

# EYE ON TRANSIT



City of Phoenix  
PUBLIC TRANSIT DEPARTMENT

MAY 2018



IN THIS ISSUE:

DIAL-A-RIDE ONLINE PORTAL P. 4

AZTA AWARDS P.6

BLOOMBERG MAYOR'S CHALLENGE P.8

TRANSIT ASSET MANAGEMENT PLAN  
P. 12





# DIRECTOR'S MESSAGE

---

Summer is here, and just like the temperatures outside, things in the world of transit are also heating up. So, I thank you for taking the time to learn more about what's happening in not just Phoenix, but our entire region with the latest edition of *Eye on Transit*.

In this issue, you will learn about Phoenix Public Transit Department's (PTD) efforts in working on two major projects with the Federal Transit Administration (FTA). First, the Facilities and Oversight Division is working with subrecipients in developing a Transit Asset Management Plan (TAMP). The second project with the FTA was expected to take place this month, but the agency informed Phoenix that the FTA Triennial review would be pushed back to September.

Also in this issue, you'll read about other program element updates and projects that have been keeping all Transit divisions busy. We are very excited with the recent Phoenix Dial-a-Ride Program roll out of an online portal putting riders in the "driver's seat" when it comes to making reservations. In terms of reliability, staff from Phoenix and Valley Metro have begun working on the pilot mini fleet deployment of the Computer Aided Dispatch/Auto Vehicle Locator (CAD/AVL) System with Clever Devices.

As you can see, PTD is busy and hard at work. I commend staff for their ongoing efforts in exemplifying forward thinking. Recently, the Arizona Transit Association took note of all the great work of the department and presented PTD with two awards at their 31st Annual Transit Conference. It is an honor to work alongside individuals in Phoenix and throughout the region who demonstrate excellence and dedication in delivering transit services to our customers.

# INSIDE

<b>ALTERNATIVE TRANSPORTATION PROGRAM - UPDATE</b>	<b>4</b>
<b>PHOENIX DIAL-A-RIDE ONLINE PORTAL</b>	<b>5</b>
<b>AZTA AWARDS</b>	<b>6</b>
<b>BLOOMBERG MAYOR'S CHALLENGE</b>	<b>8</b>
<b>OCTOBER SERVICE CHANGES</b>	<b>10</b>
<b>TRIENNIAL REVIEW - POSTPONED</b>	<b>11</b>
<b>TRANSIT ASSET MANAGEMENT PLAN (TAMP)</b>	<b>12</b>
<b>COMPUTER AIDED DISPATCH/AUTO VEHICLE LOCATOR (CAD/AVL) SYSTEM</b>	<b>14</b>

# ALTERNATIVE TRANSPORTATION PROGRAMS

The city of Phoenix provides alternative transportation for people with disabilities and senior citizens through its taxicab subsidy programs. The taxi subsidy programs provide participants convenience and flexibility in planning and scheduling transportation needs, and enables participants to maintain independence to improve and sustain their livelihoods by decreasing reliance on paratransit service.



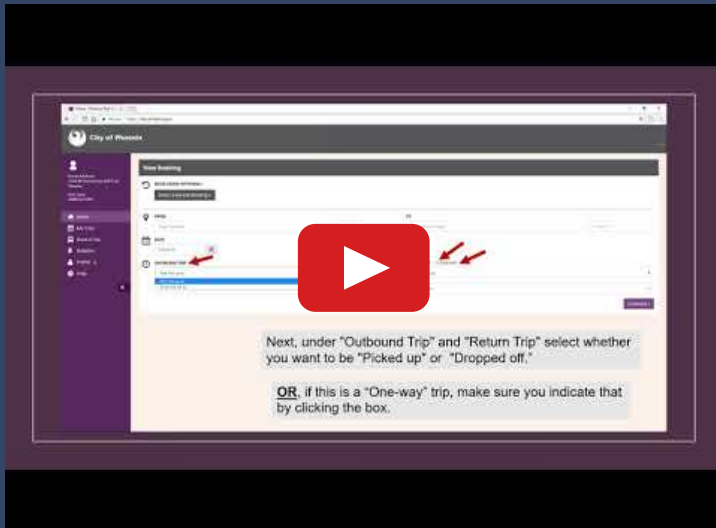
The current contract with MV Transportation is set to expire on June 30, 2018. Last fall, staff conducted and completed a procurement process and identified Total Transit Enterprises as the contract recipient. The new contract will begin on July 1, 2018. PTD staff has initiated planning with both the current and new contract vendors in working towards a seamless transition .



# PHOENIX DIAL-A-RIDE ONLINE RESERVATION PORTAL



The Phoenix Public Transit Department (PTD) is excited to announce the launch of a new online reservation portal for Dial-a-Ride (DAR) customers. The web portal will allow customers the flexibility of scheduling their trips online, 24/7.



A tutorial video to help users in navigating the online scheduling process was created and is available on the [DAR web page](#). In addition, Public Transit staff is working in partnership with MV Transportation on the rollout of the new system to introduce the application to new and existing Phoenix DAR users.

# AzTA AWARDS

The Arizona Transit Association (AzTA) hosted its 31st annual conference in Tucson in early April. This year's conference aimed to recognize *Forward Focus* by "embracing partnerships that benefit the users of public transportation." The city of Phoenix Public Transit Department (PTD) was recognized with two awards.

The first award presentation was in the "Outstanding Transit Organization/Partnership of the Year (Large Urban)" category, which recognized Phoenix's 2017 efforts in implementing T2050 improvements. Highlights of the nomination included: the increase of 6.5 percent in local bus ridership, including a 25 percent increase on weekends; the improvements to Route 122 that led to a 300 percent spike in ridership; and the continued advancement of light rail projects.



The second award category was the “Transit Innovation of the Year” category, which recognized the partnership between the city of Phoenix and Lyft in offering discounted Lyft service in bridging the First Mile, Last Mile gaps of service in areas of Phoenix with limited transit options. The award acknowledged the unique public-private partnership as the city was able to secure this discount for transit users through bus shelter advertising trade with Lyft throughout the city.



In addition to the recognition the department received, Phoenix Councilwoman Kate Gallego was also honored with the “Ed Pastor Friend of Transit” award for her accomplishments and continued support for transit in the region. The efforts recognized by AzTA are a testament to the hard work of the dedicated staff of PTD and the city of Phoenix in serving its residents.





# BLOOMBERG MAYOR'S CHALLENGE

The city of Phoenix answered the call to participate in the Bloomberg Philanthropies 2018 Mayor's Challenge.

Bloomberg Philanthropies, is hosting a nationwide competition that encourages city leaders to uncover bold, inventive ideas that confront the toughest problems cities face. Phoenix is one of 35 champion cities and its initiative aims to create a first-of-its-kind "HeatReady" program (similar to emergency preparedness programs), to enable local governments to holistically manage how they identify, prepare for, mitigate, track, and respond to the dangers of urban heat.

In an effort to conduct community outreach, the Mayor's Challenge team partnered with the Phoenix Housing Department and together participated in the Community Resource Fair organized for the Edison/Eastlake Community at Aeroterra Family Resource Center on April 7. While the community event was part of revitalization efforts for the Housing Department, agency participation included health screenings and city information and resources. The Phoenix Public Transit Department (PTD) was invited to participate in gathering public feedback by testing scale models of bus stop shade shelters, cooling amenities, and a heat specific emergency messaging system.





PTD provided two bus stop shelters; a standard version that was previously manufactured and the newly designed city of Phoenix shelter. Public Transit staff worked with event attendees to gather their input on what they liked or disliked about the bus shelters. Comments were received on both shelters and the new design was overwhelming a favorite as numerous comments referenced the larger roof (equating to more shade), increased seating and style.

# OCTOBER SERVICE CHANGES

In an effort to better serve transit riders, Valley Metro implements service changes two times a year, in April and October.

Since the April service changes just went into effect, the focus is now on the service changes due October 22.

The proposed October 2018 service changes include restoration of weekday service levels for the following five holidays: Martin Luther King, Jr. Day, President's Day, Veteran's Day, Friday after Thanksgiving, and Christmas Eve. In addition, Phoenix plans to implement minor routing changes to Route 8 (7th Avenue) and 106 (Peoria), and due to T2050 funding, Phoenix plans to increase frequency on Route 41 (Indian School).

The Valley Metro public comment period for October service changes was held from April 30 to June 1.

Members of the public were invited to provide feedback on proposed changes by completing an online comment form and/or attending the public hearing. Following public comment, final staff recommendations for October Service Changes will be presented to Phoenix City Council in June.





U.S. Department  
of Transportation

**Federal Transit  
Administration**

# TRIENNIAL REVIEW

Following a congressional mandate in 1982, the Federal Transit Administration (FTA) conducts reviews once every three years (triennial) of its grant recipients. The Triennial Reviews aim to ensure that recipients meet statutory and administrative requirements of the Urbanized Area Formula Program.

As the designated recipient of federal funds for the Phoenix-Mesa Urbanized Area (UZA), the city of Phoenix received FTA notice that a Triennial Review would be taking place in Spring 2018. However, due to recent scheduling changes, the FTA informed the city of Phoenix that the Spring review would be pushed back to September. The new anticipated dates for the review are Monday, September 10 to Wednesday, September 12, 2018.

Two to three weeks before their arrival, the FTA will notify the city of Phoenix staff, which subrecipients were selected to receive a site visit during the review. As soon as the information is received, selected subrecipients will be notified to ensure appropriate staff is available during the site visit. For more information or questions, please contact Jo Lynn Kegley at (602) 534-9199 or by email at [Jo.lynn.kegley@phoenix.gov](mailto:Jo.lynn.kegley@phoenix.gov).

# TRANSIT ASSET MANAGEMENT

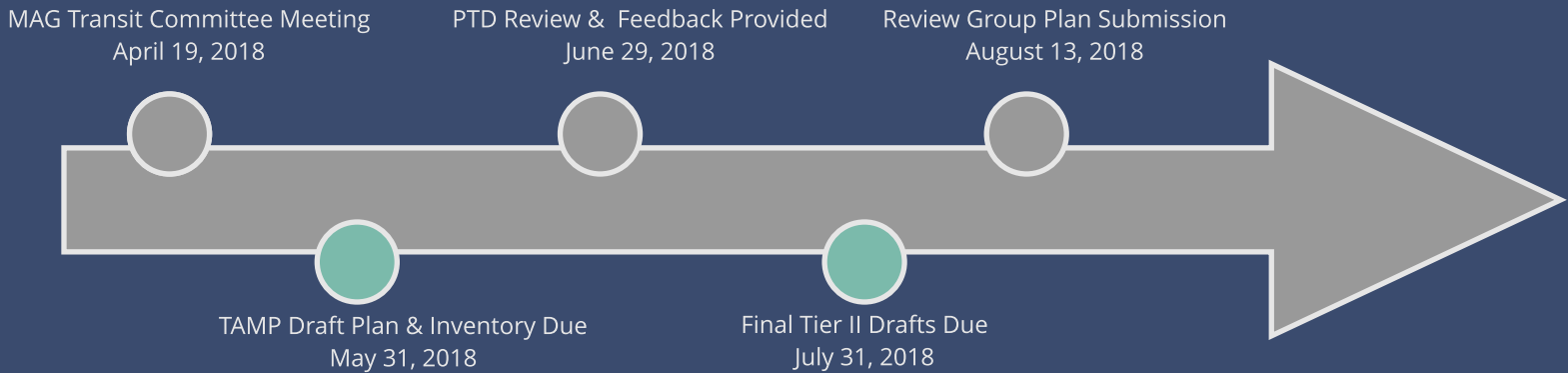
The Moving Ahead for Progress (MAP) in the 21st Century Act, directed the Federal Transit Administration's (FTA) Asset Management Guide, to issue new asset management requirements for grant recipients. In accordance, the city of Phoenix Public Transit Department (PTD) has initiated the process of developing the City's first comprehensive Transit Asset Management Plan (TAMP). The TAMP is a working document designed to be a format for continuous improvement and meant to be used as a guide in meeting the State of Good Repair (SGR) and providing quality sustainable service to all transit users. The "State of Good Repair" is defined by the ability of the asset to perform its function, safety, and recovery of investment. SGR guides the planning and use of federal funds.



Using the TAMP as a foundation, PTD will be able to implement policies and strategies for funding enhanced transit services throughout the City, and through subrecipient collaboration, throughout the region. The TAMP will facilitate the region's population of public transit users increased mobility and broader transportation choices, improve access to and connectivity among transit modes, relieve congestion, promote environmental sustainability, and improve coordination of services with other providers in the region in a safe, reliable, efficient and effective manner.



The TAMP framework incorporates Tier I or Tier II definition to facilitate information gathering and reporting. Tier I identifies recipients who own, operate, or manage either (1) one hundred and one (101) or more vehicles in revenue service during peak regular service across all fixed route modes or in any one non-fixed route mode, or (2) rail transit.



Tier II recipients are defined as those that own, operate, or manage (1) one hundred (100) or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode, (2) a subrecipient under the 5311 Rural Area Formula Program, or (3) any American Indian tribe. Locally, Tier I is applicable to the city of Phoenix and Valley Metro, and Tier II applies to the cities of Chandler, Glendale, Goodyear, Mesa, Peoria, Scottsdale, and Tempe. The development of the TAMP is in its early stages. A timeline of the TAMP is provided. While communication will be key in ensuring that the TAMP is completed correctly and on-time, it is important to note that PTD is available to provide guidance and assistance when needed. For additional information regarding the TAMP please contact Carl Montgomery at (602) 534-2145 or by email at [Carl.Montgomery@phoenix.gov](mailto:Carl.Montgomery@phoenix.gov).

# Computer Aided Dispatch

## Auto Vehicle Locator (CAD/AVL) System

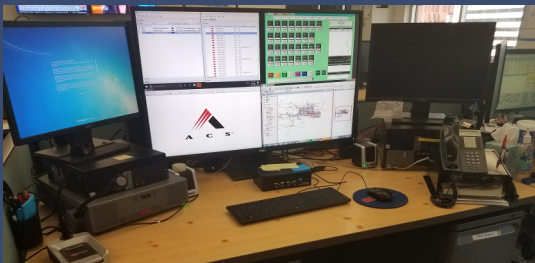
The Public Transit Department is in the early deployment stages of upgrading the regional Computer Aided Dispatch Auto Vehicle Locator (CAD/AVL) system.

The CAD/AVL upgrade project serves all regional bus users. The new system will allow for mission critical business functions providing bus driver to dispatch voice/text communications, emergency call management, vehicle schedule adherence and monitoring, real-time vehicle telematics (vehicle health) monitoring, incident tracking, pre/post vehicle inspections, and public transit schedule and arrival information.



For the past several months, PTD and regional staffs have worked diligently in establishing the framework necessary for the integration and deployment of the CAD/AVL system. Staff has participated in vendor training, begun mini fleet training efforts aimed at “training the trainer,” and control center installations.

Clever Devices has begun to install systems on a pilot mini fleet, which will assist in training and troubleshooting the system. Once the mini fleet deployment and testing is complete, staff will develop a comprehensive schedule for complete fleet installation.



If you need this newsletter in a different format, please contact us.

# EYE ON TRANSIT NEWSLETTER - ISSUE 8



## CONTACT

302 North 1st Avenue, Suite 900, Phoenix

Phone: 602-262-7242, TTY: 602-534-5500

Email: [pubtrans@phoenix.gov](mailto:pubtrans@phoenix.gov)

Twitter: [@PhoenixMetroBus](https://twitter.com/PhoenixMetroBus)

To submit content email:  
[leila.gamiz@phoenix.gov](mailto:leila.gamiz@phoenix.gov)