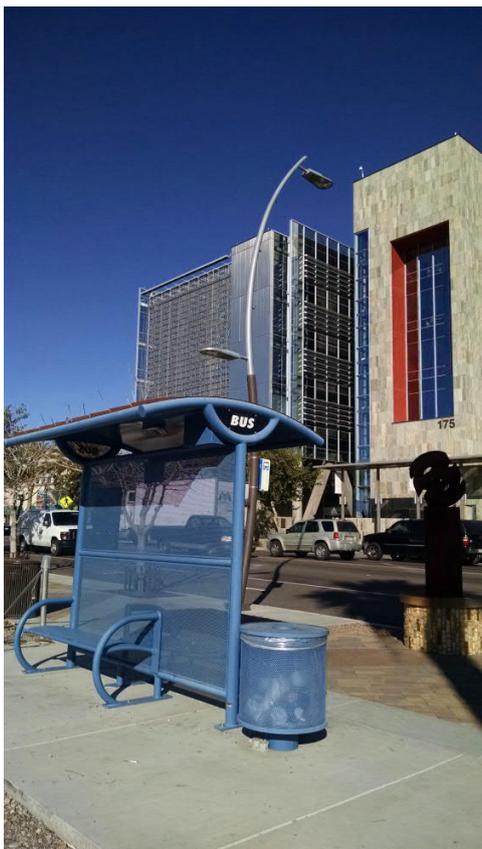


---

# Title VI Implementation Plan for Transit Services

---

2018 Update



# Contents

---

Title VI Policy Statement .....	3
Title VI Notice to the Public .....	4
Title VI Notice to the Public -Spanish .....	5
Title VI Complaint Procedures .....	6
Title VI Complaint Form .....	9
Title VI Investigations, Complaints and Lawsuits .....	11
Public Participation Plan .....	12
Limited English Proficiency Plan .....	17
Non-elected Committees Membership Table .....	21
Monitoring for Subrecipient Title VI Compliance.....	22
Title VI Facility Equity Analysis.....	23
Standards and Policies.....	24
Service and Fare Changes .....	28
Board Approval for the Title VI Program .....	29



# Title VI Policy Statement

---

The City of Chandler policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any City of Chandler sponsored program or activity. There is no distinction between the sources of funding.

The City of Chandler also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, the City of Chandler will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the City of Chandler distributes Federal-aid funds to another entity/person, the City of Chandler will ensure all subrecipients fully comply with City of Chandler Title VI Nondiscrimination Program requirements. The City Manager has delegated the authority to Jason Crampton, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

  
Marsha Reed, City Manager

# Title VI Notice to the Public

---

## Notifying the Public of Rights Under Title VI City of Chandler

The City of Chandler operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Chandler.

For more information on the City of Chandler's civil rights program, and the procedures to file a complaint, contact Jason Crampton at 480-782-3402, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email [Jason.crampton@chandleraz.gov](mailto:Jason.crampton@chandleraz.gov); or visit our administrative office at 175 S. Arizona Ave. For more information, visit [www.chandleraz.gov/transit](http://www.chandleraz.gov/transit)

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1<sup>st</sup> Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 480-782-3300. Para información en Español, llame: Jason Crampton, 480-782-3402

## Title VI Notice to the Public -Spanish

---

### Aviso al Público Sobre los Derechos Bajo el Título VI City of Chandler

La Ciudad de Chandler (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provistos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Ciudad de Chandler's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Jason Crampton, 480-782-3402, (las personas con discapacidades auditivas puedan marcar 7-1-1); o visite nuestra oficina administrativa en 175 S. Arizona Ave. Para obtener más información, visite [www.chandleraz.gov/transit](http://www.chandleraz.gov/transit)

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1<sup>st</sup> Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

The above notice will be posted in the following locations: Chandler City Hall, 175 S. Arizona Ave.; Chandler Park and Ride, 2100 S. Hamilton St.; Chandler Transit Center, 3334 W. Frye Rd.

This notice is posted online at [www.chandleraz.gov/transit](http://www.chandleraz.gov/transit)

# Title VI Complaint Procedures

---

The City of Chandler contracts with Valley Metro to provide all transit service in Chandler. The City relies on Valley Metro customer service to process and investigate Title VI complaints. See the below Valley Metro Title VI Complaint Procedures.

## Title VI Complaint Procedures

Any person who believes she or he have been discriminated against on the basis of race, color, or national origin by Valley Metro or our transit service provider may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form<sup>[1]</sup> or by calling Valley Metro's Customer Service. All complaints are logged into Valley Metro's Customer Assistance System (CAS) and will be investigated according to federal standards.

Valley Metro's Title VI Complaint Form (English and Spanish) is located on our website: ([http://www.valleymetro.org/about\\_valleymetro/civil\\_rights\\_policy\\_statement](http://www.valleymetro.org/about_valleymetro/civil_rights_policy_statement)). The form is available in both English and Spanish. Complaints can also be filed by contacting Valley Metro's Customer Service at:

Email: [csr@valleymetro.org](mailto:csr@valleymetro.org)

Phone: (602) 253-5000

TTY: (602) 251-2039

Valley Metro has 30 days to investigate each complaint. If more information is needed to resolve the case, Valley Metro may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to Valley Metro Customer Service.

## Procedures for Tracking and Investigating Title VI Complaints

### TRACKING

- Complaint comes in and is logged into the CAS system.
- The Customer Service Administrator sends the complaint to the cities/transit provider for investigation and documentation within 24 hours.
- Complaint is returned to the Customer Service Administrator to ensure the information is complete and closes the complaint.
- Each cities administrator audits the complaints as well to ensure they meet the guidelines for Title VI.

- The administrator reviews an outstanding weekly report identifying outstanding complaints. During the review process the administrator will send out notifications to the agency and a copy to the relevant city to remind the entity that the complaint is not yet resolved or closed out. This process is reinitiated each week to ensure timely compliance.
- The administrator audits all completed Title VI complaints to check for accuracy and has complaint reopened by Customer Service administrator and sent back if not completed accurately.

### INVESTIGATING

Each documented Title VI investigative report must address each of the “Seven Federal Investigative” steps found in 28 CFR, Part 35 and FTA Circular 4702.IA. The seven steps are as follows:

#### STEP ONE: Summary of the complaint

- Completed by the Regional Services Customer Relations staff

#### STEP TWO: Statement of issues

- List every issue derived from the complaint summary
- Include questions raised by each issue
  - Who?
  - What?
  - When?
  - Where?
  - How?
- Add new issues that surface during investigation
- Final list of issues becomes outline for investigation

#### STEP THREE: Respondent’s reply to each issue

- Obtain information from each respondent, listen to each tape, review each document
- All staff will document information collected in the customer contact (respondent area).
- After all respondent information is documented
  - Complete the documentation (remaining steps)
  - Determine the action taken
  - Follow up with the customer.

Note: “Respondent” is not confined to the transit vehicle operator. “Respondent” is defined as any source of information that can contribute to the investigation, such as:

- Operator (Interview / History)
- Radio/Dispatch/OCC reports
- GPS tracking software & programs
- Maintenance (Staff / Records)
- City Transit staff
- Witnesses
- Complainant (Interview / History)
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Other transit employees
- Route history

STEP FOUR: Findings of fact

- Investigate every “issue” (stated in the “statement of issues noted in step two)
- Separate facts from opinions

STEP FIVE: Citations of pertinent regulations and rules

- Develop list of all regulations, rules, policies, and procedures that apply to the investigation
  - Title VI requirements
  - Company rules & procedures
  - Valley Metro policies & service standards

STEP SIX: Conclusions of law

- Compare each fact from “findings of fact” to the list of regulations, rules, etc.
- Make decision on whether violation(s) occurred
- List of violations becomes “conclusions of law”

STEP SEVEN: Description of remedy for each violation

- Specific corrective actions for each violation found
- Include plans for follow-up checks
- Do not conclude report with “no action taken”
- If no violations found, conclude the report in a positive manner
  - Review of policies & procedures
  - Review of Title VI provisions

Response to Customer:

- Detailed summary of conversation with customer
- Copy of letter to customer

Action Taken:

- Must include specific corrective action for each violation found
- Include a follow-up action plan
- If no violations found, note policies, procedures, etc. reviewed with operator
- Never state “no action taken”
- Documented information should always include initials & dates

# Title VI Complaint Form

## TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro or any of its service providers, and believes the discrimination was based upon race, color or national origin may file a formal complaint with Valley Metro Customer Service.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at (602) 253-5000/TTY: (602) 251-2039, or email at [csr@valleymetro.org](mailto:csr@valleymetro.org).

Section I: Customer Information					
Name:					
Address:					
City:		State:		Zip:	
Work Phone:		Home Phone:		Cell Phone:	
Email Address:					
Section II: Incident Information					
Date of Incident:		Time of Incident:		AM/PM   City:	
Incident Location:			Direction of Travel:		
Route #:		Bus/Light Rail #:			
Service Type:	Local	Express/RAPID	Light Rail	Circulator/Connector	Dial-a-Ride
Operator Name:					
Operator Description:					
What was the discrimination based on? (Check all that apply)					
Race		Color		National Origin	
				Other:	
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.					

Have you filed this complaint with the Federal Transit Administration?		Yes	No
If yes, please provide information about a contact person at the Federal Transit Administration where the complaint was filed.			
Name:		Title:	
Address:		Telephone:	
Have you previously filed a Title VI complaint with this agency?		Yes	No
You may attach any written materials or other information that you think is relevant to your complaint.			
Signature and date required below:			

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## FORMA DE QUEJAS DEL TITULO VI

Cualquier persona que crea que ha sido discriminada basándose en su raza, color u origen nacional por Valley Metro o sus proveedores de servicio puede registrar una queja del Título VI con el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información necesaria para que se procese su queja. Hay formatos e idiomas alternos disponibles si se solicitan. Llene esta forma y envíela por correo postal a o entréguela en: Regional Public Transportation Authority, 4600 E. Washington St., Suite 101, Phoenix, Arizona 85034. Usted puede comunicarse con el Servicio al Cliente llamando al (602) 253-5000/TTY: (602) 251-2039, ó por correo electrónico en [csr@valleymetro.org](mailto:csr@valleymetro.org).

Sección I: Información del Cliente					
Nombre:					
<b>Ciudad:</b>	Estado:	Código Postal:			
Teléfono del Trabajo:	Teléfono del Hogar:	Teléfono Celular:			
Domicilio Electrónico:					
Sección II: Información del Incidente					
Fecha del Incidente:	Hora del Incidente:	AM/PM	Ciudad:		
Ubicación del Incidente:			Dirección de Viaje:		
# de Ruta:	# de Autobús/Tren Ligero:				
Tipo de Servicio:	Local	Express/RAPID	Tren Ligero	Circulador/Connector	Dial-a-Ride
Nombre del/la Conductor/a:					
Descripción del/la Conductor/a:					
¿En qué se basó la discriminación? (Marque todo lo que sea aplicable)					
Raza	Color	Origen Nacional	Otro:		
Explique tan claramente como sea posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron a usted (si los sabe), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, por favor use el reverso de esta forma.					

¿Ha usted registrado esta queja con la Administración Federal de Tránsito?	Sí	No
Si contestó sí, por favor provea información sobre la persona de contacto en la Administración Federal de Tránsito donde se registró la queja:		
Nombre:	Título:	
Domicilio:	Teléfono:	
¿Ha usted registrado previamente una queja del Título VI con esta agencia?	Sí	No

Usted puede adjuntar cualquier material por escrito o cualquier otra información que crea que sea relevante a su queja.

Se requieren la firma y la fecha abajo:

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

valleymetro.org  
602.253.5000  
TTY: 602.251.2039



# Title VI Investigations, Complaints and Lawsuits

Over the past three years, the following Title VI investigations, lawsuits and complaints were received relating to bus service in Chandler.

## Investigations

There were no Title VI investigations during the reporting period

## Lawsuits

There were no Title VI lawsuits during the reporting period

## Complaints

There were three Title VI complaints received during the reporting period. None of the complaints could be confirmed as valid

Routes in Chandler operated by Valley Metro November 2015 to June 2018

Complaint Number	Incident Date	Route	Primary Category	Sub-category	Action Taken
306199	9/1/2016	104	Operator	Policy	No evidence of discrimination could be found. Complaint not confirmed as valid. Operations manager consoled operator on maintaining a professional and courteous manner when interacting with all passengers. Operator also instructed to follow all company policies when on duty.
331269	6/7/2017	96	Operator	Policy	Video was requested; however, there was no recording available for the date and time of the reported incident. Therefore, there was insufficient evidence to determine discrimination took place. Driver was counseled to enforce all policies equally for all customers at all times. Due to this being a policy report and driver enforced correct policy, this report is invalid.
326208	4/11/2017	112	Operator	Attitude	No evidence of discrimination could be found. Complaint not confirmed as valid. Operator instructed to treat all customers with courtesy and respect and to remain professional at all times.

Public Participation Plan

---

# City of Chandler Public Participation Plan

---



The City of Chandler is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, the City of Chandler made the following community outreach efforts over the past three years. Example documentation of some of these public outreach efforts is included in Attachment 1: Public Outreach Efforts.

### 1. ROUTE 104/ 112 MODIFICATION

In conjunction with Valley Metro, the City of Chandler conducted public outreach on a proposed modification to Routes 104 and 112 in April 2017. The proposal would have extended all Route 112 trips to Chandler Park and Ride and would have modified Route 104 to serve a medical facility. The proposed change to Route 104 would have also eliminated service to a bus stop that serves the downtown library, senior center and community center. Chandler staff surveyed a number of bus users and City employees working in facilities near the affected bus stop. As a result of overwhelmingly negative feedback, the City decided not to follow through with the proposed change. Instead, the City modified the proposal to ensure the bus stop serving the library, senior center, and community center would continue to be served. In October 2017, Routes 104 and 112 were modified in a manner that accommodated the public feedback received.

### 2. OCTOBER 2017 SERVICE CHANGES

The City of Chandler modified three bus routes (Route 104, Alma School Road; Route 112, Arizona Avenue; Route 136, Gilbert Road) and added a new bus route (Route 140, Ray Road) in October 2017. In addition to Valley Metro's typical public outreach efforts and Chandler staff's assistance in these efforts, the City of Chandler made a presentation on these proposed changes at a public Transportation Commission meeting.

### 3. OTHER BUS SERVICE CHANGES

With any proposed bus service change, Valley Metro conducts a thorough public outreach process, including multiple public meetings and a public hearing. Please see the Valley Metro Public Participation Plan for more details on Valley Metro's public outreach process. Additionally, Chandler staff assists with the process by conducting rider surveys for major service changes and by posting notices on bus stops.

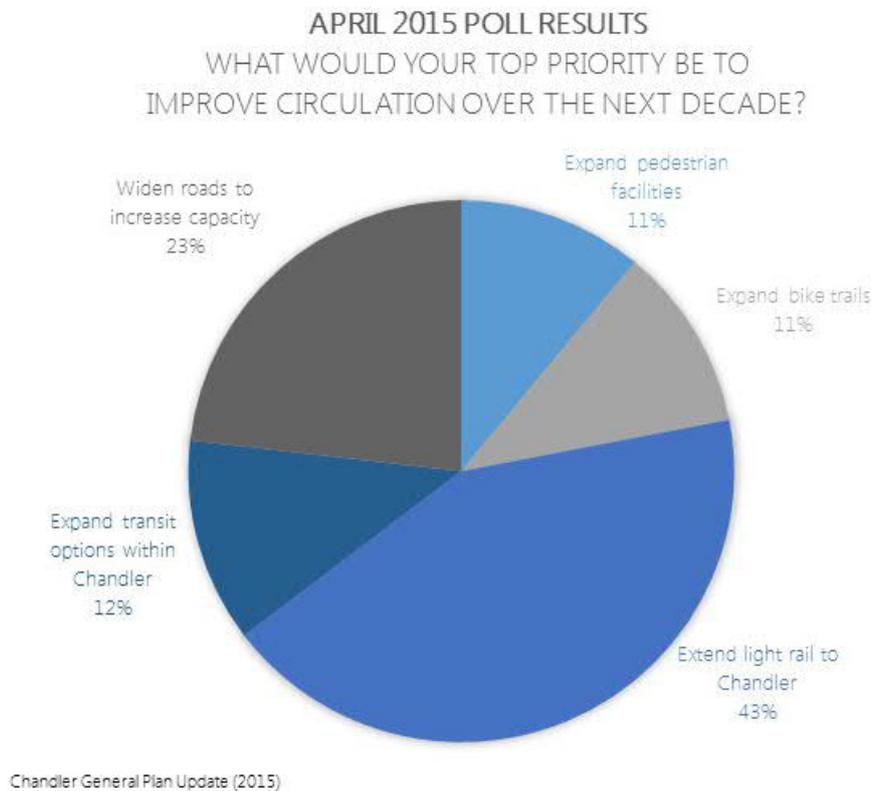
### 4. REGIONAL DIAL-A-RIDE SERVICE

In 2016, the region made a change to the way that regional Dial-A-Ride trips are serviced. Previously, if a resident of the East Valley wished to use Dial-A-Ride to travel to Phoenix or the West Valley, the resident would have had to use East Valley Dial-A-Ride to get from the East Valley to the Phoenix border. Then, the resident would have been dropped off at the border, where he or she would have had to wait for a Phoenix Dial-A-Ride to take the resident to their destination (or to the border of a West Valley city, where the resident would have to transfer again). This process was inconvenient and in many cases unsafe for Dial-A-Ride users. Thus, the region determined that a change was necessary, and Valley Metro and Valley Cities, including Chandler, worked together to

identify the best solution to enacting this change. Chandler discussed the issue at a public Transportation Commission meeting in order to gather feedback on how the change should be implemented in Chandler. Additionally, Valley Metro held regional meetings and gathered public feedback at these meetings.

### 5. CHANDLER GENERAL PLAN UPDATE

The General Plan Update included a major public outreach strategy. As a part of the public outreach, the General Plan Update solicited and gained a high degree of public feedback on transportation and transit. The chart below shows the results of a survey conducted as part of the General Plan Update:



Note: There were 82 respondents to this poll.

Additionally, regular 'VisionFest' public meetings were held to gain public feedback. One meeting focused on the North Arizona Avenue Corridor and future high capacity transit.

### 6. BUS STOP CHANGES/ CLOSURES

The City of Chandler posts bilingual notices at bus stops for upcoming service changes, temporary stop closures, or bus stop relocations.

## 7. VALLEY METRO PUBLIC PARTICIPATION PLAN

As the operator for all Chandler funded transit service, Valley Metro plays an important role in the public outreach for transit planning and service changes in Chandler. Please see the Valley Metro 2018 Title VI Program to see the full Valley Metro Public Participation Plan.

### Future Public Outreach Activities

In the upcoming year the City of Chandler will make the following community outreach efforts:

## 8. ARIZONA AVENUE ALTERNATIVES ANALYSIS (AAAA)

The AAAA will analyze Arizona Avenue's long-term potential as a high-capacity transit corridor, and will include recommendations for transit and land use improvements to strengthen Arizona Avenue as a transit corridor.

Public involvement will play an important role in the study. The project team is developing a Public Involvement Plan.

As a part of the public outreach, the study may incorporate some of the following:

- Develop a list of stakeholders and hold stakeholder meetings
- Engage community leaders
- Meet with key groups (neighborhood associations, religious organizations, civic groups, business groups, etc.)
- Conduct public meetings/ open houses
- Develop a web page and update throughout the course of the study
- Conduct online survey

## 9. TRANSPORTATION MASTER PLAN UPDATE

The City's Transportation Master Plan update will begin in late 2018 or early 2019. The City will be updating plans for roadways, bike and pedestrian infrastructure, public transit, and emerging transportation technologies. As a part of the update, an extensive public outreach process will be developed and implemented.

As a part of the public outreach, the study may incorporate some of the following:

- Develop a list of stakeholders and hold stakeholder meetings
- Engage community leaders
- Meet with key groups (neighborhood associations, religious organizations, civic groups, business groups, etc.)
- Conduct public meetings/ open houses
- Develop a web page and update throughout the course of the study
- Conduct online survey

## 10. OTHER OUTREACH

Additionally, as service changes are proposed, Chandler and/ or Valley Metro will conduct public outreach and hold public meetings to ensure public involvement is conducted before any changes are approved. Additionally, the City of Chandler will continue posting notices (in English and Spanish) at all bus stops for any actions that could affect service at that stop, including but not limited to: temporary stop closure, stop relocation, service change at affected stop, proposed service change at affected stop.

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may include scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to Chandler or the Southeast Valley, the meeting or hearing is held within Chandler or the Southeast Valley.
- (3) Public meetings are held in locations accessible to people with disabilities and at least one public meeting in a series is located near one or more transit routes.

Limited English Proficiency Plan

---

# City of Chandler

Limited English Proficiency Plan

---



The City of Chandler has developed the following Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City of Chandler services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the City of Chandler’s extent of obligation to provide LEP services, the City of Chandler undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the City of Chandler service area who may be served or likely to encounter City of Chandler transit program, activities, or services;

According to the American Community Survey, 96.4% of Chandler households are not considered a Limited English Speaking Household. Approximately 2.2% of Chandler’s population speaks Spanish and is considered a Limited English Speaking Household. Approximately 1.5% of Chandler’s population speaks some other language and is considered a Limited English Speaking Household.

### City of Chandler Limited English Proficiency Population

	Estimate	Percent of Total
Total City of Chandler Households	85,858	100.0%
Speak English	64,289	74.9%
Speak Spanish:	11,355	13.2%
Non-Limited English Speaking Household	9,499	11.1%
Limited English Speaking Household	1,856	2.2%
Speak other languages:	10,214	11.9%
Non-Limited English Speaking Household	8,891	10.4%
Limited English Speaking Household	1,323	1.5%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

These statistics show that there is a considerable small but somewhat significant number of Spanish speaking households that are considered to have limited English proficiency. While there are some speakers of other languages that have limited English proficiency, the combined number of all other languages is less than that of Spanish speakers, indicating a

much more significant need for communication in English and Spanish than other languages.

Valley Metro’s Language Assistance Plan within the Valley Metro 2018 Title VI Program provides a broader and more in-depth analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit services are residents of other cities in the Phoenix metro area.

- 2) The frequency with which LEP individuals come in contact with City of Chandler transit services;

Approximately 6.7% of all workers speak a language other than English but do not speak English very well. Approximately 3.1% of public transportation commuters do not speak English “very well”.

### LEP Among Public Transportation Commuters in Chandler

	Estimate	Percent of Total Workers	Percent of Public Transportation Commuters
Total Workers in Chandler	124,279	100.0%	NA
Commuter by Public Transportation	1,172	1.1%	100.00%
Speak only English	917	77.8%	78.2%
Speak Other Language:	255	22.2%	21.8%
Speak English "very well"	219	15.5%	18.7%
Speak English less than "very well"	36	6.7%	3.1%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

These results show a small proportion of public transportation users that speak another language while speaking English less than “very well”. Given the fairly high proportion of Spanish speakers in Chandler overall that speak English less than “very well”, however, there may still be a need to provide Spanish language communications for Chandler residents and public transportation users.

Additionally, Valley Metro’s Language Assistance Plan provides a broader analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit service are residents of other cities in the Phoenix metro area.

- 3) The nature and importance of the program, activities or services provided by the City of Chandler transit to the LEP population; and

The transit system is important to the LEP population, and communications regarding the transit system is equally important.

For this factor of the 4-factor analysis, Chandler is relying Valley Metro's analysis. Please see the Valley Metro 2018 Title VI Program to see the Valley Metro analysis.

- 4) The resources available and overall costs to provide LEP assistance.

The City of Chandler funds transit service, which is operated by Valley Metro. Since Valley Metro is the sole operator of Chandler bus service, Chandler relies on Valley Metro to conduct the majority of communications with passengers of Chandler-funded bus service. Thus, the majority of the resources and costs associated with this outreach are outlined in Valley Metro's Language Assistance Plan .

#### Language Assistance Plan

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

The City of Chandler has multiple bilingual employees, including an employee in the Transportation Policy Division, that can assist Spanish-speaking residents. All notices posted at bus stops are in English and Spanish. When the City holds public meetings relating to transit, the City posts an advertisement in the local Spanish newspaper. Additionally, the City has bilingual staff available at the meeting.

Valley Metro is the operator for all Chandler-funded transit services, and thus, the City of Chandler relies on Valley Metro's assistance in reaching out to LEP individuals. Please see the Valley Metro 2018 Title VI Program to see the full Valley Metro Language Assistance Plan.

# Non-elected Committees Membership Table

A subrecipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Non-Hispanic White	Hispanic/Latino	African American	Asian American	American Indian	Hawaiian/Pacific Islander	Other (Incl. 2 or more races)	Non-Disclosed
City of Chandler Population	59.19%	22.21%	4.62%	9.24%	1.40%	0.13%	3.21%	NA
Transportation Commission	71.40%	0%	14.30%	0%	0%	0%	0%	14.30%

Chandler Population Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

City Staff has established a Board and Commission Recruitment Plan outlining the City’s approach to fill vacancies on the City’s various Boards and Commissions, including the Transportation Commission. This Plan specifies that the City’s outreach messages will include a statement that “Chandler is an equal opportunity organization that welcomes all residents to apply and engage in their community”. Additionally, the Plan indicates that the City will advertise in Asian and Hispanic periodicals.

Although the Board and Commission Recruitment Plan is subject to amendment, the current version (as of August 2018) of the plan is provided in Attachment 2.

# Monitoring for Subrecipient Title VI Compliance

---

City of Chandler does NOT monitor subrecipients for Title VI compliance.

# Title VI Facility Equity Analysis

---

Since the City's last Title VI Program Update (2015), the City of Chandler has not constructed any facilities that meet the criteria for a facilities equity analysis.

# Standards and Policies

---

## Regional System Wide Standards and Policies

The City of Chandler worked with Valley Metro and other cities in developing regional Transit Standards and Performance Measures (TSPM). The regional TSPM specifies a minimum service level to be provided by regional bus service, including span of operation, service frequency, and bus stop spacing. Additionally, the TSPM specifies performance measures that each bus route should aim to achieve, including passenger boardings, fare recovery, and on-time performance. Services not meeting performance measures or greatly exceeding performance measures are closely monitored to determine if improvements or expanded services are needed. The TSPM also lays out guidelines for establishing new service, including the establishment of criteria to determine prioritization of fleet distribution for new transit services. TSPM criteria for new and existing service place an emphasis on first providing service to 'transit-dependent' population – households with one or zero automobiles and households below the poverty line.

The complete TSPM can be found at <https://www.valleymetro.org/transit-standards-and-performance-measures>

## Distribution of Transit Amenities

Transit Amenities refer to fixed items of comfort and convenience available to the general riding public such as shelter placement, lighting at the bus stop, signage, benches and trash can placement. The City of Chandler is responsible for the provision, monitoring and maintenance of shelters, bus stop signs, benches and other amenities located in Chandler. The following sections briefly summarize the City's policies or standards that govern the deployment of amenities on the City's transit system. Chandler policy is to review and ensure amenities are placed within the City without regard to race, color, national origin, or income considerations.

The City of Chandler currently owns approximately 380 bus stops with nearly 80% of those have shaded structures as part of the bus stop features. An additional 15% of bus stops have seating without a shade structure. Many of the City's bus stops without shade structures have nearby trees that provide some shade.

The City of Chandler also has a program that incorporates advertising kiosks in the bus stop shelter design at certain locations based on third-party advertising vendor determinations of market. Those advertising revenues paid to the City go back into the transit program and pay for things such as bus stop cleaning and maintenance, replacement of aging bus stop infrastructure, and provision of new amenities at bus stops.

### General Bus Stop Placement and Amenity Considerations

- Understand the physical requirements of buses
  - Adequate curb space for ADA and mobility device ramp operations
  - Adequate sidewalk clearance for pedestrian and bicycle traffic on sidewalk
- Bus stops located by ¼-mile spacing
  - Mid-block stops are located near local street intersections for ease of crossing the street safely
  - Major arterial intersection bus stops are located far-side of the intersection for traffic flow purposes
  - Bus bays (or bus pullouts) are located far-side of the intersection when possible based on available right-of-way and the number of lanes of traffic
  - Bus stops are located in higher visibility areas at locations that minimize safety hazards at driveways, visibility for adjacent properties, and facilitate the transfer to cross routes.
- Bus stop amenities historically have been prioritized by ridership. When right-of-way exists and physical conditions permit, high and moderate ridership bus stops will have shade structures and other amenities.
  - All bus stops and amenities must comply with the ADA compliance and accessibility requirements.
  - Signage – All bus stops shall feature signs mounted in a uniform manner to identify the area as a stop and provide readable and accurate information.
  - Schedules – All bus stops with shade structures include bus schedules. Additionally, many bus stops without amenities include bus schedules.
  - Benches – Ridership figures are used to determine seating requirements while the built environment often dictates seating options.
  - Trash Can Placement – Trash cans are placed at all sheltered bus stops and some bus stops with benches as needed.
- Bus stop placement, amenities and upgrades must consider ADA compliance and accessibility requirements.
- ADA considerations are a major factor in the City's bus stop maintenance program. Since November 2015, Chandler has brought 48 bus stops up to compliance and is in the process of making ADA improvements to 23 more bus stops.
- Recent trends in the increasing homeless population has made bus stops a common location for homeless encampments and general use. The City has strived to create a comfortable environment for transit users while addressing the homeless use of the bus stop in a compassionate manner.

- Related to the provision of bus stop amenities is increasing occurrence of vandalism. Gang tagging, trash, damage to amenities, and the destroying of lighting are common at our bus stops. The City has a dedicated cleaning, maintenance and repair program for all bus stops. A significant portion of that budget addresses the ongoing upkeep of the existing bus stops in order to maintain a certain level of security, comfort and cleanliness.

### Bus Shelter Designs

Chandler staff and its contractor have worked to create a variety of bus shelter designs and sizes to accommodate a varying degree of ridership and site conditions.

- Transfer locations – Where space permits, Chandler installs its large bus shelter design at locations where passengers transfer from one bus route to another. At these locations, it is typical for five or more passengers to be waiting for the bus at the same time. As a result, a larger shade structure with more seating is needed in order to assure that a large number of passengers can simultaneously benefit from the amenities.



- Other bus stops – The City installs large or medium sized bus shelters at other high and medium use bus stops. Chandler places smaller shelters at low to moderate use bus stops. At all bus stops with shelters, the City strives to install a shelter that will provide shade throughout most of the day. This is achieved by placing seating on each side of a middle shade screen or on the north side of a rear shade screen. Chandler staff is

currently working with its contractor to develop a lower-cost, small bus shelter that will provide shade from every angle while discouraging sleeping at bus stops.



Small Shelter Example



Typical Medium Shelter

# Service and Fare Changes

---

## Service Changes

The City of Chandler made changes to the following routes since the last Title VI update:

Arizona Avenue LINK/ Route 112 Arizona Avenue\* – Consolidated service into one route. Eliminated Arizona Avenue LINK and added service to local Route 112 Arizona Avenue.

Route 140 Ray Road\* – Added new local route on Ray Road. The new route is 11 miles in length, of which, 9.5 miles is located within the City of Chandler. The route operates every 30 minutes Monday through Saturday. Chandler added 69 new bus stops to serve the new route.

Route 104 Alma School Road – Extended route south by approximately ½ mile to serve health/community facilities previously served by Route 112 Arizona Avenue.

Route 112 Arizona Avenue\* – Enhanced mid-day headways to 15 minutes. Extended short trips south by approximately 1 mile to Chandler Park and Ride. Health/ community facilities previously served by these short trips are now served by Route 104 Alma School.

Route 136 Gilbert Road – Extended route south by approximately ½ mile to Ryan Road.

Route 542 Express – Adding one round trip in October 2018, providing a total of 8 round trips to/ from downtown Phoenix.

\*Service change represents a change of greater than 25% of existing service levels

All service changes that equate to a change of greater than 25% of the route's existing service levels are evaluated to determine whether these changes have a discriminatory impact. Valley Metro conducts Title VI analysis on these service changes on behalf of the City of Chandler. Additionally, public meetings and public hearings are held to gather public feedback on these changes.

Please see the Valley Metro 2018 Title VI Program for more details on this Title VI analysis.

Additionally, Attachment D in the Valley Metro 2018 Title VI Program contains the Title VI analysis conducted for Chandler's major service changes since November 2015 (October 2016 and October 2017 Proposed Service Changes).

## Fare Changes

There have been no fare changes since this Title VI Program was last updated. Any future fare changes will need to follow the public outreach and equity analysis as outlined in Valley Metro's 2018 Title VI Program.

Please see the Valley Metro 2018 Title VI Program for more details on Title VI analysis related to fare changes.

# Board Approval for the Title VI Program

---

The City of Chandler Transportation Commission recommended approval of Chandler's Title VI Program on September 20, 2018.

The Chandler City Council will take action on Chandler's Title VI Program on November 8, 2018.

**RESOLUTION NO. 5194**

**RESOLUTION NO. 5194 APPROVING THE 2018 CITY OF CHANDLER TITLE VI IMPLEMENTATION PLAN FOR TRANSIT SERVICES**

WHEREAS as a recipient of Federal Transit Administration (FTA) funding, the City is required to update its Title VI Implementation Plan (the "Plan") every three years; and

WHEREAS, the City's Plan was last updated in 2015; and

WHEREAS, FTA requires Title VI Program Updates to be approved by the recipient's governing body; and

WHEREAS, new Title VI Program Updates are now proposed and have been incorporated into the Plan;

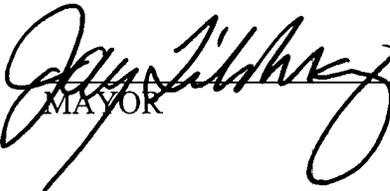
NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Chandler, Arizona, as follows:

The Title VI Implementation Plan for Transit Services, with Title VI Program Updates for 2018, as set forth in Exhibit A, attached hereto and incorporated herein by this reference, is hereby authorized and approved.

PASSED AND ADOPTED by the Mayor and City Council of the City of Chandler, Arizona, this 8<sup>th</sup> day of November 2018.

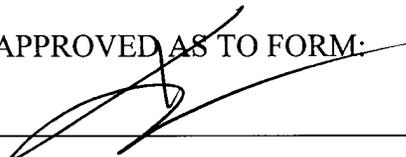
ATTEST:

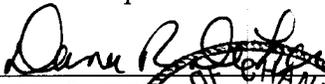
  
CITY CLERK

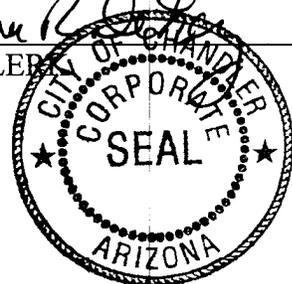
  
MAYOR

**CERTIFICATION**

I HEREBY CERTIFY that the above and foregoing Resolution No. 5194 was duly passed and adopted by the City Council of the City of Chandler, Arizona, at a regular meeting held on the 8<sup>th</sup> day of November, 2018, and that a quorum was present thereat.

APPROVED AS TO FORM:  


  
CITY CLERK





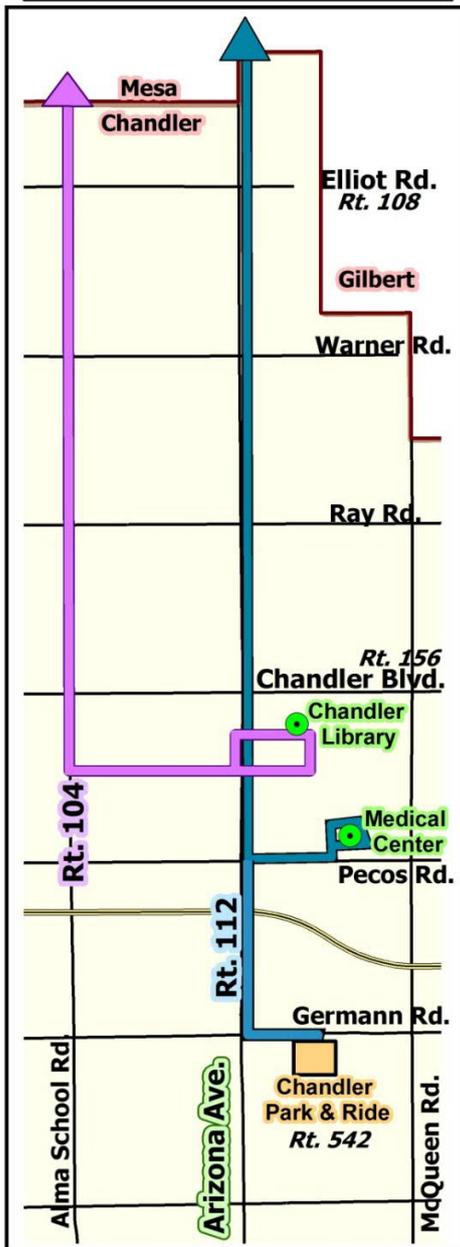
## Attachment 1: Public Outreach Efforts

---

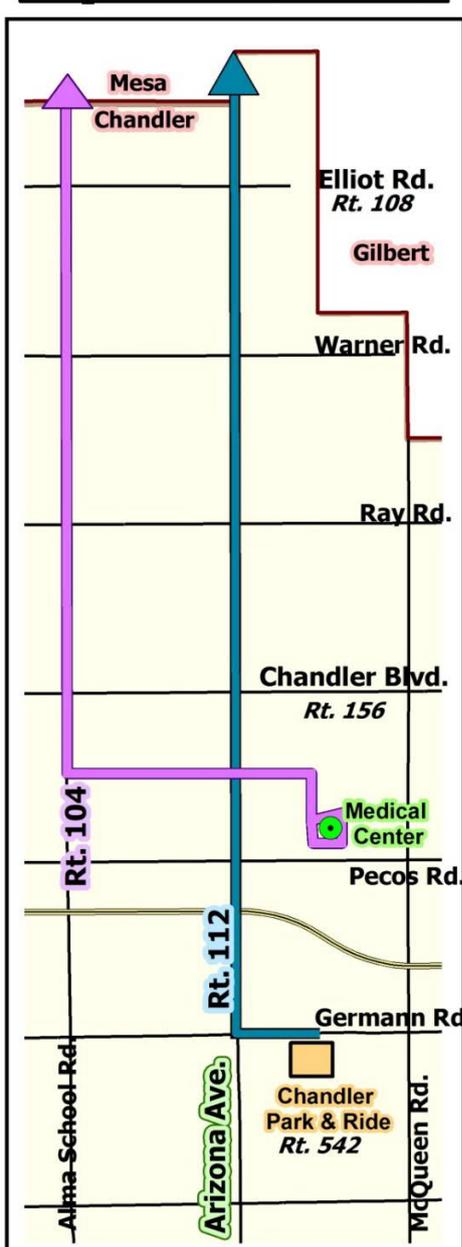


# Route 104 and Route 112 Proposed Changes

Service Beginning  
Oct. 24, 2016



Possible Change  
Apr. or Oct. 2017



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

• **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186

• **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Daniel Jan City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Uses the stop on Boston St. to get to work. Changing the stop would make it a lot harder to get to work.

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

## Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

• **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186

• **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Tammie Silversmith City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Please do not change route 104 or I will not be able to use bus to get to work

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

## Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Anonymous Senior Center Interview City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104/112  In favor  Not in favor  Not sure

Comments: Likes Route 104 stopping by Senior Center but its not that critical for him personally because he takes Route 112 sometimes

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Sage Maya Dandy City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104/112  In favor  Not in favor  Not sure

Comments: Route 104 should continue to serve the library and senior center

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Carmen City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 112  In favor  Not in favor  Not sure

Comments: Please continue to serve Chandler Family Health Center with Route 112. Also, please add an earlier trip so employees can get to work on time

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

### Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# CAMBIOS PROPUESTOS AL SERVICIO DE TRANSPORTE EN ABRIL DE 2017

Los cambios al servicio de transporte público de Valley Metro y la Ciudad de Phoenix ocurren para desarrollar un sistema regional de transporte efectivo que apoya a las comunidades, los negocios y los residentes del Valle. Se solicita la opinión del público sobre los cambios y mejoramientos propuestos al servicio, programados para entrar en vigor el 24 de abril de 2017. Todo servicio operado por la Ciudad de Phoenix requiere la aprobación del Ayuntamiento de la Ciudad de Phoenix. Todo servicio operado por Valley Metro requiere la aprobación de la Junta Directiva de Valley Metro.

**¡Deseamos escuchar de usted! Déjenos saber cómo se siente con respecto a los cambios propuestos al servicio.**

- **Ampliar las horas de servicio en Phoenix:** Rutas 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modificar la ruta:** Rutas 39, 40, 50, 70, 104, 112, 122, 514

Nombre: Dan Lee Ciudad: \_\_\_\_\_

Correo electrónico: \_\_\_\_\_ Le gustaría inscribirse en la lista de correos de Valley Metro  Sí  No

Ruta(s): 104  A favor  En contra  No estoy seguro/a

Comentarios: Many people use this stop (Boston St.) to get to the library or P.O. or courts. This stop should continue to be served.

Use el lado posterior si necesita más espacio para sus comentarios. Para completar esta tarjeta de comentarios en línea, visite [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) o mande sus comentarios por correo electrónico al [input@valleymetro.org](mailto:input@valleymetro.org).

¿Cómo escucho de los cambios propuestos al servicio?  Aviso en el periódico  Medios de comunicación social  Sitio web  
 Letrero  Anuncio en el autobús  Publicación de la ciudad  Correo electrónico  Otro: \_\_\_\_\_

### Para el uso interno de Valley Metro:

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Anonymous - Rider Survey 104 NB 7:07 AM City: Chandler

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Please don't remove stop on Boston Street. I live just northeast of here. Frye Road would be a much longer walk.

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

## Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Anonymous Rider Survey - 104 NB 7:07AM City: Chandler

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Opposed to removing the stop on Boston Street. Uses bus 104 to get to work. Frye Road would be much more difficult to access.

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

## Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Victor Peterson City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Not negatively affected personally, → only uses the Boston stop occasionally  
Is concerned for others that use this stop. Especially Senior Center

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org)

- How did you hear about the service changes?
- |   |  |                                  |                                       |
|---|--|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Newspaper ad     | <input type="checkbox"/> Social media    | <input type="checkbox"/> Website | <input type="checkbox"/> A-frame      |
| <input type="checkbox"/> Bus announcement | <input type="checkbox"/> City newsletter | <input type="checkbox"/> Email   | <input type="checkbox"/> Other: _____ |

<b>Staff Use Only</b> Site location: _____ Initials: _____
---

[valleymetro.org](http://valleymetro.org)  
 602.253.5000  
 TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Rider Survey - 104 SB City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Either way is okay - uses stop at Arizona & Chicago, ~~Boston~~ and on Fry/California  
- Does not use Boston bus stop

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org)

- How did you hear about the service changes?
- |   |  |                                  |                                       |
|---|--|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Newspaper ad     | <input type="checkbox"/> Social media    | <input type="checkbox"/> Website | <input type="checkbox"/> A-frame      |
| <input type="checkbox"/> Bus announcement | <input type="checkbox"/> City newsletter | <input type="checkbox"/> Email   | <input type="checkbox"/> Other: _____ |

<b>Staff Use Only</b> Site location: _____ Initials: _____
---

[valleymetro.org](http://valleymetro.org)  
 602.253.5000  
 TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Anonymous - Rider Survey 104 NB 8:07AM City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Opposed to change. Makes it more difficult to access library

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

### Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Anonymous Rider Survey 104 SB 8:00AM City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Access to library, post office, + senior center is critical.  
Not in favor of change. Difficult for me to walk. Bus is only means of transportation

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

### Staff Use Only

Site location: \_\_\_\_\_ Initials: \_\_\_\_\_

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: Anonymous - Rider Survey 104 NB 8:07AM City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Need to connect to the YMCA on Frye & Dobson & to Chandler Regional Hospital/ Changing bus stop from Boston to Frye is okay. Should extend 104 to Chandler Regional

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

<b>Staff Use Only</b>	
Site location: _____	Initials: _____

valleymetro.org  
602.253.5000  
TTY 602.251.2039



# APRIL 2017 PROPOSED TRANSIT SERVICE CHANGES

Valley Metro and City of Phoenix service changes occur as a way to develop an effective regional transit system that supports Valley communities, businesses and residents. Public input is requested on the following proposed service changes scheduled to take effect on April 24, 2017. All City of Phoenix-operated service requires approval by the Phoenix City Council. All Valley Metro-operated service requires approval by the Valley Metro Board of Directors. **We want to hear from you! Let us know how you feel about the proposed service changes.**

- **Expand service hours in Phoenix:** Routes 0, 1, 3, 7, 8, 10, 12, 13, 15, 16, 17, 19, 27, 28, 29, 30, 32, 35, 39, 41, 43, 44, 45, 50, 51, 52, 59, 60, 61, 67, 70, 75, 77, 80, 83, 90, 106, 122, 138, 154, 170, 186
- **Modify route:** Routes 39, 40, 50, 70, 104, 112, 122, 514

Name: \_\_\_\_\_ City: \_\_\_\_\_

Email: \_\_\_\_\_ Would you like to join the Valley Metro mailing list?  Yes  No

Route(s): 104  In favor  Not in favor  Not sure

Comments: Does not use affected bus stop - boarded at Frye & Nebraska

Please use back for additional comments. To complete this comment card online, visit [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges) or email your comments to [input@valleymetro.org](mailto:input@valleymetro.org).

How did you hear about the service changes?  Newspaper ad  Social media  Website  A-frame  
 Bus announcement  City newsletter  Email  Other: \_\_\_\_\_

<b>Staff Use Only</b>	
Site location: _____	Initials: _____

valleymetro.org  
602.253.5000  
TTY 602.251.2039



## Outreach to Chandler Employees and Others Using Route 104 Bus Stop

Thanks. I just spoke with an employee of the health clinic, and that person uses Route 112 to get there every day, and would have a much more difficult time getting there if Route 104 were to serve it.

Employee's Name: Carmen, 480-547-3614

At the Senior Center, I spoke with 2 people that use the stop by the Library. One of them did not seem to mind if the stop was moved to Frye Road. The other preferred that the stop at the library remain.

Jason Crampton, AICP, LEED AP  
Transit Services Coordinator  
City of Chandler  
(480)782-3402  
jason.crampton@chandleraz.gov

From: Tammie Silversmith/COC  
To: AnnMarie Riley/COC@chandler  
Date: 10/17/2016 08:23 AM  
Subject: Re: Your feedback needed please on Route 104 bus stop near the library

Good Morning AnnMarie,

I request please do not change this route. It is right out the door from the PD. (my work site)  
I get off at 6pm and I barely make it as it is for the 6:07pm pick up.

This route is very convenient for me where it is.

Thank you.

Tammie Silversmith  
Chandler Police Department  
Police Records Unit  
Phone: 480-782-4002  
Mon-Thurs 8:00am-6:00pm  
Tammie.Silversmith@chandleraz.gov

From: AnnMarie Riley/COC  
To: Jason Crampton/COC@chandler  
Date: 10/17/2016 08:31 AM  
Subject: Fw: Your feedback needed please on Route 104 bus stop near the library

fyi

***Ann Marie Riley***  
***Transit Services Coordinator***  
***City of Chandler***  
***(480)782-3442***  
***annmarie.riley@chandleraz.gov***

----- Forwarded by AnnMarie Riley/COC on 10/17/2016 08:31 AM -----

From: Daniel St. Jean/COCAZ  
To: AnnMarie Riley/COC@chandler  
Date: 10/15/2016 01:16 PM  
Subject: Re: Your feedback needed please on Route 104 bus stop near the library

Thank you for this information. Personally, I have enjoyed taking the bus to work at the library, since it's convenient for me to get off right by the location. It's almost equivalent to me driving there. I would prefer to see that last stop remain by the library but I'm willing to adjust.

Thanks,

Daniel St. Jean  
Library Aide  
Chandler Public Library  
480-782-2800

Hi Dan,

Thank you so much for this feedback. I am so glad you brought to our attention about citizens using this bus to get to the PD and the courts too. We will continue to review and let you know if any changes are planned to be made in the future.

*Ann Marie Riley*  
*Transit Services Coordinator*  
*City of Chandler*  
*(480)782-3442*  
*[annmarie.riley@chandleraz.gov](mailto:annmarie.riley@chandleraz.gov)*

From: Dan Lee/COC  
To: AnnMarie Riley/COC@chandler  
Date: 10/14/2016 08:53 AM  
Subject: Re: Your feedback needed please on Route 104 bus stop near the library

AnnMarie,  
You have the history, so you know better than I how much this stop gets used. For my part, I don't mind walking, and eliminating it would not inconvenience me greatly. I do know there are several library customers every day who use that stop. I have also seen, and personally assisted people over the years in getting to the Chandler Police Dept. and Chandler

Municipal Court from that stop. Those facilities are closer and easier to find from Boston than from Frye.

==

Dan Lee  
Assistant Library Manager (Systems Librarian)  
Chandler Public Library  
(480) 782-2813  
(480) 782-2823, fax  
dan.lee@chandleraz.gov  
<http://chandlerlibrary.org>

From: AnnMarie Riley/COC  
To: Dan Lee/COC@Chandler, Tammie Silversmith/COC@Chandler, Ofelia Sesma/COC@Chandler, Daniel St. Jean/COCAZ@Chandler  
Date: 10/13/2016 04:40 PM  
Subject: Your feedback needed please on Route 104 bus stop near the library

Hi Everyone,

I wanted to let you know that we are considering rerouting bus route 104 (Alma School). This route currently stops on Boston, just in front of the library. If we change this route, we would remove the stop by the library and the bus stop on Frye Road at Washington or Delaware would need to be used instead. It would be about 1/3 mile walk from the new bus stop. Therefore, we wanted to reach out to you because we know that you take this bus route.

We have not made a decision on this - we are still gathering feedback, and yours would be very helpful. Thank you!

Ann Marie Riley  
Transit Services Coordinator  
City of Chandler  
(480)782-3442  
anmarie.riley@chandleraz.gov

(Embedded image moved to file: pic00041.gif)

Think Green ... Turn off



the lights when you leave. pic00041.gif

From: AnnMarie Riley/COC  
To: Dan Lee/COC@Chandler, Tammie Silversmith/COC@Chandler, Ofelia Sesma/COC@Chandler, Daniel St. Jean/COCAZ@Chandler  
Date: 10/13/2016 04:40 PM

Subject: Your feedback needed please on Route 104 bus stop near the library

Hi Everyone,

I wanted to let you know that we are considering rerouting bus route 104 (Alma School). This route currently stops on Boston, just in front of the library. If we change this route, we would remove the stop by the library and the bus stop on Frye Road at Washington or Delaware would need to be used instead. It would be about 1/3 mile walk from the new bus stop. Therefore, we wanted to reach out to you because we know that you take this bus route.

We have not made a decision on this - we are still gathering feedback, and yours would be very helpful. Thank you!

*Ann Marie Riley*  
*Transit Services Coordinator*  
*City of Chandler*  
*(480)782-3442*  
*[annmarie.riley@chandleraz.gov](mailto:annmarie.riley@chandleraz.gov)*



**Think Green ... Turn off the lights when you leave.**

NOTICE: This E-mail (including attachments) is covered by the Electronic Communications Privacy Act, 18 U.S.C. ss 2510-2521, is confidential and is legally privileged. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please delete if received in error and notify sender. Thank you kindly.



**Chandler • Arizona**  
*Where Values Make The Difference*

**MEMORANDUM**

**City Manager – Memo No. MC18-008**

**DATE:** OCTOBER 10, 2017

**TO:** MAYOR AND COUNCIL

**THRU:** MARSHA REED, CITY MANAGER *DRW for*  
JOSHUA H. WRIGHT, ASSISTANT CITY MANAGER *DRW*  
DANIEL W. COOK, TRANSPORTATION POLICY MANAGER *DWC*

**FROM:** JASON CRAMPTON, TRANSIT SERVICES COORDINATOR *JC*

**SUBJECT:** OCTOBER 2017 BUS SERVICE CHANGES

This memo provides a summary of four bus service changes scheduled to begin October 23, 2017. Please see Attachment 1 for a map of all changes.

**Route 140 (Ray Road) – New Bus Route:**

A new local bus route on Ray Road in Chandler, Phoenix and Gilbert will begin service. The route will run between 48<sup>th</sup> Street in Phoenix and Gilbert Road in Gilbert. Service will operate every 30 minutes, Monday through Friday, from approximately 5:00 a.m. to 9:00 p.m. and on Saturday from 7:00 a.m. to 9:00 p.m.

To serve this bus route, the Transit Division is building 69 new bus stops along Ray Road. Concrete has been poured at all locations, and 52 bus shelters are in the process of being installed.

**Route 112 (Arizona Avenue) – Improve Midday Service Frequency:**

Route 112 currently provides 15-minute service during peak hours (6:00 a.m. – 9:00 a.m. and 2:00 p.m. – 6:00 p.m.) and 30 minute service outside of peak hours. Beginning October 23, 2017, midday service frequency will be improved, resulting in 15-minute service from 6:00 a.m. to 6:00 p.m. with 30 minute service from approximately 5:00 a.m. to 6:00 a.m. and from 6:00 p.m. to 11:00 p.m.

### **Routes 104 (Alma School Road) and 112 (Arizona Avenue) – End of Line Adjustments**

Currently, Route 112 has a split end of line, with half of the trips going to Germann Road to serve the Chandler Park and Ride and the other half of trips going to Pecos Road, where buses turn east to serve Chandler Family Health Center and Improving Chandler Area Neighborhoods (ICAN). To alleviate confusion and improve the service level south of Pecos Road, all Route 112 trips will now go to Germann Road and serve the Chandler Park and Ride.

To ensure that bus service remains in place for ICAN and the Chandler Family Health Center, Route 104 will be extended. The extension will take Route 104 from its current terminus on Boston Street to a new terminus on Morelos Street at Hamilton Street, serving multiple high-density residential developments along the way. Please see Attachment 2 for the new routing of Route 104 and Route 112.

### **Route 136 (Gilbert Road) – End of Line Adjustment**

Route 136 will begin providing service in both directions on Gilbert Road between Germann Road and Ryan Road. Currently, the route provides only southbound service on Gilbert Road between Germann Road and Ryan Road.

#### **Attachments:**

Attachment 1: October 23 Bus Service Changes Map

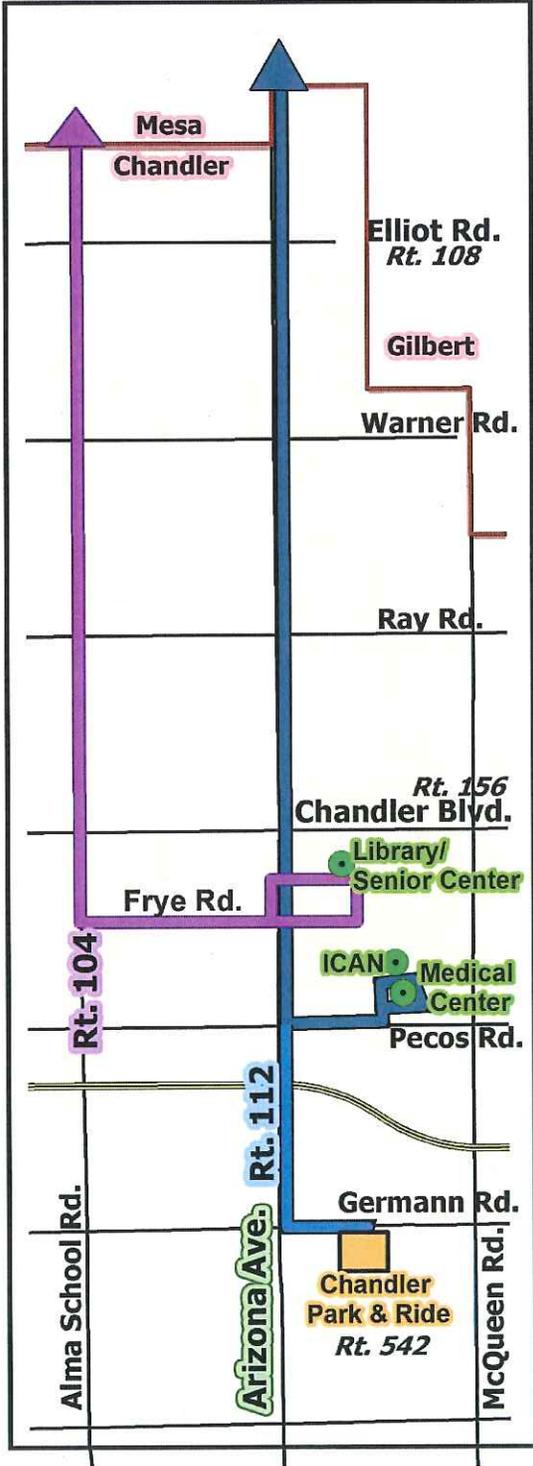
Attachment 2: Routes 104 (Alma School Rd.) and 112 (Arizona Ave.) Map

CC: Transportation Commission

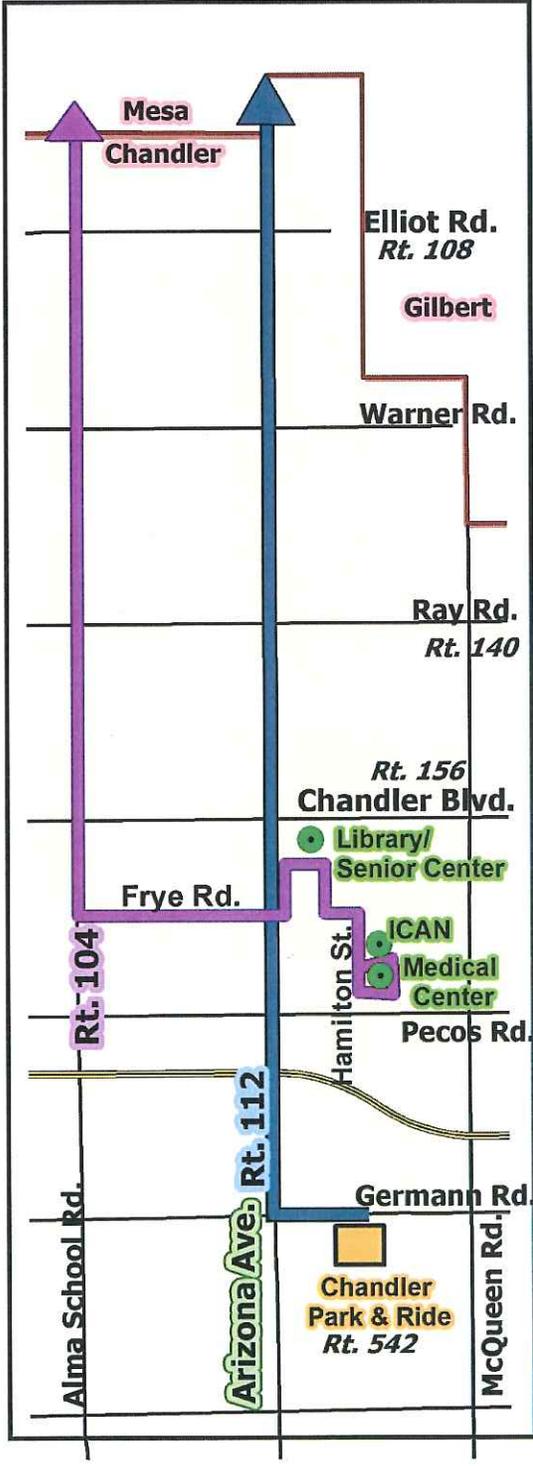


Attachment 2: Routes 104 (Alma School Rd.) and 112 (Arizona Ave.) Map

**Service Before  
Oct. 23, 2017**



**Service Beginning  
Oct. 23, 2017**



# Attention Passengers!!!



New bus service on Ray Road (Route 140) will begin on October 23. The new service will connect Ray Road in Chandler with 48<sup>th</sup> Street in Phoenix and Gilbert Road in Gilbert. The bus will run from approximately 5 a.m. to 9 p.m. Monday through Friday and approximately 7 a.m. to 9 p.m. on Saturday.

Empezando el 23 de Octubre, hará nueva ruta de autobús en Ray Rd. (Ruta 140). El servicio nuevo conectará Ray Rd in Chandler con 48th St. en Phoenix y con Gilbert Rd. en Gilbert. El servicio será de las 5 de la mañana a las 9 de la noche en los días Lunes hasta Viernes. En el sábado, el servicio será de las 7 de la mañana a las 9 de la noche.



**Chandler • Arizona**

**News Release**  
*For Immediate Release*

**Communications and  
Public Affairs**

*Telephone*  
480-782-2000

*Fax*  
480-782-2209

*Website*  
chandleraz.gov

*Mailing Address*  
Mail Stop 604  
P.O. Box 4008  
Chandler, AZ 85244-4008

*Location*  
Fifth Floor  
175 S. Arizona Ave.  
Chandler, AZ 85225

## FOR IMMEDIATE RELEASE

Oct. 6, 2017

Contacts:

Jason Crampton  
Transit Services Coordinator  
480-782-3402

Susan Tierney  
Communications Manager  
Valley Metro  
602-523-6004  
602-513-0579 (media line)



### **New bus route coming to Ray Road Oct. 23**

*Enhancements to Routes 112 and 136 included*

CHANDLER, Ariz. – Chandler has worked with Valley Metro to bring a new local bus route to Ray Road through Chandler beginning Monday, Oct. 23.

Bus route 140 will run between 48th Street in Phoenix and Gilbert Road in Gilbert. Service will run every 30 minutes Monday through Saturday. Approximate hours of operation are 5 a.m. until 9 p.m., Monday through Friday, and 7 a.m. until 9 p.m. on Saturdays.

The new route will connect to Chandler's Express Route 541 at Arizona Avenue and Ray Road, plus local routes 56, 66, 72, 81, 96, 104, 108, 112 and 136.

It has been nearly a decade since a bus route of comparable length has been added in Chandler, the last time being in 2008 when Route 96 on Dobson Road was extended from Guadalupe Road in Tempe to Snedigar Sportsplex in south Chandler.

Service enhancements also will occur on Route 112 (Arizona Avenue) in October. Bus 112 will operate every 15 minutes weekdays from 6 a.m. to 6 p.m. beginning Oct. 23. Fifteen minute service on Route 112 currently is offered only during morning and afternoon travel times during the week.

In addition, Route 136 (Gilbert Road) will be extended south a half mile to Ryan Road. Visit [valleymetro.org](http://valleymetro.org) for more information.

###

Attachment: **RayRoadBus.jpg**  
**Flyer\_Route140.jpg**



**Chandler • Arizona**

**News Release**  
*For Immediate Release*

**Communications and  
Public Affairs**

*Telephone*  
480-782-2000

*Fax*  
480-782-2209

*Website*  
chandleraz.gov

*Mailing Address*  
Mail Stop 604  
P.O. Box 4008  
Chandler, AZ 85244-4008

*Location*  
Fifth Floor  
175 S. Arizona Ave.  
Chandler, AZ 85225

## PARA PUBLICACIÓN INMEDIATA

Oct. 19 de 2017

Contactos:

Jason Crampton  
Coordinador de Servicios de Transporte  
480-782-3402

Susan Tierney  
Gerente de Comunicaciones  
Valley Metro  
602-523-6004  
602-513-0579 (línea para los medios)



### **Nueva ruta de autobús por Ray Road a partir de octubre 23** *Se incluyen mejoramientos a las Rutas 112 y 136*

CHANDLER, Ariz. – Chandler ha trabajado con Valley Metro para traer una nueva ruta local de autobús por Ray Road a través de Chandler a partir del lunes 23 de octubre.

La Ruta 140 de autobús pasará entre 48th Street en Phoenix y Gilbert Road en Gilbert. El servicio pasará cada 30 minutos de lunes a sábado. El horario aproximado de operación es de lunes a viernes de 5 a.m. a 9 p.m., y los sábados de 7 a.m. a 9 p.m.

La nueva ruta se conectará con la Ruta Express 541 de Chandler en Arizona Avenue y Ray Road, además de las rutas locales 56, 66, 72, 81, 96, 104, 108, 112 y 136.

Ya ha pasado casi una década desde la última vez que se agregó una ruta de autobús con una longitud comparable en Chandler. Eso fue en 2008, cuando la Ruta 96 en Dobson Road fue extendida desde Guadalupe Road en Tempe hasta el complejo deportivo Snedigar Sportsplex en el sur de Chandler.

En octubre también se realizarán mejoramientos al servicio de la Ruta 112 (Arizona Avenue). La Ruta de autobús 112 operará cada 15 minutos entre semana de 6 a.m. a 6 p.m. a partir del 23 de octubre. Actualmente, el servicio de 15 minutos de la Ruta 112 se ofrece sólo en el horario de viajes por la mañana y por la tarde entre semana.

Además, la Ruta 136 (Gilbert Road) se extenderá media milla hacia el sur hasta Ryan Road. Visite [valleymetro.org](http://valleymetro.org) para más información.

###

Adjuntos: **RayRoadBus.jpg**  
**Flyer\_Route140.jpg**

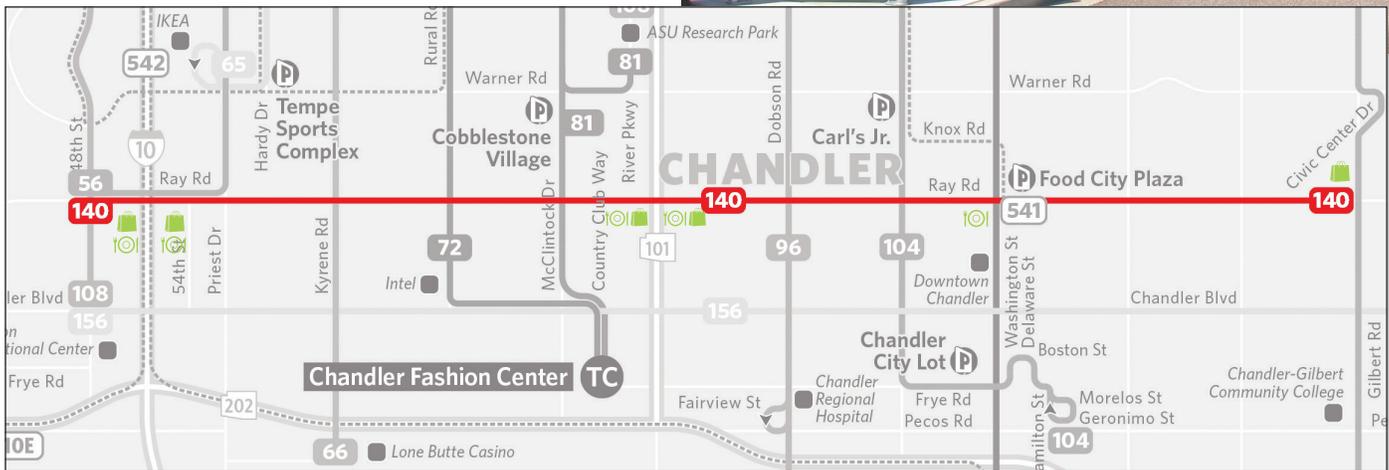
# New Bus Service

## ROUTE 140 - RAY

Ahwatukee - Chandler - Gilbert

Beginning October 23, a new route will serve Ray Rd. from 48th St. in Ahwatukee through Chandler to Gilbert Rd. in Gilbert. Riders will be able to reach lots of new dining, shopping and employment centers.

- Runs every 30 minutes on weekdays and Saturdays
- Plan your trip at [valleymetro.org](http://valleymetro.org)



### CONNECTS TO:

- Ahwatukee Foothills Towne Center
- The Shoppes at Casa Paloma
- Sunset Park
- Dignity Health AZ General Hospital

[valleymetro.org](http://valleymetro.org)  
[facebook.com/valleymetro](https://facebook.com/valleymetro)  
[@valleymetro](mailto:@valleymetro)  
[#vmservice](https://twitter.com/vmservice)





**Chandler • Arizona**  
Where Values Make The Difference

# CityScope

a community newsletter for the residents of Chandler

October-November 2017  
chandleraz.gov



## Reminders ...

Want the latest updates on Chandler news, road construction, water conservation tips and more? Sign up for e-mail updates through Chandler's Subscription Services page at [chandleraz.gov/subscriptions](http://chandleraz.gov/subscriptions).

.....

City offices will be closed Friday, Nov. 10, for the Veterans Day holiday, and Thursday and Friday, Nov. 23-24, for the Thanksgiving holiday.

Trash and recycling will be collected as usual on Friday, Nov. 10. However, there will be no trash or recycling collection on Thanksgiving Day, Nov. 23.

If your regular collection day is Thursday, place your container at the curb on Friday by 6 a.m. Customers whose regular collection day is Friday should place their container at the curb on Saturday by 6 a.m.

The Recycling-Solid Waste Collection Center (RSWCC) will be closed on Friday, Nov. 10, in observance of Veterans Day, resuming operations on Saturday, Nov. 11 at 8 a.m. The RSWCC is also closed for the Thanksgiving holiday on Nov. 23-24, resuming operations on Saturday, November 25 at 8 a.m.

.....

The estimated population for the City of Chandler as of Aug. 1, 2017, is 253,641 (+447 from last month).

## New transit options to help residents get around the City

New bus route coming to Ray Road and enhanced Arizona Avenue service

Chandler has worked with Valley Metro to bring a new local bus route to Ray Road through Chandler beginning Monday, Oct. 23. Bus route 140 will run between 48th Street in Phoenix and Gilbert Road in Gilbert. Service will run every 30 minutes Monday through Saturday. Approximate hours of operation are 5 a.m. until 9 p.m., Monday through Friday, and 7 a.m. until 9 p.m. on Saturdays. The new route will connect to Chandler's Express Route 541 at Arizona Avenue and Ray Road, plus local routes 56, 66, 72, 81, 96, 104, 108, 112 and 136.



It has been nearly a decade since a bus route of comparable length has been added in Chandler, the last time being in 2008 when Route 96 on Dobson Road was extended from Guadalupe Road in Tempe to Snedigar Sportsplex in south Chandler. Service enhancements also will occur on Route 112 (Arizona Avenue) in October. Bus 112 will operate every 15 minutes weekdays beginning Oct. 23. Fifteen minute service on Route 112 currently is offered only during morning and afternoon travel times during the week. Visit [valleymetro.org](http://valleymetro.org) for more information.

## Fall fun for everyone

Temperatures have dropped, and it's time to head outside for some Chandler-style fun

### 9th Annual Urban Fishing Clinic & Outdoor Safety Event - Nov. 4

Have yourself a "reel" good time at the Annual Urban Fishing Clinic and Outdoor Safety Event, from 8 a.m. to noon, Nov. 4, at the Environmental Education Center. Go fishing with the Arizona Game and Fish Department (AZGAFD) as they provide fishing tips and instruction throughout the morning. Rods, reels and bait will be available on a first come, first serve basis. All parkgoers may fish without a license during the event upon registering with the AZGAFD. The free family-friendly event also includes outdoor safety demonstrations, tips and giveaways. For more information, visit [chandleraz.gov/eec](http://chandleraz.gov/eec).

### Chandler Chuck Wagon Cook-off - Nov. 10-11

Chandler Museum and the Partners of Tumbleweed Ranch present the Eighth Annual Chandler Chuck Wagon Cook-Off. Located at Tumbleweed Ranch in Tumbleweed Park, attendees experience a rare, up-close look at Western history during this free, family friendly culinary event that includes live music produced by Valley Fever, cooking

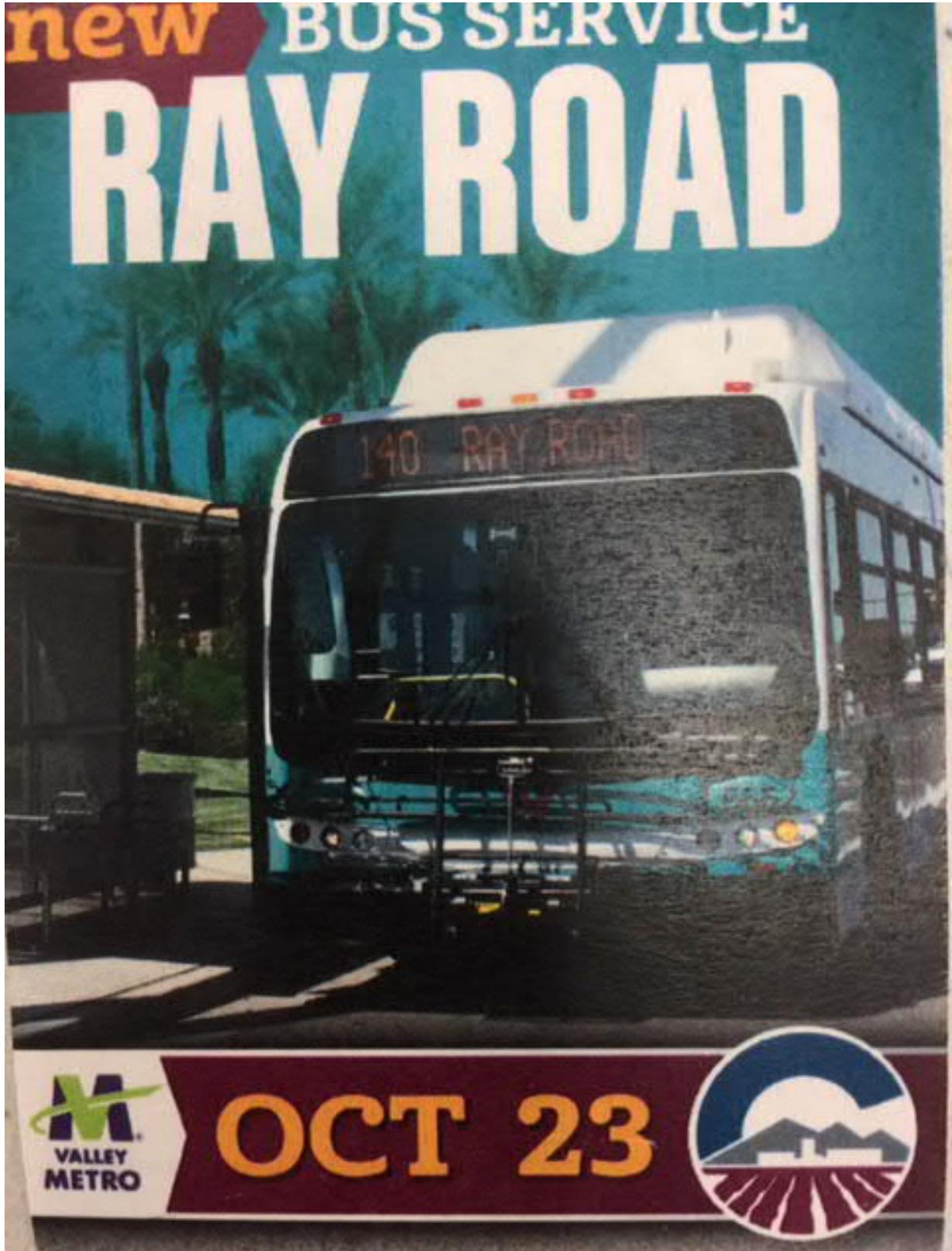
demonstrations from Arizona Historical Society, interactive exhibits, tours and artisan vendors. Enjoy food samples, junior cook-off and campfire glow with musician Chip Hanna on Friday. On Saturday, see authentic 1880s chuck wagon teams from around the West use historic cooking methods to create the best meals fit for the trail. Five-course chuck wagon meals can be purchased for \$15 each. Tickets go on sale at 10 a.m., Nov. 11, and sell out quickly! Presale catered chuck wagon-style lunches are available online for \$20. For more information, visit [chandleraz.gov/chuckwagon](http://chandleraz.gov/chuckwagon).

### SAVE - Mayor Jay Tibshraeny's Safety & Veterans Expo - Nov. 11

Mayor Jay Tibshraeny, the Chandler Police Department and an array of other organizations will host a Safety and Veterans Expo (SAVE) from 10:30 a.m. to 2 p.m., Saturday, Nov. 11, at Chandler's Veterans Oasis Park. There will be a special salute to veterans at 11:11 a.m. at the park's Veterans memorial The SAVE Expo is a free event for the entire family. Participants can learn about personal and property safety, fire and crime

Fall fun ... continued on page two

Bus Stop Advertisement for new Ray Road Route 140 bus service, posted at 40 bus stops





City Government of Chandler, Arizona

October 7, 2017



Chandler has worked with Valley Metro to bring a new local bus route to Ray Road through Chandler beginning Monday, Oct. 23. Bus route 140 will run between 48th Street in Phoenix and Gilbert Road in Gilbert. Service will run every 30 minutes Monday through Saturday. Details: [http://www.chandleraz.gov/newsrelease.aspx?N\\_UID=3681](http://www.chandleraz.gov/newsrelease.aspx?N_UID=3681).



2,477 people reached

Boost Post

Laly Garnero, Randy Dinin and 45 others

8 Comments 6 Shares

Like

Comment

Share



# Attention Passengers!!!



On October 23, this bus stop will be permanently closed. The nearest bus stop will be on the southwest corner of Arizona Ave. and Pecos Rd.

Empezando el 23 de Octubre, esta parada será cerrada permanentemente. La parada más cercana está ubicada en la esquina suroeste de Arizona Ave. y Pecos Rd.

# Attention Passengers!!!



Beginning October 23, Route 112 will no longer serve this bus stop. Instead, this bus stop will be served by Route 104 (Alma School).

Empezando el 23 de Octubre, la Ruta 112 no servirá esta parada. La ruta 104 (Alma School) servirá esta parada.



**MEMORANDUM**                      **Transportation & Development – Memo No. TN17-04**

**DATE:**            SEPTEMBER 7, 2016

**TO:**                MAYOR AND COUNCIL

**THRU:**            MARSHA REED, CITY MANAGER  
R.J. ZEDER, TRANSPORTATION & DEVELOPMENT DIRECTOR  
DANIEL W. COOK, CITY ENGINEER

**FROM:**           JASON CRAMPTON, TRANSIT SERVICES COORDINATOR

**SUBJECT:**        UPCOMING BUS SERVICE CHANGE ON ARIZONA AVENUE

On October 24, 2016, bus service on Arizona Avenue will be modified. The Arizona Avenue LINK and Route 112 (Arizona Avenue/Country Club Drive) will be consolidated such that all service is provided via Route 112 (See map in Attachment 1).

**Background:** The Arizona Avenue LINK began providing service in January 2011. Although Route 112 already provided bus service on Arizona Avenue, the LINK was meant to provide an expedited, direct connection from Chandler to light rail in Mesa. While Route 112 stops every ¼ mile, the LINK only stops once per mile. Additionally, enhanced facilities such as large bus shelters, ticket vending machines and digital messaging signs were constructed to accompany LINK service. These enhanced amenities will remain available for Route 112 passengers after the LINK is eliminated.

LINK ridership steadily increased from 2011 to 2015, but sharply declined in 2016 (see chart in Attachment 2). This decline in ridership can be attributed to a light rail extension in Mesa. Prior to the extension, the LINK provided the only direct connection from Arizona Avenue to the light rail. After the extension, however, Route 112 also provided a direct connection to light rail. As a result, the LINK lost many riders to Route 112. Due to the difficulty in efficiently scheduling two separate routes on the same corridor, Chandler, Mesa and Valley Metro decided that the most effective use of resources would be to provide all Arizona Avenue service through Route 112.

**Service Change:** In October, trips currently provided by Arizona Avenue LINK will shift to Route 112. While the LINK will no longer operate, Route 112 will provide enhanced frequency, longer

hours of operation, and expanded geographic coverage. See Attachment 3 for details on bus service hours and frequency on Arizona Avenue before and after this service change.

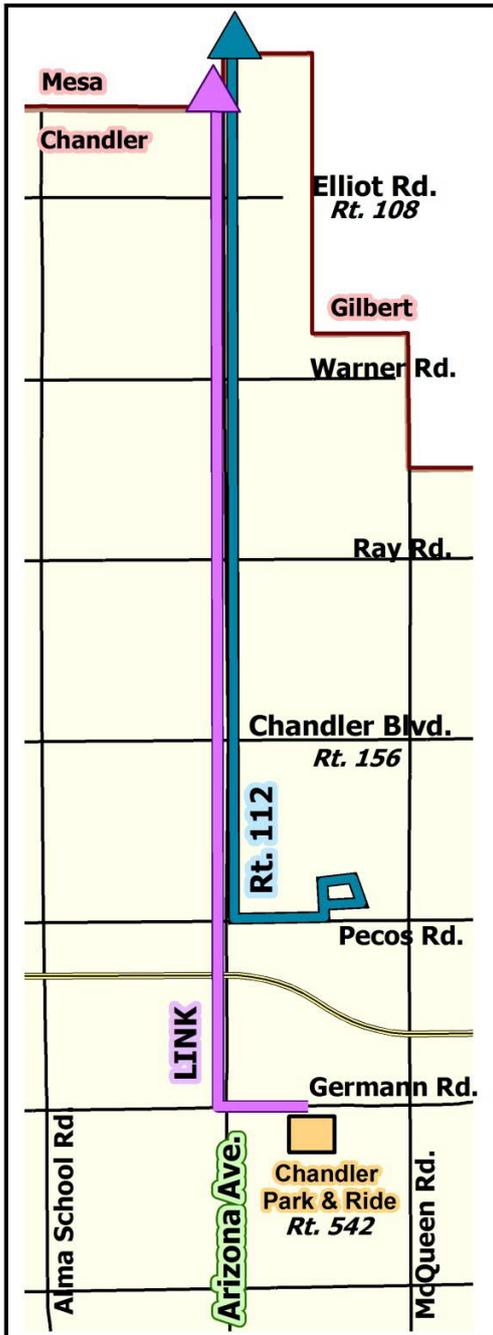
After the service change, the amount of bus service on the Arizona Avenue corridor will be similar to the service level prior to the change. The main difference is that there will be less bus service on weekdays between peak hours (from 9 a.m. to 2 p.m.). Currently, there are four trips in each direction per hour, but after the service change, there will only be two trips per hour in each direction during these off-peak hours. However, Chandler and the City of Mesa have agreed to restore this mid-day service to four trips per hour in each direction beginning in October 2017.

Attachments: Arizona Avenue Bus Service Map  
Arizona Avenue Bus Ridership  
Arizona Avenue Bus Service Hours and Frequency

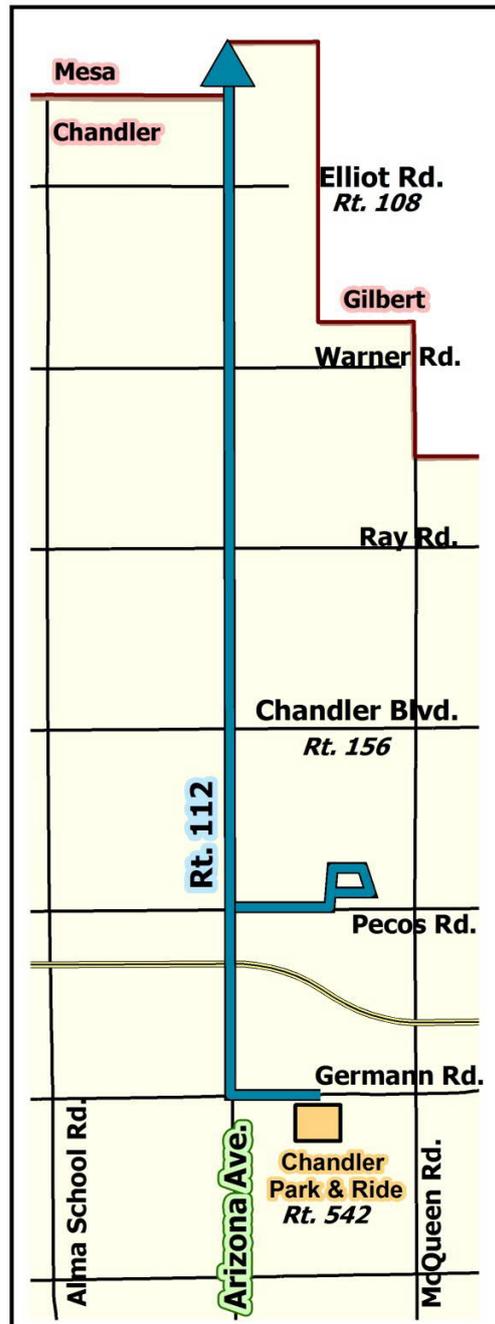
CC: Transportation Commission

Attachment 1: Arizona Avenue Bus Service Map

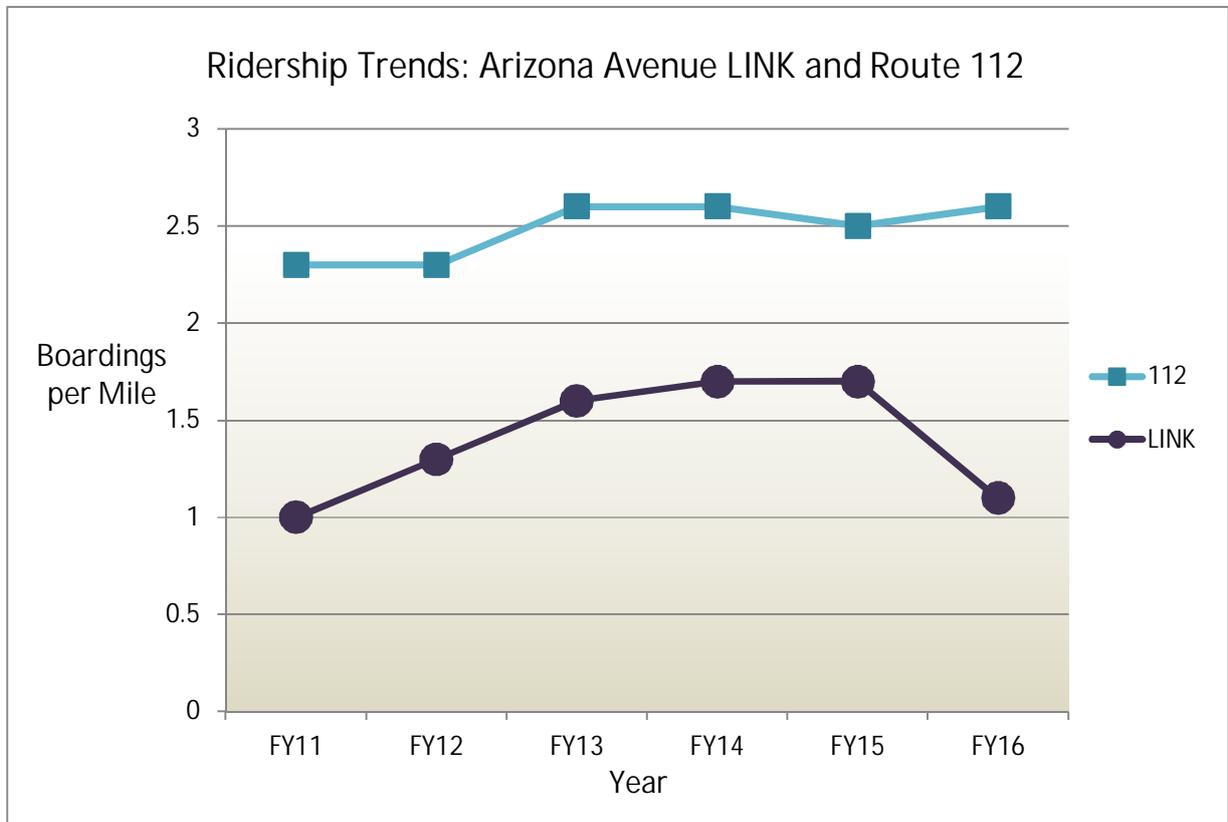
Existing Service



Service Beginning Oct. 24, 2016



Attachment 2: Arizona Avenue Bus Ridership



Attachment 3: Arizona Avenue Bus Service Hours and Frequency

EXISTING SERVICE

	Route 112		Arizona Ave. LINK	
	Service Span	Frequency	Service Span	Frequency
Weekday	5 a.m. - 10 p.m.	30 minutes before 7 p.m., 60 minutes after 7 p.m.	5 a.m. - 10 p.m.	30 minutes before 7 p.m., 60 minutes after 7 p.m.
Saturday	6 a.m. - 8 p.m.	60 minutes	7 a.m. - 10 p.m.	60 minutes
Sunday	7 a.m. - 8 p.m.	60 minutes	8 a.m. - 9 p.m.	60 minutes

NEW SERVICE, BEGINNING OCTOBER 24

	Route 112		Arizona Ave. LINK	
	Service Span	Frequency	Service Span	Frequency
Weekday	5 a.m. - 11:00 p.m.	15 minutes during peak hours (6 a.m. - 9 a.m. and 2 p.m. - 6 p.m.) 30 minutes off-peak	-	-
Saturday	6 a.m. - 10 p.m.	30 minutes	-	-
Sunday	7 a.m. - 9 p.m.	30 minutes	-	-

# Attention Passengers!!!

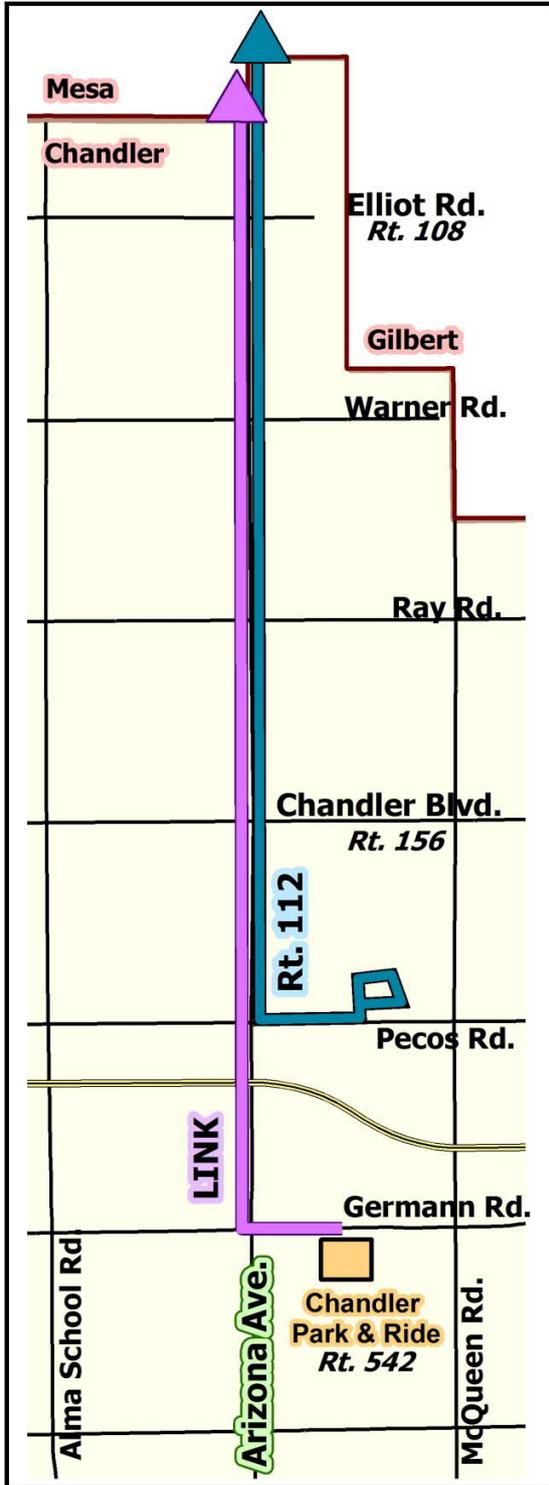


Beginning October 24, 2016, the Arizona Avenue LINK will be eliminated. In its place, Route 112 will provide additional trips and will serve Chandler Park and Ride. Route 112 will also continue to serve the bus stop at Hamilton and Morelos.

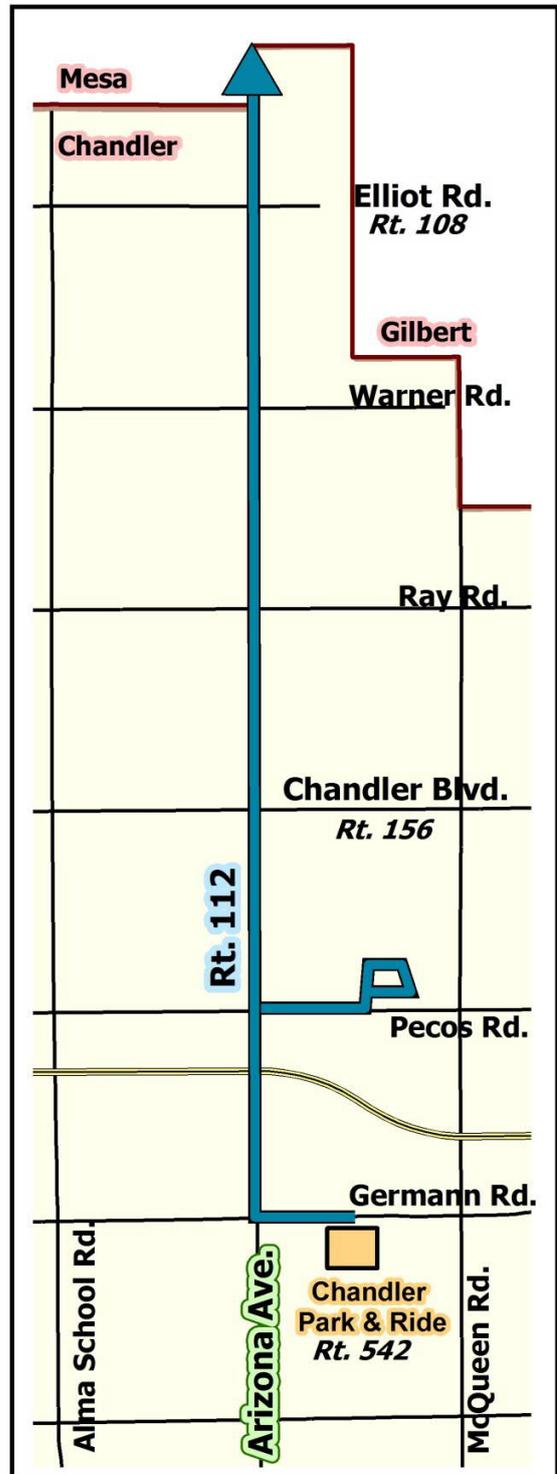
Visit [www.chandleraz.gov/transit](http://www.chandleraz.gov/transit) to see the new Route 112 schedule.

Se eliminará la Arizona Avenue LINK el 24 de Octubre. La Ruta 112 proveerá más servicio, incluyendo servicio al Chandler Park and Ride. Visita el sitio [www.chandleraz.gov/transit](http://www.chandleraz.gov/transit) para ver el horario nuevo de la Ruta 112.

**Service Before  
Oct. 24, 2016**



**Service Beginning  
Oct. 24, 2016**



Send questions and/or comments to [transit@chandleraz.gov](mailto:transit@chandleraz.gov)

See our Web site for information on Title VI rights and updated information on service changes in Chandler:

[www.chandleraz.gov/transit](http://www.chandleraz.gov/transit)



**MEMORANDUM**

TRANSIT SERVICES - MEMO NO. TN16-11

**DATE:** DECEMBER 10, 2015  
**TO:** TRANSPORTATION COMMISSION  
**FROM:** JASON CRAMPTON, TRANSIT SERVICES COORDINATOR  
**SUBJECT:** DIAL-A-RIDE REGIONAL TRIPS

**RECOMMENDATION:** Staff recommends that the Transportation Commission recommend approval of Service Option 3 and Funding Option 2 approach to regional trips.

**BACKGROUND:** East Valley Dial-A-Ride users have been and are currently challenged when attempting to use East Valley Dial-A-Ride to make trips into or out of Phoenix or the West Valley. Rather than being able to take a direct trip, residents must transfer to the Phoenix Dial-A-Ride system at the Phoenix border. Sometimes, the transfer goes smoothly with minimal waiting time. Other times, residents must wait over an hour at sometimes unfamiliar transfer points along the Phoenix/ East Valley border. As a result, these transfers generate complaints and make travel into Phoenix a challenge that many choose not to undertake. These transfers, and the possible solutions that follow, not only impact Chandler, but rather, impact all Valley jurisdictions that provide Dial-A-Ride service.

**REGIONAL TRIPS**

Valley Metro RPTA has come up with three options to potentially reduce or eliminate transfers. Each of these three options would rely on a contract with Total Transit (the current East Valley Dial-A-Ride contractor) to perform regional trips without a transfer.

**Service Option 1:** East Valley residents would be able to travel without a transfer into Phoenix as far west as I-17. Any travel to the west of I-17 would require a transfer. Phoenix residents east of I-17 would also be able to travel transfer free into the East Valley.

**Service Option 2:** East Valley residents would be able to travel to any point in Phoenix without a transfer. Phoenix residents would be able to travel to the East Valley without a transfer. Transfers would be required for an East Valley resident to travel to the West Valley.

**Service Option 3:** Completely eliminate transfers. East Valley residents would be able to travel to Phoenix and the West Valley without transferring.

Of these three options, Option 3 will bring the most benefit to East Valley Dial-A-Ride users, while at the same time, yield the most beneficial financial scenario for the region. Valley Metro RPTA estimates that by moving to Option 3 for regional trips, the region will be able to save about \$3M over the next 10 years, however, Chandler is one of a few cities that will experience a cost increase under any of these three options. Valley Metro RPTA and Chandler staff are recommending Service Option 3.

**IMPACTS TO CHANDLER:**

The elimination of transfers will be a valuable benefit to Chandler residents that utilize the East Valley Dial-A-Ride. However, an increase in service costs for Chandler is anticipated.

The magnitude of cost increase is dependent upon the funding approach toward these regional trips. Currently there are two options being considered:

**Funding Option 1:** Pay for regional trips using Public Transportation Funds, taken “off the top”. Under this scenario, trips would not be allocated to each jurisdiction, but the cost impact of regional trips would be fairly evenly spread among jurisdictions.

**Funding Option 2:** Each jurisdiction uses its allocation of Public Transportation Funds to pay for trips made by its residents, regardless of destination or origin city.

Under either option, Chandler’s costs are expected to increase because of a projected increase in regional trips being made. Funding Option 1 would result in an approximate \$70,000 cost increase in Fiscal Year 2016-2017. Option 2, however, results in the smallest cost increase to Chandler, estimated to be approximately \$20,000 in Fiscal Year 2016-2017. Additionally, the Option 2 approach is more consistent with the region’s “jurisdictional equity” approach that is used to fund bus service and dial-a-ride in the region. Chandler staff is recommending Funding Option 2.

**PROPOSED MOTION:** Move that the Transportation Commission recommend approval of Valley Metro RPTA’s Service Option 3 and Funding Option 2 approach to regional trips.



**MEMORANDUM**

**Transportation & Development – Memo No. TN17-10**

**DATE:** MAY 8, 2017

**TO:** MAYOR AND COUNCIL

**THRU:** MARSHA REED, CITY MANAGER  
JOSHUA H. WRIGHT, ASSISTANT CITY MANAGER  
DEREK HORN, ACTING TRANSPORTATION & DEVELOPMENT DIRECTOR  
DANIEL W. COOK, CITY ENGINEER

**FROM:** JASON CRAMPTON, TRANSIT SERVICES COORDINATOR

**SUBJECT:** PARATRANSIT (Previously, Dial-a-Ride) SERVICE PROVIDER IS CHANGING

This memo is to inform the Mayor and Council that a new Paratransit (previously known as Dial-A-Ride) contract and service provider, Transdev, will become effective in July 1, 2017.

**Current Service Provider/Service Model**

Since 2012, Paratransit (East Valley Dial-A-Ride) has been provided by Total Transit, with the majority of trips being conducted via Discount Cab taxi service. Under this service model, most trips are direct, unshared rides. Although this taxi service model has provided a convenient service for many passengers, the ease to travel across the valley in a private taxi cab has resulted in substantial growth in demand for Paratransit and an increase in average trip length. As a result, Paratransit costs have increased significantly.

**New Service Provider/ Service Model**

Beginning July 1, 2017, Transdev will be the new Paratransit service provider. Transdev provides paratransit and fixed route bus services across the country.

With Transdev as the service provider, most trips will be provided by a fleet of large vans or minivans so that trip sharing can be maximized. Trip sharing can lead to higher efficiencies and lower costs to the City. Additionally, paratransit is a form of public transportation and is intended to be comparable

Memo No. TN17-10  
May 8, 2017  
Page 2

to bus or light rail service. If a trip cannot effectively be shared or efficiently operated by Transdev's fleet, Transdev has a subcontractor (AAA Transportation) that can provide trips via taxicab.

In addition to increasing the number of shared rides, Transdev will also bring higher levels of reliability and accountability because Transdev drivers will be employees rather than private contractors, as was the case with the prior service provider, which will give Transdev greater control of the service and better enable them to meet the needs of Valley Metro and East Valley cities. Attachment 3 provides more details on Transdev and the new service model.

CC: Transportation Commission

# Attention Passengers!!!

This bus stop will be closed beginning September 22 (Friday) at 8:30PM, and will remain closed on Saturday, September 23 and Sunday, September 24. This bus stop will reopen on Monday morning, September 25. The nearest stop is on the west side of Arizona Avenue, just south of Chandler Blvd.



En el día 22 de Septiembre después de las 8:30PM y todo el día en el 23 y 24 de Septiembre, esta parada estará cerrada. Se usará esta parada de nuevo el 25 de Septiembre. La parada más cercana está ubicada en Arizona Ave. al sur de Chandler Blvd.



## Attachment 2: Board and Commission Recruitment Plan

---





Board and Commission Recruitment Plan  
8/15/18

- Once each year (preferable December or January) a message is placed in City Scope encouraging residents to apply for a spot on a City Board or Commission with information on how to apply. The message will include a statement that Chandler is an equal opportunity organization that welcomes all residents to apply and engage in their community.
- That same message will be posted on the Citizens' guide to Board and Commissions that is posted on the website.
- Alternate forms of applying for Boards and Commissions will be developed for those with disabilities who may not be able to access the City website.
- City routinely posts opportunities for Board and Commission openings through Social Media.
- Work with PIO's on a plan to highlight a "Board of the Month" discussing the role of the Board and its make-up. This could be posted in the newsroom, on the website, in our advertising, etc.
- Once each year, the City will place advertising in ethnic media publications to include the Informant, Asian Times, La Voz, etc.
- City will continue to recognize the efforts of its commission members through a celebratory reception every other year in the spring.
- City Clerk's office will occasionally have a table at events where the general public assembles to provide information on Boards and Commissions and to encourage residents to apply. These events could include Listening Tours, Mayor's Health Expo, cultural events, etc. This could also be staffed by Mayor and Council office staff.
- City staff will encourage residents to apply for commission vacancies at events like the Chamber Leadership Class, HOA and Traditional Academies and Teen Leadership Academy.

- Departments are encouraged to provide the public with information regarding Boards and Commissions at events they attend.
- City staff will share current board openings with the Human Relations Commission, and the Mayor's Committee on the Aging and Mayor's Committee for People with Disabilities.