Spa**

5700 E. McDonald Drive  
Paradise Valley, AZ 85253  
480.607.2342 | Direct  
480.948.1739 | Fax  
[msurguine@sanctuaryaz.com](mailto:msurguine@sanctuaryaz.com)  
[www.sanctuaryaz.com](http://www.sanctuaryaz.com)

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**From:** Kristen Hustead  
**Sent:** Wednesday, October 25, 2017 8:38 AM  
**To:** Mike Surguine; LaRae Verros  
**Subject:** RE: Town of Paradise Valley - Bike-Ped Plan

- **How many bikes does your resort have available on-site?** We currently have 10 bikes at the resort
- **How often do people rent/use these bikes?** We use the bikes mostly on the weekends: Friday and Saturdays with our guided hike and bike tour. Guests rent the bikes more on the weekends as well. Probably 3-10 people use the bikes daily on the weekends.
- **Does your resort offer bike racks/locks for those riding to the resort on a bike?** Yes, we provide bike racks, locks and helmets for the guests. **Can they valet the bike?** Yes, we can valet the bikes if they need.
- **Do you think your guests would use this resort loop?** Yes, we would organize bike rides on the new loop. It would be a great asset for us and our guests.

In Good Health,

Kristen Hustead/ Fitness Manager  
**Sanctuary Camelback Mountain Resort & Spa**

5700 E. McDonald Drive  
Paradise Valley, AZ 85253  
480.607.2330 | Direct  
480.607.2335 | Fax  
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[www.sanctuaryaz.com](http://www.sanctuaryaz.com)

**Seek Moments.**

"#1 Resort in Arizona" – Travel + Leisure 500 World's Best Hotels Awards - 2015  
"Top 5 Hotel Spas, Continental U.S." – Travel + Leisure World's Best Awards - 2014  
"#1 Resort in Southwest" – Condé Nast Traveler Readers' Choice Awards - 2013



## Paul Michaud

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**From:** Andrew Chippindall <[achippindall@mountainshadows.com](mailto:achippindall@mountainshadows.com)>  
**Sent:** Wednesday, October 25, 2017 7:49 AM  
**To:** Paul Michaud  
**Subject:** RE: Town of Paradise Valley - Bike-Ped Plan  
**Attachments:** Mountain Shadows - Bespoke Yoga.pdf

Paul

Thanks for reaching out.

Due to our recent open we have not as yet fully developed our bike program, we do however in the future hope to have a pretty robust program.

Currently we do not have any bikes onsite, at some point in 2018 once condo construction is done we plan to have at least six resort bikes.

We do have a bike rack at front of property capacity 6-10 bikes and will have a bike rack at our gym entry which is yet to be installed.

We do think guests will use the resort loop, in fact as part of our health program we are working on a yoga/bike evening (see attached flyer). We have had a lot of success in last few months with evening yoga (open to local community) and want to introduce a cycling component. Let me know if you would like to discuss this further.

Hopefully I have answered all your questions,

Andrew

### Andrew Chippindall

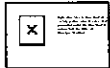
VICE PRESIDENT & GENERAL MANAGER

480.624.5402 (O)

480.415.3953 (C)

[achippindall@mountainshadows.com](mailto:achippindall@mountainshadows.com)

[mountainshadows.com](http://mountainshadows.com)



**From:** Paul Michaud [<mailto:pmichaud@paradisevalleyaz.gov>]  
**Sent:** Tuesday, October 24, 2017 3:12 PM  
**To:** Andrew Chippindall <[achippindall@mountainshadows.com](mailto:achippindall@mountainshadows.com)>  
**Subject:** Town of Paradise Valley - Bike-Ped Plan

Andrew:

The Town has been working on a bicycle and pedestrian plan. Part of this plan is a proposed resort bike loop on Tatum/Lincoln/56<sup>th</sup>/McDonald that would acknowledge bike usage and consider widening the sidewalk to 10 feet. Earlier in the planning process, the consultant working on the project reached out to resort concierges. The Planning Commission had some additional questions they asked staff I was hoping you could answer for your resort.

- How many bikes does your resort have available on-site?
- How often do people rent/use these bikes?

- Does your resort offer bike racks/locks for those riding to the resort on a bike? Can they valet the bike?
- Do you think your guests would use this resort loop?

Please contact me with any questions or forward this to the appropriate person.

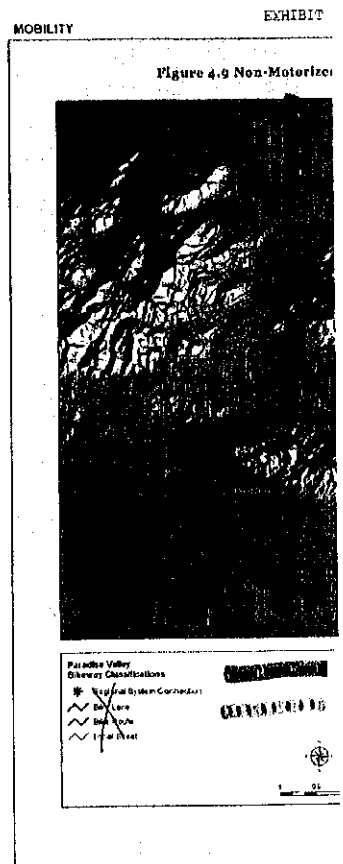
Regards,

Paul E. Michaud, AICP  
 Senior Planner  
 6401 E Lincoln Drive  
 480-348-3574 (phone)  
 480-483-1811 (TDD)  
[pmichaud@paradisivalleyaz.gov](mailto:pmichaud@paradisivalleyaz.gov)

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**EMPHASIZE RESORT LOOP:** An emphasis should be placed on providing safe and shared-use pedestrian and bicycle connectivity along the identified "Resort Loop" depicted on the attached Revised Bicycle Circulation Map, Exhibit 'A' dated June 8, 2017. Bicycle connectivity should be provided through shared-use recreational paths or facilities separated from the vehicular travel lane.



# THE CITIZENS CLUB

POOL • FITNESS • JUICE BAR

## Bespoke Yoga | Mountain Shadows

Cycling and yoga are a natural pairing, providing the yang of cardio with the yin of flexibility for an exercise session that takes your sense of well-being to the next stage. Instructor Veronica Clark will begin with an invigorating bicycle ride through the beautiful neighborhoods surrounding Mountain Shadows.

Upon your return to the resort, park your bike next to your mat and learn a series of stretches that are custom tailored for cyclists and yogis alike. Once fluidity is achieved, pure yoga begins under beautiful desert skies. Afterward, the cozy atmosphere of The Living Room provides the perfect location to sip a Devotini cocktail and coast into the evening.

Select Saturdays | 11.4 | 12.16 | 1.13 | 2.10

**Cycling & Yoga | 4:30 - 6 PM**

**Living Room Victory Lap | 6 - 8 PM**

\$50 | includes guided bike ride, yoga class, parking, & cocktail

\$85 | includes bike rental, guided bike ride, yoga class, parking, & cocktail

5445 EAST LINCOLN DRIVE, PARADISE VALLEY, AZ 85253  
480.624.5400 | MOUNTAINSHADOWS.COM

## Paul Michaud

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**From:** Paul Mood  
**Sent:** Tuesday, October 24, 2017 6:57 PM  
**To:** Eva Cutro; Paul Michaud  
**Subject:** Camelback Inn Bikes  
**Attachments:** image1.jpeg; ATT00001.txt

11 adult bikes and five child bikes of various sizes at the Camelback Inn l.



## 25. Concierge Interviews

**RESORT NAME:** DoubleTree

**CONCIERGE NAME:** Annie Bennici

**EMAIL:** [Annie.bennici@hilton.com](mailto:Annie.bennici@hilton.com)

**DATE:** August 3, 2016 **TIME:** 9:00 a.m

**INTERVIEWERS:** Jim Coffman - Coffman Studio; Leslie Dornfeld - PLAN\*et

|                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Do your quests ask about places to ride a bike or hike/walk? How often?                                                                                            | Always.                                                                                                                                                                                                                                                                                                                                                                       |
| 2. Where do they want to go? Can they get there from here without a car?                                                                                              | Drugstores, Local destinations                                                                                                                                                                                                                                                                                                                                                |
| 3. Do you have your own bikes or other equipment that you loan out? Or do you send them to rental places?                                                             | Bikes to lend out, also sends guests to local bike shops. They rent beach cruisers and guests go to old town Scottsdale.                                                                                                                                                                                                                                                      |
| 4. Where do you typically send them? Phoenix Mountains, Camelback, neighborhoods, McDowell, elsewhere?                                                                | Marshall way to the Scottsdale Waterfront, Drugstore, local destinations                                                                                                                                                                                                                                                                                                      |
| 5. What type of experiences are your guests looking for when they want to walk/hike or ride a bike? Long, short, informative, scenic, fitness, challenging, relaxing? | They like to walk about 2-4 miles. Want to see the surrounding areas, houses, neighborhoods. Big challenge is guests with families. Sometimes I send them to other resorts to look around.                                                                                                                                                                                    |
| 6. If they are bicycle enthusiasts, do they have preference for mountain biking or road biking?                                                                       | Most like to be on the road in a bike lane.                                                                                                                                                                                                                                                                                                                                   |
| 7. Do the guests ever tell you about their experiences? What do they talk about? Gaps, need for trailheads, etc.?                                                     | Love it                                                                                                                                                                                                                                                                                                                                                                       |
| 8. Do you have the proper information like maps, brochures, etc. to give your guests about hiking/walking/biking in the area? Where do you get your information?      | I show them on a map.                                                                                                                                                                                                                                                                                                                                                         |
| 9. Do you share safety information? How? What?                                                                                                                        | Talk to the about heat, to take water.                                                                                                                                                                                                                                                                                                                                        |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what else?                            | I don't send guests to the west (across Scottsdale Road) because it is too dangerous. Scottsdale and CB intersection is dangerous. If there was a bike path to the west, they could take the canal to the Biltmore. There should be water and benches along Jackrabbit.<br>There should be a connection between resorts along Scottsdale Road.<br>Signs for hiking and biking |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things?                                                  |                                                                                                                                                                                                                                                                                                                                                                               |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                                                                   | It should be safer. I don't want to have to worry about cars running guests down. Make people aware we are a resort area.                                                                                                                                                                                                                                                     |



**RESORT NAME: Omni Montelucia Resort**

**CONCIERGE NAME: Daniel Pina and Michael Sider**

**EMAIL:** [Daniel.pina@omnihotels.com](mailto:Daniel.pina@omnihotels.com), [Michael.slider@omnihotels.com](mailto:Michael.slider@omnihotels.com)

**DATE: August 3, 2016**

**TIME: 11:00 a.m**

**INTERVIEWERS:** Jim Coffman - Coffman Studio; Leslie Dornfeld - PLAN\*et

|                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Do your guests ask about places to ride a bike or hike/walk? How often?                                                                                            | Always.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2. Where do they want to go? Can they get there from here without a car?                                                                                              | In the spring, we send them onto Lincoln Road. We try to incent people to walk from here to Camelback. Lots of locals were using our lot, so last year we charged them \$10.00 for parking, and gave them Gatorade and sunscreen if they parked in our lot and walked to Camelback. We thought that maybe they would use our coffee shop after the hike (park here, rest here after your hike). Other resorts could do this too.                             |
| 3. Do you have your own bikes or other equipment that you loan out? Or do you send them to rental places?                                                             | Rent cruisers, we partner with the <a href="#">Bike Emporium</a> . In peak season last year, our bike rentals earned us \$700.00 a month at \$10.00/hr.                                                                                                                                                                                                                                                                                                      |
| 4. Where do you typically send them? Phoenix Mountains, Camelback, neighborhoods, McDowells, elsewhere?                                                               | The biggest complaint for bikers is they want a place to "got to", so we send them to AJ's. Also, most of our travelers want fresh food. AJ's serves all the resorts and it is not bike-friendly. We've even put cupholders on the bikes for people who go to AJ's. We have morning guided hikes from our spa and a Santa's hike. We also send them to the 32 <sup>nd</sup> street trailhead on Lincoln, to 40 <sup>th</sup> street, and to the Dreamy Draw. |
| 5. What type of experiences are your guests looking for when they want to walk/hike or ride a bike? Long, short, informative, scenic, fitness, challenging, relaxing? | Our guests want to take a walk after dinner, they want to see the surrounding areas, houses, neighborhoods. We send them into the nearby neighborhoods to walk around.                                                                                                                                                                                                                                                                                       |
| 6. If they are bicycle enthusiasts, do they have preference for mountain biking or road biking?                                                                       | Most like to be on the road in a bike lane. Very few bring mountain bikes.                                                                                                                                                                                                                                                                                                                                                                                   |
| 7. Do the guests ever tell you about their experiences? What do they talk about? Gaps, need for trailheads, etc.?                                                     | Love it                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8. Do you have the proper information like maps, brochures, etc. to give your guests about hiking/walking/biking in the area? Where do you get your information?      | We provide maps (booklet) and safety information.                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9. Do you share safety information? How? What?                                                                                                                        | One guest on a rented bike was hit on Lincoln Road. One our guests died on Camelback Mountain, so we are very cautious about sending guests there. Talk to them about heat, to take water. Our bellmen keep an eye out for our guests and give them water when they return.                                                                                                                                                                                  |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what                                  | Signs at Tatum and McDonald. In the spring, lots of people park at the Barry Goldwater Memorial/Park and walk from there, so our guests                                                                                                                                                                                                                                                                                                                      |

|                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| else?                                                                                                                | just follow the crowds. Water should be at all trailheads. Bike racks at all trailheads, right now people can't lock up their bikes – especially if they are rentals. We should have walking on local streets for people who just want an evening walk. A hiking trolley would be a great idea. The current trolley doesn't start until 10:00 a.m. If there was an early trolley that brought people to the trailhead the driver could be a safety as well and check people for footgear, hats, and water. Guests could meet others hiking, and maybe that would create more safety (buddies). It would help reduce congestion along Invergorden. |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things? |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                  | PV is not welcoming to tourists. They want them here, but don't want them to use town bike and pedestrian facilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

**RESORT NAME: Phoenician Resort**

**CONCIERGE NAME: Michelle Caldwell**

**EMAIL:** Michelle.caldwell@luxurycollection.com

**DATE: August 3, 2016**

**TIME:** 1:00 p.m.

**INTERVIEWERS:** Jim Coffman - Coffman Studio; Leslie Dornfeld - PLAN\*et

|                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Do your quests ask about places to ride a bike or hike/walk? How often?                                                                                            | Always.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2. Where do they want to go? Can they get there from here without a car?                                                                                              | Want to go on Camelback Mountain, hiking, to downtown Scottsdale.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3. Do you have your own bikes or other equipment that you loan out? Or do you send them to rental places?                                                             | A 2 hour bike rental is included in the resort fee. The tennis center rents bikes. We try to keep bikers off Invergorden because of the traffic and the "packs" of bikers that come down Invergorden and don't stop for pedestrians or slower cyclists.                                                                                                                                                                                                                                                                                        |
| 4. Where do you typically send them? Phoenix Mountains, Camelback, neighborhoods, McDowells, elsewhere?                                                               | We have a 4-6 mile loop that sends them down 68 <sup>th</sup> street to the Canal. We send walkers into the neighborhoods south of Camelback. We try to keep people on property; we have 1 mile of trails on property. We avoid Camelback due to traffic. I send families to Papago Park/Buttes or Gateway Trailhead. We send them to the Cholla Trailhead by foot (because parking is so limited). Spa has a guided hike, about ¾ way up Camelback from Cholla trailhead. We use Arizona Outback and My Arizona Guides for up and down hikes. |
| 5. What type of experiences are your guests looking for when they want to walk/hike or ride a bike? Long, short, informative, scenic, fitness, challenging, relaxing? | Most of our walkers want about an hour. They have a hour or two to do something, so they walk or take a ride. We also get people hiking our property from the Phoenician east and who come in from the side roads and live in the residential areas behind the church. They come here and                                                                                                                                                                                                                                                      |



|                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                  | have coffee at the bark break or the 19 <sup>th</sup> hole on Saturdays.                                                                                                                                                                                                                                                                                                                                       |
| 6. If they are bicycle enthusiasts, do they have preference for mountain biking or road biking?                                                                  | Most just want to cruise.                                                                                                                                                                                                                                                                                                                                                                                      |
| 7. Do the guests ever tell you about their experiences? What do they talk about? Gaps, need for trailheads, etc.?                                                | Love it                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8. Do you have the proper information like maps, brochures, etc. to give your guests about hiking/walking/biking in the area? Where do you get your information? | We provide maps and safety information.                                                                                                                                                                                                                                                                                                                                                                        |
| 9. Do you share safety information? How? What?                                                                                                                   | I make guests give me their phone if they are hiking Camelback and ask them to call me when they get back. I make sure they have a cell phone and water with them. Safety is a huge issue with all the resorts.                                                                                                                                                                                                |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what else?                       | Trolley connecting the trailheads. Guests would probably even pay to use it. Make Invergorden better for hikers and bikers. More enforcement regarding parking. People just stop in the road waiting for parking spaces. We need more shade on Invergorden. Maybe create a parcours or interpretation along the street.                                                                                        |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things?                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                                                              | Arizona tourism markets hiking and biking and it is the #1 activity for tourists. Interpretation along the trails would be great. Shade spots. Places that talk about native culture. Better communications regarding trails. Maybe Paradise Valley should partner with Phoenix Parks and Recreation to work with resorts to make the trails more visitor friendly on Camelback Mountain and other trailheads. |

**RESORT NAME:** Sanctuary Resort

**CONCIERGE NAME:** Diane Morris/James Cordova

**EMAIL:** [jcordova@sanctuaryaz.com](mailto:jcordova@sanctuaryaz.com); [dmorris@sanctuaryaz.com](mailto:dmorris@sanctuaryaz.com); **DATE:** August 3, 2016

**TIME:** 3:30 p.m.

**INTERVIEWERS:** Jim Coffman - Coffman Studio; Leslie Dornfeld - PLAN\*et

|                                                                                                           |                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Do your guests ask about places to ride a bike or hike/walk? How often?                                | Yes. All of our guests want to hike and bike.                                                                                                 |
| 2. Where do they want to go? Can they get there from here without a car?                                  | Mostly echo canyon and neighborhoods around the resort. Our resort driver will take people to the trailheads. Old Town Scottsdale, El Charro. |
| 3. Do you have your own bikes or other equipment that you loan out? Or do you send them to rental places? | We use AZ Outback Adventure. We work with a company to bring bikes here and the spa has hybrid bikes for rent.                                |
| 4. Where do you typically send them? Phoenix Mountains, Camelback, neighborhoods,                         | Echo and Cholla Trailheads. 32 <sup>nd</sup> Street trailhead and Peiwesta Peak. Cholla via McDonald to                                       |

|                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| McDowells, elsewhere?                                                                                                                                                 | Invergorden. Trailhead on Tatum.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5. What type of experiences are your guests looking for when they want to walk/hike or ride a bike? Long, short, informative, scenic, fitness, challenging, relaxing? | Like to learn about the desert.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6. If they are bicycle enthusiasts, do they have preference for mountain biking or road biking?                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8. Do you have the proper information like maps, brochures, etc. to give your guests about hiking/walking/biking in the area? Where do you get your information?      | We give guests maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9. Do you share safety information? How? What?                                                                                                                        | We talk about safety in regards to the heat; we make sure guests have the resort phone, water, and a cell phone with them when they go out.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what else?                            | Lincoln Road is the main road, and there are places where the sidewalk just ends. There are large groups of people riding down Invergorden that don't stop for anyone. A hiker's trolley would be great. It could have advertising from the resorts and places in the downtown. The Scottsdale Trolley changes its route and schedule too often to be reliable. But a lot of people use uber, and its less than \$4.00 to Cholla Trail or Downtown Scottsdale. We would love to send guests to Indian Bend Wash, but we are concerned they will get lost on their way over (signing). |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things?                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9. Do you share safety information? How? What?                                                                                                                        | We show them pictures of the trail. We want to keep them off busy roads.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what else?                            | Trail stewards, lots of people don't realize how dangerous the trails are. Shade and benches along McDonald and Lincoln. Hikers trolley that starts at the beginning of the season. The current trolley rides are too long for our guests.                                                                                                                                                                                                                                                                                                                                            |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things?                                                  | The Denver bike system is really well marked and bikes and pedestrians. It's like a nature trail in the middle of Denver. That would be great here.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                                                                   | We like the new signposts.<br>Marked or signed bike lanes would be great.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

**RESORT NAME: Scottsdale Plaza Resort**

**CONCIERGE NAME: Travis Giles**

**EMAIL:** travisg@scottsdaleplaza.com **DATE: August 3, 2016**

**TIME: 2:30 p.m.**

**INTERVIEWERS:** Jim Coffman - Coffman Studio; Leslie Dornfeld - PLAN\*et

|                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Do your quests ask about places to ride a bike or hike/walk? How often?                                                                                            | We are mostly a conference resort, so people want places that are easy to get to and shorter trips or places to run.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2. Where do they want to go? Can they get there from here without a car?                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3. Do you have your own bikes or other equipment that you loan out? Or do you send them to rental places?                                                             | We use a bike shop that drops the bikes of here for our guests. We have an airport shuttle that drops people off at Echo Canyon, or we tell them to take a car. Most people use Uber; so much so that we may discontinue our airport shuttle.                                                                                                                                                                                                                                                                                                                                          |
| 4. Where do you typically send them? Phoenix Mountains, Camelback, neighborhoods, McDowells, elsewhere?                                                               | Bikers; south on 64 <sup>th</sup> street to the canal. We don't like Lincoln, there is not sidewalk or bike lane. Everyone goes to the Cholla Trailhead.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5. What type of experiences are your guests looking for when they want to walk/hike or ride a bike? Long, short, informative, scenic, fitness, challenging, relaxing? | Like to learn about the desert.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6. If they are bicycle enthusiasts, do they have preference for mountain biking or road biking?                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7. Do the guests ever tell you about their experiences? What do they talk about? Gaps, need for trailheads, etc.?                                                     | At night, people feel it's too dark and dangerous.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8. Do you have the proper information like maps, brochures, etc. to give your guests about hiking/walking/biking in the area? Where do you get your information?      | We give guests maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9. Do you share safety information? How? What?                                                                                                                        | We talk about safety in regards to the heat; we make sure guests have the resort phone, water, and a cell phone with them when they go out.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what else?                            | Lincoln Road is the main road, and there are places where the sidewalk just ends. There are large groups of people riding down Invergorden that don't stop for anyone. A hiker's trolley would be great. It could have advertising from the resorts and places in the downtown. The Scottsdale Trolley changes its' route and schedule too often to be reliable. But a lot of people use uber, and its less than \$4.00 to Cholla Trail or Downtown Scottsdale. We would love to send guests to Indian Bend Wash, but we are concerned they will get lost on their way over (signing). |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things?                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

**RESORT NAME: Smoketree Resort**

**CONCIERGE NAME: Eric Williams**

**EMAIL: eric@interwestern.com**

**DATE: August 3, 2016**

**TIME: 11:00 a.m.**

**INTERVIEWERS: Jim Coffman - Coffman Studio; Leslie Dornfeld - PLAN\*et**

|                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Do your quests ask about places to ride a bike or hike/walk? How often?                                                                                            | Not that engaged with guests, but some do.                                                                                                                                                                                                                                                                                           |
| 2. Where do they want to go? Can they get there from here without a car?                                                                                              |                                                                                                                                                                                                                                                                                                                                      |
| 3. Do you have your own bikes or other equipment that you loan out? Or do you send them to rental places?                                                             | No.                                                                                                                                                                                                                                                                                                                                  |
| 4. Where do you typically send them? Phoenix Mountains, Camelback, neighborhoods, McDowells, elsewhere?                                                               | I send people to Indian Bend Wash and Echo Canyon. We send lots of people through the neighborhood past the church to Camelback. It's about 3-4 miles. WE send bikers east and walkers west. We also send them to the trailhead on Tatum.                                                                                            |
| 5. What type of experiences are your guests looking for when they want to walk/hike or ride a bike? Long, short, informative, scenic, fitness, challenging, relaxing? | Most of our guests drive to Echo Canyon trailhead.                                                                                                                                                                                                                                                                                   |
| 6. If they are bicycle enthusiasts, do they have preference for mountain biking or road biking?                                                                       |                                                                                                                                                                                                                                                                                                                                      |
| 7. Do the guests ever tell you about their experiences? What do they talk about? Gaps, need for trailheads, etc.?                                                     |                                                                                                                                                                                                                                                                                                                                      |
| 8. Do you have the proper information like maps, brochures, etc. to give your guests about hiking/walking/biking in the area? Where do you get your information?      | No.                                                                                                                                                                                                                                                                                                                                  |
| 9. Do you share safety information? How? What?                                                                                                                        | No.                                                                                                                                                                                                                                                                                                                                  |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what else?                            | The Ritz is trying to walk pedestrians on the south side of Lincoln Road and then to the trailhead. We need places where people can lock their bikes at Cholla and Echo Canyon trailheads. A trail map would be great with safety information on it. A shuttle for the trail would be great; our guests mostly drive to Echo Canyon. |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things?                                                  |                                                                                                                                                                                                                                                                                                                                      |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                                                                   |                                                                                                                                                                                                                                                                                                                                      |



**RESORT NAME: JW Marriott Camelback Inn**

**CONCIERGE NAME: Claudia Powell**

**EMAIL: Claudio.Powell@marriott.com**      **DATE: October 27, 2016**

**TIME: 3:27 pm.**

**INTERVIEWERS: Mail In**

|                                                                                                                                                                       |                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1. Do your guests ask about places to ride a bike or hike/walk? How often?                                                                                            | Yes. Daily!                                                                                |
| 2. Where do they want to go? Can they get there from here without a car?                                                                                              | Usually Old Town or Echo Canyon                                                            |
| 3. Do you have your own bikes or other equipment that you loan out? Or do you send them to rental places?                                                             | Yes. WE have our own but we also send them if they want mountain bikes.                    |
| 4. Where do you typically send them? Phoenix Mountains, Camelback, neighborhoods, McDowell's, elsewhere?                                                              | We have a 8.5 mile route around our property through the neighborhoods.                    |
| 5. What type of experiences are your guests looking for when they want to walk/hike or ride a bike? Long, short, informative, scenic, fitness, challenging, relaxing? | Generally short 2-3 hours for leisure.                                                     |
| 6. If they are bicycle enthusiasts, do they have preference for mountain biking or road biking?                                                                       | If they are enthusiasts, they usually are looking for mountain bikes.                      |
| 7. Do the guests ever tell you about their experiences? What do they talk about? Gaps, need for trailheads, etc.?                                                     | They usually are looking for more convenient bike lanes or trails that are paved.          |
| 8. Do you have the proper information like maps, brochures, etc. to give your guests about hiking/walking/biking in the area? Where do you get your information?      | Yes. From many different sources.                                                          |
| 9. Do you share safety information? How? What?                                                                                                                        | Yes. We will give handouts or fliers.                                                      |
| 10. What new or innovative things should be a part of the bicycle and pedestrian system in PV? Physical things, program things, what else?                            | More bike lanes and paths to Old Town or places they can get to for shops and restaurants. |
| 11. Have you seen anything in other travel destinations that particularly impressed you about these kinds of things?                                                  | Yes. Easy access to get around on bikes or shuttles in urban areas.                        |
| 12. What about your own experience of walking and biking in the area? Anything else we should know?                                                                   | The lighting in PV is horrible to send guests out past sunset! It's very dangerous.        |

### TAKE AWAYS

- Safety, Safety, Safety
  - In light of recent deaths and accidents in local parks and preserves, the resorts take great caution in providing safety information, document visitor's outdoor hiking/riding trips and assessing abilities.
  - Most resorts provide printed safety information
- Hiking and Biking is Very Popular with Guests

- When asked how popular, they responded to #1 to in the top 10 of requested activities
- Most resorts provide maps to guide visitors to low stress walking and biking locations nearby their resort. Some provide maps with varying length routes.
- Guest like to see the area flora and fauna, architecture and mountain vistas
- Guests want to walk or bike to local markets and some want to see the other resorts
- Some resorts provided guided hikes and rides, often through their spa
- Most resorts have arrangements with local bike shops who deliver reserved bicycles to the resort
- Some resorts provide their own bikes
- The Omni has implemented a pay to park to hike service for non-resort guests to access Camelback Mountain/Echo Canyon. They provide water and information in return for the paid parking space.
- Some resorts make use of the Shuttle route that links resorts with downtown Scottsdale and other destinations
- Guests would benefit from stronger/better connections to the trail/path system along the Arizona Canal and Indian Bend Wash
- Resorts direct people away from Lincoln and are wary to direct people to Camelback Mountain due to its hiking difficulty
- Concierges would welcome regular meetings with the Town and with each other to discuss and coordinate these types of walking/biking issues