



Eye on Transit



City of Phoenix

PUBLIC TRANSIT DEPARTMENT

November 29, 2016 ISSUE 4

More service hours

Thanks to the Transportation 2050 plan, Phoenix riders now get three more hours of bus and Dial-a-Ride service every day of the week!

More on p. 4





Whether you take the bus, light rail or other transportation, our goal is to improve lives by providing options and effective means to get to your destination. Here at Public Transit we're working on "Moving Phoenix Forward" by improving public transit services so our residents can get to important appointments, school and work.

Take for example, Aldemar Basen. He's one of our riders whose primary source of transportation is the city bus. He says he's now able to work a later shift plus enjoy a concert every now and then because of longer bus hours. It's stories like Aldemar's that makes what we do so rewarding. And because of people with similar stories, we continue to improve our service - one hour at a time. Thank you to all who play a role in making this happen.

Also, thank you to everyone who provided content for this newsletter and for contributing to Twitter via #PhxBusUpgrades and #T2050. We welcome feedback and as always send Brenda Yanez at brenda.yanez@phoenix.gov your latest news.

In this edition we're honored to share a banner year of regional successes and look forward to many more in 2017. Have a great start to the new year!

Maria Hyatt,
Phoenix Public Transit Department Director and fellow bus rider



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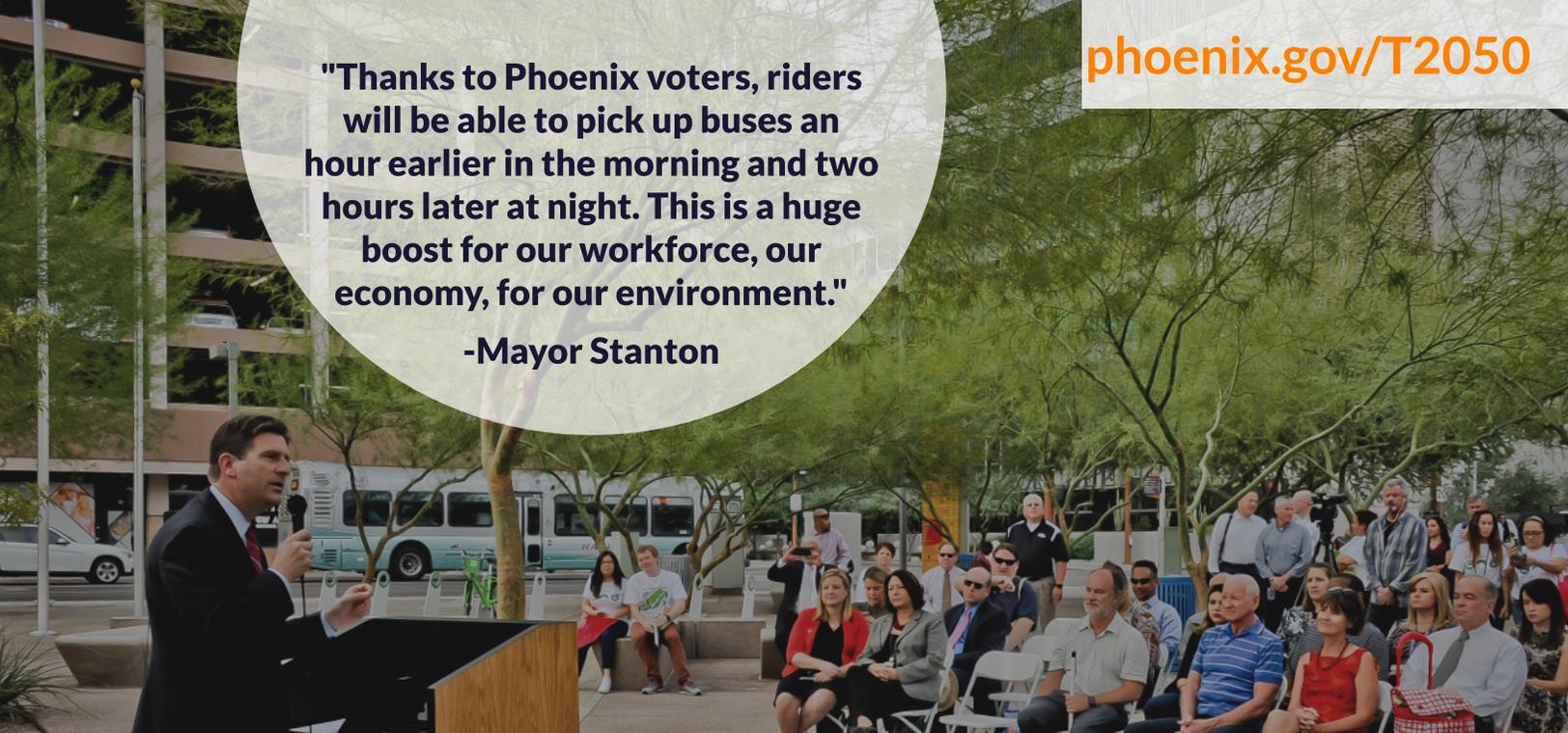
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"Thanks to Phoenix voters, riders will be able to pick up buses an hour earlier in the morning and two hours later at night. This is a huge boost for our workforce, our economy, for our environment."

-Mayor Stanton



Phoenix Bus and Dial-a-Ride Improved Service is Here

Oct. 24, 2016 marked the first day of Phoenix's historic bus service improvements. Rider appreciation events coordinated by Valley Metro and Phoenix took place across the city culminating in a public kickoff at Central Station. Mayor Stanton, Citizens Transportation Commission Chair Ed Pastor, Councilwoman and RPTA Chair Thelda Williams and community stakeholders announced improvements as well as acknowledged riders who use the transit system to get to work, school and appointments. Two of those riders spoke at the event. Monica Woolsey, a transit-dependent business owner, shared how the upgrades will help her do more personally and professionally. Mark Hamblin, a decades long Dial-a-Ride user, talked about how the services will help him maintain the quality of his independent life. The day marked the start of T2050 improvements to Phoenix's transit system. The next step in April is to match bus and DAR service hours with light rail hours, seven days a week. For more, visit valleymetro.org/servicechanges.

Volunteers kick off more service with rider appreciation events

City of Phoenix and Valley Metro joined efforts to kick off Phoenix's T2050 bus and Dial-a-Ride improvements the morning of Oct. 24.

Volunteers handed out goodies and talked to riders about the new hours, as well as next steps. Rider appreciation events took place at Central Station, 19th Avenue and Montebello, Desert Sky, Ed Pastor, Metrocenter, Paradise Valley Mall and Sunnyslope transit centers. This was no small planning feat. A big thank you to all who helped including the below volunteers!

Valley Metro

Stephanie Adames, Lisa Saldin, Jorge Llamas, Kyle Marshall, Ann Glaser, Megan Casey, Helen Romesburg, Dolores Nolan

City of Phoenix

Brian Jankowski, Kristy Ruiz, Jacob Brunswick, Christina Hernandez, Dora Garcia, Cynthia Peiz, Kevin Teng, Joe Bowar, Marilyn Barr, Jorie Bresnahan, Angel Borrego, Kim Gathers, Farshid Akhavan



Scroll through the pictures to check out the Oct. 24 service kickoff highlights.

New light rail station announced



Officials from the city of Phoenix and Valley Metro, alongside community representatives, gathered Sept. 28 to announce the first light rail project slated under [Phoenix Transportation 2050](#) (T2050).

"The 50th Street Station is becoming a reality," said Phoenix Mayor Greg Stanton. "We asked Phoenix voters to make an investment in ourselves and our shared future and they responded overwhelmingly. This project will make them proud."

The new light rail station will serve local businesses and provide added convenience for riders who are traveling from across the Valley to access independent lifestyle resources for people with disabilities at [Ability360](#). Ability360 was a catalyst in the development of the new station.

The 50th Street Station is scheduled to break ground in spring 2017 and open in summer 2019.

To check out more photo highlights from the event visit [Valley Metro Flickr](#).

Phoenix Transit has partnered with Arizona State University's Design School to rethink how a bus shelter can provide shade for our riders.

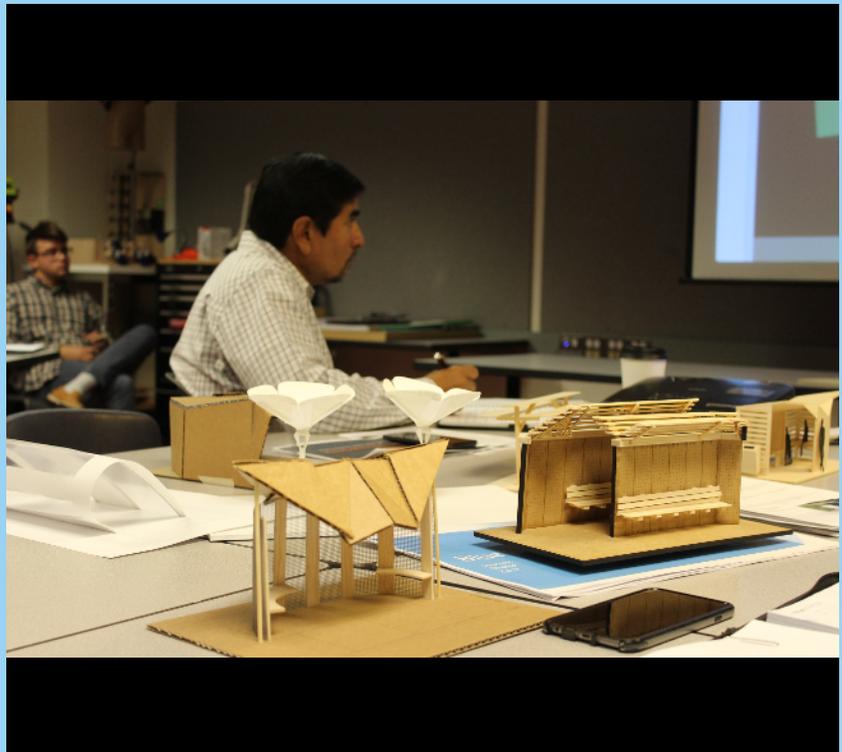
Students presented ideas and 3D models to Public Transit staff and ASU professors in November. The winners not only will have bragging rights, but also an opportunity to intern with the T.Y. Lin International Group consulting engineering firm to bring their design to the real world.

"There was a lot of hard work in these projects and I'm beyond pleased that there were so many great ideas presented here," said ASU Design School Associate Professor Don Herring.

Both sides win! Students have the opportunity to see their ideas come to life and Phoenix taps into a new source of ideas outside the transit world to create shade solutions for its 35 million bus riders.

Many of the students commented on how they had fun and are looking forward to getting feedback on their various iterations.

Stay tuned for updates and results.



Innovating

PTD partners with ASU's Design School to come up with new bus stop shade ideas for Phoenix riders.

Good news! The city of Phoenix Public Transit Department, with council approval, awarded Clever Devices the Regional Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) contract to start in 2017.

CAD/AVL:

- Tracks vehicles and reports data in real time
- Improves monitoring of bus route performance according to schedule
- Assists bus operators and improves dispatch communications
- Plays a key role in emergency notifications

What does this mean for our riders? Well, because the current system is 13 years old, this is a major upgrade that will enhance technology and make for a more reliable, safe and better performing vehicle. Not to mention, the new CAD/AVL system will play a role in future apps designed to give transit users a **real-time** look at when their bus is arriving.

The new system's improvements include:

- A mobile gateway router that allows for more information to and from vehicles
- Simplification of future onboard technology
- Engine performance reporting
- Backup communication system

The total regional CAD/AVL project is estimated to cost \$32 million including installation for the region's 1,000 vehicles. Funding is primarily from federal dollars and regional funds as the local match. More to come in 2017!

Transit awards new CAD/AVL system - greatly improves vehicle technology



The Arizona Diamondbacks, in collaboration with the Miracle League of Arizona hosted the 5th Annual Disability and Human Services Day with an expo and pre-game activities in August.

City of Phoenix Public Transit Department Title VI/ADA Coordinator Kristy Ruiz organized PTD participation and Public Information Specialist Brenda Yanez assisted.

Staff handed out transit material and talked to people about Dial-a-Ride and accessible transportation services.

Valley Metro also participated with an exhibit table and by handing out information about regional accessible transportation services.



Public Transit and Valley Metro participate in ADA Diamondbacks Disability and Human Services Expo

Staff informs attendees about accessible transportation services

Thanks to the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant program, the Phoenix-Mesa Urbanized Area recently received \$2.9 million in capital and operating assistance for 25 agencies to improve mobility for senior and individuals with disabilities.

The 31 projects funded include purchasing vehicles (see slideshow), sub-regional mobility manager positions and operating assistance for volunteer driver programs and alternative transportation options.

For more, check out the links and scroll through the vehicle image types.

- ▶ Priority listing
- ▶ Handbook and Program Guidelines

TransitWorks bus, Starcraft Allstar bus, Chevy 12-passenger van



FTA provides mobility funding

More money, more problems? No way! In this case, more money means enhanced mobility for seniors and individuals with disabilities.

Region gets **major** grants

Phoenix awarded planning pilot program grant for South Central Corridor

The city of Phoenix received a \$2 million (from a \$14.7 million program) Federal Transit Administration grant for the Transit Oriented Development (TOD) Planning Pilot Program for South Central Corridor.

Funds will be used to preserve the existing character of the area, support long-time business owners, create new and complementary development, maintain existing level of affordable housing, and plan for the physical bike and pedestrian connections.

Phoenix will work with Valley Metro, Maricopa Association of Governments and local housing and economic development organizations.



Valley Metro awarded \$1 million grant to develop mobile app

Valley Metro received a \$1 million grant from the Federal Transit Administration to enhance an app to help facilitate transit across the Valley as part of the Mobility on Demand Sandbox project.

Valley Metro will work with Arizona State University, RouteMatch Software, the city of Phoenix Public Transit Department and Lyft to greatly expand on the current app - Ridekick.

New RAPID articulated pilot bus hits the street

For those of you RAPID commuters out there - you'll love hearing this. More new buses have arrived in Phoenix. The 60-foot articulated RAPID pilot bus is on the street and has been making the rounds to several of Phoenix's busiest RAPID routes.

The bus is made in the United States by New Flyer at the manufacturing plant in Minnesota.

More new RAPIDs are coming next year. Stay tuned for updates to find out when more of these articulated RAPID buses will be rolling in!





expands to regional bus system



Safe Place is a national program that provides immediate health and safety resources to teens.

For more on this program, visit valleymetro.org/safeplace.

Thanks to a partnership with Valley Metro and Tumbleweed Center for Youth Development (a Phoenix-based non-profit) starting Nov. 22 all Valley Metro and city of Phoenix buses will serve as Safe Places for youth ages 12-17 in crisis.

When a Safe Place contact is requested by a youth, procedures are similar to a request for assistance with a call to dispatch or the Operations Control Center (OCC). Guidance will be provided once the OCC has contacted a Safe Place representative.

Decals with the Safe Place logo are being installed on the interior and exterior of all Valley Metro and city of Phoenix buses.

Valley Metro Rail stations have served as Safe Places since 2013. With this expansion to the regional bus system, Valley Metro joins nearly 60 transit agencies nationwide that have successfully implemented Safe Place on their buses, including Dallas, Seattle and Tucson. We believe that by becoming a Safe Place, we are assisting the Valley's youth and supporting the mission of providing safe, reliable transit service.



If you need Eye on Transit in another format, please contact us.

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