



**City of Phoenix**  
PUBLIC TRANSIT DEPARTMENT



# ANNUAL REPORT FISCAL YEAR 2015/2016

YEAR ENDING JUNE 30, 2016





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PUBLIC TRANSIT DEPARTMENT



This 2015/2016 annual report is provided online at [phoenix.gov/publictransit](http://phoenix.gov/publictransit).

Contact us and we will provide an alternate format upon request.

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# Message from Mayor Stanton and Councilwoman Williams



The 2015-16 fiscal year has been a historic time for public transit in Phoenix, and we thank you for taking an interest in this year's annual report.

The last 12 months had some exciting highlights for Phoenix residents, who depend on public transit to commute to work and school, as well as get to appointments, shop and visit family and friends.

It all started when voters approved Proposition 104, now known as Transportation 2050 (T2050). This comprehensive approach to all facets of transportation, transit and streets in Phoenix ensures transit will continue to

meet our growing city's needs over the next 35 years. One of the first benefits transit riders are receiving from T2050 is expanded bus and Dial-a-Ride service - an additional three hours every day of the week, and frequency increases across all 44 routes to ensure 30 minute or less intervals at every bus stop in Phoenix.

The highlights are not limited to just bus service, because light rail also had a banner year. The Northwest Extension (NWE) opened in March adding over three miles of rail on 19th Avenue between Montebello and Dunlap avenues. T2050 also secured the future growth of light rail in Phoenix with a new platform planned at 50th Street and future

line extensions on South Central, Capitol/I-10 West (phase I) and Northwest Extension (phase II) .

This report highlights many other achievements spearheaded by the Public Transit Department on behalf of Phoenix residents and all the others from around the Valley who depend on our transit services.

T2050 is a vitally important investment that the residents of Phoenix made in ourselves to continue building for our future. We hope you continue watching and celebrating our successes as we improve the quality of life in Phoenix.

**"T2050 is a vitally important investment that the residents of Phoenix made in ourselves to continue building for our future. "**

**-Mayor Stanton**





Whether on the bus, RAPID or other means of public transit our goal is to improve lives by providing an effective means to get around Phoenix for school, appointments and work. Saving money and resources is one of the many advantages of public transit and riders recognize that.

This past fiscal year 2015/2016 Phoenix riders took more than **34 million bus trips**.

Part of our community outreach includes informing our riders and getting feedback about service changes every six months.

In May 2015, we visited transit centers and rode buses to let communities know about more bus service proposed for October 2016. We met Gail Johnson, an avid bus rider, on Route Zero riding with her son. She was ecstatic to hear Phoenix was proposing to add three hours of bus service every

day of the week and more frequency.

*“The bus is my way of getting around. It helps me save money for my son’s education and to hopefully one day buy us a home,” Johnson says. “Added service is great because it will allow me to take a later shift at work.” -G.Johnson*

It is stories like Gail’s that Transportation 2050 continues to address. Your help is needed. Every CTC meeting is public and we want your input in building our transportation future. Visit [phoenix.gov/T2050](http://phoenix.gov/T2050) to learn more about the Citizens Transportation Commission.

**Message from  
Citizens  
Transportation  
Commission  
Chair Ed Pastor  
and Transit  
Director Maria  
Hyatt**



# Citizens Transportation Commission Members



The commission represents many aspects of the community to oversee and make recommendations on the Transportation 2050 plan.

Gail Knight\*

David Martin\*

Jennifer Mellor\*

Rick Naimark\*

Ed Pastor\*

Quinn Whissen\*

Lou Snow District 1

William Smith District 2

Bret Aldieri District 3

Mario Trejo Romero District 4

Sue Glawe District 5

Roy Miller District 6

David Adame District 7

Patrick Brennan District 8

\* Appointed by Mayor Stanton





# Department Overview

## Mission

To keep Phoenix moving through reliable and innovative transit services for our community.

## Vision

The recognized leader in multimodal transit solutions connecting people to their destinations.

The Phoenix Public Transit Department operates local bus, RAPID commuter service, circulator routes and alternative transportation for senior citizens and special needs. Phoenix Public Transit provides residents a variety of transit options, and it's the largest member of the Valley Metro regional transit system.

The city of Phoenix funds transit, and other transportation improvements, through [Transportation 2050 \(T2050\)](#) - a local sales tax approved by Phoenix voters in 2015 – as well as county and federal funds. T2050 allows for enhanced bus service, transit-related technology improvements

and fare media upgrades under the leadership of the [Citizens Transportation Commission](#).

### City Staff and FTA Administrator

Ed Zuercher  
City Manager

Mario Paniagua  
Deputy City Manager

Maria Hyatt  
Public Transit Director

Jesus Sapien  
Deputy Director  
Operations, Technology and  
Planning

Joe Bowar  
Deputy Director  
Facilities & Oversight

Ken Kessler  
Deputy Director Management  
Services

Leslie Rogers  
Federal Transit Administration,  
Regional Administrator, Region IX

# BUILDING OUR FUTURE

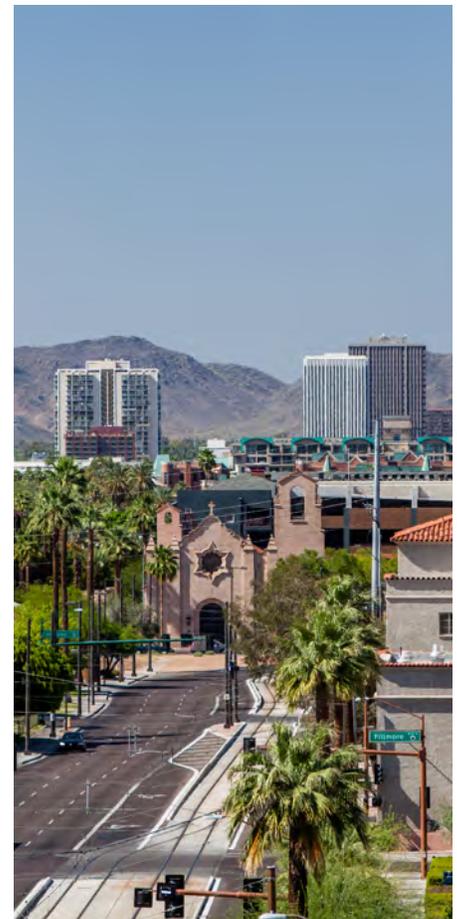
The Transportation 2050 (T2050) plan was developed by the [Citizens Committee on the Future of Phoenix Transportation](#) and expands investment in Phoenix for bus service, light rail and street improvements. A previous transit plan, known as Transit 2000 (T2000), was a voter-approved tax that primarily funded transit service in Phoenix.

Below are some key goals of Transportation 2050, overseen by the [Citizens Transportation Commission](#):

- ▶ Improved frequency on local bus service and Dial-A-Ride
- ▶ Shade at all bus stops
- ▶ New technology
- ▶ 75 miles of bus rapid transit
- ▶ 42 miles of new light rail
- ▶ Addition of a new light rail station
- ▶ 680 miles of new asphalt pavement on major arterial streets
- ▶ 1,000 miles of new bicycle lanes
- ▶ 135 miles of new sidewalks
- ▶ 2,000 miles of new street lights
- ▶ Major street improvement projects

Funding for Transportation 2050 comes from a change in the city's sales tax. The transportation tax started Jan. 1, 2016 when it increased to 7/10ths of a cent, or 70 cents on a \$100 purchase.

Over the life of the plan the funds are estimated to generate about \$16.7 billion, or over half of the plan's overall cost. There will be an additional \$14.8 billion in federal and county funds, passenger fares and other sources.



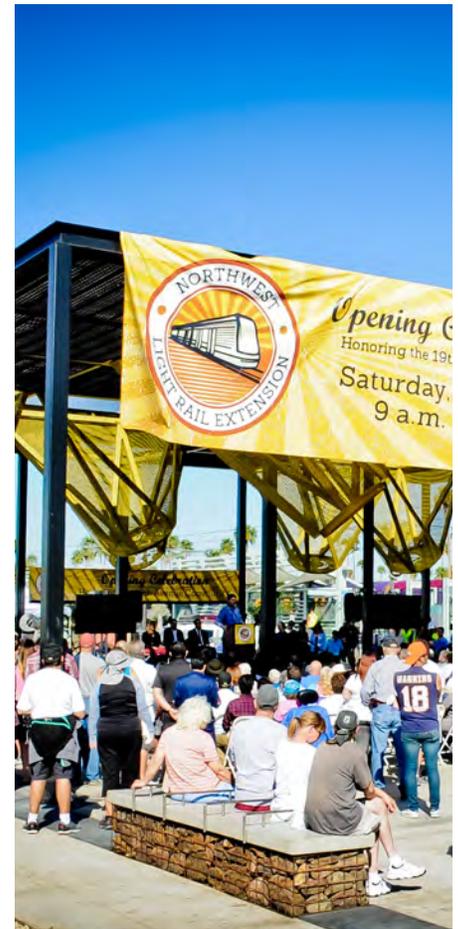
## NORTHWEST EXTENSION OPENS

Transit users rode the new Northwest Light Rail Extension service March 19 during the official opening of the new segment, which launched with a World's Fair-themed community event.

More than 2,100 riders received free commemorative passes to ride the light rail and bus for the day. Many more community members attended.

The \$327 million project started Jan. 2013 after leaders set aside Phoenix and regional Prop. 400 funds to further the project and open it as soon as possible. Phoenix Mayor Greg Stanton said the new 3.2 miles of service on 19th Avenue connect more Phoenix residents to jobs, education and opportunity, as well as attract billions of dollars of economic investment.

The 19th Avenue Community Fair offered many activities for community members. The new segment is expected to serve an additional 5,000 daily riders.



## APTA CHOOSES PICTURE FOR 2016 CALENDAR COVER ART

Every year the American Public Transportation Association (APTA) publishes a calendar featuring the best images of public transportation around the country.

The following picture of the Valley Metro light rail leaving the Central Station was selected for the cover of the 2016 edition.



## DIGITAL CITIES SURVEY WINNER

Phoenix placed third among cities of 250,000 residents or more in the 2015 Digital Cities Survey organized by E.Republic's Center for Digital Government.

Public Transit Director Maria Hyatt was interviewed by Ted Simons of Horizon Television about the honor.

The award specifically addressed the Transportation 2050 use of technology to interface and engage citizen involvement. More than 3,700 residents interacted with the city through this process.



## PHOENIX TRANSPORTATION PLAN OUTREACH RECEIVES AWARD

The city of Phoenix Public Transit and Street Transportation departments along with Arizona State University received an AzTA/ADOT Excellence Award for "Outstanding Transit Innovation" at the 29th annual Transit Conference held April 10-13 in Flagstaff.

The award recognizes the innovative approach Phoenix and ASU used to get feedback from the public about the city's transportation needs, which was then used to create the 35-year plan titled Transportation 2050 (T2050).

"It was essential to go the extra mile to develop a transportation plan that represented all of Phoenix's residents and their transit and street needs," said Phoenix Public Transit Director Maria Hyatt. "This is further validation of Phoenix's continued development in our approach to gathering public input for this plan."



**Phoenix light rail boardings:  
More than 9.8 million**

# BUS SERVICE HOURS

	Current	STEP 1 October 2016	STEP 2 Proposed April 2017
Mon- Thurs	5 a.m.- 10 p.m.	4 a.m.- midnight	4 a.m.- midnight
Fri	5 a.m.- 10 p.m.	4 a.m.- midnight	4 a.m.- 2 a.m.
Sat	6 a.m.- 8 p.m.	5 a.m.- 10 p.m.	5 a.m.- 2 a.m.
Sun	6 a.m.- 8 p.m.	5 a.m.- 10 p.m.	5 a.m.- 11 p.m.



## PHOENIX GETS MAJOR BUS SERVICE UPGRADES

During the Transportation 2050 outreach process, Phoenix residents spoke about wanting more service hours and we listened.

In June 2016, Phoenix City Council approved major changes to bus service hours and frequency.

The \$17 million improvements mean longer bus hours - three more hours every day of the week (see above graphic). Riders also can count on shorter wait times because all Phoenix local routes will have a frequency of 30 minutes or less, seven days a week. The changes are particularly evident during off-peak hours and the weekend.

Phoenix Transit and Valley Metro collaborated on promotional videos featuring riders in both English and Spanish.

**Phoenix-operated bus revenue miles: 14.7 million**  
**Boardings per revenue mile: 2**

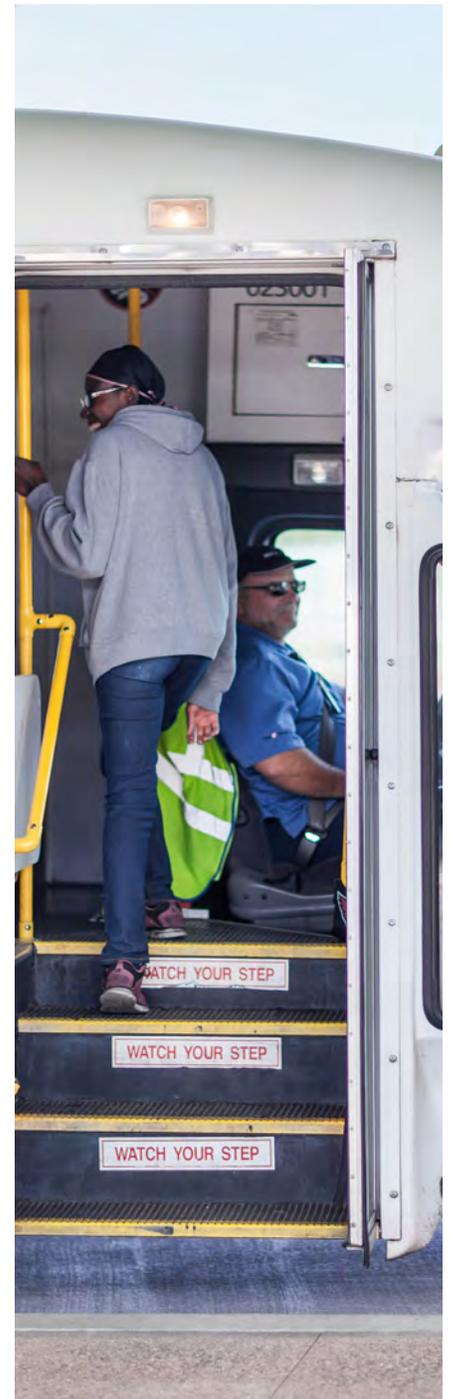


## APRIL 2016 SERVICE CHANGES

As part of the T2050 plan, the following service improvements were implemented for April 25, 2016:

- Route 32 – A new route on 32nd Street that connects Camelback Road and the 44th Street light rail platform on Washington Street.
- Route 1 – In conjunction with the creation of Route 32, this route was modified to provide connectivity between 32nd and Roosevelt streets with the 44th Street light rail platform via Central Station.
- Route 10 – The new Route 32 and modified Route 1 replaced the Route 10.
- Route 19 – Increased the off-peak service frequency from 24 minutes to 15 minutes in the higher ridership segment of the route, from Jefferson Street to Union Hills Drive, as part of the Northwest Extension of light rail that opened March 19, 2016.

These service changes are expected to have an annual net cost of \$709,700.



**Miles added to light rail:**

**3.2**



## Local bus passenger boardings

**34.6 million**

### NEW PHOENIX BUSES HIT STREETS

The Phoenix Public Transit Department ordered 120 new buses to serve the city's local routes, the first order for new 40-foot buses since late 2013.

The buses, built in California by the Gillig Corporation, use compressed natural gas (CNG) and have a fuel range of at least 400 miles, which means most of the new buses do not require daily refueling. Passengers also benefit from an enhanced air conditioning system that includes two units to cool the bus both front and back simultaneously - an important feature in Phoenix!

Each Gillig bus costs \$520,000 and is paid for with both federal and county (Prop. 400) funds. This investment means less repair and maintenance, and the city has a more efficient fleet to service those that depend on daily bus service.

As the buses arrive, city staff inspects each one to ensure all equipment is in working order.

This order of Gillig buses replaces about 25 percent of the city's bus fleet. However, this is just the start. In the next year, local and RAPID users can look forward to additional new 60-foot (articulated) buses.





## **NEW DESERT SKY TRANSIT CENTER OPENS NEAR DESERT SKY MALL**

The new transit center is a state-of-the-art facility that brings improved safety and convenience for bus riders into the heart of Maryvale. This community is one of the biggest users of our bus system. This new facility will serve more than 140,000 people a year for many years.

**Federal grants awarded to  
Phoenix and FTA grant partners:  
\$86.2 million**

## **\$3.1 MILLION IN FUNDING FOR LOCAL TRANSIT PROGRAMS**

The Federal Transit Administration's (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program makes operating and capital assistance funds available to nonprofit and government agencies that provide transportation to elderly and persons with disabilities.

The Maricopa Association of Governments (MAG) coordinated the 2016 fiscal year competitive process and worked with the city of Phoenix, the designated recipient of federal funds, to approve the final projects. As a result, the Phoenix-Mesa urbanized area will receive \$3.1 million in federal funding for assisting our vulnerable population with transportation.

This will fund 30 projects for nonprofit agencies and municipalities in the Phoenix-Mesa area.

The projects include funding for new and replacement vehicles, sub-regional mobility management positions, travel training, taxi subsidy programs, bus stop enhancements and volunteer driver programs.

## Phoenix Dial-a-Ride boardings: 370,720

### DIAL-A-RIDE SERVICES IMPROVE RIDER EXPERIENCE

**In Phoenix** a new contract secured DAR enhancements including overflow service provided through a cab subcontractor to address trips that can't be scheduled due to capacity constraints or early morning and late trips.

Phoenix also has provided technology improvements that will be standard to DAR riders including web-based trip and interactive voice recognition booking, automatic call back reminders and mobile app technologies.

### K-9 TEAMS IN TRANSIT

The Transit Enforcement Unit (TEU) K-9 teams recently finished their training and are now on full-time duty along Phoenix's transit system and at large events throughout the Valley.

The detection canine program is a partnership between Phoenix Public Transit and Police Departments, Valley Metro, the U.S. Department of Homeland Security and the Transportation Security Administration (TSA). The dogs went through the TSA training program in San Antonio, Texas before they and their handlers came home to Phoenix.



# More success stories



## SAVINGS IN TRANSIT

The Public Transit Department renegotiated contract services with its natural gas provider and will see some savings. Natural gas is the type of bus fuel used to power part of the Phoenix bus fleet. About 65 percent of the fleet is powered by natural gas (either Liquefied Natural Gas or Compressed Natural Gas). This contract takes the department through June 2018 and racks up \$1.3 million in **savings** for fiscal year 2015/2016.



## COLLEGE FOOTBALL PLAYOFF

Public Transit plays a key role in large downtown events like the College Football Playoff National Championship. Public Transit and Valley Metro collaborated to support the College Football Championship Campus in downtown Phoenix and served as hosts to riders who chose to take public transit to the events.

Phoenix Transit and Valley Metro had a special services connection to the University of Phoenix Stadium, increased light rail frequency, event-specific park-and-rides and stand-by bus service to support light rail crowds. All this creates a seamless experience for our communities when Phoenix hosts large events in downtown. Event transit enhancements also give residents and visitors the ability to seamlessly get to their destinations including shops, eateries and venues which all have a hand in boosting our local economy.



## PUBLIC TRANSIT CARES ABOUT THE COMMUNITY

The city of Phoenix and the Public Transit Department staff serves our community above and beyond transit-related work. Staff likes to better our communities and improve the experience our citizens have with city-related and even non city-related services.

One of the ways staff supports these efforts is through participating in projects such as the **Violence Impact Project (VIP)**. VIP is a multi-governmental plan of action against violence. Transit staff provided input and worked to improve upon transit-related services and amenities in the focus area from 19th Avenue to 35th Avenue and Indian School Road to Dunlap Avenue this past year.

Transit staff also participated in various tabletop exercises in coordination with the city's Office of Emergency Management to compile **emergency-related public service messaging** including monsoon preparedness and large-scale event preparation.

Additionally, staff played a major role in regional coordination efforts for implementation of New Year's eve **Freeze the Keys** rides and biannual bus service changes.

Transit knows that the success of our communities depend largely on how our youth is led and fostered. That's why Transit staff was excited to be contacted by Camelback High School **students working on a transit-related app**.

The students, Kathyryn Noble and Yuribi Gonzales, won third place and \$500 each at the Verizon Showcase Shark Tank event at Arizona State University in May 2016 for creating an app that tracks a bus live while in route. Transit staff and Phoenix Mayor Stanton recognized the students and the work they've done to come up with an innovative transit concept solution.



# (last but not least) 2015/2016 Fiscal Year Budget Summary

## CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT Fiscal Year 2015-2016 BUDGET SUMMARY For The Year Ended June 30, 2016

	2015-16 Revised Budget	2015-16 Actuals	Amount Over/(Under) Budget	Percent Over/(Under) Budget
<b>Revenues</b>				
Dedicated Sales Tax - T2000	\$ 57,155,063	\$ 55,946,833	\$ (1,208,230)	-2.1%
Dedicated Sales Tax - T2050	76,825,750	85,095,392	\$ 8,269,642	10.8%
General Fund - Sr Ctr Shuttle	1,721,048	1,514,847	(206,201)	-12.0%
Local Transportation Assistance	4,300,000	4,356,077	56,077	1.3%
Bus Fare Revenue	33,253,517	29,408,811	(3,844,706)	-11.6%
DAR Fare Revenue	1,099,492	1,062,696	(36,796)	-3.3%
Rail Fare Revenue	7,853,646	8,385,180	531,534	6.8%
Federal Transit Funds	80,597,655	53,644,407	(26,953,248)	-33.4%
Regional Transportation Tax	26,497,801	12,746,480	(13,751,321)	-51.9%
Other Revenue	11,032,640	14,905,258	3,872,618	35.1%
Other Agency Purchased Service	28,510,257	28,728,461	218,204	0.8%
<b>Total Revenues</b>	<b>\$ 328,846,869</b>	<b>\$ 295,794,442</b>	<b>\$ (33,052,427)</b>	<b>-10.1%</b>
<b>Expenditures</b>				
Operations:				
Fixed Route Bus Operations	\$ 128,770,883	\$119,527,585	(9,243,298)	-7.2%
Dial-a-Ride Operations	17,519,344	15,632,243	(1,887,101)	-10.8%
Rail Operations	29,092,417	26,483,131	(2,609,286)	-9.0%
Sr Ctr Shuttle Operations	1,721,048	1,514,847	(206,201)	-12.0%
Administration & Support	31,115,657	32,774,333	1,658,676	5.3%
<b>Total Operations</b>	<b>\$ 208,219,349</b>	<b>\$ 195,932,139</b>	<b>(12,287,210)</b>	<b>-5.9%</b>
Debt Service	\$ 50,026,698	\$ 50,025,948	(750)	0.0%
Capital Projects:				
Bus and Dial-A-Ride Projects	\$ 94,245,980	\$ 52,065,507	(42,180,473)	-44.8%
Light Rail Projects	10,710,558	10,029,271	(681,287)	-6.4%
<b>Total Capital Projects</b>	<b>\$104,956,538</b>	<b>\$ 62,094,778</b>	<b>(42,861,760)</b>	<b>-40.8%</b>
<b>Total Expenditures</b>	<b>\$ 363,202,585</b>	<b>\$ 308,052,865</b>	<b>(55,149,720)</b>	<b>-15.2%</b>



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