

## Regional ADA Paratransit and Dial-A-Ride Service Plan

### Final Report



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## TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>1 INTRODUCTION .....</b>	<b>1</b>
1.1 MEMBER AGENCIES AND PUBLIC PARTICIPATION .....	1
1.2 SUPPORTING TECHNICAL MEMORANDA.....	2
<b>2 CURRENT DAR SERVICES .....</b>	<b>3</b>
2.1 EAST VALLEY AND NORTHWEST VALLEY DIAL-A-RIDES.....	5
2.1.1 Service Design .....	5
2.1.2 Facilities.....	6
2.1.3 Fleet.....	7
2.1.4 Technologies .....	9
2.1.5 Service Statistics .....	10
2.1.6 Service Standards and Performance .....	11
2.1.7 Costs and Cost Performance.....	12
2.2 PHOENIX, SOUTHWEST VALLEY, AND PARADISE VALLEY DIAL-A-RIDES..	15
2.2.1 Service Design .....	15
2.2.2 Facilities.....	15
2.2.3 Fleet.....	17
2.2.4 Technologies.....	18
2.2.5 Service Statistics .....	18
2.2.6 Service Standards and Performance .....	19
2.2.7 Costs and Cost Performance.....	20
2.3 GLENDALE DIAL-A-RIDE .....	22
2.3.1 Service Design .....	22
2.3.2 Facilities.....	22
2.3.3 Fleet .....	23
2.3.4 Technologies.....	24
2.3.5 Service Statistics .....	24
2.3.6 Service Standards and Performance .....	25
2.3.7 Costs and Cost Performance.....	26
2.4 PEORIA DIAL-A-RIDE .....	28
2.4.1 Service Design .....	28

2.4.2	Facilities.....	28
2.4.3	Fleet.....	29
2.4.4	Technologies .....	29
2.4.5	Service Statistics .....	30
2.4.6	Service Standards and Performance .....	31
2.4.7	Costs and Cost Performance.....	32
<b>3</b>	<b>DAR POLICIES AND PROCEDURES .....</b>	<b>34</b>
3.1	RIDER ELIGIBILITY POLICIES .....	35
3.1.1	ADA Eligibility .....	36
3.1.2	Non-ADA Eligibility.....	36
	Recommended Rider Eligibility Policies .....	37
3.2	SERVICE AREA.....	37
3.2.1	ADA Paratransit Service Areas.....	37
3.2.2	Non-ADA Service Area .....	38
3.2.3	Peer Service Area Policies .....	38
	Recommended Service Area Policies .....	39
3.3	DAYS AND HOURS OF SERVICE .....	40
3.3.1	Current Days and Hours .....	40
3.3.2	Peer Days and Hours .....	40
	Recommended Days and Hours .....	42
3.4	FARES .....	43
3.4.1	ADA Fares .....	43
3.4.2	Non-ADA Trips.....	43
3.4.3	Peer Fares.....	45
	Recommended Fares.....	45
3.5	TRIP PURPOSES .....	46
3.5.1	Current Trip Purpose Policies.....	46
3.5.2	Peer Trip Purpose Policies .....	47
	Recommended Trip Purpose Policies .....	48
3.6	CAPACITY CONSTRAINTS.....	48
3.6.1	Current Capacity Constraint Policies .....	48
3.6.2	Peer Capacity Constraint Policies.....	49
	Recommended Capacity Constraint Policies .....	49



---

3.7	ADVANCE RESERVATION POLICIES.....	50
3.7.1	Current Advance Reservation Policies .....	50
3.7.2	Peer Advance Reservation Policies.....	51
	Recommended Advance Reservation Policies.....	51
3.8	RESERVATION DAYS AND HOURS .....	52
3.8.1	Current Reservation Days and Hours .....	52
3.8.2	Peer Reservation Days and Hours .....	52
	Recommended Reservation Days and Hours .....	53
3.9	SUBSCRIPTION TRIP POLICIES.....	54
3.9.1	Current Subscription Trip Policies.....	54
3.9.2	Peer Subscription Trip Policies .....	54
	Recommended Subscription Trip Policy .....	55
3.10	TRIP BOOKING POLICIES.....	56
3.10.1	Peer Trip Booking Procedures.....	56
	Recommended Trip Booking Procedures .....	57
3.11	PICK-UP WINDOW AND WAIT TIME POLICIES .....	58
3.11.1	Current Pickup Windows .....	58
3.11.2	Current Vehicle Wait Time Policies.....	58
3.11.3	Peer Pickup Windows.....	59
3.11.4	Peer Vehicle Wait Time Policies.....	59
	Recommended Pickup Windows.....	59
	Recommended Wait Time Policies .....	60
3.12	RIDER ASSISTANCE AND PACKAGE POLICIES .....	60
3.12.1	Current Rider Assistance Policies.....	60
3.12.2	Current Package Policies .....	61
3.12.3	Peer Rider Assistance and Package Policies .....	62
	Recommended Rider Assistance Policies.....	64
	Recommended Package Policies.....	64
3.13	UNACCOMPANIED CHILDREN POLICIES.....	65
3.13.1	Current Unaccompanied Children Policies .....	65
3.13.2	Peer Unaccompanied Children Policies.....	65
	Recommended Unaccompanied Children Policies .....	66
3.14	NO-SHOW POLICIES AND PROCEDURES .....	66

3.14.1	Current No-Show Policies and Procedures .....	66
3.14.2	Peer No-Show Policies and Procedures.....	68
	Recommended No-Show Policies and Procedures.....	71
3.15	<b>VISITOR ELIGIBILITY AND CERTIFICATION PROCEDURES.....</b>	<b>71</b>
3.15.1	Current Visitor Eligibility and Certification Procedures.....	71
	Recommended Visitor Eligibility and Certification Procedures.....	73
<b>4</b>	<b>DIAL-A-RIDE TRANSFER POLICIES AND PROCEDURES .....</b>	<b>74</b>
4.1	<b>CURRENT INTER-REGION TRAVEL POLICIES.....</b>	<b>74</b>
4.1.1	Buffer Zone Policies.....	76
4.1.2	Attended Transfer Policies.....	77
4.1.4	Reservations, Scheduling and Dispatching Procedures .....	78
4.1.5	Fares for Inter-Regional Travel.....	79
4.2	<b>RIDER INPUT .....</b>	<b>80</b>
4.2.1	Survey Responses Regarding Inter-Regional Travel and Transfers.....	80
4.3	<b>ANALYSIS OF TRANSFER TRIPS.....</b>	<b>86</b>
4.3.1	Wait Times and Total Travel Times .....	86
4.3.2	Comparison of Travel by DAR Versus Fixed Route.....	87
4.3.3	Travel Patterns .....	88
4.4	<b>FIXED ROUTE VERSUS DAR REGIONAL TRAVEL OPPORTUNITIES AND DEMAND .....</b>	<b>93</b>
4.5	<b>PEER TRANSFER TRIP POLICIES AND DATA .....</b>	<b>95</b>
4.5.1	Similarities in Peer Service Area Designs and Transfer Policies .....	98
4.5.2	Quantitative Analysis of Service Design Options by Peers.....	99
4.6	<b>ALTERNATIVE APPROACHES TO INTER-REGION DAR SERVICE.....</b>	<b>100</b>
4.6.1	Option 1. Direct, Shared-Ride Travel to Portions of Phoenix.....	100
4.6.2	Option 2. Direct, Shared-Ride Service to All of Phoenix.....	102
4.6.3	Option 3. Direct, Shared-Ride Service Throughout the Region .....	104
4.7	<b>RECOMMENDED INTER-REGION DAR SERVICE DESIGN, POLICIES AND PROCEDURES.....</b>	<b>104</b>
4.7.1	Regional Trip Policies and Procedures.....	106
4.8	<b>ALLOCATION OF COSTS FOR REGIONAL TRIPS.....</b>	<b>110</b>
4.9	<b>COST, DEMAND AND TRAVEL TIME ANALYSIS .....</b>	<b>110</b>
4.9.1	Cost Analysis.....	110



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4.9.2	Rider Travel Time Analysis.....	118
<b>5</b>	<b>FUTURE CONSIDERATIONS FOR DAR OPERATIONS AND RELATED SERVICES .....</b>	<b>119</b>
5.1	ADA PARATRANSIT ELIGIBILITY DETERMINATIONS .....	119
5.1.1	2008 Study Recommendations .....	119
	Trip-by-Trip Eligibility Determinations.....	120
5.1.2	Actions Taken Since 2008.....	120
	The New ADA Paratransit Eligibility Determination Process .....	121
	Trip-by-Trip Eligibility Determinations.....	122
5.1.3	Recommendations Yet to Be Implemented.....	122
5.2	EXPANDED TRAVEL TRAINING.....	126
5.2.1	2008 Study Recommendations .....	126
	Group Training .....	126
	One-on-One Bus Training.....	126
5.2.2	Actions Taken Since 2008.....	127
5.2.3	2008 Study Recommendations Yet to Be Implemented.....	128
5.3	FREE FIXED-ROUTE FARES FOR ADA ELIGIBLE RIDERS .....	128
5.3.1	2008 Study Recommendations .....	128
5.3.2	Actions Taken Since 2008.....	129
5.3.3	2008 Study Recommendations Not Yet Implemented.....	129
5.4	EXPANDED TAXI SUBSIDY PROGRAMS .....	129
5.4.1	2008 Study Recommendations .....	129
	Suggested Program Policies .....	130
5.4.2	Actions Taken Since 2008.....	131
	Scottsdale Cab Connection.....	133
	Phoenix Senior Cab and ADA Cab .....	133
5.4.3	2008 Study Recommendations Not Yet Implemented.....	133
5.5	REGIONWIDE DAR SERVICE DESIGN.....	134
5.5.1	2008 Study Recommendations .....	134
5.5.2	Actions Taken Since 2008.....	138
5.5.3	Recommendations Yet to Be Implemented.....	139
5.6	PARATRANSIT-TO-FIXED-ROUTE FEEDER SERVICE.....	140
5.6.1	2008 Study Recommendations .....	140



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Feeder Service Implementation Issues .....	140
5.6.2 Actions Taken Since 2008.....	141
5.6.3 2008 Study Recommendations Yet to Be Implemented.....	141
<b>ATTACHMENT A</b>	<b>Technical Working Group Members and Meeting Dates</b>
<b>ATTACHMENT B</b>	<b>Stakeholder Group List and Meeting Summaries</b>
<b>ATTACHMENT C</b>	<b>Current Phoenix Package Policy</b>
<b>ATTACHMENT D</b>	<b>Sample Transfer Trip Fax Form</b>
<b>ATTACHMENT E</b>	<b>Map of MBTA (Boston) ADA Paratransit Service Area and Sub-Regions</b>
<b>ATTACHMENT F</b>	<b>Map of Pace (Chicago) ADA Paratransit Service Area and Sub-Regions</b>
<b>ATTACHMENT G</b>	<b>Map of LACMTA (Los Angeles) ADA Paratransit Service Area and Sub-Regions</b>
<b>ATTACHMENT H</b>	<b>Map of Metro Transit (Minneapolis) ADA Paratransit Service Area and Sub-Regions</b>
<b>ATTACHMENT I</b>	<b>Map of MTS (San Diego) Service Area and Routes</b>
<b>ATTACHMENT J</b>	<b>Map of UTA (Salt Lake City) Service Area and Routes</b>



## EXECUTIVE SUMMARY

Valley Metro, together with its member communities and Maricopa County, administers and operates seven Dial-A-Ride (DAR) services throughout the region. These services provide “Americans with Disabilities Act (ADA) paratransit” to persons with disabilities who, because of their disabilities, cannot use the fixed route bus and rail system. Several DARs also provide “Non-ADA” service to seniors.

### Current DAR Services in the Valley Metro Area

DAR Service	Cities Served	Administering Organization
East Valley DAR	Chandler, Gilbert, Mesa, Scottsdale, Tempe	Valley Metro
Northwest Valley DAR	El Mirage, Surprise, Youngtown, and unincorporated areas of Maricopa County (including Sun City and Sun City West)	Valley Metro
Phoenix DAR	Phoenix	City of Phoenix
Paradise Valley DAR	Paradise Valley	City of Phoenix
Southwest Valley DAR	Avondale, Goodyear, Litchfield Park, and Tolleson	City of Phoenix
Glendale DAR	Glendale	City of Glendale
Peoria DAR	Peoria	City of Peoria

Operating policies and procedures often vary between the seven DAR services. This includes, for example, policies and procedures that define the days and hours of service, the way that service areas are defined, when trip reservations can be made, the window of time when riders need to be waiting for vehicles to arrive, and the level of assistance provided by drivers. Differences in service policies make it more difficult for riders to understand and use services throughout the region.

With several DARs each operating in specific areas, regional travel is also more difficult for riders as well as providers. Riders traveling between areas must transfer at designated transfer locations and providers must coordinate scheduling and dispatch to have vehicles meet at these locations. A process has been developed over time to allow riders to call the DAR service where their trip begins and to then have this provider arrange connecting legs of the trip with other providers, but this process is time consuming and subject to error.

As part of ongoing planning efforts, an 18 month review of DAR services was conducted in 2014 and 2015 and a plan was developed to strengthen and improve current programs. The planning effort was undertaken with a Technical Working Group (TWG) comprised of staff members from each member agency, and a Stakeholders Group, comprised of DAR users and other members of the senior and disability advocacy community.

The primary goals of the planning effort were:

1. To increase the regional consistency of the policies and procedures used by each of the seven DAR services; and
2. To develop an approach for providing regional DAR service that reduces or eliminates the requirement for customers to transfer when traveling between one or more local DAR service areas.

## **FINDINGS**

FY 2014 information was collected from all seven DAR services in the fall of 2014.

Collectively in FY 2014, the region's DAR services:

- Operated a fleet of 1,179 minibuses, vans and sedans
- Provided 848,625 unduplicated passenger trips
- Operated 7,347,760 revenue-miles of service
- Operated 404,737 revenue-hours of service

Total operating and administrative costs for the seven DAR services in FY 2014 was \$28,709,833.

The review confirmed and documented many differences in operating policies and procedures between the seven DARs. This included differences in:

- Service area definitions
- Days and hours of service
- Trip reservation hours
- Trip booking procedures
- Advance reservation policies
- Subscription trip policies
- On-time pickup ("be ready") windows
- Maximum vehicle wait times at pickup
- Rider assistance policies
- Package and package assistance policies
- Policies for serving unaccompanied children
- Rider late cancellation and no-show policies
- Policies for service visitors to the area

The review also documented issues with inter-regional travel and transfers between DAR areas. A telephone survey of 403 randomly-selected riders and an online survey completed by 56 riders found that:

- Twenty-six percent (26%) of those surveyed by phone and 55% of those who responded online said they were dissatisfied or very dissatisfied with their transfer trips.

- Thirty-seven percent (37%) of those interviewed by phone and 76% of online respondents expressed concerns about transferring between DAR areas, including:
  - Long transfer wait times (42% of respondents)
  - Operational problems arranging trip, such as no one showed up for second leg of trip or taken to wrong location (37% of respondents)
  - Overall trip takes too long (21% of respondents)
  - Worried will be stranded (8% of respondents)
- Twenty-five percent (25%) of riders interviewed by phone and 40% of online respondents said concerns about transfers prevented them from using the service.
- Because of concerns about transfers, many DAR riders do not travel outside their own DAR area. Only 18% of those surveyed by phone indicated that they had made a DAR trip outside their own area in the past 3 months.

To get a better understanding of transfers, trip data was collected and analyzed for two sample weeks of service—one week in September 2014 and one week in February 2015. The analysis showed:

- A relatively small number of inter-regional DAR trips. It is estimated that less than 500 inter-regional DAR trips are made per week, or about 4% of total DAR ridership. By comparison, past studies have indicated that about 20% of general public fixed-route riders use public transit in the Valley to travel regionally.
- Average wait times at DAR transfer locations are over 30 minutes and about 20% of wait times are more than an hour.
- Total travel time for trips that require a transfer range from 28 minutes to two hours and 54 minutes, and about 20% of transfer trips take more than two hours.

To determine if the total travel times for inter-regional DAR trips are reasonable, a comparison was done to similar trips made on the fixed route system. An analysis of 30 randomly-selected DAR transfer trips indicated that 53% of DAR trips were 30 minutes longer than similar trips on fixed route; 26% are more than 45 minutes longer; and 13% are more than an hour longer. This suggests a significant difference in travel times for inter-regional trips that are made by DAR versus inter-regional trips taken on the fixed route system. ADA regulations require that ADA paratransit services have travel times that are comparable to fixed route travel times.

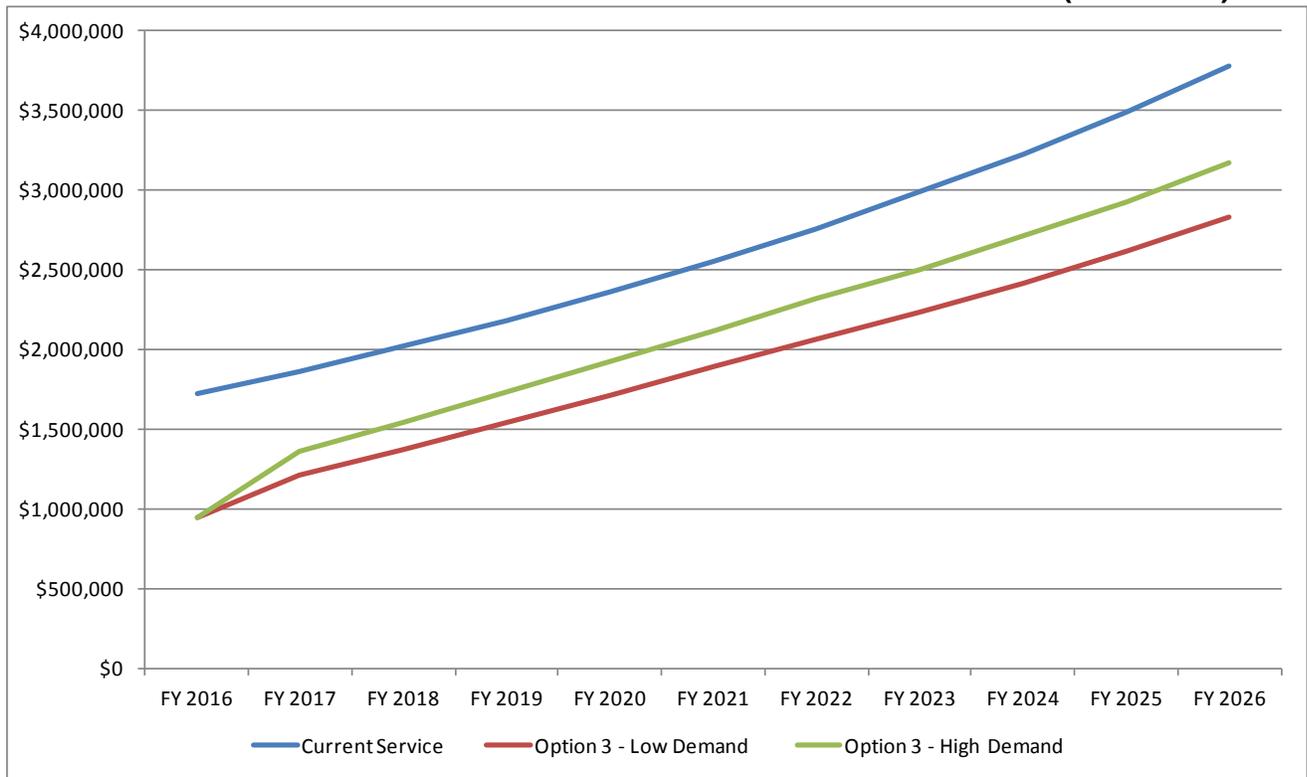
Information was also collected from 13 peer transit systems to inform the discussion. Seven of the 13 peer agencies surveyed operate with a single call center and provide ADA paratransit service throughout the region with consistent policies and procedures. Six have sub-regions with different service providers in each sub-area, but in these cases all providers contract with the public transit agency and operated under the same service policies and procedures.

Peers transit agencies also reported that transfers are rarely used because they are costly and difficult to perform. Six peers provide region-wide service without transfers. The remaining peers require transfers only in rare cases where travel is to outlying counties.

The cost of providing regional trips with transfers was also compared to the cost of providing service direct. Because transfers require that two DAR vehicles be involved, often with downtime as one vehicle waits for the other, the cost of service with transfers is much higher. Based on an analysis of data from the most recent sample week in February 2015, the average cost of a current regional trip with transfers is \$98.71, while the average cost of direct, no transfer service is \$53.97.

While the cost per trip is less for direct service, more riders will travel regionally if direct service is provided. Based on rider survey responses, demand will likely increase between 25% and 40% during the first year that direct service is provided. Detailed demand and cost analysis suggest that the significantly lower cost of providing direct service more than offsets increases in demand in both the short- and long-term. Between FY 2017 and FY 2026, it is estimated that providing regional DAR service with transfers (current design) will cost about \$27 million, while providing direct service without transfers would cost between \$19 million (low demand estimate) and \$22 million (high demand estimate).

**ESTIMATED ANNUAL OPERATING COSTS FOR INTER-REGIONAL TRIPS, FY2016 THROUGH FY2026: CURRENT SERVICE DESIGN VERSUS DIRECT (OPTION 3)**



## RECOMMENDATIONS

Several meetings of DAR service representatives were facilitated to discuss differences in operating policies and procedures and current inter-regional travel and transfers. Fourteen recommendations are included in the plan to improve and strengthen current DAR services.

### **Recommendation #1 – Eliminate DAR Transfers**

The plan recommends that all ADA regional DAR trip transfers be eliminated based on the following policies:

- Regional service will be for ADA certified riders making ADA eligible trips at times when a comparable trip can be made using fixed-route bus and/or light rail service.
- Regional trips will be provided by Valley Metro's regional DAR contractor.
- Regional service will be provided as shared-ride service, meaning that vehicles may pick up and drop off other passengers while on route between a customer's pick-up and drop-off.
- The one-way fare for each regional Dial-a-Ride trip will be \$4.

### **Recommendation #2 – Implement consistent, region-wide approach to serving ADA eligible visitors**

To more consistently serve riders from outside the area who are ADA paratransit eligible, the following visitor eligibility policies and service procedures are recommended:

- All individuals who request service as visitors will be referred to the regional Mobility Center to be registered for service. The Mobility Center will gather appropriate documentation and will enter approved visitors into the regional ADA rider database. Visitors' ID numbers will include a unique character to identify them as such.
- Documentation of ADA paratransit eligibility issued by other transit agencies will be accepted.
- Visitors who have not been granted ADA paratransit eligibility by another transit agency and who indicate disabilities that are not "apparent" (e.g., psychiatric disability, seizure condition, non-apparent health condition) will be asked to provide some readily available documentation of their disabilities.
- Visitors who do not have documentation of ADA paratransit eligibility from another transit agency and indicate an "apparent" disability (e.g., use a mobility device, use of a long white cane or dog guide) will not have to provide documentation of disability.
- Visitors will be provided up to 30 days of service within any 365-day period. For additional service, visitors will be asked to go through the regional ADA paratransit eligibility determination process.

- The Mobility Center will include visitors in the regular, ongoing updates of rider eligibility that are sent to each Dial-a-Ride operation.

**Recommendation #3 – Define DAR service areas**

It is recommended that the ADA DAR service area be defined as any area within three quarters (3/4) of a mile of a transit route or light rail station. The ADA DAR service area will also include any relatively small areas, which are more than three quarters (3/4) of a mile from the nearest transit route or light rail station but are surrounded by areas within three quarters (3/4) of a mile of the nearest transit routes and/or light rail stations.

Non-ADA Dial-a-Ride service areas will be defined by each community that provides non-ADA Dial-a-Ride service.

**Recommendation #4 – Establish DAR days and hours of service**

It is recommended that ADA paratransit days and hours of operation be based on fixed route days and hours in each area. ADA DAR service will be provided during all hours that fixed route bus or light rail service available. The following hours of operation will be advertised to indicate general service availability:

- Phoenix and the Southwest Valley – Daily from 5 a.m. - 10 p.m.
- East Valley – Daily from 4 - 1 a.m.
- Glendale – daily when and where Valley Metro operates local bus service
- Peoria – Weekdays from 4:30 a.m. - 9 p.m.
- Northwest Valley Dial-a-Ride – Weekdays from 7 a.m. - 5 p.m.

ADA DAR service will also be provided before or after these general hours if local bus or light rail service is available in the area where the ADA eligible rider will be traveling.

Non-ADA days and hours of service are established by each community that provides non-ADA Dial-a-Ride service.

**Recommendation #5 – Establish DAR trip reservations hours**

It is recommended that trip reservations for ADA paratransit service be accepted during the follow hours:

East Valley, Northwest Valley, and unincorporated Maricopa County	Daily from 6 a.m. to 7:30 p.m.
Phoenix	Daily from 8 a.m. to 9 p.m.
Glendale and Peoria	Daily from 8 a.m. to 5 p.m.

Trip reservation hours for non-ADA DAR service will be set by each community that provides non-ADA service.

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### **Recommendation #6 – Establish advanced reservations policies for DAR**

It is recommended that ADA DAR trips be accepted from one to fourteen days prior to travel.

Advanced reservation requirements for non-ADA Dial-a-Ride trips will be established by each community that operates non-ADA Dial-a-Ride service.

### **Recommendation #7 – Establish policy and procedures for DAR subscription trips**

The following policies and procedures are recommended for ADA DAR subscription service:

- A subscription trip is defined as a trip from the same place, to the same place, at the same time, on the same day or days of the week for at least a month. Once a subscription trip is established, the trip will be provided automatically, unless notification is made by the rider to change or cancel it.
- A subscription trip may be requested as long as the trip occurs at least once per week.

Subscription trip policies for non-ADA DAR trips will be established by each community that operates non-ADA Dial-a-Ride service.

### **Recommendation #8 – Clarify DAR trip booking procedures**

For ADA DAR, it is recommended that riders be allowed to book trips based on a desired pick-up time or a desired appointment time, but not both. In accordance with ADA requirements, the provider may offer a pick-up time that is up to one hour before or after the requested pick-up time, and the provider may factor in travel time to permit for shared rides. The rider's total travel time should not exceed the time required to make the same trip on fixed-route transit.

It is recommended that procedures for non-ADA DAR trips be the same, with the exception that providers may offer an available pick-up time that is more than one hour before or after the requested pick-up time.

### **Recommendation #9 – Clarify the DAR Pickup and Drop-off Window Policy**

For both ADA and non-ADA DAR, it is recommended that providers communicate a thirty minute pick-up window to the rider. The pickup will be on-time as long as it arrives to transport the rider within this pick-up window.

It is also recommended that a 30 minute drop-off window be established for trips that have

appointment times. Drop-offs will be considered on-time if made no later than the appointment time and no more than 30 minutes early.

### **Recommendation #10 – Clarify the DAR Boarding Window Policy**

It is recommended that for all communities except Glendale, DAR vehicles will wait a minimum of five minutes for the rider to board the vehicle. If the vehicle arrives to transport a rider before the start of the 30 minute pickup window communicated to the rider, the vehicle will be expected to wait a full five minutes after the start of the window. In Glendale, vehicles will wait at least two minutes within the pickup window.

### **Recommendation #11 – Clarify Dial-a-Ride Rider Assistance Policies**

The following rider assistance policies are recommended for both ADA and non-ADA DAR trips:

- Service in all communities except Glendale and Peoria will be door-to-door, meaning that the driver will be expected to meet the rider at the outermost door of the pick-up address and then to accompany the rider to the outermost door of the destination.
- Service in Glendale and Peoria will be curb-to-curb with door-to-door service provided upon request. Notwithstanding, the driver will not be allowed to lose sight of his/her vehicle when it is occupied by any other rider.
- All DAR providers will explore strategies for providing “call outs” to riders who are unable to see the vehicle when it arrives and/or to others who may have difficulty knowing when the vehicle has arrived.

### **Recommendation #12 – Establish the following DAR Package Policy**

The following policy is recommended for both ADA and non-ADA DAR trips:

- Packages can take up no more than two cubic feet of space (e.g., three brown paper grocery bags or six plastic grocery bags).
- The total weight of all packages cannot exceed 50 pounds.
- In addition, one piece of luggage and one carry-on bag will be accommodated.
- Driver assistance getting packages on and off the vehicle and to or from the door will be provided on request.
- Drivers will assist carrying an unoccupied child seat, but will not carry a child in a car seat.
- Examples of articles that cannot be brought on-board will be provided in a detailed package policy.

### **Recommendation #13 – Clarify the policy for unaccompanied children**

For ADA DAR, children who are seven years of age or less must be accompanied by a responsible adult. The age thresholds for when children may travel unaccompanied on

non-ADA DAR will be set by each community that provides non-ADA service.

### **Recommendation #14 – Establish the following No-Show and Late Cancellation Policy and Procedures**

The following policy and procedures are recommended for both ADA and non-ADA DAR services.

- A No-Show is defined as an instance when the rider fails to board the vehicle when it has arrived on-time (within the pick-up window) and when it has waited the required five minutes and/or when the rider has informed the driver that s/he will not be taking a scheduled trip.
- A late cancellation is defined as an instance when a rider cancels his/her trip less than two hours before the start of the 30 minute pick-up window.
- No-shows and late cancels that are beyond the rider's control will be excused.
- If a rider accumulates three or more unexcused No-Shows and/or Late Cancellations during a calendar month, a review of the rider's travel will be conducted to determine the frequency of No-Shows and Late Cancellations.
- If a rider's unexcused No Shows/Late Cancellations percentage exceeds ten percent of all trips scheduled within a thirty day period, the rider will be subject to the following sanctions:
  - First occurrence within a calendar year – Written Warning
  - Second Occurrence within a calendar year – Seven-day suspension
  - Third Occurrence within a calendar year – 14-day suspension
  - Fourth Occurrence within a calendar year – 30-day suspension
- Riders will be advised of planned suspensions in writing and riders' suspension letters will be mailed not later than 14 days before a planned suspension will be scheduled to begin. This notice will include information regarding the rider's right to file an appeal.
- If a rider files an appeal, the suspension will be delayed while the appeal is pending.

### **SUMMARY**

Implementation of the recommendations included in the plan will greatly improve regional DAR travel experiences for riders with disabilities. It will make regional travel times on DAR more comparable to the travel times experienced by fixed route riders and will also simplify the use DAR services throughout the region by making service policies more consistent for riders. Implementation of the recommendations will improve access to important services and increase opportunities for employment for people with disabilities throughout the region.

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## 1 INTRODUCTION

This report was prepared as part of a Valley Metro study of regional Americans with Disabilities Act (ADA) paratransit and other Dial-A-Ride (DAR) services. The objectives of the study were to:

- Examine current ADA paratransit and DAR service policies and operating practices;
- Identify any policies that need to be revised to ensure compliance with ADA requirements;
- Recommend possible revisions to policies based on national best practices and a review of peer agencies;
- Identify differences in DAR policies and explore opportunities for developing consistent region-wide policies;
- Examine policies and practices related to travel between DAR areas and recommend alternative approaches for regional travel; and
- Review recommendations from the last regional paratransit study (2008), what has been implemented and what should still be considered.

Section 2 describes current DAR services, including a description of the facilities, vehicles and technologies that are used to provide the service; service statistics; service standards and service performance; and service costs, cost performance and revenues.

Section 3 compares service and operating policies and procedures used by each DAR. It also presents policies used by peer transit agencies. Recommendations are then made for more consistent regional policies throughout the region.

Section 4 examines regional travel between DAR areas. It presents the results of a survey that asked riders about their experiences with regional travel. It also describes how selected peer agencies accommodate travel throughout their areas. Recommendations for improving regional travel in the Valley Metro area are then provided.

Section 5 discusses recommendations from the 2008 regional paratransit study that should still be considered, including travel training, reduced fare programs, taxi subsidy programs, centralizing call center functions, paratransit-to-fixed-route feeder service, and trip-by-trip DAR eligibility.

### 1.1 MEMBER AGENCIES AND PUBLIC PARTICIPATION

The information and recommendations in this plan were developed with the participation of Valley Metro member agencies and the public. Guidance was provided throughout by a Technical Working Group (TWG) comprised of representatives from each agency and each DAR operation. The TWG met seven times between October 2014 and December 2015. A list of the TWG members and a list of the dates of TWG meeting are provided in Appendix A.

Input and guidance was also provided by a Stakeholder Group comprised of riders, local service agency representatives and the public at large. The Stakeholder Group met three times between February 2015 and November 2015. Stakeholder Group members also participated in a public hearing on the final plan held in January 2016. A list of the individuals and organizations who were invited to participate as Stakeholders, as well as the summary notes of each Stakeholder meeting and the public hearing are provided in Appendix B.

Rider input was also obtained through a survey—part of which is described in Section 4.

## 1.2 SUPPORTING TECHNICAL MEMORANDA

Six technical memoranda were prepared during the study.

- **Technical Memorandum #1: Current Dial-A-Ride Services** contains a detailed description of each DAR service including operational design, facilities, fleet, policies and procedures, service statistics, costs, and funding.
- **Technical Memorandum #2: Status of 2008 Study Recommendations** reviews the recommendations made in the prior (2008) study and assesses the status of implementation of each recommendation.
- **Technical Memorandum #3: Comparison of Dial-A-Ride Policies and Practices** examines similarities and differences in the service and operating policies of each DAR.
- **Technical Memorandum #4: Peer System Policies and Procedures** documents policies established by 13 transit agencies that are considered peers to Valley Metro.
- **Technical Memorandum #5: Recommended Regional Dial-A-Ride Service Policies and Procedures** draws on the information in the first four memoranda to recommend consistent, regional policies and procedures for the DAR services in the Valley Metro region.
- **Technical Memorandum #6: Recommended Dial-A-Ride Transfer Policies and Procedures** describes how regional travel between DAR areas is currently provided and recommends more cost-effective and customer-oriented approaches.

In addition, a survey of DAR riders was conducted by Valley Metro and Westgroup Research. A detailed description of the survey and the responses received is contained in a report titled **2015 Dial-A-Ride Satisfaction Survey**.

This final report draws on the information and analysis contained in these technical memoranda and report.



## 2 CURRENT DAR SERVICES

Seven different DAR services are operated in the Valley Metro area. The services, communities which they cover, and administrating organizations are shown in Table 2-1. Figure 2-1 is a map of the seven DAR service areas.

Valley Metro administers the East Valley DAR service, which serves Chandler, Gilbert, Mesa, Scottsdale, and Tempe. Valley Metro also administers the Northwest Valley DAR, which serves El Mirage, Surprise, Youngtown, and unincorporated areas of Maricopa County, including Sun City and Sun City West in the Northwest Valley.

The City of Phoenix administers three of the DAR services. This includes Phoenix DAR, Paradise Valley DAR, and Southwest Valley DAR, which serves Avondale, Goodyear, Litchfield Park, and Tolleson.

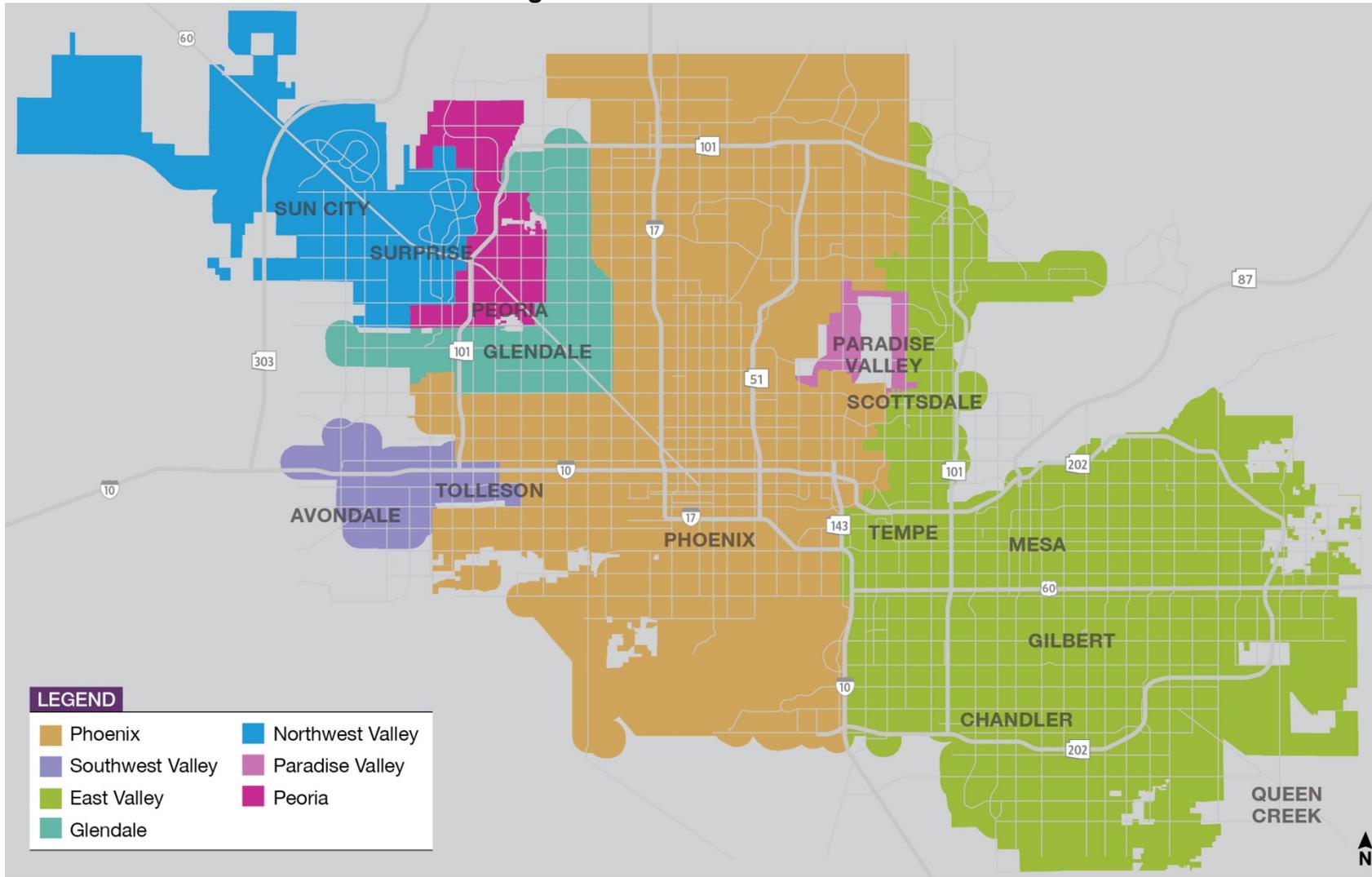
The Cities of Glendale and Peoria also administer DAR services—the Glendale DAR and the Peoria DAR.

**Table 2-1. Current DAR Services in the Valley Metro Area**

<b>DAR Service</b>	<b>Cities Served</b>	<b>Administering Organization</b>
East Valley DAR	Chandler, Gilbert, Mesa, Scottsdale, Tempe	Valley Metro
Northwest Valley DAR	El Mirage, Sun City, Sun City West, Surprise, Youngtown, and unincorporated areas of Maricopa County (including Sun City and Sun City West)	Valley Metro
Phoenix DAR	Phoenix	City of Phoenix
Paradise Valley DAR	Paradise Valley	City of Phoenix
Southwest Valley DAR	Avondale, Goodyear, Litchfield Park, and Tolleson	City of Phoenix
Glendale DAR	Glendale	City of Glendale
Peoria DAR	Peoria	City of Peoria

This section describes each of these DAR services. Information provided for each operation includes: general service design; facilities, fleet, and technologies used; service policies and procedures; service standards; and service statistics and costs. Information and statistics reflect Fall 2014 operations, when data was gathered and on-site visits conducted.

**Figure 2-1. DAR Service Areas**



## 2.1 EAST VALLEY AND NORTHWEST VALLEY DIAL-A-RIDES

Dial-A-Ride (DAR) services in the East Valley (EV) and Northwest Valley (NWV) are operated as coordinated sub-regional services. Both are administered by Valley Metro. Services in the EV cover Chandler, Gilbert, Mesa, Scottsdale, and Tempe. Services in the NWV cover El Mirage, Surprise, Youngtown, and the unincorporated communities of Sun City and Sun City West. DAR service is also provided, under the NWV contract, throughout the unincorporated areas of Maricopa County.

Following is a description of the service design; facilities, vehicles and technologies; service statistics and service performance; and costs and cost performance for these two DAR services. They are described together since they are operated by the same prime contractor and utilize many of the same facilities, vehicles, and technologies. Many of the service policies are also the same. Policy differences between the communities served are noted.

### **2.1.1 Service Design**

Valley Metro has two contracts with Total Transit to operate service in the EV DAR and NWV DAR areas. In the EV, the service is operated as a brokerage with Total Transit taking reservations, scheduling and dispatching trips, operating 75% of the service, and subcontractor the remaining 25%. In the NWV, Total Transit operates a turnkey contract and performs all functions. Valley Metro handles rider eligibility and oversees the contracts.

Both services are largely taxi-based operations. Total Transit, through a subsidiary (Discount Cab) provides taxi service throughout the region. DAR trips are integrated into this taxi operation. In the EV brokerage design, Total Transit also has subcontracts with other local companies that operate taxi or van services. Some trips are scheduled on vehicles operated by these subcontractors. In addition to Discount Cab, other subcontractors include:

- Apache Taxi
- AZ Southwest Shuttle
- Clean Air Cab
- MO MedTrans
- NetCor Transports

Valley Metro reimburses Total Transit monthly for services provided. Payment varies between EV and NW. EV includes a monthly fixed fee, pickup (per trip) payments for each trip provided to riders who use wheelchairs, and a mileage rate for each trip provided. NW includes a pick up (per trip) payment for ambulatory and non-ambulatory passengers as well as a mileage rate for each trip. Payment is based on revenue-miles

of service. Deadhead miles are not reimbursed. Total Transit then subcontracts using a variety of per trip and mileage rates.

Valley Metro also has agreements with each community that receives service. The agreements spell out the specific service to be provided. Communities are billed by Valley Metro for the services they receive. Billing in the EV includes a fixed fee to cover fixed costs (pro-rated based on the total cost of service), pickup (per trip) payment for riders who use wheelchairs and a charge per revenue-mile of service received. Billing in NWV includes a pick up (per trip) payment for ambulatory and non-ambulatory passengers and a charge per revenue mile of service received.

Valley Metro has a separate agreement to provide services in Paradise Valley and between Paradise Valley and the other DAR areas (see description of Phoenix, Southwest and Paradise Valley DAR Services).

Finally, Valley Metro has an agreement with Maricopa County for services provided in all unincorporated areas.

**2.1.2 Facilities**

Total Transit and its subsidiary—Discount Cab—are co-located at 4600 W. Camelback Rd. in Glendale. Another subsidiary of the company—Value Trans—also shares the facility. The 40,200 sq-ft facility houses the company administrative offices, the DAR and cab operations staff, and includes a large maintenance facility. The space for administration and operations is about 13,000 sq-ft. The maintenance area is about 27,200 sq-ft. The complex also includes considerable secured outdoor parking for DAR and taxi vehicles. The call and control center which handles both the EV and NWV DAR operations is located at 4600 W. Camelback Rd.

In addition to this main complex, Total Transit also utilizes a second facility to garage and



**Figure 2-2. Total Transit Main Facility Complex at 4600 W. Camelback Rd., Glendale**



**Figure 2-3. Maintenance Shop at Main Facility Complex**

maintain vehicles in the EV. This second garage is located at 2225 W. Main Street in Mesa. This second facility is 26,000 sq-ft in size, with 3,000 sq-ft of office space and 23,000 sq-ft of maintenance space. Secure outdoor parking is also available at this location. Driver training is provided at both locations.

Both the Camelback Road and W. Main Street land and facilities are owned by Total Transit.

The subcontractors also have administrative and operations facilities. The locations of these facilities and the types of service provided at each are:

- Apache Taxi: 820 N. McClintock St., Tempe (admin., operations, maintenance, garage)
- AZ Southwest Shuttle: 1865 E. Southern St., Mesa (admin., operations, garage—maintenance subbed out)
- Clean Air Cab: 1600 W. Main St., Mesa (admin., operations, maintenance, garage)
- MOMedTrans: 1811 Alma School Rd., Mesa (admin., operations, garage—maintenance done by vehicle dealer)
- Netcor Transports: 3311 E. Washington St., Phoenix (admin., operations, maintenance, garage)

### **2.1.3 Fleet**

There are a total of 1,124 vehicles available for EV and NWV DAR service. This includes 1,027 Total Transit/Discount Cab vehicles and 97 subcontractor vehicles. All vehicles are owned by Total Transit/Discount Cab and the subcontractors. Tables 2-2 and 2-3 provide breakdowns of the Total Transit/Discount Cab fleet by vehicle age and type. Tables 2-4 and 2-5 provide breakdowns of the subcontractor fleets by age and type.

**Table 2-2. Total Transit/Discount Cab EV and NWV DAR Fleet by Age**

<b>Model Year</b>	<b># of Vehicles</b>	<b>Model Year</b>	<b># of Vehicles</b>
1999	2	2008	162
2001	2	2009	143
2002	1	2010	354
2004	6	2011	70
2005	16	2012	66
2006	19	2013	98
2007	79	2014	9
		<b>TOTAL</b>	<b>1,027</b>

**Table 2-3. Total Transit/Discount Cab EV and NWV DAR Fleet by Type**

<b>Make/Model</b>	<b># of Vehicles</b>
Nissan Altima sedan	1
Ford Crown Victoria sedan	1
Ford E-350 van	11
Ford Freestar minivan	1
Mercury Grand Marquis sedan	1
Volkswagen Jetta sedan	8
Chevrolet Malibu sedan	4
Toyota Prius sedan	860
Toyota Sienna minivan	104
Chrysler Town & Country minivan	31
Ford Transit Connect van	5
<b>TOTAL</b>	<b>1,027</b>

The Total Transit/Discount Cab fleet is comprised of 875 sedans (mainly Toyota Prius'), 136 minivans, and 16 vans. Ninety-eight of the 1,027 Total Transit/Discount Cab vehicles, or about 9.5% of the fleet, are accessible. This includes 88 ramp-equipped Sienna minivans, five ramp-equipped Transit Connect vans, and three lift-equipped Ford E-350 vans. Some older vehicles are operated by Total Transit (28% of the fleet is five or more years old). Average fleet age is 4.4 years.

**Table 2-4. Subcontractor EV and NWV DAR Fleet by Age**

<b>Model Year</b>	<b># of Vehicles</b>				
	<b>Apache</b>	<b>AZ SW</b>	<b>Clean Air</b>	<b>MoMed</b>	<b>Netcor</b>
1999		1			
2000		1			
2001					
2002					
2003					1
2004	3				3
2005	12	2			1
2006	6	1			1
2007	4	1			1
2008	6	1			
2009					
2010			33		
2011			12		
2012			1	3	
2013				3	
<b>TOTAL</b>	<b>31</b>	<b>7</b>	<b>46</b>	<b>6</b>	<b>7</b>

**Table 2-5. Subcontractor EV and NWV DAR Fleet by Type**

Make/Model	# of Vehicles				
	Apache	AZ SW	Clean Air	MoMed	Netcor
Toyota Prius	31		46		
Ford E-150 van					6
Ford E-250 van		1			1
Ford E-350 van		1			
Dodge 3500 van					
Dodge Sprinter van					
Chevrolet Venture minivan		1			
Nissan Quest minivan		1			
Dodge Caravan minivan		3			
KIA Soul sedan				2	
Ford Transit Connect van				3	
Nissan NV-2500 van				1	
<b>TOTAL</b>	<b>31</b>	<b>7</b>	<b>46</b>	<b>6</b>	<b>7</b>

The subcontractor fleet is comprised of 79 sedans (mainly Toyota Prius'), 5 minivans, and 13 vans. Fifteen of the 97 subcontractor vehicles, or 15% of the subcontractor fleet, are accessible. This includes 10 lift-equipped vans (operated by AZ SW, MoMed, and Netcor); three ramp-equipped vans (MoMed); and two ramp-equipped minivans (AZ SW). None of the vehicles operated by the two largest subcontractors (Apache and Clean Air) are accessible. A number of older vehicles are operated by the subcontractors (46% of the fleet is five or more years old). Average fleet age is 5.8 years.

With 98 accessible vehicles operated by Total Transit/Discount Cab, plus 15 operated by subcontractors, this means that 10% of the total fleet of 1,124 vehicles is accessible. Most accessible vehicles also only accommodate one rider who is using a wheelchair. If two riders who use wheelchair request to travel together, they often must be scheduled on separate vehicles.

#### **2.1.4 Technologies**

Total Transit has developed its own trip reservation system, called the Trip Entry System (TES). The system stores information about trip requests entered by reservationists. It does not include a scheduling algorithm or scheduling capability.

Once trips are in the TES system, Total Transit schedulers use a feature of the software, called Trip Manager, to assign trips to subcontractors. The Trip Manager software considers each subcontractor capacity as well as cost to make assignments. The contract between Valley Metro and Total Transit calls for at least 25% of trips to be subcontracted. In FY 2014, Total Transit was subcontracting about 33% of the DAR trips. Trip Manager is also used by schedulers to look for grouping possibilities.

Trips not sent to subcontractors are assigned to Discount Cab. The TES system interfaces with Cab Mate, a state-of-the-art taxi dispatch system. Trips assigned to Discount Cab are downloaded to Cab Mate for same-day dispatching to drivers.

Total Transit vehicles are also equipped with mobile data terminals (MDTs) and automatic vehicle location (AVL) technology. For voice communication, drivers typically use cell phones.

The larger subcontractors (Apache and Clean Air) have taxi dispatch software—either Cab Mate or Mobile Knowledge, another taxi dispatch system. They also have MDTs.

Two of the smaller subcontractors (NetCor and MOMed) use a basic product available from Trapeze to create and manage vehicle runs. The other small subcontractors (AZ SW and Personal) operate with paper manifests and two-way voice communications.

Total Transit has a state-of-the-art automatic call distribution (ACD) telephone system. They also have interactive voice response (IVR) technology. However, the IVR system is currently not used to make either reminder calls the night before or same-day call-outs. Night reminder calls are made manually. Same-day call-outs are also done manually by dispatchers as needed.

### **2.1.5 Service Statistics**

Table 2-6 provides service statistics for the EV and NWV DARs for FY 2014 (July 2013 through June 2014).

**Table 2-6. EV and NWV Service Statistics, FY 2014**

	<b>EV DAR</b>	<b>NWV DAR</b>
<b>Trips scheduled</b>	324,656	87,548
<b>Cancellations</b>	35,661	3,973
<b>No-shows</b>	5,375	1,779
<b>Missed Trips (1)</b>	137	56
<b>Trips Provided (Eligible Riders)</b>	283,483	81,740
<b>PCAs and Companions (&amp; “Kids”)</b>	33,135	NA
<b>Total Passengers</b>	316,618	81,740
<b>Total Vehicle Hours</b>	NA	NA
<b>Revenue-Hours</b>	89,275	18,054
<b>Total Vehicle Miles</b>	NA	NA
<b>Revenue-Miles (“Billed”)</b>	2,530,165	589,846

*(1) Missed trips are defined as trips that are not taken where vehicles arrived late, not at all, or where drivers did not wait the required 5 minutes before leaving.*

In the EV, a total of 283,483 eligible rider trips were provided. An additional 33,135 companions and PCAs were transported. Total passenger trips were therefore 316,618. A total of 89,275 revenue-hours were reported. Total revenue-miles (“billed” miles) were 2,530,165.

In the NWV, a total of 81,740 eligible rider trips were provided. Companions and PCAs were not tracked prior to FY 2015, so the total passenger trips are considered to be 81,740. A total of 18,054 revenue-hours were reported. Total revenue-miles (“billed” miles) were 589,846.

Note that since the EV and NWV DARs are taxi-based operations, total vehicle-hours and total vehicle-miles are not tracked or reported. Taxi-based operations typically only record miles and hours when riders are on-board.

### **2.1.6 Service Standards and Performance**

Following is a description of the standards and performance for the EV and NWV DAR services. The same standards are applied to both services. Reported performance is for the combined services.

#### ***Service Capacity and Trip Denials***

The standard is to have enough capacity to meet all eligible ADA trip requests and to have no trip denials. Reports for FY 2014 indicate no trip denials.

As noted above, trip caps sometimes apply to non-ADA service. Non-ADA trip denials are not tracked, however.

#### ***On-time Performance***

An acceptable performance range is identified by Valley Metro. This range is to have between 93% and 95% of trips picked up on time or early. Under 93%, the contract with Total Transit calls for a monthly disincentive to be applied. Above 95%, a monthly incentive payment is provided.

For FY 2014, the reported on-time pickup performance was 98.1%.

Valley Metro has not set a standard or goal for on-time drop-offs. And as noted above, appointment times are not typically recorded by Total Transit in the TES reservation system.

### ***Travel Time***

The standard is for no more than 1% of DAR trips to have travel times greater than travel times for similar trips made on the fixed route system. Periodically, staff pull a sample of trips and compare travel times to fixed route. Staff reported that these reviews typically indicate that travel times for intra-region trips are comparable and often less than fixed route travel times. Interregional trips are often longer (see Section 4).

### ***Phone Holds***

Valley Metro has not established a telephone hold time standard. However, hold time information is captured by the phone system used and reports can be generated. Valley Metro is working with Total Transit on telephone hold time reporting.

### ***Complaints***

The standard is to have less than 2.0 complaints per 1,000 DAR trips completed. In FY 2014, reports indicate a complaint rate of 1.07 complaints per 1,000 trips completed.

### ***Breakdowns***

Valley Metro has not established a standard or goal for this performance category.

### ***Accidents***

The standard is to have no more than 1.49 preventable accidents per 100,000 miles of service. In FY 2014, there were 0.98 preventable accidents per 100,000 miles of service.

### ***Productivity***

Currently, Valley Metro does not have a goal or standard for productivity. In FY 2014, the productivity was 3.55 trips per revenue-hour for the EV DAR and 4.53 for the NWV DAR. Note that productivity is overstated in taxi-based operations and is not directly comparable to other types of operations since taxis only report on-board time. Other types of operations calculate revenue-hours as first pickup to last drop-off minus breaks, which does include time traveling empty to and from pickups and drop-offs.

## **2.1.7 Costs and Cost Performance**

Following are reported costs, cost performance and revenues for FY 2014.

## Costs

Tables 2-7 and 2-8 provide administrative, operating and capital costs for FY 2014. Note that fuel and capital costs are included in the contractor variable costs. Also, fixed costs are included in variable costs in the NWV.

**Table 2-7. EV DAR Costs, FY 2014**

<b>Cost</b>	<b>Amount</b>
VM Administrative Costs (1)	\$215,807
Contractor Fixed Cost	\$521,844
Contractor Variable Costs	\$6,671,733
Fuel Costs	Included
<b>Sub-total Admin and Ops Costs</b>	<b>\$7,409,384</b>
Capital Costs	Included
<b>Total Costs</b>	<b>\$7,409,384</b>

(1) Estimated as 3% of operating costs

**Table 2-8. NWV DAR Costs, FY 2014**

<b>Cost</b>	<b>Amount</b>
VM Administrative Costs (1)	\$56,483
Contractor Fixed Cost	Included
Contractor Variable Costs	\$1,882,773
Fuel Costs	Included
<b>Sub-total Admin and Ops Costs</b>	<b>\$1,939,256</b>
Capital Costs	Included
<b>Total Costs</b>	<b>\$1,939,256</b>

(1) Estimated as 3% of operating costs

## Cost Performance

Tables 2-9 and 2-10 provide key cost performance information for the EV and NWV DAR services. Note that measures related to operating cost are overstated since capital costs are included. Also, measures related to vehicle-hours and vehicles-miles are overstated since, as noted above, only on-board miles and hours are recorded.

## Revenues

In FY 2014, revenues totaled \$10,220,535. This included \$6,619,213 in Public Transportation Funds (PTF)—the transit portion of a county-wide transportation sales tax, \$391,652 in New Freedom funding, \$383,019 in Local Transportation Assistance Fund (LTAF) funding, \$1,690,987 in member city contributions and \$1,135,664 in farebox revenue.

**Table 2-9. EV DAR Cost Performance, FY 2014**

<b>Measure</b>	<b>Performance</b>
Operating cost per eligible passenger trip	\$26.14
Total cost per eligible passenger trip	\$26.14
Operating cost per total vehicle hour	NA
Total cost per total vehicle hour	NA
Operating cost per vehicle-revenue-hour	\$83.00
Total cost per vehicle-revenue-hour	\$83.00
Operating cost per total vehicle mile	NA
Total cost per total vehicle mile	NA
Operating cost per vehicle-revenue-mile	\$2.93
Total cost per vehicle-revenue-mile	\$2.93

**Table 2-10. NWV DAR Cost Performance, FY 2014**

<b>Measure</b>	<b>Performance</b>
Operating cost per eligible passenger trip	\$23.72
Total cost per eligible passenger trip	\$23.72
Operating cost per total vehicle hour	NA
Total cost per total vehicle hour	NA
Operating cost per vehicle-revenue-hour	\$107.41
Total cost per vehicle-revenue-hour	\$107.41
Operating cost per total vehicle mile	NA
Total cost per total vehicle mile	NA
Operating cost per vehicle-revenue-mile	\$3.29
Total cost per vehicle-revenue-mile	\$3.29

## **2.2 PHOENIX, SOUTHWEST VALLEY, AND PARADISE VALLEY DIAL-A-RIDES**

Dial-A-Ride (DAR) services in Phoenix, the Southwest Valley (Avondale, Goodyear, Litchfield and Tolleson) and Paradise Valley are operated together and are coordinated by the City of Phoenix. Following is a description of the service design; facilities, vehicles and technologies; service statistics and service performance; and costs and cost performance. All three DAR programs are operated using the same facilities and equipment. In many cases, the same policies have also been adopted by all three programs. Where differences exist, they are noted.

### **2.2.1 Service Design**

The City of Phoenix has a turnkey contract with MV Transportation for operation of the Phoenix, Southwest Valley (SWV), and Paradise Valley (PV) DAR services. MV does reservations, scheduling, dispatch, vehicle operation and vehicle maintenance. The City pays MV monthly for budgeted fixed costs plus variable costs per vehicle-revenue-hour of service provided. Invoiced costs are adjusted for various incentives and disincentives in the contract. Staff at the City oversee and manage the contractor.

The City has an intergovernmental agreement with the City of Avondale to provide DAR service in the Southwest Valley. Avondale administers the agreement for other communities in the Southwest Valley (Goodyear, Litchfield and Tolleson). Phoenix provides service data and invoices Avondale annually. Avondale then has funding agreements with the other communities.

The City of Phoenix also has an agreement with Valley Metro to provide service in the City of Paradise Valley. Phoenix provides trips within Paradise Valley and to/from Phoenix. East Valley DAR provides service between Paradise Valley and the East Valley communities.

MV Transportation integrates service in all three areas. Any vehicles in the fleet can provide trips in Phoenix, the Southwest Valley or Paradise Valley.

### **2.2.2 Facilities**

All three DAR programs are operated out of facilities located at 1001 S. 4<sup>th</sup> St. in Phoenix. The complex includes three buildings: a maintenance shop and wash bay; an administration and operations center for Phoenix DAR; and an administration and operations center for other transportation services managed by MV for the City, including Senior Cab, ADA Cab and Senior Center Shuttle services.

The maintenance facility is 8,400 sq-ft and has four lifts and one wash bay. MV Transportation performs preventive maintenance, heavy engine repairs and tire service from this facility. Body work is done by a subcontractor and warranty work is done by local chassis dealers.



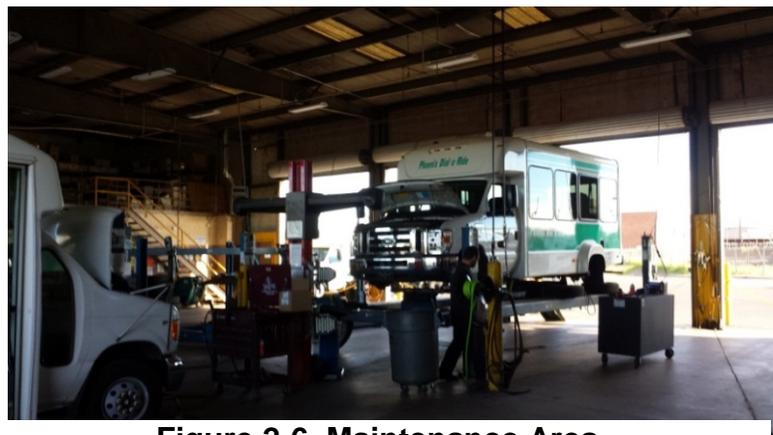
**Figure 2-4. Phoenix, SWV and PV DAR Administrative and Operations Building**

The DAR administrative and operations facility is 5,120 sq-ft and houses reservations on the first floor, scheduling and dispatch on the second floor, and administrative offices on the third floor. The administrative and operations facility for other City transportation services is 4,080 sq-ft. These other transportation services are operated out of offices located on the second floor. MV subleases the first floor to another company.



**Figure 2-5. Maintenance Building**

The property has outdoor fenced and secure parking for all DAR vehicles and a separate 29,000 sq-ft employee parking area. The property also includes a warehouse and 28 loading bays that MV also subleases to a trucking company to lower facility costs.



**Figure 2-6. Maintenance Area**

MV has operated Phoenix, SWV and PV DAR out of this facility since 2001.

### 2.2.3 Fleet

The combined DAR fleet consists of 125 City of Phoenix-owned body-on-chassis minibuses. All vehicles are built on Ford E-350 gas engine chassis and all are lift-equipped. Table 2-11 shows the number of vehicles by model year.

**Table 2-11. Phoenix DAR Fleet Age**

Model Year	# of Vehicles
2007	7
2008	13
2009	25
2010	21
2013	59
TOTAL	125

At the time of the site visit, the City was taking delivery of 25 new 2014 model year vehicles. These will replace the seven 2007 vehicles and 18 of the 2009 vehicles. When the 2014s are in service, the average fleet age will be 2.0 years. Additional planned capital replacement is as follows:

- FY 2015 20 vehicles
- FY 2016 21 vehicles
- FY 2017 no replacements planned
- FY 2018 30 vehicles

All vehicles have mid-vehicle lifts, rather than rear-door lifts, which allows riders who use wheelchairs to be seated behind the driver and in the middle of the vehicle. This provides a smoother ride than if the securement areas were behind the rear axle. It also allows either rider using a wheelchair to board and alight without having to first de-board the other person using a wheelchair (typically encountered in rear-door lift designs). The City of Phoenix also chose to not include flip seats in the wheelchair securement area directly across from the lift, which provides for more aisle space and securement space. With this interior design, vehicles accommodate either seven ambulatory riders plus one rider using a wheelchair, or five ambulatory riders and two riders using wheelchairs.



**Figure 2-7. Phoenix, SWV and PV DAR Vehicle**

## 2.2.4 Technologies

The City of Phoenix uses Trapeze PASS Version 13.7 software for reservations, scheduling, dispatch, and information management. The software is owned by the City and made available to MV under the operating contract.

The City also has equipped all vehicles with Xerox (formerly Orbital) mobile data terminals (MDTs) and automatic vehicle location (AVL) systems.

The City does not currently use interactive voice response (IVR) technology in its DAR operations.

## 2.2.5 Service Statistics

Table 2-12 provides service statistics for Phoenix DAR, SW DAR, and Paradise Valley DAR for FY 2014 (July 2013 through June 2014). Note that some statistics are kept for all three services combined and some are recorded separately for each service. Also note that cancellations and no-shows are only recorded for Phoenix DAR. PCAs and companions are also only recorded for Phoenix DAR and are separated in service statistics. Missed trips are not included in regular service reports.

**Table 2-12. Phoenix DAR, SW DAR and PV DAR Service Statistics, FY 2014**

	Phoenix DAR	SW DAR	PV DAR	TOTALS
<b>Trips scheduled</b>	442,432	NA	NA	NA
<b>Cancellations</b>	96,989	NA	NA	NA
<b>No-shows</b>	27,427	NA	NA	NA
<b>Missed Trips (1)</b>	NA	NA	NA	NA
<b>Trips Provided (Eligible Riders)</b>	318,016	9,438	716	328,170
<b>PCAs and Companions</b>	19,160	NA	NA	NA
<b>Total Passengers</b>	337,176	NA	NA	NA
<b>Total Vehicle Hours</b>	Included in total	Included in total	Included in total	321,940
<b>Revenue-Hours</b>	259,409.3	2,838.09	211.61	262,459
<b>Total Vehicle Miles</b>	Included in total	Included in total	Included in total	4,395,878
<b>Revenue-Miles</b>	3,640,265.6	66,357.86	4,026.6	3,710,650

*(1) In FY 2014, missed trips were considered to be trips performed 91+ minutes late and there were 175 such trips (0.05% of total trips provided). In FY2015, missed trips have been more appropriately redefined to be trips not performed where the vehicle arrived late or did not wait the required 5 minutes.*

## **2.2.6 Service Standards and Performance**

Following is a description of the standards and performance for the Phoenix DAR, SW DAR and PV DAR services. The same service standards are applied to all three services. Reported performance is for the combined services.

### ***Service Capacity and Trip Denials***

The standard is to have enough capacity to meet all eligible ADA trip requests and to have no trip denials. Performance Reports for FY 2014 indicate no trip denials.

### ***On-time Performance***

The standard is to have at least 90% of pickups performed within the 30-minute on-time window. For drop-offs, the standard is to have at least 90% of drop-offs performed on or before the stated appointment time.

For FY 2014, the reported on-time pickup performance was 91.85%. Drop-off performance was 97.26%. All early drop-offs are counted in the drop-off performance.

### ***Travel Time***

The standard is for DAR trips to be comparable to travel times for similar trips taken on the fixed route system. There is no percentage goal associated with the standard. Periodically, staff pull a sample of trips and compare travel times to fixed route. Staff reported that these reviews typically indicate that DAR travel times are comparable and often less than fixed route travel times.

### ***Phone Holds***

The standard is for no more than 10% of calls within a 60-minute call period to be on hold for more than 300 seconds (5 minutes). In FY 2014, 94.21% of calls had hold times of 5 minutes or less.

### ***Complaints***

The standard is to have less than three complaints per 1,000 DAR trips completed. In FY 2014, reports indicate a complaint rate of 0.64 complaints per 1,000 trips completed.

### **Breakdowns**

The standard is to have less than 17.5 “service interruptions” per 100,000 miles of service. In FY 2014, there were 9.79 service interruptions per 100,000 miles of service.

### **Accidents**

The standard is to have no more than 1.5 preventable accidents per 100,000 miles of service. In FY 2014, there were 0.57 preventable accidents per 100,000 miles of service.

### **Productivity**

The goal is to provide at least 1.3 passengers (trips plus PCAs and companions) per vehicle-revenue-hour. In FY 2014, the productivity was 1.32 passengers per vehicle-revenue-hour. Note that this performance is slightly understated as PCAs and companions are not counted for the SWV and PV DAR services. If PCAs and companions were counted in the SWV and PV, the number of passengers would be slightly higher and the productivity would be slightly higher.

### **2.2.7 Costs and Cost Performance**

Costs are recorded for all three services combined. Following are reported costs, cost performance and revenues for FY 2014.

#### **Costs**

Table 2-13 provides administrative, operating and capital costs for FY 2014. Note that operating costs include the amount paid to the contractor plus fuel, which is provided and paid for separately by the City of Phoenix.

Capital costs are estimated as follows: With a total fleet of 125 vehicles and an average useful life of five years, 25 vehicles per year must be provided. Average cost per vehicle is \$60,000, so capital cost per year is \$1,500,000.

**Table 2-13. Phoenix, SW and PV DAR Costs, FY 2014**

<b>Cost</b>	<b>Amount</b>
Administrative Costs	\$220,271
Contractor Costs	\$13,329,470
Fuel Costs	\$2,117,453
<b>Sub-total Admin and Ops Costs</b>	<b>15,667,194</b>
Capital Costs	1,500,000
<b>Total Costs</b>	<b>\$17,167,194</b>

## **Cost Performance**

Table 2-14 provides key cost performance information for the combined Phoenix, SWV and PV DAR services.

**Table 2-14. Phoenix, SW and PV DAR Cost Performance, FY 2014**

<b>Measure</b>	<b>Performance</b>
Operating cost per eligible passenger trip	\$47.74
Total cost per eligible passenger trip	\$52.31
Operating cost per total vehicle hour	\$48.66
Total cost per total vehicle hour	\$53.32
Operating cost per vehicle-revenue-hour	\$59.69
Total cost per vehicle-revenue-hour	\$65.41
Operating cost per total vehicle mile	\$3.56
Total cost per total vehicle mile	\$3.90
Operating cost per vehicle-revenue-mile	\$4.22
Total cost per vehicle-revenue-mile	\$4.63

## **Revenues**

In FY 2014, revenues totaled \$17,247,570. This included \$14,164,625 in PTF funding, \$2,097,576 in T2000 funding, and \$985,369 in farebox revenue.

## 2.3 GLENDALE DIAL-A-RIDE

Following is a description of the Glendale Dial-A-Ride (DAR) service, including information about the service design; facilities, vehicles and technology; service statistics and service performance; and service costs and cost performance.

### 2.3.1 Service Design

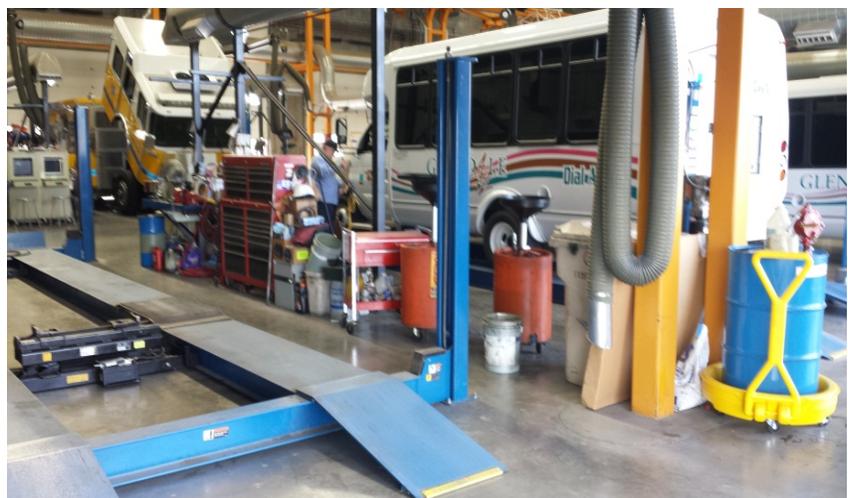
Glendale DAR is managed by the City's Transportation Division of the Public Works Department. Service is operated in-house. Transit staff take and schedule trip requests, and dispatch vehicles operated by Transit Department drivers. Most vehicle maintenance is also performed in-house.

The City of Glendale, through the Transportation Division, also provides a taxi voucher program that supplements the DAR. Known as the Taxi Voucher Program, it provides transportation for ongoing medical treatment. In FY 2014, a total of 7,378 trips were subsidized.

### 2.3.2 Facilities

Services are operated out of City-owned facilities located at 6210 W. Myrtle Ave., Building 5, in Glendale. The DAR operation is co-located with many other City services housed at this address.

Office space for the administrative and operations staff is about 4,200 sq-ft. A large maintenance facility which services all City vehicles, including the DAR vehicles, is also part of the complex. The maintenance facility includes on-site fueling and vehicle washing. All preventive maintenance and most repairs are done in-house. The complex is fenced and gated which provides secure outdoor parking for DAR vehicles.



**Figure 2-8. Glendale Maintenance Facility**

### 2.3.3 Fleet

The DAR fleet consists of 21 body-on-chassis minibuses, all with wheelchair lifts. Most minibuses have a similar seating plan, can accommodate up to 12 ambulatory passengers, and have securement locations for up to three riders using wheelchairs. Forward-facing flip seats are used in securement areas to maximize ambulatory seating if securement locations are not in use. Figure 2-9 shows a typical minibuss and Figure 2-10 shows the interior layout.



**Figure 2-9. Glendale DAR Vehicle**



**Figure 2-10. Interior Layout of Glendale DAR Vehicle**

Table 2-15 provides information about the fleet at the time of the on-site visit in November 2014. The fleet includes one older 2005 vehicle, but with relatively low mileage (38,379), that was transferred from the Parks and Recreation Department; five 2008 model year vehicles; four model year 2009 vehicles; three 2013 vehicles; and seven 2013 vehicles. Twelve of the vehicles are diesel-powered, six are gas-powered, and three of the newer 2013s run on propane. Mileage at the time of the on-site visit ranged from 11,617 to 155,168.

A fleet replacement plan through 2035 was provided by DAR staff. It shows five replacements in 2014/15, three in 2016, 11 in 2018, five in 2019, and three in 2021. Similar replacements of between three and 11 vehicles per year are then planned through 2035. The plan does not include any expansion vehicles for the DAR service.

**Table 2-15. Glendale DAR Fleet**

# of vehicles	Model Year	Fuel	Accessible
1	2005	Gas	Yes
5	2008	Diesel	Yes
4	2009	Diesel	Yes
3	2011	Diesel	Yes
5	2013	Gas	Yes
3	2013	Propane	Yes

### 2.3.4 Technologies

Glendale DAR uses Trapeze reservations, scheduling and dispatching software (Version 11). Vehicles are equipped with 800 MHz two-way voice radios. Vehicles are also equipped with mobile data terminals (MDTs) and automatic vehicle location (AVL) technology.

An automatic call distribution (ACD) phone system is used for reservations and customer service. Interactive voice response (IVR) technology is not currently incorporated into the phone system.

### 2.3.5 Service Statistics

Table 2-16 provides service statistics for Glendale DAR for FY 2014 (July 2013 through June 2014). A total of 72,396 eligible rider trips were provided. PCAs and companions accounted for another 5,896 trips. So total unduplicated passenger trips (eligible riders plus PCAs and companions) totaled 78,292. ADA trips accounted for 28.5% of these unduplicated passenger trips (22,303), while non-ADA trips were 71.5% of the total (55,989).



**Figure 2-11. Glendale Operations Center**

**Table 2-16. Glendale DAR Service Statistics, FY 2014**

<b>Trips Requested</b>	<b>87,831</b>
<i>ADA Denials</i>	<i>0</i>
<i>Non-ADA Denials</i>	<i>NA</i>
<b>Trips scheduled</b>	<b>87,831</b>
<b>Cancellations</b>	<b>12,337</b>
<b>No-shows</b>	<b>3,083</b>
<b>Missed Trips (ADA)</b>	<b>15</b>
<b>Trips Provided (Eligible Riders)</b>	<b>72,396</b>
<b>PCAs and Companions</b>	<b>5,896</b>
<b>Total Undup. Pass. Trips (UTPs)</b>	<b>78,292</b>
<i>ADA UTPs</i>	<i>22,303</i>
<i>Non-ADA UTPs</i>	<i>55,989</i>
<i>Minibus Trips</i>	<i>NA</i>
<i>Taxied Trips</i>	<i>NA</i>
<b>Total Vehicle Hours</b>	<b>30,903</b>
<b>Revenue-Hours</b>	<b>28,041</b>
<b>Total Vehicle Miles</b>	<b>373,519</b>
<b>Revenue-Miles</b>	<b>352,780</b>

*(1) Missed trips are defined as trips that are not performed where the vehicle arrive late, did not arrive at the correct pickup location, or did not wait the required two minutes within the 30-minute pickup window.*

### **2.3.6 Service Standards and Performance**

#### ***On-time Performance***

The goal of Glendale DAR is to have at least 95% of pickups performed within the 30-minute on-time window (or early). A goal for on-time drop-offs has not been established.

In FY 2014, pickups were on-time or early 97.2% of the time.

#### ***Travel Time***

The goal for travel time is that all trips have an on-board ride time of 60 minutes or less. No performance standard (e.g., 95% less than 60 minutes) has been established.

In FY 2014, 98.3% of all trips had on-board ride times of 60 minutes or less.

#### ***Phone Holds***

Glendale has established an overall goal for telephone hold times of 3 minutes or less. In FY 2014 the average queue time was 4 minutes and 24 seconds.

### **Complaints**

Zero validated complaints is the goal of Glendale Dial-A-Ride.

In FY 2014, there were 25 valid complaints. This translates to a complaint rate of 0.31 per 1,000 eligible rider trips (ADA and Non-ADA) provided.

### **Breakdowns**

Glendale Dial-A-Ride's goal is no breakdowns.

In FY 2014, there were 24 in-service breakdowns. This translates to a breakdown rate of 6.2 per 100,000 total vehicle miles.

### **Accidents**

No formal standard or goal has been established for accidents, but accidents are rare.

No accidents were recorded In FY 2014.

### **Productivity**

The goal for productivity (total passenger trips per revenue-hour) is 3 passengers per vehicle-revenue hour.

In FY 2014, productivity was 2.79 total passengers per vehicle-revenue-hour (78,292 divided by 28,041).

### **2.3.7 Costs and Cost Performance**

Following are reported costs, cost performance and revenues for FY 2014.

#### **Costs**

Table 2-17 provides costs for the Glendale DAR service for FY 2014. Administrative and operating costs are actuals and were \$2,302,706 in FY 2014. Indirect costs for various City support services are also actuals and totaled \$390,000.

Capital costs are estimated as follows: 21 total vehicles with an estimated five year useful life requires 4.2 replacements per year at \$60,000 estimated per vehicle (so, 4.2 times \$60,000 = \$252,000).

Total estimated costs for FY 2014 were therefore \$2,944,706.

**Table 2-17. Glendale DAR Costs, FY 2014**

<b>Cost</b>	<b>Amount</b>
Direct Admin and Operations Costs	\$2,302,706
Indirect Costs	\$390,000
<b>Sub-total (Admin and Cost Costs)</b>	<b>\$2,692,706</b>
Capital Costs (est.)	\$252,000
<b>Total Costs</b>	<b>\$2,944,706</b>

### **Cost Performance**

Table 2-18 provides key cost performance information for the Glendale DAR service for FY 2014.

**Table 2-18. Glendale DAR Cost Performance, FY 2014**

<b>Measure</b>	<b>Performance</b>
Operating cost per eligible rider trip	\$37.19
Total cost per eligible rider trip	\$40.67
Operating cost per total vehicle hour	\$87.13
Total cost per total vehicle hour	\$95.29
Operating cost per vehicle-revenue-hour	\$96.03
Total cost per vehicle-revenue-hour	\$105.01
Operating cost per total vehicle mile	\$7.21
Total cost per total vehicle mile	\$7.88
Operating cost per vehicle-revenue-mile	\$7.63
Total cost per vehicle-revenue-mile	\$8.35

### **Revenues**

In FY 2014, revenues included \$75,588 in farebox receipts, \$700,000 in PTF funding, and \$1,600,000 in local sales tax funding. No federal 5310-New Freedom funding or Arizona Lottery funding was applied to the Glendale DAR service.

## 2.4 PEORIA DIAL-A-RIDE

Following is a description of the Peoria Dial-A-Ride (DAR) service, including information about the service design; facilities, vehicles and technology; service statistics and service performance; and service costs and cost performance.

### 2.4.1 Service Design

Peoria DAR is managed by the City's Transit Division. Service is operated in-house, with supplemental taxi service as needed. Transit Division employees take and schedule trip requests, and dispatch vehicles operated by Transit Division drivers. Most vehicle maintenance is also performed in-house.

Trips that are not scheduled and provided on Transit Division vehicles are forwarded to Total Transit and provided on taxi vehicles. The City of Peoria has a subcontract with Valley Metro for supplemental taxi service. Valley Metro in turn contracts with Total Transit for the provision of this portion of the service.

In general, taxis are used to provide trips in lower density areas, generally trips north of Bell Road in Peoria. Taxis are also used for trips in other areas that cannot be efficiently scheduled onto City-owned and operated vehicles.

In FY 2014, an average of 689 trips was provided by taxi each month. This was about 25% of the total service provided per month.

### 2.4.2 Facilities

Services are operated out of City-owned facilities located at 8850 N. 79<sup>th</sup> Ave. in Peoria. The DAR operation is co-located with many other City services housed at this address.

Office space for the administrative and operations staff is about 2,000 sq-ft in size. A large maintenance facility which services all City vehicles, including the DAR vehicles, is also part of the complex. The maintenance facility includes on-site fueling and vehicle washing. All



**Figure 2-12. Peoria DAR Administrative and Operations Building**

preventive maintenance and most repairs are done in-house. The complex is fenced and gated which provides secure outdoor parking for DAR vehicles.

### **2.4.3 Fleet**

The DAR fleet consists of six body-on-chassis minibuses, all with wheelchair lifts. All body-on-chassis minibuses have a similar seating plan, can accommodate up to 14 ambulatory passengers, and have securement locations for up to three riders using wheelchairs.

At the time of the review, the fleet consisted of four 2009 vehicles and two 2013 vehicles. The capital replacement plan (2015 through 2017) calls for two of the 2009 vehicles to be replaced in 2015, and the remaining two 2009 vehicles to be replaced in 2016. No vehicle replacement is scheduled for 2017.

On a typical weekday, five minibuses are scheduled for service and one is held out as a spare.

There is also one ramp-equipped minivan used for on-road supervision and responses to breakdowns and other incidents.

### **2.4.4 Technologies**

Peoria DAR uses Trapeze reservations, scheduling and dispatching software (Version 12). Vehicles are equipped with two-way radios and drivers also have hand-held radios



**Figure 2-12. Maintenance Building at Peoria City Complex**



**Figure 2-14. Peoria DAR Vehicle**

for use when out of the vehicle. Vehicles are not equipped with mobile data terminals (MDTs) or automatic vehicle location (AVL) technology.

An Automatic call distribution (ACD) phone system is used for reservations and customer service. Interactive voice response (IVR) technology is not currently incorporated into the phone system.

### **2.4.5 Service Statistics**

Table 2-19 provides service statistics for Peoria DAR for FY 2014 (July 2013 through June 2014). A total of 33,308 eligible rider trips were provided. ADA trips accounted for only 2.6% of these (887), while non-ADA trips were 97.4% of the total (32,431). In-house operated minibuses provided 25,037 eligible rider trips (75.2% of the total), while taxis provided 24.8% of the total (8,271).

PCAs and companions accounted for another 1,491 trips. So total passengers (eligible riders plus PCAs and companions) totaled 34,799.

**Table 2-19. Peoria DAR Service Statistics, FY 2014**

<b>Trips Requested</b>	<b>41,522</b>
<i>ADA Denials</i>	<i>0</i>
<i>Non-ADA Denials</i>	<i>1,195</i>
<b>Trips scheduled</b>	<b>41,327</b>
<b>Cancellations</b>	<b>7,494</b>
<b>No-shows</b>	<b>525</b>
<b>Missed Trips (1)</b>	<b>0</b>
<b>Trips Provided (Eligible Riders)</b>	<b>33,308</b>
<i>ADA Trips</i>	<i>877 (2.6%)</i>
<i>Non-ADA Trips</i>	<i>32,431 (97.4%)</i>
<i>Minibus Trips</i>	<i>25,037 (75.2%)</i>
<i>Taxied Trips</i>	<i>8,271 (24.8%)</i>
<b>PCAs and Companions</b>	<b>1,491</b>
<b>Total Passengers</b>	<b>34,799</b>
<b>Total Vehicle Hours (Minibuses)</b>	<b>7,727.6</b>
<b>Revenue-Hours (Minibuses)</b>	<b>6,907.7</b>
<b>Total Vehicle Miles (Minibuses)</b>	<b>107,137</b>
<b>Revenue-Miles (Minibuses)</b>	<b>100,075</b>
<b>Revenue-Miles (Taxi)</b>	<b>64,244</b>
<b>Total Revenue-Miles (All Service)</b>	<b>164,319</b>

*(1) Missed trips are not defined or tracked by Peoria DAR. All trips not taken as scheduled (and not cancelled) are recorded as no-shows. This includes trips not taken when vehicles arrive on-time as well as when vehicles arrive late.*

Note that the taxi subcontractor only reports revenue-miles of service. The revenue-hours of taxi service are not reported or tracked by Peoria. Similarly, the taxi

subcontractor does not track deadhead miles or hours, so total miles and total vehicle hours of taxi service are not provided in Table 2-19.

## **2.4.6 Service Standards and Performance**

### ***On-time Performance***

The goal of Peoria DAR is to have at least 98% of pickups performed within the 40-minute on-time window. Since trips are not booked by appointment time and appointment times are not noted, there is no corresponding goal for on-time drop-offs.

The FY 2014 Transit Metrics Report for the Peoria DAR service indicated that the in-house minibuses were on time about 96% of the time. Subcontracted taxi service was reported to be on-time for pickups about 94% of the time.

### ***Travel Time***

The goal for travel time is that all trips have an on-board ride time of 45 minutes or less. Actual travel times are not included in the Transit Metrics report.

### ***Phone Holds***

Peoria DAR has not established a standard or goal for telephone hold times. Telephone hold times appear to be minimal, though. A sample ACD report for the period from July 1, 2014 through November 14, 2014 was run while on-site. The report showed the average hold time for the 1837 and 7837 extensions to be only 11 seconds, and for the 1448 extension to be only 16 seconds.

### ***Complaints***

A standard or goal for complaints has not been established and complaints are not reported in the Transit Metrics reports. Staff noted, however, that there were only three valid complaints in FY 2014. Complaints about the established service policies (fares, service area, hours of operation, etc.) are not considered valid complaints.

### ***Breakdowns***

There is no formal standard or goal for breakdowns, but these are rare. None were reported in the FY 2014 Transit Metric report.

## **Accidents**

No formal standard or goal has been established for accidents. The FY 2014 Transit Metrics Report indicated no accidents (preventable or not preventable) for the year.

## **Productivity**

A standard or goal for productivity (total passenger trips per revenue-hour) has not been established. For FY 2014, productivity can only be estimated for the in-house minibus portion of the operation. Taxicab productivity and total system productivity cannot be calculated because the taxi subcontractor does not report the number of revenue-hours of service.

For the in-house minibus portion of the service, a total of 25,037 eligible rider trips were provided. An estimated 1,121 PCAs and companions were also transported on the minibuses (estimated as 75.2% of all PCAs and companions). Total passengers served by minibuses in FY 2014 were therefore 26,158. In-house minibus revenue-hours for the year totaled 6,907.7. Productivity for in-house minibus operation was therefore 3.79 total passenger trips per revenue-hour.

### **2.4.7 Costs and Cost Performance**

Following are reported costs, cost performance and revenues for FY 2014.

#### **Costs**

Table 2-20 provides costs for the Peoria DAR service for FY 2014. Costs are reported according to line-items in the City of Peoria accounting system. Note that fuel and maintenance costs are included under “Other Contract Services” rather than “Commodities” as the maintenance department bills other departments for services provided. Costs include all administrative, operating, and capital costs associated with the service. In FY 2014, total costs were \$1,001,293.

#### **Cost Performance**

Table 2-21 provides key cost performance information for the Peoria DAR service. Note that accurate and comparable cost performance related to vehicle-hours and revenue-hours cannot be developed since the taxi subcontractor, which provides about 25% of the service, does not report vehicle-hours or revenue-hours. Similarly, measures related to total vehicle-miles cannot be calculated since the taxi company only reports revenue-miles.

## Revenues

In FY 2014, revenues totaled \$1,239,000. This included \$28,000 in farebox revenue, \$135,400 in PTF funding, \$72,600 in federal New Freedom funding, \$453,000 in Arizona Lottery funding, and \$550,000 in local General Funds.

**Table 2-20. Peoria DAR Costs, FY 2014**

<b>Cost</b>	<b>Amount</b>
Personnel Services	\$449,524
Taxi Contract	\$208,411
Other Contract Services	\$300,829
Commodities	\$2,971
Capital Outlays	\$38,501
Other (transfer to IT Proj fund)	1,057
<b>Total Costs</b>	<b>\$1,001,293</b>

**Table 2-21. Peoria DAR Cost Performance, FY 2014**

<b>Measure</b>	<b>Performance</b>
Operating cost per eligible rider trip	\$28.91
Total cost per eligible rider trip	\$30.06
Operating cost per total vehicle hour	NA
Total cost per total vehicle hour	NA
Operating cost per vehicle-revenue-hour	NA
Total cost per vehicle-revenue-hour	NA
Operating cost per total vehicle mile	NA
Total cost per total vehicle mile	NA
Operating cost per vehicle-revenue-mile	\$5.86
Total cost per vehicle-revenue-mile	\$6.09

### 3 DAR POLICIES AND PROCEDURES

This section compares key operating policies and procedures for each of the DAR operations described in Section 2. It also makes recommendations for more consistent regional policies and procedures. Service design policies are first examined, including:

- Rider eligibility (who is eligible to use the service?)
- Service area (what area is served?)
- Days and hours of service (when does the service operate?)
- Fares (what fares are charged to riders?)
- Trip Purposes (what types of trips are served?)
- Capacity constraints (are there limits on the number of trips provided?)

Operating policies and procedures are then examined, including:

- Reservation days and hours (when are trip reservations accepted?)
- Trip booking procedures (specifically: can riders book trips by requested pickup time, desired arrival time, or both, and; are requested times negotiated?)
- Advance reservation policy (how far in advance can trip requests be made?)
- Subscription trip policy (what trips qualify for subscription service?)
- Pick-up window (the period of time within which vehicles can arrive for pickups)
- Vehicle wait time policy (how long vehicles will wait once at the pickup location?)
- Rider assistance and package policies (are riders assisted to and from the door, and do drivers assist with packages?)
- Unaccompanied children policy (at what age must children be accompanied?)
- No-show policy and procedures (how are no-shows defined and policies for suspending riders who frequently miss scheduled trips?)
- Visitor eligibility and certification procedures (how are visitors registered and served?)

Policies related to transfers for inter-area trips are addressed in Section 4.

Current policies and procedures are first presented and compared. More complete descriptions of policies at each DAR are provided in **Technical Memorandum #1: Current Dial-A-Ride Services** and **Technical Memorandum #3: Comparison of Dial-A-Ride Policies and Practices**.

Information about peer policies is provided where applicable and instructive. More complete descriptions of the peers and their services and policies are provided in **Technical Memorandum #4: Peer System Policies and Procedures**.

Recommendations for more consistent regional policies are then proposed. The recommendations included in this report are made for Valley Metro and member community consideration. If accepted, each will then need to be implemented by the

DAR programs which in some cases may require board, committee, or city council approvals.

### 3.1 RIDER ELIGIBILITY POLICIES

DAR programs serve many different groups. Several serve riders who have been determined ADA paratransit eligible. Many also serve seniors. Two are open to the general public and also serve persons with disabilities other than those who are ADA paratransit eligible. Table 3-1 shows the populations served by each DAR and by each community.

**TABLE 3-1. POPULATIONS SERVED BY DAR**

Program/Community	Populations Served			
	ADA	Seniors	Persons with Disabilities (1)	General Public
<b>East Valley DAR</b>				
<i>Chandler</i>	•	•		
<i>Gilbert</i>	•			
<i>Mesa</i>	•			
<i>Scottsdale</i>	•	•		
<i>Tempe</i>	•	•		
<i>Unincorporated areas</i>	•			
<b>Glendale DAR</b>				
<i>Glendale</i>	•	•	•	•
<b>Northwest Valley DAR</b>				
<i>El Mirage</i>	•	•		
<i>Sun City</i>	•	•		
<i>Sun City West</i>	•	•		
<i>Surprise</i>	•	•		• (2)
<i>Youngtown</i>	•	•		
<i>Unincorporated areas</i>	•			
<b>Paradise Valley DAR</b>				
<i>Paradise Valley</i>	•			
<b>Peoria DAR</b>				
<i>Peoria</i>	•	•		•
<b>Phoenix DAR</b>				
<i>Phoenix</i>	•			
<b>Southwest Valley DAR</b>				
<i>Avondale</i>	•			
<i>Goodyear</i>	•			
<i>Litchfield</i>	•			
<i>Tolleson</i>	•			

(1) Other than those who are ADA paratransit eligible

(2) Priority to ADA certified individuals and seniors.

### **3.1.1 ADA Eligibility**

People who have been determined ADA paratransit eligible are served by all cities. In communities where fixed route service is not provided, ADA eligibility criteria are used to determine eligibility for DAR services even though ADA paratransit service is not provided. ADA eligibility criteria are also used to determine eligibility for DAR services in the unincorporated areas of Maricopa County.

Criteria for ADA paratransit eligibility are specified in federal regulations implementing the ADA. Basically, ADA paratransit eligibility is granted to people who, because of a disability, are unable to use fixed-route transit services for some or all of their trips. Eligibility is determined by Valley Metro at the regional Mobility Center.

### **3.1.2 Non-ADA Eligibility**

Ten cities also provide DAR service to seniors.<sup>1</sup> This includes all participating communities in the NWV, three cities in the EV (Chandler, Scottsdale and Tempe), Glendale, and Peoria. Glendale and Peoria also serve persons with disabilities beyond those determined ADA paratransit eligible. The Glendale, Peoria and Surprise DARs are also open to the general public. Table 3-2 shows the eligibility criteria for Non-ADA riders used by each DAR and city as well as documentation required from Non-ADA riders. All ten cities define a senior as someone who is 65 years of age or older. All ten

**TABLE 3-2. NON-ADA ELIGIBILITY CRITERIA**

<b>Program/Community</b>	<b>Seniors</b>	<b>Persons with Disabilities (other than ADA eligible)</b>
<b>East Valley DAR</b>		
<i>Chandler, Scottsdale, Tempe</i>	<i>65+ (app. &amp; photo ID)</i>	<i>NA</i>
<i>Gilbert, Mesa</i>	<i>NA</i>	<i>NA</i>
<b>Glendale DAR</b>		
<i>Glendale</i>	<i>65+ (app. &amp; photo ID)</i>	<i>FTA reduced fare (app. &amp; photo ID)</i>
<b>Northwest Valley DAR</b>		
<i>All communities</i>	<i>65+ (app. &amp; photo ID)</i>	<i>NA</i>
<b>Paradise Valley DAR</b>		
<i>Paradise Valley</i>	<i>NA</i>	<i>NA</i>
<b>Peoria DAR</b>		
<i>Peoria</i>	<i>65+ (app. &amp; photo ID)</i>	<i>NA</i>
<b>Phoenix DAR</b>		
<i>Phoenix</i>	<i>NA</i>	<i>NA</i>
<b>Southwest Valley DAR</b>		
<i>All communities</i>	<i>NA</i>	<i>NA</i>

also require seniors who apply for service to complete a brief application and show proof of age.

<sup>1</sup> Several communities also serve seniors in other ways, including taxi voucher programs.

Non-ADA “person with a disability” is defined in Glendale using the Federal Transit Administration (FTA) reduced fare criteria and Glendale requires documentation of disability. All other communities only serve people with disabilities who have been determined ADA paratransit eligible by the Regional Mobility Center.

### **Recommended Rider Eligibility Policies**

It is recommended that DAR programs serve the following riders:

- Persons with disabilities who meet the Federal criteria for ADA paratransit eligibility and who have been found to be ADA paratransit eligible by the Regional Mobility Center; and
- Seniors, defined as persons who are 65 years of age or older.

In communities that are not required to provide ADA complementary paratransit service, but choose to serve persons with disabilities, it is recommended that the Federal ADA paratransit eligibility criteria be used to define eligibility based on disability.

Communities can also choose to provide broader general public DAR service, as is done in Glendale and Peoria.

## **3.2 SERVICE AREA**

Table 3-3 shows how service areas are defined for ADA as well as Non-ADA DAR services.

### **3.2.1 ADA Paratransit Service Areas**

Definitions of ADA service areas vary. Some DARs and cities define the ADA paratransit service area as all origins and destinations within  $\frac{3}{4}$  of a mile of fixed routes—the minimum service area required by the Federal ADA regulations. This includes the SWV cities, PV, the NWV cities, Glendale, and Peoria. Phoenix provides ADA service throughout the city south of Jomax Road. This effectively uses the  $\frac{3}{4}$  mile corridor standard since virtually all of the city south of Jomax Road is served by fixed-route.

Cities in the EV (Chandler, Gilbert, Mesa, Scottsdale and Tempe) exceed the regulatory minimum and define the ADA paratransit service area as citywide for trips within their cities. For travel outside these cities, the service areas of the destination cities apply. Maricopa County provides service to people who are ADA paratransit eligible and live in unincorporated areas of the county. These individuals can travel throughout the region.

**TABLE 3-3. SERVICE AREA POLICIES**

Program/Community	ADA Service Area	Non-ADA
<b>East Valley DAR</b>		
<i>Chandler</i>	Citywide/regionwide	Within 5 EVDAR cities
<i>Gilbert</i>	Citywide/regionwide	N/A
<i>Mesa</i>	Citywide/regionwide	N/A
<i>Scottsdale</i>	Citywide/regionwide	Within 5 EVDAR cities
<i>Tempe</i>	Citywide/regionwide	Within 5 EVDAR cities
<i>Unincorporated areas</i>	Regionwide	N/A
<b>Glendale DAR</b>		
<i>Glendale</i>	3/4 mile corridors/regionwide	Citywide
<b>Northwest Valley DAR</b>		
<i>El Mirage</i>	N/A	Within Northwest Valley
<i>Sun City</i>	3/4 mile corridors/regionwide	Within Northwest Valley
<i>Sun City West</i>	N/A	Within Northwest Valley
<i>Surprise</i>	N/A	Within Surprise (except medical and work trips)
<i>Youngtown</i>	3/4 mile corridors/regionwide	Within Northwest Valley
<i>Unincorporated areas</i>	Regionwide	N/A
<b>Paradise Valley DAR</b>		
<i>Paradise Valley</i>	3/4 mile corridors/regionwide	N/A
<b>Peoria DAR</b>		
<i>Peoria</i>	3/4 mile corridors/regionwide	Citywide
<b>Phoenix DAR</b>		
<i>Phoenix</i>	Most areas of Phoenix City limits south of Jomax Road	N/A
<b>Southwest Valley DAR</b>		
<i>All communities</i>	3/4 mile corridors/regionwide	N/A

\* 3/4 mile corridors centered on fixed routes

### **3.2.2 Non-ADA Service Area**

Non-ADA riders in the EV can travel throughout their home cities as well as throughout the five cities in the EV. Non-ADA riders in the NWV (with the exception of Surprise) can travel throughout the cities in the NWV. Surprise residents must stay within Surprise unless they are traveling for medical or employment purposes. Citywide service is provided to Non-ADA riders in Glendale and Peoria.

### **3.2.3 Peer Service Area Policies**

Eleven of the 13 peers studied define their ADA paratransit service areas as ¾ mile corridors around fixed routes. One (Dallas) provides ADA service throughout 13 cities, and one (Pittsburgh) provides service throughout the jurisdiction plus some limited areas outside the jurisdiction.

Non-ADA service areas are defined in different ways. Boston provides Non-ADA service to the portions of communities that are beyond the ¾ mile corridors (but only communities that have some areas covered by ADA). Houston serves 220 sq-miles of Harris County that are outside the ¾ mile ADA corridors. Minneapolis provides Non-

ADA service throughout the entire transit agency jurisdiction. Seattle serves identified rural communities that are outside the ¾ mile ADA corridors. Denver, whose Non-ADA service is a taxi subsidy program, does not limit the area where riders can go on taxis. Subsidy is only provided, though, for trips with up to \$14 fares and riders must pay for anything above this. The trip cost therefore regulates the effective service area. In Chicago, the Non-ADA service areas vary by community. Some are countywide while others are for cities within the county.

**Table 3-4. Peer System ADA and Non-ADA Service Areas**

<b>City (Agency)</b>	<b>ADA</b>	<b>Non-ADA</b>
Boston (MBTA)	¾ mile	Communities with fixed route service
Chicago (Pace)	¾ mile	Community-specific
Dallas (DART)	13 cities (citywide)	NA
Denver (RTD)	¾ mile	No limit (amt. of subsidy limits)
Houston (MTA)	¾ mile	751 square miles, including 220 outside of the ¾ mile service area. Bigger than the City of Houston, smaller than Harris County.
Los Angeles (LACMTA)	¾ mile	NA
Minneapolis (Metro Transit)	¾ mile	Entire jurisdiction (Transit Taxing District)
Pittsburgh (PAT)	Allegheny County and 1.5 miles outside the County	NA
Portland (TriMet)	¾ mile	NA
Salt Lake City (UTA)	¾ mile	NA
San Diego (MTS)	¾ mile	NA
Seattle (Metro Transit)	¾ mile	Several rural areas outside ¾ mile
Washington, DC (WMATA)	¾ mile	NA

### **Recommended Service Area Policies**

It is recommended that ADA service be defined throughout the region as service provided to ADA eligible riders whose origins and destinations are within ¾ of a mile of fixed-route transit. This policy accurately reflects the federally-required ADA paratransit service area.

In Chandler, Gilbert, Mesa and any other cities that provide ADA level service beyond the ADA mandated service area requirements, trips provided to ADA eligible people whose origins and destinations are beyond these ¾ mile corridors should be recorded as Non-ADA trips. Similarly, trips funded by Maricopa County that are not within ¾ of a mile of fixed-route transit should also be recorded as Non-ADA trips.

Non-ADA service areas should continue to be defined by each local community.

### **3.3 DAYS AND HOURS OF SERVICE**

#### **3.3.1 Current Days and Hours**

Table 3-5 shows the hours of operation for ADA and Non-ADA service in each DAR area. ADA service is provided in each area during all hours that fixed route service is provided. In the EV, this is generally seven days a week from 4 a.m. to 1 a.m. In Phoenix and Glendale, this is generally seven days a week from 5 a.m. to 10 p.m. In the NWV (with the exception of Surprise), this is weekdays from 7 a.m. to 5 p.m. In Surprise, service operates six days per week from 5 a.m. to 8 p.m. In PV, ADA service is provided seven days a week from 4 a.m. to midnight. In the SWV, ADA service is provided Monday through Saturday from 5 a.m. to 8 p.m. And in Peoria, ADA service is provided weekdays from 4:30 a.m. to 9 p.m., and weekends from 6 a.m. to 10 p.m. In each DAR, these hours are applied throughout the area. Times do not vary depending on the fixed route corridor in which the trips are provided.

Service in the unincorporated county areas of the EV is provided from 4 a.m. to 1 a.m. (similar to the ADA hours in that area). In the NWV unincorporated areas, service is provided weekdays from 6 a.m. to 6 p.m. (which is slightly longer than the ADA hours in the NWV), and weekends from 6 a.m. to 6 p.m. for dialysis only. Note that in many of the unincorporated areas, service is not required by the ADA because no fixed route operates in the area. ADA eligibility is simply used as the eligibility criteria for riders and trips funded by the county.

Non-ADA service in the EV is provided seven days a week from 4 a.m. to 1 a.m. (same as ADA hours). In four of the five cities in the NWV, Non-ADA service is provided weekdays from 7 a.m. to 5 p.m. and on Saturdays for dialysis. In Surprise, Non-ADA service is provided Monday through Saturday from 5 a.m. to 8 p.m.

#### **3.3.2 Peer Days and Hours**

As required by law, all of the peers operate ADA service during the same days and hours of service as the respective fixed route service, some operating nearly 22 hours a day. Of the six agencies that operate Non-ADA demand response service, three agencies do so during the same days and hours as ADA service. As shown in Table 3-6, Houston and Seattle Non-ADA service hours are more limited than ADA service hours. Seattle's Non-ADA service hours are the most limited, operating only on weekdays between 9 a.m. and 3 p.m. Non-ADA service days and hours in the Chicago area vary by community.

**TABLE 3-5. DAYS AND HOURS OF SERVICE**

Program/Community	Days & Hours of Service	
	ADA	Non-ADA
<b>East Valley DAR</b>		
<i>Chandler</i>	Mon - Sun: 4:00 am - 1:00 am	
<i>Gilbert</i>	Mon - Sun: 4:00 am - 1:00 am	N/A
<i>Mesa</i>	Mon - Sun: 4:00 am - 1:00 am	N/A
<i>Scottsdale</i>	Mon - Sun: 4:00 am - 1:00 am	
<i>Tempe</i>	Mon - Sun: 4:00 am - 1:00 am	
<i>Unincorporated areas</i>	Mon - Sun: 4:00 am - 1:00 am	N/A
<b>Glenadale DAR</b>		
<i>Glendale</i>	Mon - Sun: 5:00 am - 10:00 pm (Depending on fixed route hours of operation)	Mon - Fri: 7:00 am - 6:00 pm; Sat - Sun: 7:00 am - 5:00 pm
<b>Northwest Valley DAR</b>		
<i>El Mirage</i>	N/A	Mon - Fri: 7:00 am - 5:00 pm
<i>Sun City</i>	Mon - Fri: 7:00 am - 5:00 pm	Mon - Fri: 7:00 am - 5:00 pm; Sat - Dialysis patients only
<i>Sun City West</i>	N/A	Mon - Fri: 7:00 am - 5:00 pm; Sat - Dialysis patients only
<i>Surprise</i>	N/A	Mon - Sat: 5:00 am - 8:00 pm Sat - (30 trips/day)
<i>Youngtown</i>	Mon - Fri: 7:00 am - 5:00 pm	Mon - Fri: 7:00 am - 5:00 pm
<i>Unincorporated areas</i>	Mon - Fri: 6:00 am - 6:00 pm; Sat & Sun- Dialysis only	N/A
<b>Paradise Valley DAR</b>		
<i>Paradise Valley</i>	Mon - Sun: 4:00 am - 12:00 am	N/A
<b>Peoria DAR</b>		
<i>Peoria</i>	Mon -Fri: 4:30 am - 9:00 pm; Sat - Sun: 6:00 am - 10:00 pm	Mon - Fri: 6:00am - 6:00 pm
<b>Phoenix DAR</b>		
<i>Phoenix</i>	Similar to local bus and light rail Generally Mon - Sun: 5:00 am - 10:00 am	N/A
<b>Southwest Valley DAR</b>		
<i>Avondale</i>	Mon - Sat: 5:00 am - 8:00 pm	N/A
<i>Goodyear</i>		
<i>Litchfield</i>		
<i>Tolleson</i>		

**Table 3-6. Peer ADA and Non-ADA Days and Hours of Service**

City (Agency)	ADA	Non-ADA
Boston (MBTA)	Same as FR; generally 5 am - 1 am	Same as ADA
Chicago (Pace)	Same as FR	Varies by community
Dallas (DART)	Same as FR; no general hours stated; online lookup by addresses	NA
Denver (RTD)	Same as FR; no general hours stated; online lookup by addresses	Same as ADA
Houston (MTA)	Same as FR; M-TH 3:40 am – 2:10 am; F/Sat 3:40 am – 2:50 am; Sun 3:40 am – 1:50 am	M-F 5 am – 11pm; Sat 7 am – midnight; Sun 7 am – 11pm
Los Angeles (LACMTA)	4 am – midnight; To/from City of Santa Clarita M-Sat 5 am – 10 pm, Sun 8 am – 8 pm; To/from Antelope Valley M-F 6 am – 11 pm, Sat-Sun 7 am – 9pm	NA
Minneapolis (Metro Transit)	Same as FR; no general hours stated; online lookup by community	Same as ADA
Pittsburgh (PAT)	Same as FR; generally daily 6 am – midnight	NA
Portland (TriMet)	Same as FR; generally daily 4:30 am – 2:30 am	NA
Salt Lake City (UTA)	Same as FR	NA
San Diego (MTS)	Same as FR	NA
Seattle (Metro Transit)	Same as FR	Weekdays 9 am – 3 pm
Washington, DC (WMATA)	Same as Metrorail	NA

**Recommended Days and Hours**

It is recommended that ADA paratransit service hours continue to be defined by fixed-route service hours. ADA paratransit should be operated during all of the hours that fixed-route service is provided.

As is currently done, general hours of operation can be indicated for operational purposes and for ease of public understanding. Beyond these general “core” hours, trips should be provided if fixed-route service is operated at both the origin and destination of the requested DAR trip. Each DAR should examine its general “core” hours to ensure that they mirror times when fixed-route service is operated throughout most of the area. Because the general hours that are advertised can vary by area, riders should be informed that they can call their local DARs to find out exactly when service is provided in their area.

Non-ADA service hours should continue to be set by each local community.

## **3.4 FARES**

Fares for riders making ADA paratransit trips, personal care attendants (PCAs) and companions are shown in Table 3-7. Fares for riders making trips that are not required by the ADA, PCAs and companions are shown in Table 3-8.

### **3.4.1 ADA Fares**

ADA regulations require that the ADA paratransit fare be no more than twice the comparable fixed route fare. The regulations also require that PCAs ride free and companions pay the same fare as the eligible riders. In the EV, NWV, Phoenix, the SWV, and PV, ADA riders pay \$4.00 per trip, their PCAs ride free and their companions pay \$4.00. In Glendale, ADA riders pay \$2.00 per trip, PCAs ride free and companions pay \$2.00. In Peoria, ADA riders pay \$1.00 per trip, PCAs ride free and companions pay the fare for which they qualify (senior, person with disability, junior, or general public). On transfer trips, riders pay the DAR provider that starts the trip. No additional fare is collected by the DAR system that provides intermediate service or that completes the trip from a transfer center. The same applies on return trips.

In several areas, local community bus service is provided at a lower fare than the regional bus and rail service. In Phoenix, several local community buses operate fare-free. And in Glendale, fares on the GUS Buses are only \$0.25. For trips with origins and destinations within  $\frac{3}{4}$  mile of local community bus routes, Phoenix charges no fare for ADA trips.

### **3.4.2 Non-ADA Trips**

Non-ADA fares vary significantly. In the EV, Non-ADA fares are mileage based. There is a \$4.00 fare for trips up to five miles in length. From six to 15 miles, there is an additional charge of \$0.50 per mile. And after 15 miles, there is an additional charge of \$1.00 per mile added to the base fare and the 6-15 mile surcharge. PCAs ride free and companions pay the same mileage-based fare.

In Sun City, Sun City West, and Youngtown, Non-ADA fares are \$4.00, PCAs ride free and companions pay the same \$4.00. In El Mirage, the Non-ADA fare is \$2.00, PCAs ride free and companions also pay \$2.00. In Surprise, Non-ADA trips within the city cost \$1.00 and trips outside the city are \$1.25. Non-ADA service in unincorporated County areas is free. PCAs ride free and companions pay the same fare as the eligible rider.

In Glendale and Peoria, Non-ADA fares vary depending on eligibility. In Glendale, seniors, persons with disabilities and riders aged 6-13 pay \$1.00 per trip, general public riders pay \$2.00 per trip and riders 5 and younger are free. In Peoria, seniors, persons with disabilities and juniors pay \$1.50 per trip, and general public riders pay \$3.00. In

both cities, PCAs ride free and companions pay the fare they qualify for.

**TABLE 3-7. ADA PARATRANSIT FARES**

Program/Community	ADA Fare Policies		
	ADA Rider Fares	PCA	Companion
<b>East Valley and Northwest Valley DARs</b>			
	\$4.00	Free	\$4.00
<b>Glendale DAR</b>			
	\$2.00	Free	\$2.00
<b>Peoria DAR</b>			
	\$1.00	Free	applicable fare
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>			
	\$4.00	Free	\$4.00

**TABLE 3-8. NON-ADA DAR FARES**

Program/Community	Non-ADA Fare Policies		
	Non-ADA Rider Fare	PCA	Companion
<b>East Valley DAR</b>			
<i>Chandler, Scottsdale, Tempe</i>	1-5 miles: \$4.00 (base fare)	Free	1-5 miles: \$4.00 (base fare)
	6-15 miles: add \$0.50 per mile		6-15 miles: add \$0.50 per mile
	16 + miles: add \$1.00 per mile		16 + miles: add \$1.00 per mile
<i>Gilbert, Mesa</i>	N/A	N/A	N/A
<b>Glendale DAR</b>			
<i>Glendale</i>	Regular Riders (14-64): \$2.00	Free	Regular Riders (14-64): \$2.00
	Seniors 65 & Older: \$1.00		Seniors 65 & Older: \$1.00
	Riders with Disabilities: \$1.00		Riders with Disabilities: \$1.00
	Riders 6-13: \$1.00		Riders 6-13: \$1.00
	Children 5 & Younger: Free		Children 5 & Younger: Free
<b>Northwest Valley DAR</b>			
<i>El Mirage</i>	\$2.00	Free	\$2.00
<i>Sun City, Sun City West</i>	\$4.00	Free	\$4.00
<i>Surprise</i>	Within Surprise: \$1.00	Free	Within Surprise: \$1.00
	Select locations outside Surprise:		Select locations outside of Surprise:
<i>Youngtown</i>	\$4.00	Free	\$4.00
Unincorporated areas	Free	Free	Free
<b>Peoria DAR</b>			
<i>Peoria</i>	Seniors, Riders with Disabilities:	Appl. fare	Applicable fare
	General Public: \$3.00	Appl. Fare	Applicable fare
	Juniors: \$1.50	Appl. fare	Applicable fare
<b>Phoenix, Southwest Valley and Paradise Valley DARs</b>			
<i>Phoenix, Paradise Valley, Southwest Valley</i>	N/A	N/A	N/A

### **3.4.3 Peer Fares**

Fares at peer agencies for a regular, one-way trip on ADA service range from a low of \$1.15 in Houston to a high of \$4.50 in Denver and San Diego.

The regular fare for non-ADA demand response service in Houston, Minneapolis, and Seattle is the same as the comparable ADA fare. In Boston, the Non-ADA fare is \$5 and Chicago-area Non-ADA fares are community specific, ranging between free and \$15.

**Table 3-9. Peer ADA and Non-ADA Fares**

<b>City (Agency)</b>	<b>ADA</b>	<b>Non-ADA</b>
Boston (MBTA)	\$3.00	\$5.00
Chicago (Pace)	\$1.75 - \$4	Varies by county
Dallas (DART)	\$3.00	NA
Denver (RTD)	\$4.50 local; \$8.00 Express; \$10 regional; \$26 to airport;	\$2 plus any cost over \$14
Houston (MTA)	\$1.15	Same as ADA
Los Angeles (LACMTA)	\$2.75 up to 19.9 miles; \$0.75 Plus Zone over 20 miles. Santa Clarita and antelope Valley \$2-\$7.	NA
Minneapolis (Metro Transit)	\$3 off-peak, \$4 peak, \$1 in Downtown Zone	Same as ADA
Pittsburgh (PAT)	Vary according to eligibility and distance	NA
Portland (TriMet)	\$2.50	NA
Salt Lake City (UTA)	\$4.00	NA
San Diego (MTS)	\$4.50	NA
Seattle (Metro Transit)	\$1.75	Same as ADA
Washington, DC (WMATA)	Zone with \$6.50 max	NA

### **Recommended Fares**

As required by ADA regulations, ADA fares should never exceed twice the base fixed-route fare for a similar trip. PCAs accompanying ADA eligible riders from the same origin to the same destination should be transported free of charge. Companions of ADA eligible riders should be charged the same fares as the eligible riders.

While it would be preferable to have a consistent region-wide ADA paratransit fare of \$4.00, it is recognized that fares for ADA trips in Glendale and Peoria have been set at current levels at the request of local elected officials. It is therefore accepted that fares

in Glendale and Peoria will be \$2.00 and \$1.00 respectively. It is recommended, though, that officials in these communities revisit this issue and consider setting fares that are consistent with the rest of the region.

Non-ADA fares should continue to be set by each community to reflect their priorities and local transportation needs.

### 3.5 TRIP PURPOSES

#### 3.5.1 Current Trip Purpose Policies

As required by regulations implementing the ADA, all DARs provide ADA eligible trips to ADA eligible riders for all trip purposes and do not use trip priorities when scheduling.

Policies regarding Non-ADA trip priorities are shown in Table 3-10. Non-ADA service is provided for all types of trips and without priorities in the EV, Glendale, Peoria, and El Mirage and Surprise. In Sun City and Sun City West, all trip purposes are served on

**TABLE 3-10. NON-ADA TRIP PURPOSES AND PRIORITIES**

<b>Program/Community</b>	<b>Trip Purposes and Priorities (non-ADA)</b>
<b>East Valley DAR</b>	
<i>Chandler, Scottsdale, Tempe</i>	All trips; no priorities
<i>Mesa, Gilbert</i>	NA
<b>Glendale DAR</b>	
<i>Glendale</i>	All trips; no priorities
<b>Northwest Valley DAR</b>	
<i>El Mirage</i>	All trips; no priorities
<i>Sun City, Sun City West</i>	Weekdays: All trips; no priorities Saturdays: Dialysis only
<i>Surprise</i>	Weekdays within City: All trips; no restrictions Weekdays outside City: Medical, work only
<i>Youngtown</i>	Medical trips only with dialysis priority
<b>Peoria DAR</b>	
<i>Peoria</i>	All trips; no priorities
<b>Phoenix DAR</b>	
<i>Phoenix, Paradise Valley, Avondale, Goodyear, Litchfield, Tolleson</i>	NA

weekdays, but only dialysis trips are served on Saturdays. In Surprise, all trip purposes within the city are served. Trips outside the city are provided only for medical appointments or work. In Youngtown, only medical Non-ADA trips are provided, with priority given to dialysis trips.

### **3.5.2 Peer Trip Purpose Policies**

As required by the Federal ADA regulations, none of the peer agencies restrict or prioritize ADA service by trip purpose (see Table 3-11). Only one agency, Chicago (suburban) restricts the types of trips riders can make using Non-ADA demand response service. Trip restrictions are determined based on the community service with which you are traveling and are listed in Table 3-12.

**Table 3-11. Peer ADA and Non-ADA Trip Purposes**

<b>City (Agency)</b>	<b>ADA</b>	<b>Non-ADA</b>
Boston (MBTA)	All	All
Chicago (Pace)	All	Community-specific
Dallas (DART)	All	NA
Denver (RTD)	All	All
Houston (MTA)	All	All
Los Angeles (LACMTA)	All	NA
Minneapolis (Metro Transit)	All	All
Pittsburgh (PAT)	All	NA
Portland (TriMet)	All	NA
Salt Lake City (UTA)	All	NA
San Diego (MTS)	All	NA
Seattle (Metro Transit)	All	All
Washington, DC (WMATA)	All	NA

**Table 3-12. Chicago (Pace) Trip Purpose Non-ADA Trip Purposes**

<b>Community</b>	<b>Allowed Trip Purpose</b>
Bloom Township	Shopping and medical
Forest Park	Medical, social service, and shopping
Leyden Township	Within Township or shopping and medical (only) outside Township
Lyons Township	Within Township or shopping and medical (only) outside Township
Rich Township	Within Township or medical (only) outside Township
Stickney Township	Within Township or medical (only) outside Township
Worth Township	Within Township or medical (only) outside Township

### **Recommended Trip Purpose Policies**

ADA trips should continue to be provided without any trip purpose restrictions or priorities.

Non-ADA trip purposes should continue to be set by local communities to reflect local priorities and travel needs.

## **3.6 CAPACITY CONSTRAINTS**

### **3.6.1 Current Capacity Constraint Policies**

As required by regulations implementing the ADA, all DARs provide ADA service without capacity constraints. There are no ADA trip denials, no waiting lists and no trip caps.

Policies regarding Non-ADA capacity constraints are shown in Table 3-13. Most Non-ADA service is provided without trip caps or other limits. In some cases, there is limited capacity, so service is available on a first-come, first-served basis and if schedules are full, trip times may have to be negotiated.

**TABLE 3-13. NON-ADA CAPACITY CONSTRAINTS**

<b>Program/Community</b>	<b>Trip Caps or Other Special Instructions (non-ADA)</b>
<b>East Valley DAR</b>	
<i>Chandler</i>	210 trips max per weekday; 85 per Saturday; 75 per Sunday
<i>Gilbert, Mesa</i>	NA
<i>Scottsdale</i>	No trip caps
<i>Tempe</i>	255 trips max per weekday; 52 per Saturday; 63 per Sunday
<b>Glendale DAR</b>	
<i>Glendale</i>	No trip caps
<b>Northwest Valley DAR</b>	
<i>El Mirage, Sun City, Sun City West, Youngtown</i>	No trip caps
<i>Surprise</i>	140 trips max per weekday; 30 per Saturday (life-sustaining medical)
<b>Peoria DAR</b>	
<i>Peoria</i>	No trip caps
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>	
<i>Phoenix, Paradise Valley, Avondale, Goodyear, Litchfield, Tolleson</i>	NA

A few cities do set formal trip caps on Non-ADA service. Chandler has a weekday cap of 210 trips, a Saturday cap of 85 trips, and a Sunday cap of 75 trips. Tempe has a weekday cap of 255 trips, a Saturday cap of 52 trips, and a Sunday cap of 63 trips.

In the NWV, Surprise has a weekday cap of 140 Non-ADA trips. On Saturdays, Surprise subsidizes up to 30 trips.

### **3.6.2 Peer Capacity Constraint Policies**

None of the peer agencies have policies that restrict ADA paratransit capacity. Of the six peers that operate Non-ADA demand response service, Chicago and Denver are the only agencies that limit the number of trips a rider may take during a specified time period. As shown in Table 3-14, Denver limits each Non-ADA passenger to four one-way taxi trips in any 24-hour period.

In the Chicago area, capacity constraints are community specific. For example, Bloom Township limits service to subscription trips only during certain service hours.

**Table 3-14. Peer ADA and Non-ADA Trip Purpose Restrictions**

<b>City (Agency)</b>	<b>ADA</b>	<b>Non-ADA</b>
Boston (MBTA)	None	None
Chicago (Pace)	None	Community specific
Dallas (DART)	None	NA
Denver (RTD)	None	4 one-way taxi trips in 24-hour period
Houston (MTA)	None	None
Los Angeles (LACMTA)	None	NA
Minneapolis (Metro Transit)	None	None
Pittsburgh (PAT)	None	NA
Portland (TriMet)	None	NA
Salt Lake City (UTA)	None	NA
San Diego (MTS)	None	NA
Seattle (Metro Transit)	None	None
Washington, DC (WMATA)	None	NA

### **Recommended Capacity Constraint Policies**

ADA paratransit service should continue to be operated without limits on the number of trips that can be requested, without waiting lists and without trip denials.

Local communities should continue to define any limits on the capacity of Non-ADA service.

### 3.7 ADVANCE RESERVATION POLICIES

#### 3.7.1 Current Advance Reservation Policies

Current advance reservation policies for ADA services as well as Non-ADA services are shown in Table 3-15. All DARs and cities allow ADA trips to be requested from one to 14 days in advance.

**TABLE 3-15. ADVANCE RESERVATION POLICIES**

Program/Community	Advance Reservation Policies	
	ADA	Non-ADA
<b>East Valley and Northwest Valley DARs</b>		
<i>Chandler</i>	1 -14 days	Same day
<i>Gilbert</i>	1 -14 days	N/A
<i>Mesa</i>	1 -14 days	N/A
<i>Scottsdale</i>	1 -14 days	Same day
<i>Tempe</i>	1 -14 days	Same day
<i>Unincorporated areas</i>	1 -14 days	N/A
<b>Glendale DAR</b>		
<i>Glendale</i>	1 -14 days	1-7 days for work, school, medical, social service trips; 1-7 days for weekend trips; all others 3 hours (if appt) and 2 hours (no appt)
<i>El Mirage, Sun City, Sun City West, Youngtown</i>	N/A	ADA passengers & seniors: 1 - 14 days All others: Same day as travel
<i>Surprise</i>	1 -14 days	1-3 days; some same day trips
<i>Unincorporated areas</i>	1 -14 days	N/A
<b>Peoria DAR</b>		
<i>Peoria</i>	1 -14 days	1 day
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>		
	1 -14 days	N/A

Non-ADA trips in Chandler, Scottsdale and Tempe, can only be requested on the day of service—no advance reservations are permitted.

In El Mirage, Sun City, Sun City West, and Youngtown, Non-ADA trips can be requested from one to three days in advance, and some same day service is available. In Surprise, ADA and senior riders can request Non-ADA trips from one to 14 days in advance. All other riders in Surprise must call on the day of service to request Non-ADA trips. In unincorporated areas, trips can be requested from one to 14 days in advance.

In Glendale, Non-ADA trips for work, school and medical trip purposes can be requested from one to seven days in advance. Other trips must be requested on the day of service. Other trips that have appointment times can be requested up to three hours in advance on the day of service. Other trips without appointments can only be requested two hours in advance on the day of service. In Peoria, Non-ADA trips must be requested one day in advance.

### **3.7.2 Peer Advance Reservation Policies**

As required, each peer agency allows ADA riders to book trips the day before they wish to travel. Advance reservation policies vary significantly. In Boston and Pittsburgh, ADA riders are able to book trips up to 14 days in advance. Portland, Salt Lake City, and Washington, DC allow riders to book trips up to one week in advance. Dallas and Minneapolis allow trips to be booked up to 4 days in advance; Denver and Seattle up to 3 days in advance; San Diego only 2 days in advance; and Chicago, Houston, and Los Angeles do not allow reservations more than one day in advance.

**Table 3-16. Peer Advance Reservation Period (ADA service only)**

<b>City (Agency)</b>	<b>Advance Reservation</b>
Boston (MBTA)	1-14 days
Chicago (Pace)	1 day
Dallas (DART)	1-4 days
Denver (RTD)	1-3 days
Houston (MTA)	1 day
Los Angeles (LACMTA)	1 day
Minneapolis (Metro Transit)	1-4 days
Pittsburgh (PAT)	1-14 days
Portland (TriMet)	1-7 days
Salt Lake City (UTA)	1-7 days
San Diego (MTS)	1-2 days
Seattle (Metro Transit)	1-3 days
Washington, DC (WMATA)	1-7 days

#### **Recommended Advance Reservation Policies**

It is recommended that ADA paratransit trips continue to be accepted from one to 14 days in advance. Advance reservation policies for non-ADA trips should continue to be defined locally.

### 3.8 RESERVATION DAYS AND HOURS

#### 3.8.1 Current Reservation Days and Hours

Days and hours of trip reservations are shown in Table 3-17. In the EV and NWV, ADA as well as Non-ADA trips can be booked seven days a week from 6 a.m. to 7:30 p.m. In Phoenix, the SWV and PV, reservations are accepted from 8 a.m. to 9 p.m. In Glendale and Peoria, ADA trips can be requested seven days a week from 8 a.m. to 5 p.m. Non-ADA trips in Glendale and Peoria are accepted only on weekdays from 8 a.m. to 5 p.m.

**TABLE 3-17. CURRENT RESERVATION HOURS**

Program/Community	Trip Reservation Hours	
	ADA	Non-ADA
<b>East Valley and Northwest Valley DARs</b>		
	Mon - Sun: 6:00 am - 7:30 pm	Mon - Sun: 6:00 am - 7:30 pm
<b>Glendale DAR</b>		
	Mon - Sun: 8:00 am - 5:00 pm	Mon - Fri: 7:00 am - 5:30 pm Sat: 7:00 am - 4:00 pm
<b>Peoria DAR</b>		
	Mon - Sun: 8:00 am - 5:00 pm	Mon - Fri: 8:00 am - 5:00 pm
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>		
	Mon - Sun: 8:00 am - 9:00 pm	N/A

#### 3.8.2 Peer Reservation Days and Hours

All peer agencies accept reservations seven days per week, 365 days a year, whether via live agent, IVR, or machine recording. Nine systems take calls for trip reservations during typical business hours (e.g., 8 am to 5 pm), or during a similar 8 to 10 hour period. Four systems offer extended hours when a live agent can be reached: Chicago from 6 am to 6 pm (in the City of Chicago only); Los Angeles from 6 am to 10 pm; Minneapolis from 6 am to 5 pm; Portland from 7 am to 6 pm. Dallas and Houston utilize IVR booking for extended reservation hours. In Dallas, IVR is available 24 hours per day. Minneapolis and Washington, DC allow customers to book rides online 24/7/365. In Chicago and Los Angeles, reservation hours are different for core city areas versus outlying communities.

**Table3-18. Peer Reservation Days and Hours**

<b>City (Agency)</b>	<b>Reservation Days and Hours</b>
Boston (MBTA)	8:30 am to 5 pm; 7/365
Chicago (Pace)	Suburban: M-F 8 am -6 pm, Sat-Sun 8 am – 5 pm; City: M-Sun 6 am – 6 pm
Dallas (DART)	Live agent M-F, 8 am – 5 pm; IVR 24/7/365
Denver (RTD)	8 am to 5 pm; 7/365
Houston (MTA)	8 am to 5 pm; 7/365 IVR and online booking 5 am to 5 pm
Los Angeles (LACMTA)	6 am – 10 pm 7/365; Santa Clarita M-Sat 6 am – 10 pm, Sun 8 am – 8 pm; Antelope Valley 8 am – 8, pm 7/365
Minneapolis (Metro Transit)	6 am – 5 pm 7/365; online booking 24/7/365
Pittsburgh (PAT)	7 am – 3:30 pm; 7/365
Portland (TriMet)	7 am – 6 pm; 7/365
Salt Lake City (UTA)	Live agent: M-F 7 am – 5 pm, Sat 7 am – 3 pm, Sun 8:30 am – 5 pm; Voice Mail: M-F 11 am – 12 pm, Sat 3 pm – 5 pm
San Diego (MTS)	8 am to 5 pm; 7/365
Seattle (Metro Transit)	8 am to 5 pm; 7/365
Washington, DC (WMATA)	8 am to 4 pm, 7/365; online 24/7/365

### **Recommended Reservation Days and Hours**

While it would be desirable to have consistent ADA paratransit reservations days and hours, extending reservation hours in Glendale and Peoria would be costly. It is therefore recommended that reservation hours would remain as is in Glendale and Peoria and that longer hours be available in other areas. These difference should then be communicated to riders in DAR public information.

It is also recommended that Valley Metro and Phoenix work together to see if consistent reservation hours can be implemented for ADA paratransit service in the remaining DAR areas (the EV, NWV, Phoenix, PV, and SWV). These areas have a similar span of reservation hours—13 hours per day in areas operated by Phoenix, and 13.5 hours in areas operated by VM. A common 13 hours, such as Monday through Sunday from 7 a.m. to 8 p.m. should be considered.

Reservation days and hours for non-ADA service would continue to be set by each community providing non-ADA service.

### 3.9 SUBSCRIPTION TRIP POLICIES

#### 3.9.1 Current Subscription Trip Policies

Subscription trip policies for ADA as well as Non-ADA services are shown in Table 3-19. All DARs and cities allow riders to request subscription service for any trip purpose. In the EV, NWV and Glendale, trips are eligible to be provided on a subscription basis if they are made at least three times per week at the same times and to and from the same locations. In Phoenix, the SWV and PV, trips are eligible for subscription service if made at least once per week at the same times and to and from the same locations for a period of at least 30 days. In Peoria, requests for subscription service are reviewed on a case-by-case basis (there is no formal policy related to trip frequency).

**TABLE 3-19: CURRENT SUBSCRIPTION TRIP POLICIES**

Program/Community	Subscription Trip Purposes	Subscription Trip Frequency
<b>East Valley AND Northwest Valley DARs</b>		
	All trip purposes	3 times per week
<b>Glendale DAR</b>		
	All trip purposes	3 times per week
<b>Peoria DAR</b>		
	All trip purposes	case-by-case (no formal policy)
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>		
	All trip purposes	1 times per week for at least 30 days

#### 3.9.2 Peer Subscription Trip Policies

None of the peers limit the purpose of trips eligible for subscription service. However, each peer agency defines the parameters for trips that may be eligible for a standing order. Five agencies require customers to take the same trip at least once per week; Chicago requires the trip be taken two times per week; and Boston, Denver, Houston, and Pittsburgh require the same trip be taken three times per week. Los Angeles, Minneapolis, and San Diego determine subscription trip eligibility on a case-by-case basis.

**Table 3-20. Peer Subscription Trip Requirements**

<b>City (Agency)</b>	<b>Eligible Trip Purposes</b>	<b>Frequency</b>
Boston (MBTA)	All purposes	3 times/week
Chicago (Pace)	All purposes	2 times/week
Dallas (DART)	All purposes	1 time/week
Denver (RTD)	All purposes	3 times/week
Houston (MTA)	All purposes	3 times/week
Los Angeles (LACMTA)	All purposes	Case-by-case
Minneapolis (Metro Transit)	All purposes	Case-by-case
Pittsburgh (PAT)	All purposes	3 times/week
Portland (TriMet)	All purposes	1 time/week
Salt Lake City (UTA)	All purposes	1 time/week
San Diego (MTS)	All purposes	Case-by-case
Seattle (Metro Transit)	All purposes	1 time/week
Washington, DC (WMATA)	All purposes	1 time/week

**Recommended Subscription Trip Policy**

The following policies are recommended for subscription trips for ADA paratransit service:

- All types of trips, without limitations on trip purpose, will be considered for subscription status.
- Trips made one or more times per week will be considered for subscription status.
- Trips meeting these criteria will be considered for subscription status. The final decision to grant or not grant subscription service will be made by each DAR based on scheduling considerations.

Subscription trip policies for non-ADA service should be set by each community that provides non-ADA service. Currently, communities apply the same policies to both ADA and non-ADA service.

### 3.10 TRIP BOOKING POLICIES

Trip booking policies for both ADA and Non-ADA services are shown in Table 3-21. In the EV, NWV, and Peoria, trips are scheduled based on either a requested pickup time or an appointment (desired arrival) time. If an appointment time is stated, reservationists enter a surrogate “requested pickup time” that is used to schedule the trip. Stated appointment times are typically not entered into the scheduling system.

**TABLE 3-21. CURRENT TRIP BOOKING POLICIES**

Program/Community	Trip Booking Policies	Trip Time Negotiation
<b>East Valley AND Northwest Valley DARs</b>		
	Trips booked by pickup or appointment time. If appt. time, a surrogate pickup time calculated and used to schedule. Appt. times not recorded.	Requested trip times not typically negotiated.
<b>Glendale DAR</b>		
	Same as EV DAR except appt. times are recorded.	Trip times negotiated +/- 60 minutes
<b>Peoria DAR</b>		
	Same as EV and NWV DARs	Trip times negotiated +/- 20 minutes
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>		
	Trips booked by either pickup or appt. time. Appt. times used to schedule.	Trip times negotiated +/- 60 minutes

In Glendale, trips are also scheduled based on either a requested pickup time or an appointment (desired arrival) time. If an appointment time is stated, a surrogate “requested pickup time” is also entered and used to schedule the trip. Stated appointment times are, however, entered into the scheduling system.

In Phoenix, the SWV and PV, trips are scheduled based on either a requested pickup time or an appointment (desired arrival) time. Going trips with appointment times are scheduled based on the stated appointment time and the scheduling system is programmed to schedule trips to arrive on or before the appointment time. Appointment times are recorded and appear throughout the scheduling and dispatch process.

#### **3.10.1 Peer Trip Booking Procedures**

With two exceptions (Los Angeles and San Diego), the peer agencies allow their customers to book trips based on either desired pickup time or appointment time. Almost all of the peer agencies negotiate pickup times with their customers, in a window

ranging from +/- 20 minutes to +/- 60 minutes. Nine of 13 use a 60-minute negotiation window. Minneapolis does not negotiate pickup times.

**Table 3-22. Peer Trip Booking Procedures**

<b>City (Agency)</b>	<b>PU</b>	<b>Appt</b>	<b>Negotiation</b>
Boston (MBTA)	●	●	+/- 30 minutes
Chicago (Pace)	●	●	+/- 60 minutes
Dallas (DART)	●	●	+/- 60 minutes
Denver (RTD)	●	●	+/- 60 minutes
Houston (MTA)	●	●	+/- 20 minutes
Los Angeles (LACMTA)	●		+/- 60 minutes
Minneapolis (Metro Transit)	●	●	No. Entered as requested.
Pittsburgh (PAT)	●	●	+/- 60 minutes
Portland (TriMet)	●	●	+/- 60 minutes
Salt Lake City (UTA)	●	●	+/- 60 minutes
San Diego (MTS)	●		+/- 60 minutes
Seattle (Metro Transit)	●	●	+/- 60 minutes
Washington, DC (WMATA)	●	●	+/- 30 minutes

### **Recommended Trip Booking Procedures**

The following policies related to trip booking are recommended:

- Riders can book trips by requesting a pickup time or by requesting a desired arrival (appointment) time, but not both.
- Pickup times will be negotiated up to an hour before or after the requested times. Negotiations will consider travel needs (i.e., earliest departure and latest arrival times). Alternate times will not be considered if they require riders to get to appointments late, or leave work or other appointments early.
- A drop-off window of -30/0 will be established (i.e., no more than 30 minutes before appointment times and no later than appointment time). This drop-off window will be set as a scheduling parameter to help ensure timely drop-offs.
- The drop-off window for transfer trips will be tighter to avoid long transfer waits and long total travel times for regional trips.

Methods of scheduling can vary by DAR operation within the above basic policies.

The above policies are recommended for both ADA and Non-ADA services with the exception that Non-ADA services may still negotiate time more than an hour, subject to travel needs.

### 3.11 PICK-UP WINDOW AND WAIT TIME POLICIES

Current policies that define the window of time within which vehicles can arrive to pickup riders and the minimum time vehicles will wait are shown in Table 3-23.

**TABLE 3-23: CURRENT PICKUP WINDOW AND WAIT TIME POLICIES**

Program/Community	Pick-up Window		Vehicle Wait Time Policy
	ADA	Non-ADA	
<b>East Valley DAR</b>			
	0/+30	0/+45	5 minutes
<b>Glendale DAR</b>			
	-15/+15	-15/+15	2 minutes
<b>Northwest Valley DAR</b>			
	0/+30	0/+30	5 minutes
<b>Peoria DAR</b>			
	-20/+20	-20/+20	5 minutes
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>			
	0/+30	N/A	5 minutes

#### **3.11.1 Current Pickup Windows**

The on-time window for ADA trips in the EV, NWV, Phoenix, the SWV, and PV is 0/+30. ADA riders are asked to be ready to board the vehicle from the scheduled pickup time to 30 minutes after the scheduled time. A 0/+30 window is also used in the NWV for Non-ADA trips. In the EV, the pickup window for Non-ADA trips is 0/+45.

In Glendale, the pickup window for ADA as well as Non-ADA trips is -15/+15. Riders are asked to be ready to board the vehicle from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled time.

In Peoria, the pickup window for ADA as well as Non-ADA trips is -20/+20. Riders are asked to be ready to board the vehicle from 20 minutes before the scheduled pickup time to 20 minutes after the scheduled time.

#### **3.11.2 Current Vehicle Wait Time Policies**

In all DARs and cities except Glendale, drivers must wait at least five minutes within the on-time window before marking riders as no-shows. In Glendale, drivers are only required to wait two minutes.

### **3.11.3 Peer Pickup Windows**

The pickup windows (or rider “be ready times”) used by each peer agency are summarized in Table 3-24. Seven do not start the window until the scheduled time, while six have the window span before and after the scheduled time. The most common (4 agencies) is from the scheduled time up to 30 minutes after the scheduled time (0/+30). Three agencies use a tighter 0/+20 window. For the six that span the scheduled time, two use a -15/+15 window, one uses a -10/+20 window, one uses a -5/+15 window, and one uses a combination of a -15/+15 and -20/+20 window.

**Table 3-24. Peer Pickup Windows and Vehicle Wait Times**

<b>City (Agency)</b>	<b>Pickup Window</b>	<b>Wait Time</b>
Boston (MBTA)	-5/+15	5 minutes
Chicago (Pace)	±15 (Suburban) ±20 (City)	5 minutes
Dallas (DART)	0/+20	5 minutes
Denver (RTD)	0/+30	6 minutes
Houston (MTA)	±20	5 minutes
Los Angeles (LACMTA)	0/+20	5 minutes
Minneapolis (Metro Transit)	0/+30	5 minutes
Pittsburgh (PAT)	-10/+20	5 minutes
Portland (TriMet)	0/+30	5 minutes
Salt Lake City (UTA)	±15	5 minutes
San Diego (MTS)	0/+20	3 minutes
Seattle (Metro Transit)	0/+30	5 minutes
Washington, DC (WMATA)	±15	5 minutes

### **3.11.4 Peer Vehicle Wait Time Policies**

Peer wait time policies are also shown in Table 3-24. A vast majority of the peer agencies, 11 of 13, require that vehicles wait at least five minutes before no-showing a rider. Denver and San Diego are the exceptions. In Denver, vehicle are required to wait at least 6 minutes. In San Diego, a vehicle waits only three minutes.

#### **Recommended Pickup Windows**

The following policies for pickup windows are recommended:

- A 30-minute pickup window should be used and communicated to riders. The start and end time of the window will be communicated to riders, rather than a specific pickup time.
- Different windows might then be used by each DAR for purposes of scheduling.
- Regardless of the window used internally for scheduling, the 30-minute window will be communicated to riders in a consistent way. For example, if a 0/+30

pickup window is used for scheduling, and a rider requests (and gets) a 9 am pickup time, the rider would be told to expect the vehicle between 9 and 9:30 am. If a -15/+15 window is used for scheduling and a 9 am pickup is requested, the 9 am requested time might go into the system as 9:15 (to avoid arrivals earlier than the requested time) and the rider would still be told to be ready between 9 and 9:30 am.

A similar policy is also recommended for Non-ADA riders.

### **Recommended Wait Time Policies**

A 5 minute vehicle wait time policy is recommended.

It is noted that a 2 minute vehicle wait time policy is used Glendale, which the city believes is more appropriate for its general public service. The different vehicle wait time in Glendale will be clearly communicated to riders in public information to help avoid misunderstandings and no-shows.

It is also recommended that drivers always notify dispatch before recording riders as no-shows. Dispatchers will verify the trip times and pickup locations, including verifying vehicle locations using available technologies, before authorizing no-shows.

Similar policies are recommended for non-ADA service.

## **3.12 RIDER ASSISTANCE AND PACKAGE POLICIES**

### **3.12.1 Current Rider Assistance Policies**

Current rider assistance policies are shown in Table 3-25. Door-to-door service is the base level of service in the EV, NWV, Phoenix, the SWV and PV. This applies to both ADA and Non-ADA service. In Phoenix, the SWV and PV, drivers must maintain sight of the vehicle when providing assistance beyond the curb.

In Peoria, the base level of service is curb-to-curb, and assistance beyond the curb is provided only as needed. This applies to both ADA and Non-ADA service.

In Glendale, the base level of service is curb-to-curb. Assistance beyond the curb is provided as needed only for ADA riders and trips.

**TABLE 3-25. CURRENT RIDER ASSISTANCE POLICIES**

Program/Community	Rider Assistance	
	ADA	Non-ADA
<b>East Valley and Northwest Valley DARs</b>		
	Door-to-Door	<i>same as ADA</i>
<b>Glendale DAR</b>		
	Curb-to-curb with assistance beyond the curb as needed.	Curb-to-curb
<b>Peoria DAR</b>		
	Curb-to-curb with assistance to/from door as needed	
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>		
	Door-to-Door; must keep vehicle in sight; call-outs provided	NA

### **3.12.2 Current Package Policies**

Current package policies are summarized in Table 3-26. In the EV, NWV, Phoenix, the SWV and PV, the package policy is that drivers will assist riders with packages to and from the vehicle. Assistance is provided for up to three brown paper grocery bags, or six plastic grocery bags. Packages can have a combined weight of no more than 50 lbs.

In Glendale, “reasonable assistance” is provided by drivers. The number of packages must not be “excessive” and packages must weigh less than 50 pounds. Small carts are allowed on buses if passengers are traveling with several packages. Packages must be contained in the cart in a safe manner so those items will not fall out while the bus is in operation. Operators have the right to prohibit packages or other items that weigh more than 50 pounds or parcels they believe are too large, bulky, or unsafe.

In Peoria, passengers may bring up to three grocery bags or similarly sized packages on the vehicle. Drivers may help a rider carry three packages on and off the vehicle from the same sidewalk or waiting area that the client boards and exits the vehicle. The driver cannot carry any packages to the door. Packages should weigh no more than 10 pounds each.

**TABLE 3-26. CURRENT PACKAGE POLICIES**

Program/Community	Package Policy	
	ADA	Non-ADA
<b>East Valley and Northwest Valley DARs</b>		
	<i>Drivers assist on/off veh; 3 brown paper; or 6 plastic bags; 50 lbs. max combined</i>	same as ADA
<b>Glendale DAR</b>		
	Reasonable driver assistance provided; Flexible; driver discretion; 50 lbs max per package	
<b>Peoria DAR</b>		
	Drivers assist on/off veh; 3 grocery (or similar) bags; 10 lbs max each	
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>		
	<i>Drivers assist on/off veh; 3 brown paper; or 6 plastic bags; 50 lbs. max combined</i>	NA

### **3.12.3 Peer Rider Assistance and Package Policies**

Peer rider assistance and package policies are summarized in Tables 3-27 and 3-28. The assistance provided to ADA riders varies among the peer agencies. Six agencies provide door-to-door rider assistance. Another six agencies are curb-to-curb with assistance beyond the curb provided as needed/requested. Minneapolis goes beyond the ADA requirements and provides door-through-door assistance, as needed, to its ADA passengers.

All but one of the peer agencies (Chicago) outlined a policy on packages on vehicles as well as the type of package assistance that a driver can provide. Between two and six grocery bags within a maximum weight are generally allowed, along with a collapsible cart. Portland, Salt Lake, San Diego, and Seattle make specific accommodations for suitcases.

Chicago and Salt Lake City do now allow their drivers to provide package assistance to passengers. On the other hand, Boston and Minneapolis drivers will assist passengers with packages to and from the vehicle as well as on and off the vehicle. The remaining nine agencies will only provide passengers with bag assistance on and off the vehicle.

**Table3-27. Peer Rider Assistance**

City (Agency)	DTD	CTC with Assist as Needed	Other
Boston (MBTA)	●		
Chicago (Pace)	●		
Dallas (DART)	●		
Denver (RTD)		●	
Houston (MTA)		● (line of sight)	
Los Angeles (LACMTA)		● (line of sight)	
Minneapolis (Metro Transit)			● (door-thru-door)
Pittsburgh (PAT)	●		
Portland (TriMet)		● (line of sight)	
Salt Lake City (UTA)		● (line of sight)	
San Diego (MTS)		● (60' and in sight)	
Seattle (Metro Transit)	●		
Washington, DC (WMATA)	●		

**Table 3-28. Peer Package Policies**

City (Agency)	# Packages/Weight	Driver Assist
Boston (MBTA)	3 packages; 40# max each	Assist to/from vehicle and on/off vehicle
Chicago (Pace)	Not specified	None
Dallas (DART)	2 "grocery bags" or similar; 20# max each	On/off vehicle
Denver (RTD)	3 "grocery bags" or similar; 2-wheeled carts with more okay; 20# max each	On/off vehicle
Houston (MTA)	"reasonable (e.g. 3-4)"	On/off vehicle
Los Angeles (LACMTA)	2 paper or 6 plastic "grocery bags," 25# total max	On/off vehicle
Minneapolis (Metro Transit)	4 bags and a small cart	Assist to/from vehicle and on/off vehicle
Pittsburgh (PAT)	4 "reasonable-size" bags	On/off vehicle
Portland (TriMet)	4 "grocery bags" plus one 2- or 4-wheeled collapsible cart; 2 suitcases and 1 carry-on size bag	On/off vehicle, bags only
Salt Lake City (UTA)	Grocery bags, luggage, personal items, collapsible cart	None
San Diego (MTS)	2 packages; 20# max each; to airport 50# max	On/off vehicle
Seattle (Metro Transit)	4 packages; 10# max each; 2 heavier suitcases OK	On/off vehicle
Washington, DC (WMATA)	Items no more than 50#	On/off vehicle

### **Recommended Rider Assistance Policies**

No consensus was reached by the TWG on a single, region-wide rider assistance policy. The operating considerations of general public dial-a-ride service in Peoria and Glendale were deemed significantly different from the services in other areas.

Continuation of the following current policies is therefore recommended:

- Door-to-door assistance will be the base level of service for all riders the in the EV, NWV, Phoenix, PV and SWV.
- Curb-to-curb service with assistance to the door as needed will be provided in Glendale and Peoria.

These differences will be clearly communicated to riders in any regional public information that is developed.

The following operational practice was, however, agreed upon for use throughout the region:

- Call-outs alerting riders that vehicles have arrived (or will arrive shortly) will be made for riders who have disabilities that limit their ability to watch for vehicles to arrive or to wait outside for vehicles to arrive.
- Effective continuing control of vehicles will be maintained. This will include not leaving sight of the vehicle and not being gone from the vehicle for an extended period of time.

It is recommended that these policies and practices be applied to both ADA and non-ADA services.

### **Recommended Package Policies**

The package policy developed by Phoenix DAR is recommended for use in all DAR operations for both ADA and non-ADA service. The basic elements of the policy are:

- Packages can take up no more than two (2) cubic feet of space (e.g., 3 brown paper grocery bags or 6 plastic grocery bags)
- The total weight of all packages cannot exceed 50 pounds
- In addition, one piece of luggage and one carry-on bag will be accommodated
- Driver assistance getting packages on and off the vehicle and to or from the door will be provided on request
- Drivers will assist carrying an unoccupied child seat, but will not carry a child in a car seat.
- Examples of articles that cannot be brought on-board will provided in the policy

The full text of the Phoenix DAR policy is provided in Attachment C.

### 3.13 UNACCOMPANIED CHILDREN POLICIES

#### 3.13.1 Current Unaccompanied Children Policies

Table 3-29 shows current policies regarding the transport of children. In the EV, NWV, Phoenix, PV and the SWV, children under the age of eight must be accompanied by adults when using the service. In Glendale, children under the age of 10 must be accompanied. In Peoria, children under the age of 16 must be accompanied.

**TABLE 3-29. CURRENT POLICIES REGARDING UNACCOMPANIED CHILDREN**

Program/Community	Children
<b>East Valley DAR</b>	
<i>All communities</i>	<i>Under 8 accompanied</i>
<b>Glendale DAR</b>	
<i>Glendale</i>	<i>Under 10 accompanied</i>
<b>Northwest Valley DAR</b>	
<i>All communities</i>	<i>Under 8 accompanied</i>
<b>Paradise Valley DAR</b>	
<i>Paradise Valley</i>	<i>Under 8 accompanied</i>
<b>Peoria DAR</b>	
<i>Peoria</i>	<i>Under 16 accompanied</i>
<b>Phoenix DAR</b>	
<i>Phoenix</i>	<i>Under 8 accompanied</i>
<b>Southwest Valley DAR</b>	
<i>All communities</i>	<i>Under 8 accompanied</i>

#### 3.13.2 Peer Unaccompanied Children Policies

Peer policies regarding unaccompanied children are summarized in Table 3-30. As shown, the policies vary significantly.

**Table 3-30. Peer Rider Assistance**

City	Unaccompanied Children Policies
Dallas, Los Angeles	Under 5 must be accompanied
Minneapolis	Under 7 must be accompanied
Pittsburgh, Washington DC	Under 12 must be accompanied
Chicago (CTA – city)	Under 18 must be accompanied
Boston, Chicago (Pace – suburbs), Portland (OR), Houston,	No policy

Dallas and Los Angeles require adults to accompany children under 5 years of age. Minneapolis requires attendants for children under 7 years of age. In Pittsburgh and Washington DC, children must be 12 or older to ride unaccompanied. In the City portion of the greater Chicago operation (the CTA), children must be 18 to ride unaccompanied. No formal policies exist in Boston, Portland (OR), Houston, or the suburban portion of the greater Chicago operation (Pace).

### **Recommended Unaccompanied Children Policies**

For **ADA** service, a responsible adult should be required to travel with children under 8 years of age.

For **Non-ADA** services, communities can set policies they feel are appropriate for their area and type of service. For Non-ADA service in Glendale, the age will remain at 10. For Non-ADA service in Peoria, the age will remain at 16.

## **3.14 NO-SHOW POLICIES AND PROCEDURES**

### **3.14.1 Current No-Show Policies and Procedures**

Current no-show and late cancellation policies are summarized in Table 3-31.

In all DAR areas, the same basic definition of a no-show is used. A no-show is defined as a trip that is not taken when the vehicle arrives within the on-time window and waits the required time. No-shows also include trips that are cancelled at the door, as well as late cancellations. In all but Glendale, a late cancel is a trip that is cancelled less than two hours before the scheduled pickup time. In Glendale, a trip is a late cancel if it is cancelled less than one hour before the scheduled pickup time.

The formal policies vary somewhat in defining what is a “missed trip” versus a no-show. In the EV, NWV, Phoenix, the SWV and PV, the formal no-show policies say that vehicles must arrive and wait within the defined on-time window before a trip is considered a no-show. If vehicles arrive late and the trip is not taken, this is considered a missed trip rather than a no-show. In Glendale and Peoria, the no-show definitions do not specifically mention that vehicles must arrive within the on-time window.

No-show suspension policies have more variation. In the EV and NWV, if riders have three or more no-shows or late cancels in a 30-day period they receive a warning letter. If there is a second occurrence of three or more in a subsequent 30 day period, the rider can be suspended for 30 days.

**TABLE 3-31: NO-SHOW AND LATE CANCELLATION POLICIES**

Program/Community	Late Cancellation Definition	No Show & Late Cancellation Warning and Suspension Policy	Drivers to Door?	Call-outs?
<b>East Valley DAR</b>				
<i>Chandler</i>	< 2 hours	<u>No-show definition:</u> Rider not present and vehicle arrives within ready window; or cancel at door or late cancel; <u>Warning:</u> For first occurrence of 3 NS/LC in 30 days; <u>Suspension:</u> Second+ occurrence of 3 in 30 days (30 day suspension)	Yes	Drivers can call on arrival
<i>Gilbert</i>				
<i>Mesa</i>				
<i>Scottsdale</i>				
<i>Tempe</i>				
<i>Unincorporated areas</i>				
<b>Glenadale DAR</b>				
<i>Glendale</i>	< 1 hour	<u>No-show definition:</u> Vehicle arrives, honks horn and waits 2 minutes and rider doesn't show. <u>Warning:</u> First occurrence of 3 or more NS/LC in 60 days. <u>Suspension:</u> Second+ occurrence (30 day suspension)	No	Dialysis trips only
<b>Northwest Valley DAR</b>				
<i>El Mirage</i>	< 2 hours	Same as East Valley DAR	Yes	Drivers can call on arrival
<i>Sun City</i>				
<i>Sun City West</i>				
<i>Surprise</i>				
<i>Youngtown</i>				
<i>Unincorporated areas</i>				
<b>Paradise Valley DAR</b>				
<i>Paradise Valley</i>	< 2 hours	Same as Phoenix	Yes	see Phoenix
<b>Peoria DAR</b>				
<i>Peoria</i>	< 2 hours	<u>No-show definition:</u> Vehicle arrives and waits 5 minutes and rider doesn't show. <u>Warning:</u> First occurrence of 3 or more NS/LC in 30 days. <u>Suspension:</u> Second occurrence (7 day suspension); Third occurrence (14 day suspension); Fourth+ occurrence(s) (30 day suspension)	No	No
<b>Phoenix DAR</b>				
<i>Phoenix</i>	< 2 hours	<u>No-show definition:</u> Vehicle arrives within ready window, waits 5 minutes and rider doesn't show. <u>Warning:</u> First occurrence of 3 or more NS/LC in 60 days. <u>Suspension:</u> Second+ occurrence (7 day suspension)	Yes	Yes, riders can request call-outs
<b>Southwest Valley DAR</b>				
<i>Avondale</i>	< 2 hours	Same as Phoenix	Yes	Same as Phoenix
<i>Goodyear</i>				
<i>Litchfield</i>				
<i>Tolleson</i>				

In Phoenix, the SWV and PV, if riders have three or more no-shows or late cancels in a 60-day period they receive a warning letter. If there is a second occurrence of three or more in a subsequent 60 day period, the rider can be suspended for seven days. If there are additional occurrences, rider can be suspended for 30 days.

In Glendale, if riders have three or more no-shows or late cancels in a 60-day period they receive a warning letter. If there are subsequent occurrences, they can be suspended for 30 days.

In Peoria, if riders have three or more no-shows or late cancels in a 30-day period they receive a warning letter. If there is a second occurrence, they can be suspended for 7 days. If there is a third occurrence, they can be suspended for 14 days. And for additional occurrences, they can be suspended for 30 days.

Recent FTA guidance on ADA service indicates that no-show policies need to consider frequency of no-shows relative to a rider's overall use of the service. A rider's rate of no-shows would need to be multiples of the systemwide average (e.g., two or three times as high) for it to be considered a pattern or practice of abuse of the service. The guidance also suggests that initial suspensions should be on the order of 7 days, with subsequent suspensions escalating to no more than 30 days.

### **3.14.2 Peer No-Show Policies and Procedures**

Peer no-show and late cancellation policies are summarized in Table 3-32.

#### ***Late Cancellations***

Seven of the 13 peers allow riders to cancel trips up to two hours before their scheduled pickup times without penalty. Four allow cancellations up to one hour before without considering them "late." One system (Salt Lake City) requires riders to cancel a ride four hours before their scheduled pickup time to avoid incurring a late cancel penalty.

#### ***Pattern or Practice***

Seven systems define a "pattern or practice" of late cancel/no-show abuse by using both an absolute number and a frequency (percentage). Four agencies use three late cancels/no-shows in a month (or 30 day period) as a trigger that results in a review of the trip record. One system uses four in a month; one uses seven in a month; and one uses 10 in a month. Four systems then define a pattern or practice as late cancelling or no-showing more than 10% of scheduled rides. One system uses 4%; one 20%; and one just says that frequency will be considered without setting an exact percentage.

Two systems only consider the number of late cancels/no-shows (not frequency). Los Angeles uses 6 in 60 days; Seattle uses 3 in 30 days for a warning and 6 in 30 days for a suspension.

**Table 3-32: Peer No-Show and Suspension Policies**

<b>City (Agency)</b>	<b>Late Cancels</b>	<b>Pattern or Practice</b>	<b>Suspension Period</b>
Boston (MBTA)	< 1 hour	7 or more in one month that are $\geq$ 20% of scheduled trips	Warning/7 days/14 days/8 weeks
Chicago (Pace)	< 2 hour	3 in 30 days, amounting to >10% of scheduled trips	Warning/ second warning/ 7 day/ 14 day/ 30 day
Dallas (DART)	< 2 hour	“pattern or practice”	Case-by-case
Denver (RTD)	< 2 hour	4 or more in one month; “frequency will be considered” (not specific)	14 day suspension
Houston (MTA)	< 1 hour	10 or more in one month that are $\geq$ 10%	10 day suspension “10/10/10” policy
Los Angeles (LACMTA)	< 2 hour	6 or more in 60 days	60 days
Minneapolis (Metro Transit)	< 1 hour	3 in 30 days, amounting to >4% of requested trips	Case-by-case
Pittsburgh (PAT)	< 1 hour	Based on point schedule (see text)	1 week/2 weeks/3 weeks
Portland (TriMet)	< 1 hour	3 in 30 days, amounting to >10% of scheduled trips	Warning, then case-by-case
Salt Lake City (UTA)	< 4 hour	Based on point schedule (see text)	Based on point schedule (see text)
San Diego (MTS)	< 2 hour	3 or more in 30 days that are $\geq$ 10%	14 days
Seattle (Metro Transit)	< 2 hour	3 in 30 days (warning); 6 in 30 days (suspension)	7 days
Washington, DC (WMATA)	< 2 hour	10% of scheduled trips in 30 days	7 day/14 day/21 day/ 28 day

Two systems have established a fairly elaborate point system to differentiate between late cancels and no-shows. No-shows or cancels at the door carry a higher penalty than late cancels. It was noted that this was done to encourage riders to call and cancel even if they have passed the late cancel time period. The point system in Salt Lake City is as follows:

- **(1 Point)** Same Day Notice is charged to your record if you cancel your ride after 11:59 pm the day before, and up to 4 hours before your scheduled ride pick up time.
- **(3 Points)** Late Notice is charged to your record if you cancel your ride between 30 minutes and 4 hours before your scheduled ride pick up time.
- **(5 Points)** No Notice/Cancel at Door/No-Show is charged to your record if you cancel your ride less than 30 minutes before your scheduled ride pick up time, or you notify the driver when the driver arrives that you are not taking your scheduled ride, or you are not present after the vehicle has waited five minutes after the ready time window.

If riders reach 60 or more points, service can be suspended for 14 weeks. For each additional 12 points, riders can be suspended an additional four weeks. For example, 60 points would be a 14 week suspension; 72 points would be an 18 week suspension, and so on.

In Pittsburgh, the point system is as follows:

- **(2 points)** for late cancels
- **(5 points)** for no-shows or cancels at the door

If a rider reaches 15 points in a calendar month, they receive a first warning letter; at 20 points they receive a second warning; at 25 points they receive a one week suspension. Subsequent accumulations of 25 points in a month during the same year result in a 2 week suspension (2<sup>nd</sup> violation) and a 3 week suspension (3<sup>rd</sup> or additional violations).

One system (Dallas) does not define how “pattern or practice” is decided. Number and frequency of late cancels and no-shows are considered on a case-by-case basis.

### ***Warnings and Suspensions***

Three systems issue warnings before imposing suspensions from service. Periods of suspension for first violations range from 7 days to 14 weeks. The most common length of first suspensions is 7 days (5 systems), followed by 14 days (two systems), and 10 days (one system).

Maximum suspension periods for repeat violations range from 2 weeks to 8 weeks, with 4 weeks (or about 30 days) used by two systems, and 8 weeks (or 60 days) used by two systems. Three systems have only one suspension period regardless of the number of violations: Houston 10 days; San Diego 14 days; and Los Angeles 60 days.

Three systems decide the period of suspension on a case-by-case basis.

### **Recommended No-Show Policies and Procedures**

The following policies and procedures are recommended for no-shows and late cancellations in ADA paratransit service:

- No-shows will only be recorded if vehicles arrive within the pickup window, wait the required amount of time, and the rider is not there or does not board. The latter can also be coded as a “cancel at door” but can be a type of no-show.
- A late cancellation will be recorded if riders cancel less than two hours before the scheduled pickup time.
- No-shows and late cancels that are beyond the rider’s control will be excused.
- If riders have three (3) or more unexcused no-shows or late cancels in a 30-day period, a review of their travel record for that period of time will be conducted. This will involve calculating the percentage of trips they schedule that ended as unexcused no-shows or late cancels.
- A warning (reminder of the no-show suspension policy) will be sent to riders who accumulate three (3) or more no-shows or late cancels in a 30-day period and no-showed/late cancelled more than 10% of scheduled trips during that period.
- A second occurrence within the same calendar year will result in a seven (7) day suspension of riding privileges.
- A third occurrence within the same calendar year will result in a fourteen (14) day suspension of riding privileges.
- A fourth occurrence within the same calendar year will result in a thirty (30) day suspension of riding privileges.
- Suspension letters will be sent out at least fourteen (14) days before suspensions are to begin and riders will be informed of their right to appeal. If appeals are requested, suspensions will be stayed until the appeals are heard and decided.

No-show policies for non-ADA service would be set by each community providing non-ADA service.

## **3.15 VISITOR ELIGIBILITY AND CERTIFICATION PROCEDURES**

### **3.15.1 Current Visitor Eligibility and Certification Procedures**

The USDOT regulations implementing the ADA require that transit agencies provide at least 21 days of service within a rotating 365 day period to visitors who have been determined ADA paratransit eligible by other public entities. Visitors who do not have documentation of ADA paratransit eligibility from other transit agencies must also be provided the same amount of service. Those without documentation from other transit agencies whose claimed disability is not “apparent,” can be asked to provide some form of documentation of disability (less than a full application form). Those whose claimed disability is “apparent” (e.g., use a wheelchair or a white cane or a dog guide) are to be served based solely on their claim of a disability.

Current visitor policies are presented in Table 3-33. In Phoenix, the SWV and PV, visitors who have been determined ADA paratransit eligible by another public agency can use DAR for 30 days of service in a 365 day period. This exceeds the regulatory requirement that at least 21 days of service must be provided in a 365 day period.

**TABLE 3-33. VISITOR POLICIES (ADA)**

<b>Program/Community</b>	<b>Visitor Policy (ADA)</b>
<b>East Valley DAR</b>	
<i>Chandler</i>	Visitors determined ADA paratransit eligible by another public agency may use DAR for 30 days in a 365 day period. No policy for those not certified by another public agency.
<i>Gilbert</i>	
<i>Mesa</i>	
<i>Scottsdale</i>	
<i>Tempe</i>	
<i>Unincorporated areas</i>	
<b>Glenadale DAR</b>	
<i>Glendale</i>	30 days of service in 365 day period (same as Phoenix)
<b>Northwest Valley DAR</b>	
<i>El Mirage</i>	NA
<i>Sun City</i>	Same as East Valley
<i>Sun City West</i>	NA
<i>Surprise</i>	NA
<i>Youngtown</i>	Same as East Valley
<i>Unincorporated areas</i>	Same as East Valley
<b>Paradise Valley DAR</b>	
<i>Paradise Valley</i>	Same as Phoenix
<b>Peoria DAR</b>	
<i>Peoria</i>	Visitors can self-declare as ADA eligible. No limits on days of service.
<b>Phoenix DAR</b>	
<i>Phoenix</i>	Visitors determined ADA paratransit eligible by another public agency can use DAR for 30 days of service in a 365 day period. Those not certified by another agency present general documentation of disability if stated disability is not apparent. Those with apparent disabilities served as visitors without documentation.
<b>Southwest Valley DAR</b>	
<i>Avondale</i>	Same as Phoenix
<i>Goodyear</i>	
<i>Litchfield</i>	
<i>Tolleson</i>	

Also, in accordance with the regulatory requirements, those not certified by another agency are asked to provide general documentation of disability if a non-apparent disability is indicated. Those who indicate an apparent disability are not asked to provide verifying documentation.

In the EV, NWV and Glendale, visitors who have been determined ADA paratransit eligible by another public agency may use DAR for 30 days in a 365 day period. There is no policy in these areas for visitors not certified by another public agency.

In Peoria, visitors can self-declare ADA eligibility when calling to inquire about or request service. There is no limit on the number of days of service provided.

### **Recommended Visitor Eligibility and Certification Procedures**

In keeping with regulatory requirements as well as current practices, the following visitor eligibility policies and procedures are recommended for ADA paratransit services:

- Documentation of ADA paratransit eligibility issued by other transit agencies will be accepted.
- Visitors who have not been granted ADA paratransit eligibility by another transit agency and who indicate disabilities that are not “apparent” (e.g., psychiatric disability, seizure condition, non-apparent health condition) will be asked to provide some readily available documentation of their disabilities.
- Visitors who do not have documentation of ADA paratransit eligibility from another transit agency and indicate an “apparent” disability (e.g., use a mobility device, use of a long white cane or dog guide) will not have to provide documentation of disability.
- Visitors will be provided up to 30 days of service within any 365-day period. For additional service, visitors may be asked to go through the regional ADA paratransit eligibility determination process.
- All individuals who request service as visitors will be referred to the regional Mobility Center to be registered for service. The Mobility Center will gather appropriate documentation and will enter approved visitors into the regional ADA rider database. Visitors’ ID numbers will include a unique character to identify them as such.
- The Mobility Center will include visitors in the regular, ongoing updates of rider eligibility that are sent to each DAR operation.

Visitor policies for non-ADA service would be set by each community providing non-ADA service.

## 4 DIAL-A-RIDE TRANSFER POLICIES AND PROCEDURES

This section examines policies and procedures for inter-region travel between DAR areas. Current policies and procedures are first described. Service performance and rider input on the effectiveness of current policies are then noted. Options for alternative policies and procedures are examined. Recommendations for a revised approach to regional, inter-area travel are then provided.

### 4.1 CURRENT INTER-REGION TRAVEL POLICIES

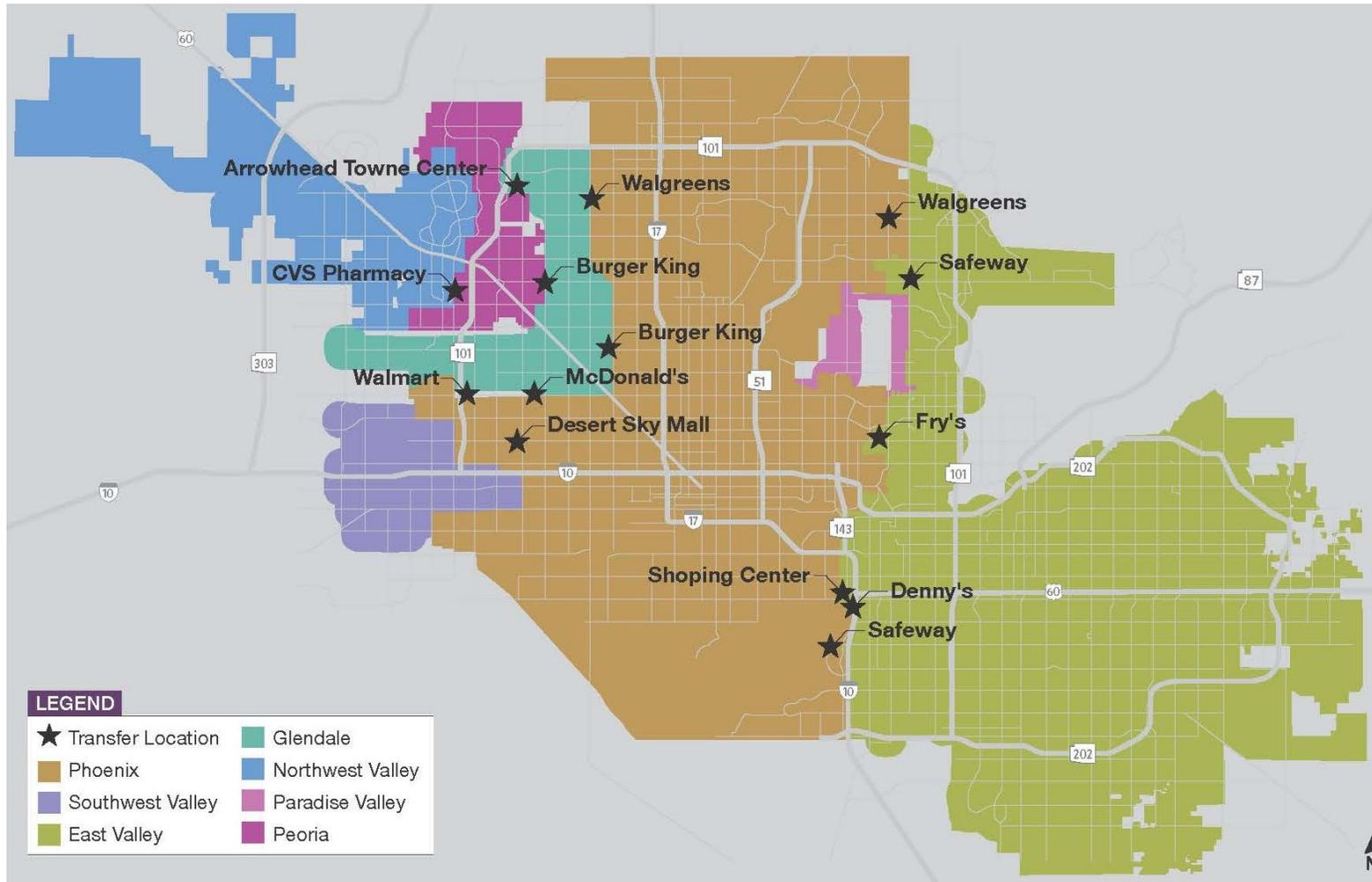
Travel between many of the DAR areas requires one or more transfers. Direct service is provided between Phoenix and the Southwest Valley (SWV) communities, and between Phoenix and Paradise Valley (PV). Transfers are required when traveling between the East Valley (EV) and Phoenix, Glendale and Phoenix, Peoria and Phoenix, Peoria and Glendale, or between the communities in the Northwest and Peoria, Glendale or Phoenix.

Figure 4-1 shows the DAR service areas and the locations at which transfers take place. Fourteen transfer locations are currently used throughout the region. Table 4-1 provides specific addresses and descriptions of the 14 transfer locations. These transfer locations were selected by the DAR programs in cooperation with the business/property owners to provide convenient locations that vehicles can access and where they can wait with riders when needed. Locations with relatively long hours of operation are also used so riders who can be left unattended can wait indoors.

Six transfer locations have been established between the EV and Phoenix. These are spread along the border from North to South. Three transfer locations have been designated for travel between Glendale and Phoenix—one in northeast Glendale, one in southeast Glendale, and one in south Glendale. One location has been designated for transfers between the Northwest Valley (NWV) and Peoria. One location is also designated for transfers between the NWV and Glendale (bypassing Peoria). And one location has been established for transfers from the NWV to Phoenix (bypassing both Peoria and Glendale). Two locations are used for transfers between Peoria and Glendale—one on the northern border and one on the central border. Finally, one location has been established for transfers from the NWV to the SWV.

Inter-region travel to Phoenix is possible with only one transfer from all communities except Peoria, which requires two transfers—one from Peoria to Glendale and one from Glendale to Phoenix. Travel to the EV from the NWV, Peoria, or Glendale require two transfers.

**FIGURE 4-1. MAP OF DAR SERVICE AREAS AND TRANSFER LOCATIONS**



**TABLE 4-1. TRANSFER LOCATIONS**

<b>Transfers Between EV DAR and Phoenix DAR</b>
CVS Pharmacy, Scottsdale Rd. and Shea Blvd., 10653 N. Scottsdale Rd., Scottsdale (to Phoenix only)
Safeway, 65 <sup>th</sup> St. and Greenway Pkwy., 6501 E. Greenway Pkwy., Scottsdale (to the EV only)
Frys Food Store, 61 <sup>st</sup> St. and Thomas Rd., 6080 E. Thomas Rd., Scottsdale
Frys Food Store, 48 <sup>th</sup> St. and Baseline Rd., 2700 Baseline Rd., Tempe (except 5-6 a.m.)
Denny's, I-10 and Baseline Rd., 1994 W. Baseline Rd., Tempe (only from 5-6 a.m. when can't use Frys)
Safeway, 48 <sup>th</sup> St. and Elliot Rd., 4747 E. Elliot Rd., Phoenix
<b>Transfers Between Glendale and Phoenix</b>
Walgreens, 51 <sup>st</sup> Ave. and Bell Rd., 4965 W. Bell Rd., Glendale
Burger King, 43 <sup>rd</sup> Ave. and Glendale Ave., 4422 W. Glendale Ave., Glendale
McDonalds, 67 <sup>th</sup> Ave. and Camelback Rd., 6762 W. Camelback Rd., Glendale
<b>Transfers Between NWV DAR and Phoenix DAR (bypassing Peoria and Glendale)</b>
Walmart Supercenter, 5010 N. 95 <sup>th</sup> Ave., Glendale
<b>Transfers Between NWV DAR and Peoria DAR</b>
CVS Pharmacy, 67 <sup>th</sup> and Peoria (9856 W. Peoria Ave.)
<b>Transfers Between NWV DAR and Glendale (bypassing Peoria)</b>
Johnny Rocket's at the Arrowhead Mall, 7700 W. Arrowhead Town Center Drive
<b>Transfers Between NWV DAR and SW Valley DAR</b>
Desert Sky Mall Transit Center, 75 <sup>th</sup> Ave. and Thomas Rd., Phoenix
<b>Transfers Between Glendale and Peoria</b>
Burger King, 6698 W. Peoria Ave. (67 <sup>th</sup> and Peoria)
Johnny Rocket's at the Arrowhead Mall, 7700 W. Arrowhead Town Center Drive

**4.1.1 Buffer Zone Policies**

In situations where final destinations are just across a DAR border, or very close to transfer locations, some DAR programs have established buffer zones within which direct service is provided. The buffer zones vary by DAR program and are summarized in Table 4-2. EV DAR and NWV DAR use a one mile buffer zone all along the border with neighboring DAR services. If trips do not extend beyond this buffer zone, a transfer is not required.

Phoenix DAR will consider direct service beyond its boundaries on a case-by-case basis if the distance beyond the boundary is short and if the direct trip can be accommodated on the schedules. This policy also applies to the SWV DAR and PV DAR, which are operated by Phoenix.

Glendale also will consider direct service on a case-by-case basis if the distance beyond the border is less than one mile.

Peoria does not apply a buffer zone. Vehicles do not provide service beyond city boundaries.

**TABLE 4-2: BUFFER ZONE POLICIES**

Program/Community	Transfer Policies (ADA)
	Buffer Zones
<b>East Valley and Northwest Valley DARs</b>	One (1) mile all along borders
<b>Glendale DAR</b>	Case-by-case if 2nd leg of trip $\leq$ one (1) mile
<b>Peoria DAR</b>	No buffer zones used
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>	Case-by-case if 2nd leg of trip $<$ one (1) mile

#### **4.1.2 Attended Transfer Policies**

Recent FTA guidance indicates that attended transfers are required in ADA paratransit services at least for riders who, because of their disability, cannot be left unattended.<sup>2</sup> Attended transfer policies for the DARs are summarized in Table 4-3.

Phoenix DAR (which includes the SWV and PV), NWV DAR and EV DAR have policies that call for attended transfers. Riders of these services report, though, that transfers are not always attended. The policies for Glendale DAR and Peoria DAR do not include attended transfers.

**TABLE 4-3. ATTENDED TRANSFER POLICIES**

Program/Community	Transfer Policies (ADA)
	Transfers Attended?
<b>East Valley and Northwest Valley DARs</b>	Yes
<b>Glendale DAR</b>	No
<b>Peoria DAR</b>	No
<b>Phoenix, Paradise Valley and Southwest Valley DARs</b>	Yes

<sup>2</sup> “ADA Complementary Paratransit Compliance Review, Metropolitan Transit System (MTS), San Diego, CA,” Federal Transit Administration, Office of Civil Rights, Washington, DC, June 4, 2009.

#### 4.1.4 Reservations, Scheduling and Dispatching Procedures

##### *ADA Inter-Regional Trips*

For ADA inter-regional trips, a coordinated reservations, scheduling and dispatch procedure has been developed. When ADA trips are requested that require transfers, reservationists and schedulers book the first leg of the trip and then complete a fax form that is sent to the DAR service in the next area. The fax form includes the address of the transfer location, the scheduled time of arrival at the transfer location, and the final appointment time of the trip in the next area. Each DAR has a form that is formatted a little different, but each contains the same basic information. The sample transfer trip fax form used by Phoenix DAR is provided as Attachment D.

Transfer fax forms are sent by EV DAR and NWV DAR to Phoenix DAR by 9 p.m. the day before service. Forms are sent by EV DAR and NWV DAR to Peoria and Glendale by 5 p.m. Phoenix DAR, Peoria DAR and Glendale DAR send fax forms to Total Transit, the provider of EV and NWV DAR services by 7 p.m. Peoria and Glendale DARs exchange forms by 5 p.m.

Dispatchers from the DARs are then in touch about transfer trips on the day of service. Transfer trips are easily identified on run manifests by their addresses. In Glendale, drivers radio dispatchers as soon as they pick up a passenger making a transfer and provide dispatchers with an estimated time of arrival (ETA) at the transfer location. Glendale dispatchers then contact dispatch at the other DAR and give them the ETA. In Phoenix, dispatchers call the other DAR dispatch staff when drop-offs are made at transfer locations. This dispatch coordination is done to try to minimize wait times at transfer locations. For example, if the DAR providing the first leg of the trip is running early, they will notify dispatch at the connecting DAR, which will attempt to get a vehicle to the transfer location earlier than originally scheduled.

These coordinated reservations, scheduling and dispatching procedures present several operational challenges, including:

- Scheduling the second leg of the trip: Scheduling the second leg of a trip can be challenging. Schedulers must consider the appointment time at the final destination so riders do not get to appointments late. They must also consider the arrival time at the transfer location so that riders are not waiting excessively long times to make connections. Finding scheduling solutions that satisfy both of these constraints can be a challenge. This is further complicated by not having direct communications with riders. Scheduling must be done based on the information transmitted on the fax form.
- Handling of fax forms: A second challenge is ensuring that fax forms are completed, successfully transmitted, and handled. During peak call times, information is sometimes not forwarded or received, or is set aside and misplaced.

- **Dispatch coordination:** During peak operating hours or when same-day operating issues arise, it is not always possible to have the necessary dispatch coordination needed to ensure a timely and smooth transition. Vehicles with inter-regional travelers may run early or late and information is not relayed to the connecting DAR. Same-day adjustments may not be possible by the second provider to compensate of issues that may develop with the first part of the trip.

The coordination of inter-regional trips appears to work better in smaller DAR operations. Staffs in Glendale and Peoria noted that they have a particularly good working relationship and that transfers between those communities work well. Staff in Peoria noted that transfers with NWV DAR also work well, and Glendale staff said transfers with the NWV work “okay.” Glendale staff indicated that transfers to and from Phoenix sometimes work okay, but often riders coming from Phoenix are dropped off well ahead of schedule, which can increase transfer wait times if pickup times at the transfer point cannot be adjusted. Staffs in Phoenix and EV DAR said that transfers sometimes work well, but can be a challenge during peak hours or when these larger operations are stressed.

### ***Non-ADA Inter-Regional Trips***

A different procedure is used for non-ADA trips. For these trips, riders must book each leg of the trip separately. For example, a rider in the NWV needing to travel to Phoenix would first book a trip with NWV DAR to one of the transfer locations. The rider would then call Phoenix DAR to arrange a second trip from the transfer location to their final destination in Phoenix. The coordinated reservations and scheduling process for ADA trips, described above, does not apply.

#### **4.1.5 Fares for Inter-Regional Travel**

##### ***ADA Inter-Regional Trips***

For ADA inter-regional trips, riders pay the DAR provider that starts the trip. No additional fare is collected by the DAR system that provides intermediate service or that completes the trip from a transfer center. The same applies on return trips.

##### ***Non-ADA Inter-Regional Trips***

For non-ADA inter-regional trips (e.g., riders traveling to or from locations outside the ADA paratransit service areas), two separate fares are paid. Since riders book these trips as two separate trips and since the coordinated reservations and scheduling process does not apply, fares are collected for both legs of inter-regional trips.

## 4.2 RIDER INPUT

In March and April of 2015, Valley Metro surveyed ADA paratransit eligible DAR riders for input on their experiences with the services. This included a telephone survey of 403 randomly selected riders as well as an open online survey which received 56 responses. Several questions in both surveys requested feedback on inter-regional travel and on transfer policies. Valley Metro also held open public “Stakeholder” meetings in February and June 2015 to get feedback on DAR services, including transfers between DAR areas. This section presents the input provided by riders through the survey and public meetings.

### **4.2.1 Survey Responses Regarding Inter-Regional Travel and Transfers**

Several questions in the telephone and online survey asked about travel between DAR areas and experience with transfers. Following is a summary of responses to those questions.

#### ***Travel Between DAR Areas***

Question 7 of both the telephone and online surveys asked “Have you made a transfer between Dial-A-Ride services within the past three months?” Only 18% of those surveyed by phone indicated that they had made a DAR transfer trip in the past 3 months.

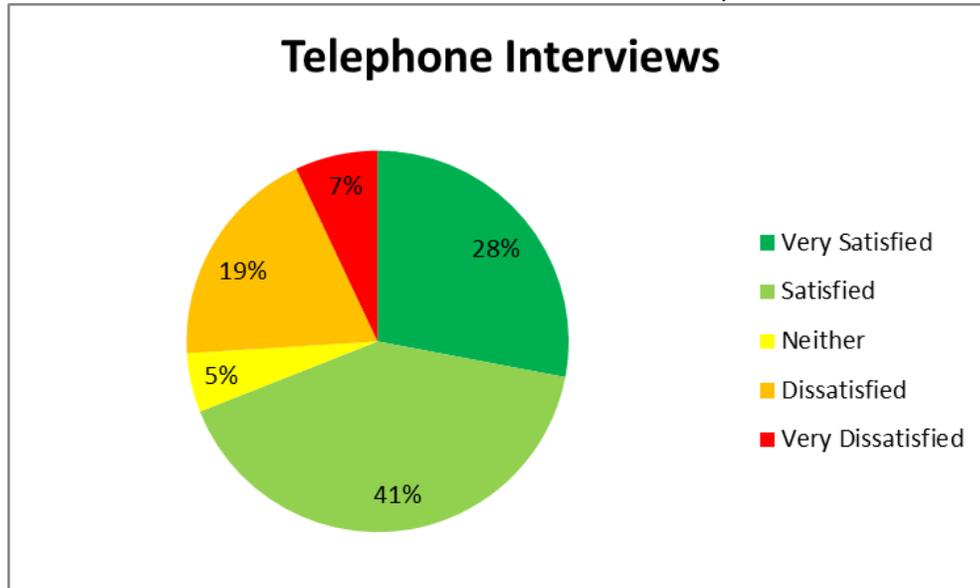
Responses from those who completed the online survey were significantly different. Forty-three percent (43%) of online respondents indicated that they had made a transfer on the DAR system. This difference is likely due to the fact that online respondents are more frequent DAR riders. The online survey was advertised by distributing cards to riders on DAR vehicles. The cards invited riders to go online and complete the survey.

Since the telephone survey was a random sample of all ADA eligible DAR riders, it likely provides the best measure of regional travel by all riders.

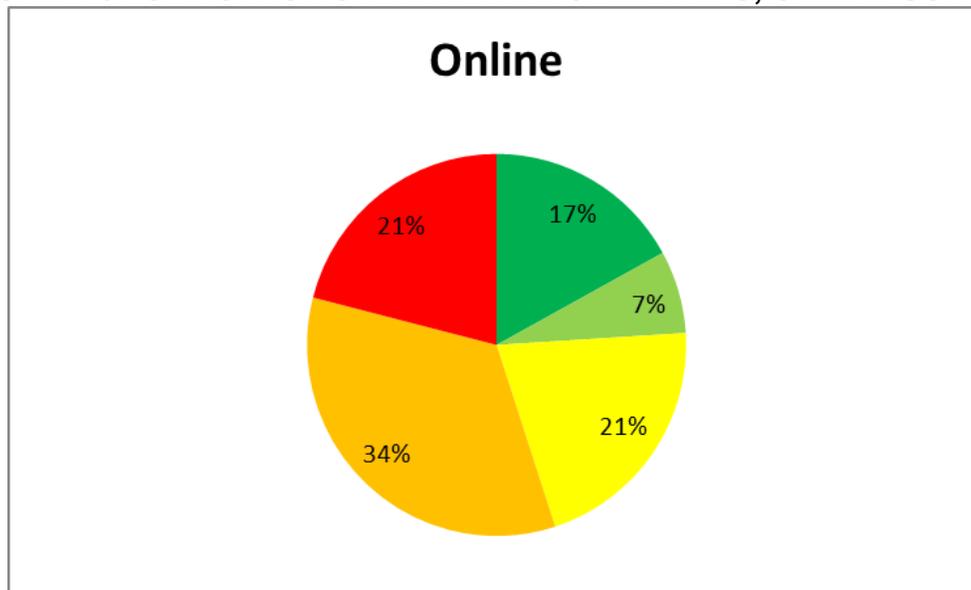
#### ***Satisfaction with Transfers***

Question 8 of both surveys asked those who indicated they had made a transfer trip in the past 3 months “How satisfied were you with the transfer?” Figure 4-2 shows responses to the telephone survey and Figure 4-3 shows online responses, which were very different.

**FIGURE 4-2. SATISFACTION WITH TRANSFER TRIPS, TELEPHONE SURVEYS**



**FIGURE 4-3. SATISFACTION WITH TRANSFER TRIPS, ONLINE SURVEYS**



Sixty-nine percent of those surveyed by phone indicated that they were somewhat or very satisfied with the transfers. Twenty-six percent (26%) said they were dissatisfied or very dissatisfied with their transfer trips.

Those responding online reported very different experiences—only 24% said they were somewhat or very satisfied with their transfer trips, while 55% said they were

dissatisfied or very dissatisfied with transfers. The difference in level of satisfaction with transfers appears to be related to frequency of experience with making transfers. As noted earlier, the riders contacted by telephone did not appear to make transfers to the same degree as those who responded online.

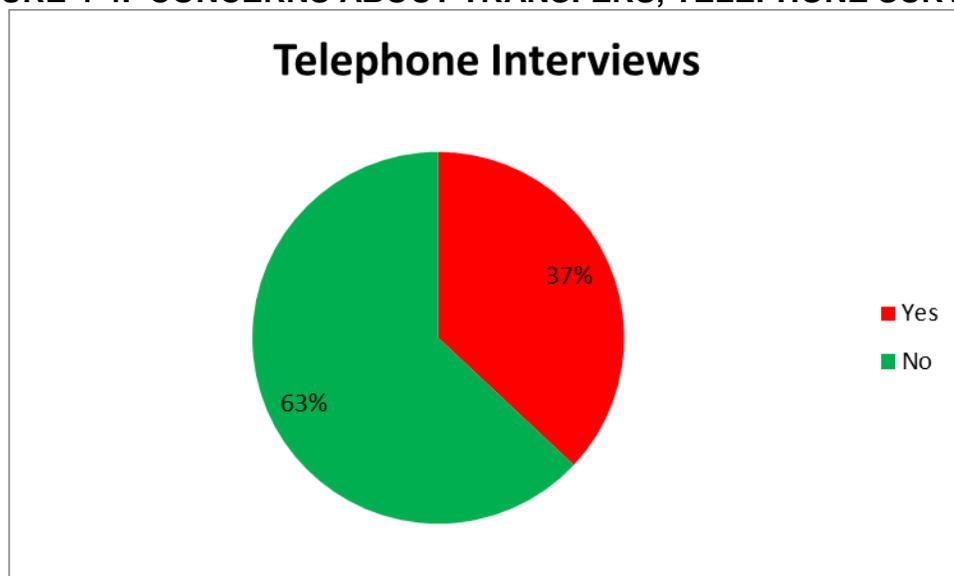
Another explanation could be that those who received cards on the vehicles and took the time to go to the online survey did so partly because they had more negative experiences with the service and wanted to comment. However, responses other questions about experiences and satisfaction with the service do not appear to support this. In response to questions about overall experience with on-time performance, the responses from telephone and online surveys was almost identical—66% of telephone respondents said their pickups were usually or always on-time, and 66.7% of online respondents said their pickups were usually or always on-time.

Both the telephone and online surveys indicate some public concern about transfers. The fact that 26% of telephone responses indicated dissatisfaction is significant. The online responses indicate a very significant service problem.

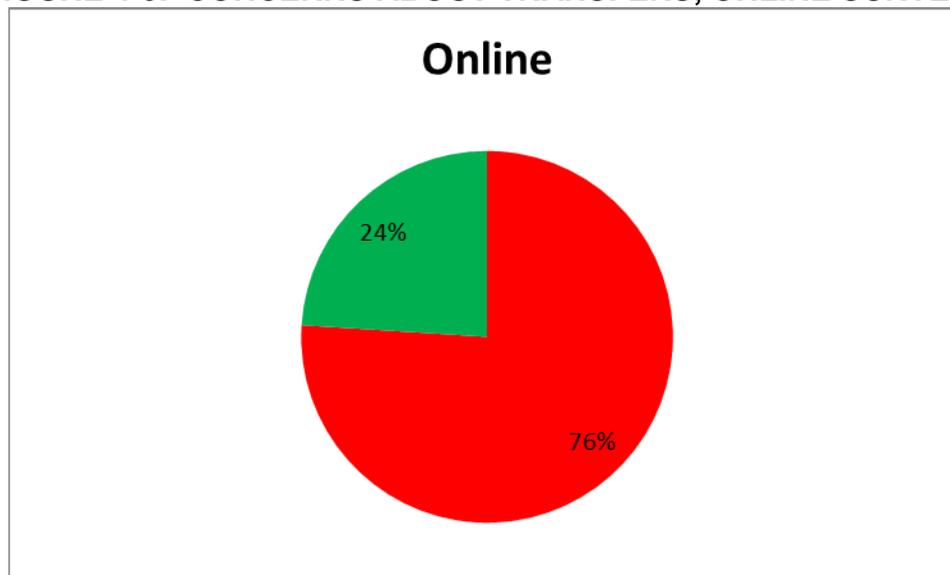
**Concerns About Making Transfers**

Question 9 on both surveys asked “Do you have concerns about transferring from one system to another?” Figure 4-4 shows telephone survey responses and Figure 4-5 shows online responses.

**FIGURE 4-4. CONCERNS ABOUT TRANSFERS, TELEPHONE SURVEYS**



**FIGURE 4-5. CONCERNS ABOUT TRANSFERS, ONLINE SURVEYS**



Again, there were differences in the responses between the telephone and online surveys. Thirty-seven percent (37%) of those interviewed by phone expressed concerns about transferring between DAR areas. Seventy-six percent (76%) of online respondents expressed concerns.

The online surveys indicate a very significant service problem. The telephone responses indicate a lesser but still significant issue. It is significant that 37% of all riders interviewed by phone are concerned about making regional trips that require transfers. If the online survey represents responses from those with more experience making transfers, inter-region travel and transfers certainly are problems that need to be addressed.

### ***Reasons for Dissatisfaction and Concern***

Question 8a on both surveys asked those who indicated they were not satisfied with recent transfers “What were the reasons you were not completely satisfied with your most recent transfer using DAR?” Question 10 on both surveys asked those who said they were concerned about transfers to “Describe any concerns which either prevent or limit your use of Dial-A-Ride when a transfer is required to make your trip.”

The most common concerns expressed in both surveys were:

- Long transfer wait times (42% of respondents to Question 8a and 27% of respondents to Question 10)
- Operational problems arranging trip, such as no one showed up for second leg of trip or taken to wrong location (37% of respondents to Question 8a)
- Overall trip takes too long (21% of respondents to Question 10)

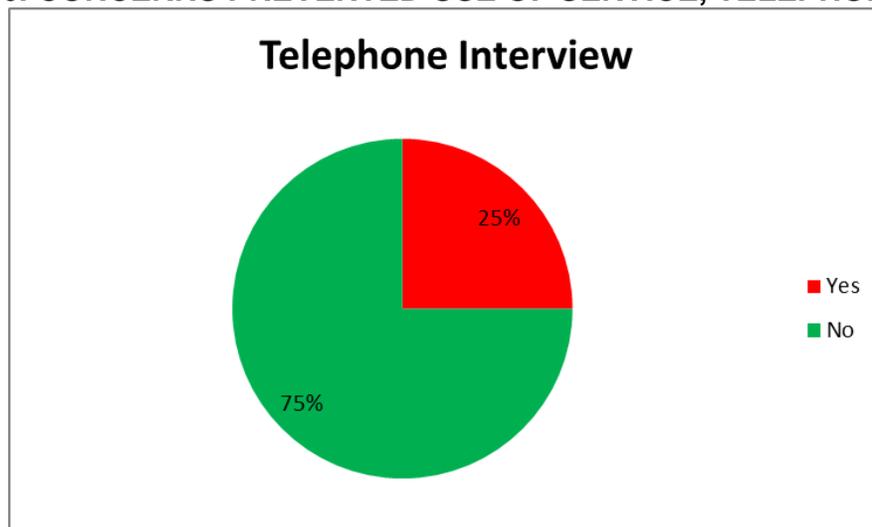
- Worried will be stranded (8% of respondents to Question 10)

Riders' concerns largely related to the amount of time involved—either long overall travel time or long wait times at transfer points. Comments also indicated some issues with accuracy in arranging trips and with information transfer and coordination between DAR services. To a lesser degree, riders indicated they were concerned because they didn't have good information about how to make transfer trips or needed to know more (6% of respondents to Question 10).

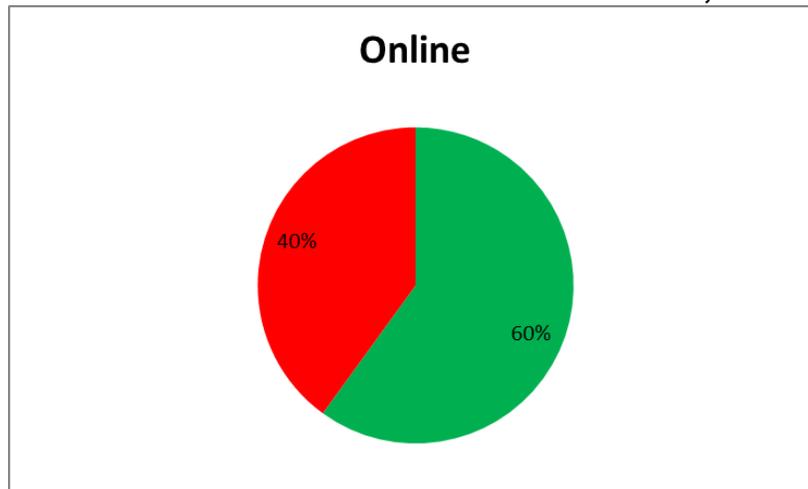
### ***Impacts of Transfer Concerns on Regional Travel***

Question 11 asked “Have concerns prevented you from using Dial-A-Ride services?” Responses are shown in Figures 4-6 and 4-7. Twenty-five percent (25%) of riders interviewed by phone said concerns about transfers prevented them from using the service. Forty percent (40%) of online respondents said concerns about transfers prevented them from using DAR to travel regionally. Again, these responses indicate a significant service issue and likely constraints in demand for regional travel.

**FIGURE 4-6. CONCERNS PREVENTED USE OF SERVICE, TELEPHONE SURVEY**



**FIGURE 4-7. CONCERNS PREVENTED USE OF SERVICE, ONLINE SURVEY**



### ***Comments From Riders***

Several riders who attended the public Stakeholder meetings expressed concerns about transfers. Many of the survey respondents also provided detail about issues with regional travel and transfers. Representative comments included:

- The first parts of trips are quick, but you can then wait for over an hour at the transfer location. I waited three hours once. The overall travel time can be two to three hours.
- My trip to church is about 15 miles and I have to transfer to make the trip. I am tired of waiting. All rides should be one ride.
- I don't go to my friend's house in Phoenix because of transfers. I miss cultural events in Phoenix because of transfers. I can't do three hour rides.
- The one and only time I had to transfer from Phoenix to East Valley, the driver did not arrive by the designated time and no one let me know that they weren't coming at that time and when they did finally arrive, the driver was very rude and told me I should have expected a long wait. I never used a transfer after that because of that incident.
- Sometimes it takes a long time when the next vehicle picks you up. I went one place and had to change vehicles and it took me 3 hours to get there.
- My son was transferring to Phoenix and they didn't show up. He waited for 3 hours and had to borrow a phone to call me so I could find a ride for him.
- I don't go anywhere I have to transfer because of the amount of time it takes me to get somewhere. It's not worth it.
- My mother has dementia and there is often a one hour wait and she'll have to wait at like a Circle K and it's just not acceptable
- Transferring from Phoenix to Glendale I thought everything was going to go smoothly. Something went wrong in the transfer and I needed my family to come pick me up. Now I stay in Phoenix and don't transfer to Glendale or Scottsdale.

- It's a nightmare—the time involved and miscommunication between one service to the other.
- It takes 2-3 hours to get 10 miles because you have to sit and sit and wait for them to come, or they say they were there and I wasn't there when I was. I end up paying 30 dollars for a cab because it's easier.
- It didn't go well. I was left at Safeway in Phoenix for over an hour before they got there. I had to go to the bathroom and it was locked and I was desperate and in pain. I called Dial-a-ride and reported it and they came and parked in another parking lot and stayed there. I saw them and rode my power chair to them. They said they had another ride at 9 and I would have to wait. On the way home, I was dropped in Phoenix at a Fry's store and I waited 30 minutes and no one came. I called them and they said I would have to wait another 30 minutes. I was upset.
- It takes all day—from morning until night—to travel out of the area and get home.
- If I choose to go into Phoenix they want to drop me off and wait up to an hour for the next transfer. I don't feel safe being someplace I don't know and having to stand around for an hour. I don't know if it is safe for me.
- They are inconsistent. Sometimes they are there on time, sometimes you can sit a couple of hours, and I am not going to do that, so I limit where I go.
- Twice I had to wait a long time and the second time the ride did not show up and I had to call in, and then they sent out a cab after I had waited an hour. Somewhere along the line the dispatchers must have messed up. I hear this from other riders too.

### **4.3 ANALYSIS OF TRANSFER TRIPS**

To get a better understanding of transfers, trip data was collected and analyzed for a sample week of service. Data was collected from all DAR providers for the week of September 21-27, 2014, which was considered a typical average week without any significant events or operating issues.

Trips by each DAR provider that were to or from one of the 14 transfer locations were identified. Trips were then matched to create a full record of inter-regional trips—i.e., the first trip to the transfer location, the wait at the transfer location, and then the second leg to the final destination. Wait times and total travel times for these trips were then calculated. Trips were also mapped.

#### **4.3.1 Wait Times and Total Travel Times**

Table 4-4 summarizes the trip information for this sample week. A total of 274 inter-regional trip pairings were identified, including 152 trips between the EV and Phoenix, 85 trips between Glendale and Phoenix, 31 trips between Glendale and Peoria, and 6 trips between the NWV and Phoenix.

Average wait times at transfer locations were slightly over 30 minutes for most inter-regional trips, and somewhat lower (22 minutes) for transfers between Glendale and Phoenix. Wait times ranged from 0:00 (no wait) to almost two hours (1:52). No waits were over one hour for transfers between the NWV and Phoenix, but 13% of trips between Glendale and Peoria, 17% of trips between the EV and Phoenix, and 24% of trips between Phoenix and Glendale included a wait of more than an hour.

**TABLE 4-4. WAIT TIMES AND TOTAL TRAVEL TIMES FOR INTER-REGIONAL TRIPS, SEPTEMBER 21-27, 2014**

	East Valley-Phoenix	Phoenix-Glendale	Glendale-Peoria	NW Valley-Phoenix
Total Trips	152	85	31	6
<b>Wait Times</b>	<b>h:mm</b>	<b>h:mm</b>	<b>h:mm</b>	<b>h:mm</b>
Shortest	0:00	0:00	0:01	0:12
Longest	1:49	1:52	1:35	0:50
Average	0:34	0:22	0:31	0:31
% > 1 hour	17%	24%	13%	0%
<b>Total Travel Times</b>	<b>h:mm</b>	<b>h:mm</b>	<b>h:mm</b>	<b>h:mm</b>
Shortest	0:35	0:28	0:33	0:57
Longest	2:46	2:41	1:42	2:54
Average	1:40	1:24	1:07	2:00
% > 1 hour	86%	72%	38%	83%
% > 2 hours	24%	11%	0%	33%

Total travel time ranged from 28 minutes to two hours and 54 minutes. Average total travel times ranged from one hour and 42 minutes for trips between Glendale and Peoria, to two hours for trips between the NWV and Phoenix. Thirty-eight percent (38%) of trips between Glendale and Peoria, 72% of trips between Phoenix and Glendale, 83% of trips between the NWV and Phoenix, and 86% of trips between the EV and Phoenix took more than an hour to complete. Eleven percent (11%) of trips between Phoenix and Glendale, 24% between the EV and Phoenix, and 33% of trips between the NWV and Phoenix took more than **two hours** to complete. No trips between Glendale and Peoria took more than two hours to complete.

#### **4.3.2 Comparison of Travel by DAR Versus Fixed Route**

To determine if the total travel times for the longer inter-regional DAR trips were reasonable, a comparison was done to similar trips made on the fixed route system. A random sample of 30 of the longest inter-regional DAR trips was pulled. Using the origin and final destination of these trips, as well as the days and times of travel, itineraries for similar trips on the fixed-route systems were developed using the online fixed route trip planner.

Travel time by DAR was calculated using the initial pickup time and the drop-off time at the final destination. Travel time by fixed route included an allowance for walking time to and from the stop at the origin and final destination, the on-board time of each fixed route segment, and any wait/transfer times between routes.

The analysis indicated that nine of the 30 trips (30%) would have taken longer if made on fixed-route. These were trips with multiple transfers and trips with long transfer times between routes. Twenty-one of the 30 trips (70%) took longer by DAR than they would have taken on fixed route. Table 4-5 shows the amount of extra time for each of these 21 trips.

**TABLE 4-5. TIME DIFFERENCES FOR INTER-REGIONAL TRIPS THAT TOOK LONGER ON DAR**

Time Difference	# of Trips	% of Trips That Were Longer By DAR (n=21)	% of All Trips in the Sample (n=30)
1-15 minutes longer by DAR	4	19%	13%
16-30 minutes longer by DAR	1	5%	3%
31-45 minutes longer by DAR	8	38%	27%
46-60 minutes longer by DAR	4	19%	13%
61+ minutes longer by DAR	4	19%	13%
<b>TOTALS</b>	<b>21</b>	<b>100%</b>	<b>70%*</b>

\* Individual time periods total to 69% due to rounding.

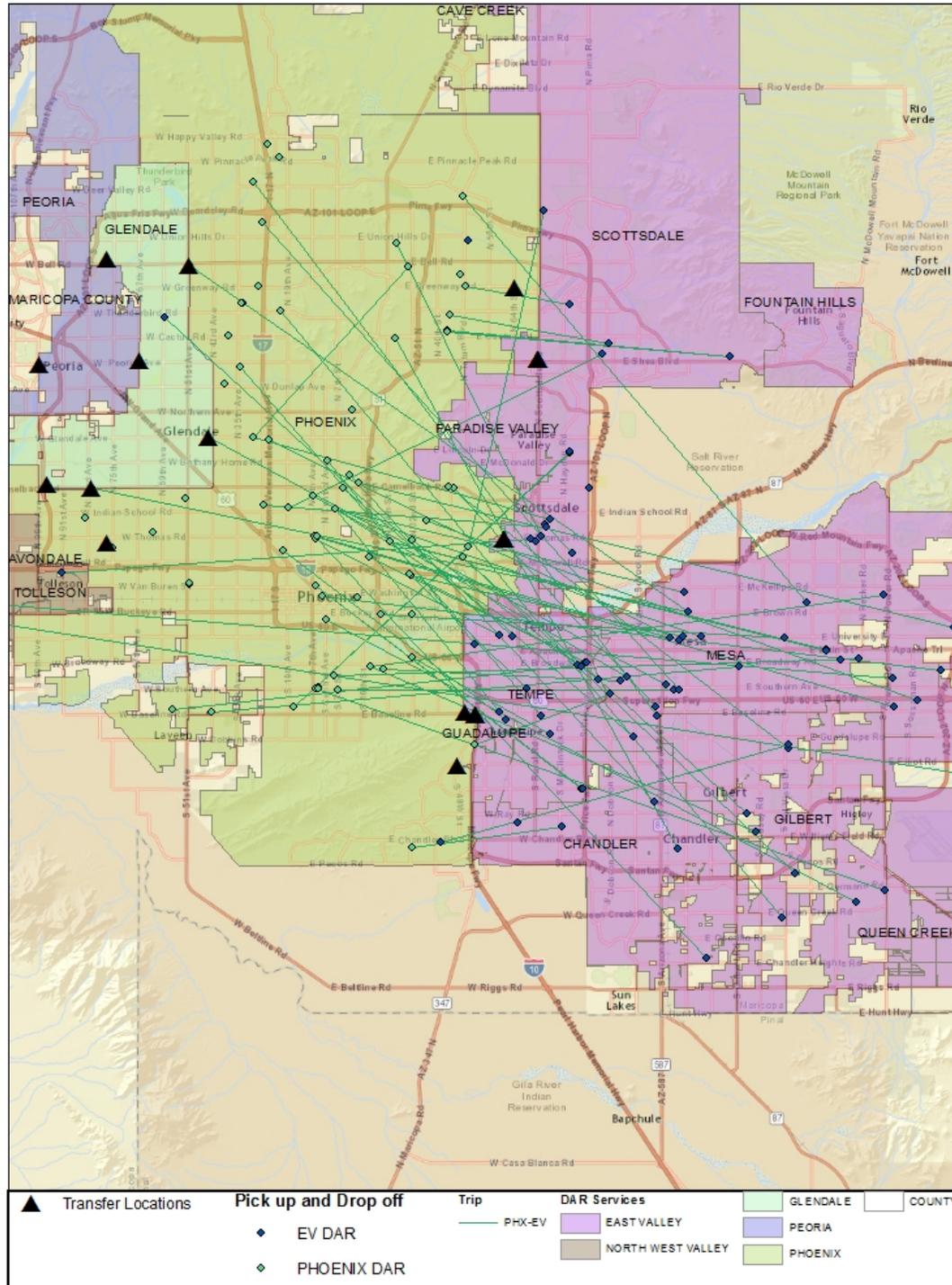
The analysis of this sample of trips suggests that 53% of the inter-regional trips with long travel times on DAR are more than 30 minutes longer than similar trips on fixed route. Twenty-six percent (26%) are more than 45 minutes longer, and 13% are more than an hour longer. This suggests a significant difference in travel times for inter-regional trips that are made by DAR versus inter-regional trips taken on the fixed route system.

### **4.3.3 Travel Patterns**

The transfer trips identified for the week of September 21-27, 2014 were mapped to illustrate where regional trips typically originate and end. To better illustrate origins and final destinations, a direct link is shown rather than also showing the transfer locations through which these trips were made.

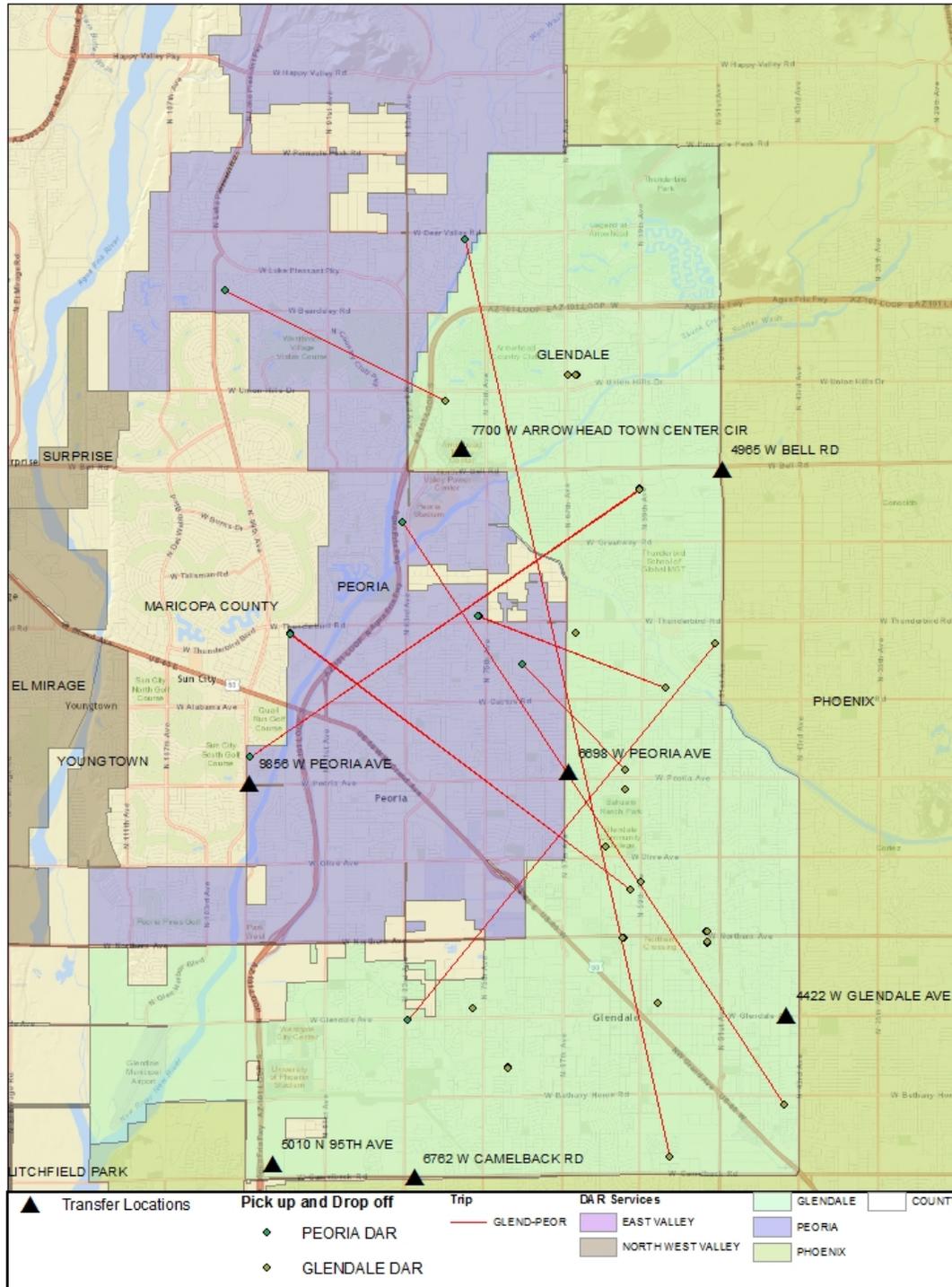
The maps are provided as Figures 4-8 through 4-11. Figure 4-8 shows regional trips between the EV and Phoenix. Figure 4-9 shows trips between Glendale and Phoenix. Figure 4-10 shows trips between Glendale and Peoria. And Figure 4-11 shows trips from the NWV to Phoenix.

**Figure 4-8. Trips Between the East Valley and Phoenix**

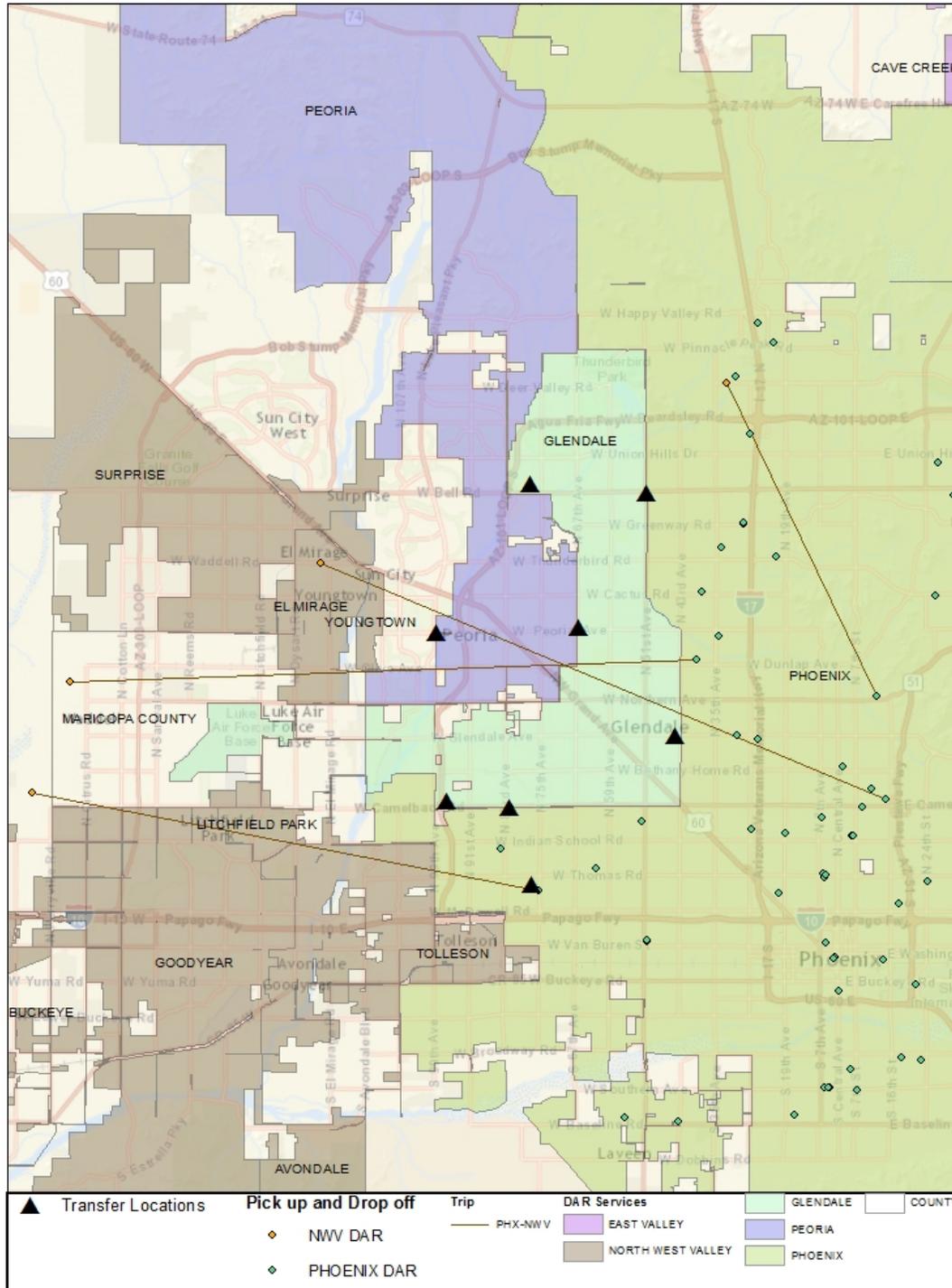




**Figure 4-10. Trips Between Glendale and Peoria**



**Figure 4-11. Trips Between the Northwest Valley and Phoenix**



### ***EV-Phoenix Travel***

As can be seen in Figure 4-8, origins and destinations for inter-regional trips between the EV and Phoenix are dispersed throughout these areas. There is some concentration of origins in the EV where general DAR demand is higher (Mesa, Tempe, and Scottsdale), but there are trips throughout all communities. In Phoenix, trips tend to be mainly in the eastern or central part of the city, with less concentration west of Highway 17.

### ***Glendale-Phoenix***

Travel between Glendale and Phoenix (Figure 4-9) is also dispersed throughout both communities. Interestingly, there were as many trips to the central and eastern parts of Phoenix (east of Highway 17) as there were to locations closer to Glendale (west of Highway 17).

### ***Glendale-Peoria***

While the sample was relatively small (only seven unique origin-destination pairs), travel between Glendale and Peoria (Figure 4-10) was similarly spread out throughout both communities.

### ***NWV-Phoenix***

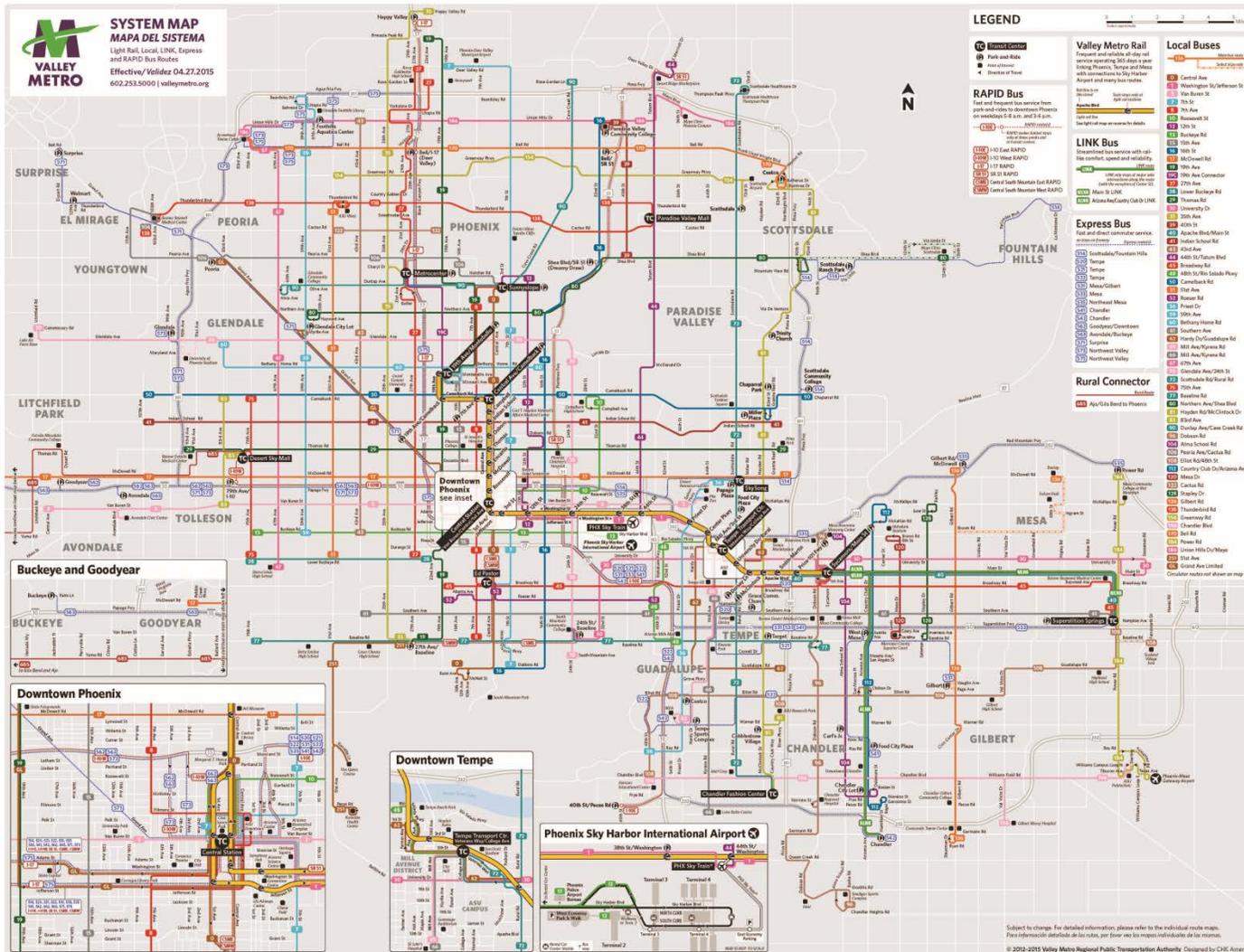
The sample week also produced only a small number of trips with complete data that permitted mapping. Only six trips, and four unique origin-destination pairs, are shown in Figure 4-11. This small sample indicates, though, that inter-regional origins and destinations appear to be spread throughout the NWV and Phoenix.

## **4.4 FIXED ROUTE VERSUS DAR REGIONAL TRAVEL OPPORTUNITIES AND DEMAND**

Figure 4-12 shows region-wide fixed route services operated by Valley Metro, including fixed route bus and light rail service. As shown, the fixed route system includes local routes that connect to 13 Transit Centers, as well as regional routes that link communities and Transit Centers. The street network on which routes travel is largely an east-west and north-south grid.

The fixed route service is more of a regional design than the DAR services. The fixed route system does not have distinct operating subareas where local routes are concentrated. Mesa, Tempe, Chandler and Gilbert do have several routes that remain in the EV, by many routes that connect to various locations in Phoenix. In Scottsdale and the NWV, most routes are regional in nature and do not operate just within the communities of in the east or west.

FIGURE 4-12. VALLEY METRO FIXED ROUTE SYSTEM MAP



Many of the major east-west and north-south regional routes allow riders to travel across several communities without transfers. For example, the Light Rail as well as Routes 17, 30, 41, 45, 50 and 61 allow direct travel from communities in the EV to various parts of Phoenix and the Southwest Valley. Routes 80, 138, 170 and 186 allow direct travel from communities in the EV across Phoenix and to communities in the NWV. Routes 60, 70, 106, and the Grand Ave. Limited (GL) allow direct travel from Peoria and Glendale, as well as other communities in the NWV, to various parts of Phoenix.

The more regional design of the fixed route system is reflected in regional ridership statistics. The 2008 DAR plan found that 20% of fixed route riders traveled regionally (beyond the DAR regions). By comparison, only 8.2% of DAR riders traveled between regions in 2008.

Regional travel by DAR riders does not appear to have increased since the 2008 study. As noted in Section 4, only 274 transfer trips were identified for the sample week of September 21-27, 2014. Some additional regional trips that are just across the DAR borders are also provided direct and were not captured in this count. Even with these, though, it is likely that less than 500 regional trips were made in that sample week. This represents only 4.1% of the 12,174 DAR trips taken by ADA eligible riders during that same week.

These differences in service design raise questions about whether ADA eligible riders who use DAR have the same opportunity to travel regionally as riders on the fixed route system. Federal ADA regulations require that ADA paratransit services be comparable to fixed route systems.

#### **4.5 PEER TRANSFER TRIP POLICIES AND DATA**

Information about service designs and policies for inter-regional travel was gathered from 13 transit systems considered peers to Valley Metro. This included whether peers divided their overall ADA paratransit services areas into sub-regions, whether transfers were required between these sub-regions, and if buffer zones are used for direct service for some trips. Table 4-6 provides information about peer service designs and policies.

Many of the peer agencies do not segment their service areas into sub-regions. In Dallas, Denver, Houston, Portland, Seattle, and Washington, DC, a single ADA paratransit service area is advertised to riders and travel throughout the service area can be made without transfers. These agencies do have multiple service providers, and in some cases trips are assigned to the providers in part based on garage location, but in all cases, the providers can be asked to provide trips throughout the service area.

In Pittsburgh, transfers are possible, but are reported to be very rare. The ADA paratransit service in Pittsburgh operates with seven zones and a turnkey service provider in each zone. Typically, direct service is provided throughout the entire service area by the provider who serves the zone where the rider lives. This “home” provider provides direct service with no transfer for both legs of inter-zonal trips. On rare occasions, for trips that involve travel completely across the service area, transfers can be required. This is decided and arranged between providers on a case-by-case basis with approval of the service broker.

**TABLE 4-6. PEER SERVICE AREA DESIGNS (SUB-REGIONS) AND TRANSFER POLICIES**

City (Agency)	Sub-Regions	Transfers	Buffer Zone
Boston (MBTA)	Yes (4)	Yes (only cross-suburb; not to/from city)	Yes. To/from communities on the border (about 5-8 mile buffer).
Chicago (Pace)	Yes (11)	No (in city) Yes (outside city)	No
Dallas (DART)	No	No	NA
Denver (RTD)	No	No	NA
Houston (MTA)	No	No	NA
Los Angeles (LACMTA)	Yes (6)	Yes (but only to/from Santa Clarita or Antelope Valley)	Case-by-case for trips to/from the City of Sylmar in the Santa Clarita area. No buffer to/from Antelope Valley.
Minneapolis (Metro Transit)	Yes (4)	Yes	Yes (see “Shared Service Area” on map in Appendix E)
Pittsburgh (PAT)	Yes (7)	Yes (but rare)	No
Portland (TriMet)	No	No	NA
Salt Lake City (UTA)	Yes (3)	No (in city/central area) Yes (to far north or south)	Yes. If O-D close to transfer location (case-by-case)
San Diego (MTS)	Yes (4)	Yes	Case-by-case; no formal buffer zone; scheduling decision
Seattle (Metro Transit)	No	No*	NA
Washington, DC (WMATA)	No	No	NA

\* Not within Metro Transit service area; transfers to bordering transit agency services.

In the remaining six peer systems, the transit agencies have divided their service areas into sub-regions and can require transfers for travel between these sub-regions. Five then also have some defined “buffer zones” along the sub-region borders where direct service can be provided. Two systems do not use buffer zones. Following is more detailed information about these six systems.

- The MBTA (Boston) ADA paratransit service area is divided into four sub-regions—a central (Boston) region and three surrounding suburban regions (North, West, South). Transfers are required when traveling between suburban regions. Direct service is provided from the suburban regions to/from Boston. There is a five to eight mile buffer zone in communities along sub-regional borders in which riders are not required to transfer (i.e., no transfer if traveling anywhere within a bordering community to anywhere within a bordering community on the other side of the boundary). A map of the MBTA service area and sub-regions is provided in Attachment E.
- The Pace (Chicago) ADA paratransit service area is divided into 11 zones. There are three zones in the city of Chicago (north, central and south); three zones in the portions of Cook County that surround the city (North Cook, West Cook, and South Cook); and then five operating zones corresponding to each of the surrounding counties. The three contractors who serve the city provide trips throughout the city without transfers. Transfers are required for travel to/from the city and suburban Cook County, or between counties. Pace has not established buffer zones along the borders or around the established transfer locations. A map of the Pace service area and sub-regions is provided in Attachment F.
- Most trips in LACMTA (Los Angeles) ADA paratransit service area are provided without transfer. The provider who serves the zone where the rider resides is responsible for direct service on both legs of any trips outside that home zone. Direct service is provided throughout all of Los Angeles County and the San Fernando Valley. Transfers can be required for travel to two bordering transit agency areas: Santa Clarita and Antelope Valley. LACMTA operates paratransit in these areas because it also has fixed route service running to both of these neighboring transit districts. Transfers are always required for travel to/from Antelope Valley. Some trips to the Santa Clarita area—those going only to/from the City of Sylmar—can be direct. This is decided on a case-by-case basis during trip booking and scheduling. A map of the LAVMTA service area and sub-regions is provided in Attachment G.
- There are four service sub-regions within the Metro Transit (Minneapolis) ADA paratransit service area, each operated by a different service provider. Riders are required to transfer to another service provider when traveling among service sub-regions. There are two no-transfer-required buffer zones (or shared service

areas) within the service area, as shown in Figure 1: both between Anoka County to the north and the central and western service areas covering Minneapolis and St. Paul. A map of the Metro Transit service area and sub-regions is provided in Attachment H.

- The ADA paratransit service area in San Diego is divided into four zones. This includes a central/downtown zone, and three surrounding suburban zones. Transfers can be required when traveling between zones. On a case-by-case basis trips can be provided direct. This is often done for travel between the suburban zones and downtown, or if the trip is only a short distance across a suburban boundary. No specific buffer areas have been created, though. The decision to require a transfer, or not, is made on a case-by-case basis when the trip is requested and scheduled. It is interesting to note that ADA paratransit in San Diego is provided by a single turnkey operator. So, transfers do not involve switching vehicles between providers who serve different zones. Instead, transfers have been built into the service design to mirror what might be required on fixed route transit. A map of the MTS transit service area and fixed routes is provided in Attachment I. A map of the ADA paratransit service area was not readily available, but the system-wide map depicts the areas served.
- The UTA in Salt Lake City has created three ADA paratransit service zones. The largest covers the greater Salt Lake City area (Salt Lake and Tooele Counties). A northern zone covers parts of Weber and Davis Counties to the north, including the cities of Provo and Ogden. A smaller southern zone covers portions of Utah County to the south. The central area is operated directly by UTA. Contractors provide service in the north and south. Trips between the main, central area and the north transfer at a single transfer point in Bountiful. Trips between the main, central area and the south transfer at a single transfer point in Draper. Direct service is provided if the origin or destination is close to the transfer locations. No exact buffer areas have been established, though. The decision to provide direct service is case-by-case at the time the trip is booked and scheduled. A map of the UTA transit service area and fixed routes is provided in Attachment J. A map of the ADA paratransit service area was not readily available, but the system-wide map depicts the areas served.

#### **4.5.1 Similarities in Peer Service Area Designs and Transfer Policies**

Most of the peers have developed their service areas and transfer policies based on broader service design and contracting considerations. For example, all but one of the peers that have established central call centers, have a single service area with no sub-regions or transfers. This includes Dallas, Denver, Houston, Portland, Seattle and Washington DC. Only one peer with a central call center (San Diego) has created sub-regions and requires transfers. With central call centers, all vehicles regardless of the operator can be used efficiently throughout the area. Since deadheading without riders

is not an issue, there is no need for sub-regions and transfers, which are generally seen to be operationally more complex and less efficient.

Peers who have elected to use multiple turnkey contractors to provide ADA paratransit tend to divide their service areas into sub-regions that mirror the operating areas of the contractors. This includes Boston, Chicago, Los Angeles, Minneapolis and Salt Lake City. In these cases, the peers have to be concerned about deadheading without passengers if operators are asked to provide regional trips out of their area. Even with this consideration, though, all five of these peers have created policies to limit transfers. Los Angeles, Minneapolis, and Salt Lake City only require transfers to and from for the most remote parts of their service areas and provide direct service without transfers to the vast majority of their service areas. Boston provides direct service with no transfers between its core area (Boston) and all suburban communities. Transfers are only required when traveling from suburb to suburb. Pace also provides direct service throughout the City of Chicago and only requires transfers to or from or between suburbs.

#### **4.5.2 Quantitative Analysis of Service Design Options by Peers**

Only one peer agency (the MTA in Houston) has conducted a quantitative analysis to compare the likely efficiencies of area-wide service without transfers versus zonal service with transfers. The other peers have developed policies and service designs based on more general considerations—such as a sense that transfers are complex and inefficient.

The analysis of the Houston area was published in 2010.<sup>3</sup> Researchers analyzed three different decentralized zonal structures for Houston’s ADA paratransit service and compared them to a centrally system with no zonal boundaries or transfers. A simulation model was developed using data provided by the Houston MTA.

The simulation indicated that a centralized service with no zones or transfers would require 17% fewer vehicles than a decentralized zonal structure (four zones with transfers). Productivity for the centralized service was estimated to be 3.7% higher.

Based partly on this analysis, MTA has continued to operate an area-wide service with a central call center and no transfers.

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<sup>3</sup> Shen, C. and Quadrifoglio, L., “Centralize vs. Decentralize Zoning Strategies for Metropolitan Paratransit Systems,” Transportation Research Board 89th Annual Meeting, Transportation Research Board, Washington DC, 2010.

## 4.6 ALTERNATIVE APPROACHES TO INTER-REGION DAR SERVICE

In order to offer riders with disabilities a more regional service, comparable to the fixed route systems, and to improve inter-regional DAR travel performance, a service design with fewer transfers should be considered. Three possible options are described below.

### **4.6.1 Option 1. Direct, Shared-Ride Travel to Portions of Phoenix**

Under this option, ADA eligible riders from the EV, NWV, Peoria and Glendale would be provided direct service, without transfers, to portions of Phoenix. To accommodate direct travel from both the east and west to all of the downtown:

- Direct service would be provided from the EV to all destinations east of Highway 17, with transfers required for destinations in Phoenix west of Highway 17 or to any of the communities in the NWV or SWV.
- Direct service would be provided from the NWV, Peoria and Glendale to all destinations west of Highway 51, with transfers required for destinations in Phoenix east of Highway 51 or to any of the EV communities.
- Central Phoenix (between Highway 17 and Highway 51) would be accessible without a transfer from the EV, NWV, Glendale and Peoria.

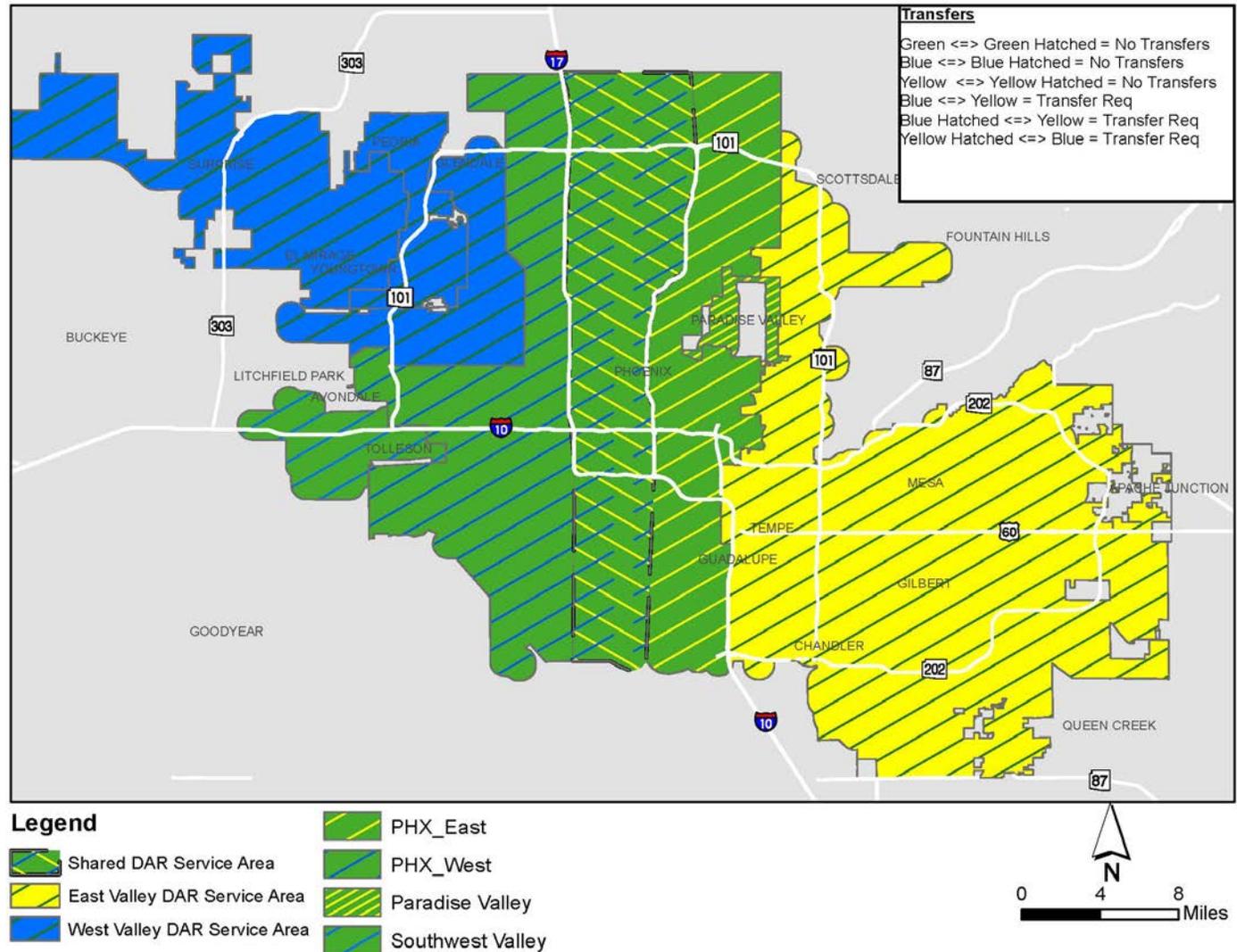
Figure 4-13 illustrates this option.

If this option is selected, it is suggested that all regional travel be provided by a single regional provider. Riders who are traveling outside their home DAR area would call the regional service number. This would eliminate the need to coordinate trips between DAR providers. It would also not require providers to send vehicles outside their areas and then deadhead back.

Ideally, the contractor for regional service would be a non-dedicated provider with other business throughout the region. This would minimize deadheading since the provider would have potential business throughout the area. Under the current service design, Total Transit fits this model and Valley Metro could contract with them for regional service. In the future, if a dedicated service provider were selected by Valley Metro when reprocurring its paratransit services, a supplemental regional non-dedicated provider would have to be identified.

This option would be somewhat unique. While four of the peers that require transfers (Boston, Los Angeles, Minneapolis and Salt Lake City) allow direct travel within and to and from the center city, none divides the central city into additional zones.

**FIGURE 4-13. INTER-REGIONAL TRAVEL UNDER OPTION 1**



Transfers in this design would be somewhat artificial. Riders would transfer from one regional provider vehicle to another regional provider vehicle. The regional provider could clearly just have one vehicle complete the trip, and it would likely be easier and more efficient to do so. Transfer would be required more as a matter of system design than of operational efficiency or customer service.

This design would be somewhat closer, but not really similar to how fixed routes are structured in the region. There are some fixed routes that only connect the EV and NWV to portions of Phoenix. However, there are many fixed routes that originate in the EV and NWV that provide direct service across most or all of Phoenix.

#### **4.6.2 Option 2. Direct, Shared-Ride Service to All of Phoenix**

Under this option, ADA eligible riders from the EV would be provided direct service, without transfers, to all destinations in the City of Phoenix. Trips to communities in the NWV and SWV would require a transfer.

ADA eligible riders in the NWV, Peoria and Glendale would be provided direct service to all destinations in the City of Phoenix, Paradise Valley and communities in the SWV. Travel to communities in the EV would require a transfer.

This option is illustrated in Figure 4-14.

Again, it is suggested that regional trips be provided by a regional provider rather than having vehicles from the EV and NWV deadhead in Phoenix, or Phoenix vehicles deadhead in the EV and NWV.

This option would be somewhat like the service design in Boston, where direct travel is provided to and from the central city and transfers are only required when traveling across suburbs.

Like Option 1, transfers would still be artificial. It would likely be less complicated and more efficient for the regional provider to have vehicle continue to final destinations rather than coordinating transfers to other vehicles in their fleet.

This option would more closely mirror the fixed route design by allowing travel across all of Phoenix—similar to many of the routes that start in the EV or NWV and go all the way across the city. There would still be a few fixed route corridors that go all the way from EV to NWV that would not be matched by this DAR design.



### **4.6.3 Option 3. Direct, Shared-Ride Service Throughout the Region**

Under this option, riders would be able to travel throughout the Valley Metro region without transfers. The service would still be shared-ride, with other passengers picked up and dropped off along the way, but transfers between paratransit vehicles would not be required. This option is illustrated in Figure 4-15.

Again, it is suggested that a regional, non-dedicated service provider be used for these trips. Unlike Options 1 and 2, transfers would not be forced and artificial and the regional provider would be able to arrange less complicated direct service without an internal fleet transfer.

This design would be similar to what is done by most peers. As noted in Section 6, six of the 13 peers studied (Dallas, Denver, Houston, Portland, Seattle, and Washington, DC) allow direct, shared-ride travel throughout their regions. Four additional peers (Los Angeles, Minneapolis, Pittsburgh, and Salt Lake City) provide direct service for almost all trips and only require transfers to/from the most remote portions of their service areas.

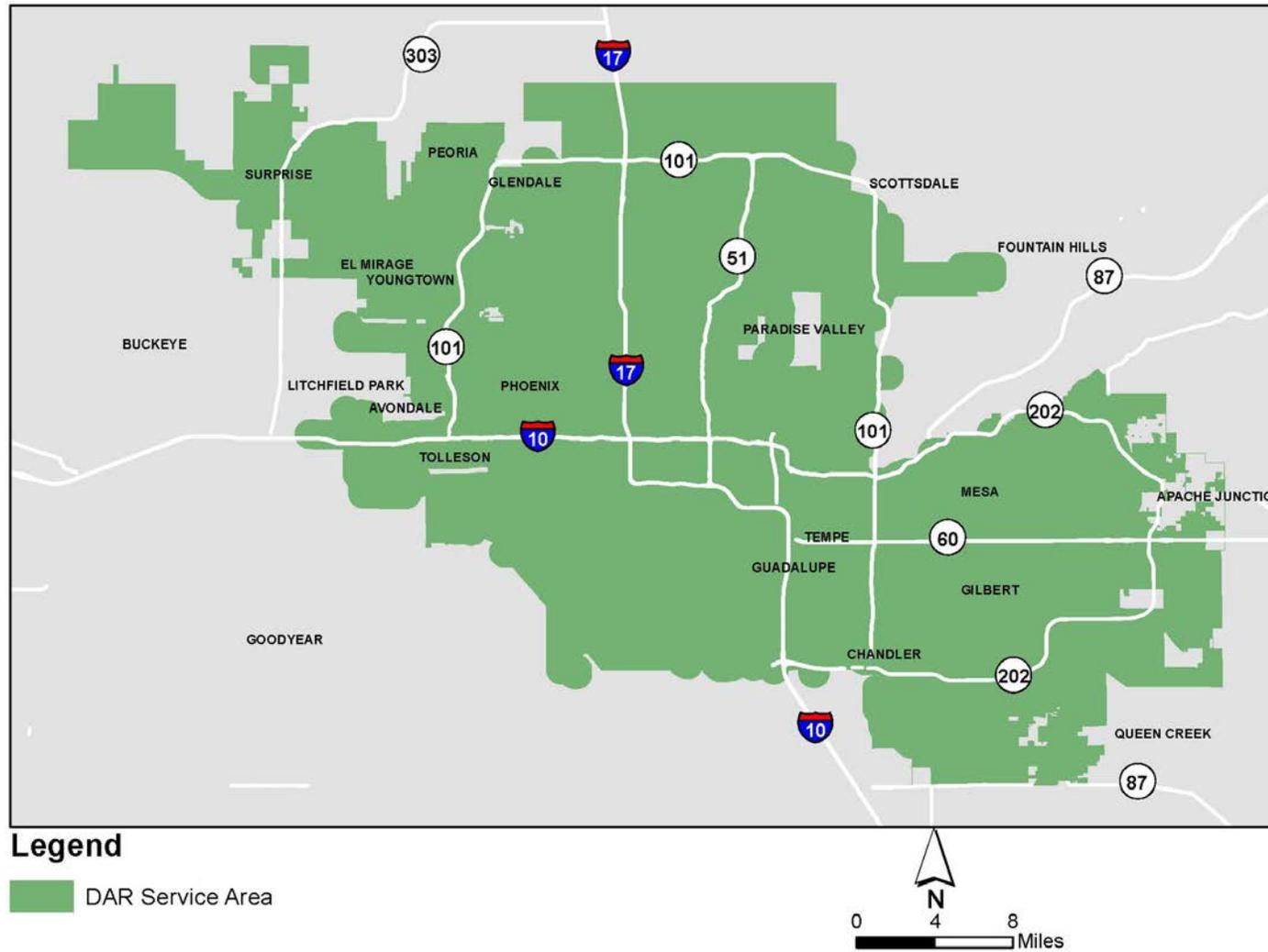
This option would also provide for direct service to match the level of service provided on fixed routes that extend from the EV to the NWV.

## **4.7 RECOMMENDED INTER-REGION DAR SERVICE DESIGN, POLICIES AND PROCEDURES**

It is recommended that Option 3 be implemented. Reasons for this recommendation include:

- It is the option most likely to allow DAR travel times to match fixed route travel times in all travel corridors.
- It is the least operationally complex. It would eliminate the need to have to coordinate reservations, scheduling and dispatch and transmit faxes between the DAR operations.
- It is the most cost effective option (see Section 8). Providing direct service through a non-dedicated service provider is more cost-effective than any design that involves using and coordinating two separate DAR vehicles.
- It eliminates the need to have attended transfers with determinations of which riders need to be attended and then having drivers unproductively waiting at transfer locations.
- It is the easiest option for the public to understand, the most customer-oriented, and would significantly reduce inter-regional travel times (see Section 8).
- It eliminates the unknown and anxiety for riders concerned with having to transfer and potentially being left for long periods at transfer locations.

FIGURE 4-15. INTER-REGIONAL TRAVEL UNDER OPTION 3



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#### **4.7.1 Regional Trip Policies and Procedures**

The following operating policies and procedures are also recommended for regional DAR service under Option 3.

##### ***Type of Operation***

Regional trips should be served on a ***shared-ride*** basis. Other regional trips, as well as local trips should be grouped whenever possible. This is important for making regional service as cost-effective as possible. The Valley Metro regional service provider should make every effort to group regional trips together, as well as group local trips in the East Valley and Northwest Valley with regional trips.

##### ***Rider Eligibility for Shared-Ride Regional Service***

All riders who are determined ADA paratransit eligible by Valley Metro should be eligible for shared-ride regional DAR service. This will help ensure that regional service meets the ADA regulatory criteria for DAR travel times comparable to fixed-route service.

In addition, it is recommended that member cities have the option to work with Valley Metro to allow other riders who are eligible for DAR in those cities to have access to shared-ride regional service. This would be at the discretion of each member city and would be funded separately by those cities that choose to provide this service.

##### ***Service Area***

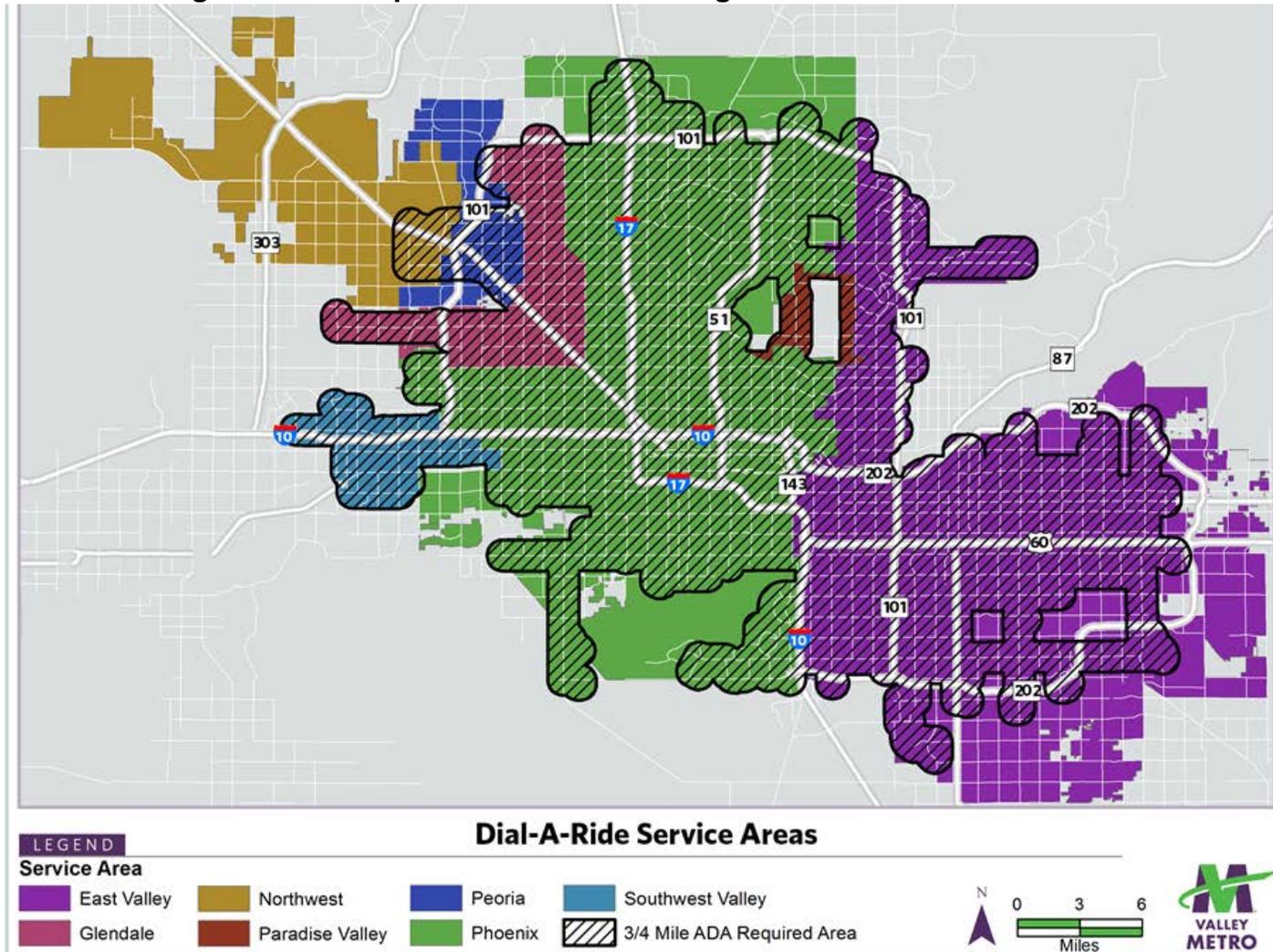
It is recommended that direct, shared-ride regional service be provided to all areas that are within  $\frac{3}{4}$  mile of non-commuter fixed routes. This will again help to ensure that ADA regulatory requirements for comparable regional travel are met. Both the origins and destinations of trips should be within these  $\frac{3}{4}$  mile boundaries. Figure 4-16 shows the recommended “base level” ADA DAR regional service area boundaries.

Beyond this “base level” of regional ADA DAR service, member cities should have the option to provide regional service to DAR eligible residents who live outside the  $\frac{3}{4}$  mile boundaries. This should be arranged separately with Valley Metro, above and beyond the basic level of regional ADA DAR service, and funded by the member cities that choose to offer this additional level of service.

##### ***Trip Reservations and Scheduling***

A separate telephone number should be established for eligible riders to call for regional trips. This phone number would be staffed by the Valley Metro Regional service provider.

Figure 4-16. Proposed “Base-Level” Regional ADA DAR Service Area



The regional trip number should be staffed from 6 am to 7:30 pm, Monday through Sunday. These hours are consistent with the reservation hours currently in place for both EV and NWV DAR service.

The new phone number and reservation hours should be included in all DAR service brochures as well as system-wide Valley Metro public information. If possible, each DAR should also explore the option of being able to transfer calls to the regional trip number from their local service numbers. This will simplify the reservations process for riders who may be calling the local number but also need to book regional travel. It will also assist riders who mistakenly call the local numbers for regional trips.

### ***Rider Assistance***

Riders who are eligible for regional service should receive door-to-door service. Drivers should be trained to go to the door and offer assistance getting to the vehicle for all trips if riders do not appear within a short time after arrival. Drivers should also be trained to offer and provide assistance, as needed, from the vehicle to the door of the destination for all trips. This level of rider assistance is consistent with what is currently offered by the Valley Metro regional service provider in the EV and NWV. Keeping the same rider assistance policy for regional service will avoid confusion about the level of service to be provided for local versus regional trips.

### ***Days and Hours of Service***

It is recommended that direct, shared-ride regional service be provided at the same time as fixed route service in both the area of the pickup and area of the drop-off. In other words, fixed route service must be operating at the time of the requested or scheduled pickup, as well as at the time of the requested or scheduled drop-off.

Consistent with recommendations for intra-area service (see Section 3.3) general “core” hours of operation might be used in each DAR area. If the advertised “core” hours are broader than fixed-route hours, regional trips would be provided if requested pickup and drop-off times are within these “core” hours of each DAR operation. If the “core” hours are less than fixed-route hours, regional service would be provided based on the actual fixed-route hours in both areas.

### ***Fares***

It is recommended that the one-way fare for regional trips be \$4.00. This will help ensure comparability to regional fixed route trips. Consistent with current policies in the EV and NWV, it is also recommended that children under 6 years of age ride free with an accompanying, fare-paying adult.

### ***Be Ready (On Time) Window***

Also consistent with current EV and NWV policies, regional service should be operated with a 0/+30 on-time window. Riders should be instructed at the time of trip booking to be ready and looking for the vehicle from the stated scheduled pickup time to 30 minutes after the scheduled time. Trips will be considered “on-time” if vehicles arrive within this window.

### ***Vehicle Wait Time***

It is recommended that drivers wait a minimum of 5 minutes within the on-time window before departing and marking a rider as a no-show. Drivers should also be required to contact dispatch and receive permission before leaving a pickup location and marking a rider as a no-show. This is again consistent with operating policies used by the Valley Metro regional service provider in the EV DAR and NWV DAR.

### ***No-Show Handling***

It is recommended that Valley Metro inform the appropriate DAR operation of any regional trip no-shows by riders who are residents of cities served by that program. These no-shows should then be combined with no-shows for local trips for the purposes of carrying out and no-show suspension policies. Valley Metro should not implement a separate no-show suspension policy for regional riders and trips. Information about regional trip no-shows should be provided to the DAR operators at the end of each calendar month.

The Valley Metro regional service provider should, however, follow-up on a more immediate basis with riders who no-show regional trips. This is important for addressing any issues that may have caused the no-show and for providing immediate reinforcement of the no-show policy. This might be done through a documented telephone call or by form letter.

### ***Attended Transfers***

Under Option 3, there would be no need for policies related to ensuring attended transfers. All regional trips would be direct without transfers. This will eliminate the risk of leaving riders unattended, ensure safer travel for riders who cannot be left unattended, and simplify this aspect of operations.

## **Buffer Zones**

Under Option 3 there would also be no need to establish a buffer zone policy. This will ensure more consistent delivery of regional service and simplify this aspect of operations.

### **4.8 ALLOCATION OF COSTS FOR REGIONAL TRIPS**

It is recommended that costs for regional trips be allocated to the community of residence for both the going and return trips. Regional trips made by visitors should be allocated to the communities where these trips originate.

### **4.9 COST, DEMAND AND TRAVEL TIME ANALYSIS**

This section considers the impacts of implementing the recommended transfer policy (Option 3). This includes a comparison of current demand and operating costs to the demand and costs that would be likely under Option 3. It also includes a comparison of likely rider travel times.

#### **4.9.1 Cost Analysis**

##### ***Current Costs***

The cost to provide current inter-regional service with transfers was estimated and compared to estimated costs to provide these same trips under Option 3 (direct, shared-ride, without transfers). Estimates of future demand, with and without transfers, were also developed and compared. Following is a summary of the methodology used and the results of the analysis.

A second week of sample inter-regional trip data (February 8-14, 2015) was pulled for the cost analysis. A second week of data was pulled for two reasons: (1) to compare to the first sample week (September 21-27, 2014) and validate the sample, and; (2) to reflect more recent service. The number and distribution of trips from the February sample proved to be similar to the September sample, with a slight increase (which would be expected).

For DAR services operated by Valley Metro (EV DAR and NWV DAR), current costs were estimated by first identifying the vehicle-miles for each trip made by residents of each city to and from transfer locations. The rates paid to the Valley Metro regional service provider were then applied to these trips and miles. Table 4-7 shows the number of resident trips for each city to and from transfer locations, the total cost of providing these trips to and from the transfer locations, and the cost per trips.

**TABLE 4-7. CURRENT COST OF RESIDENT INTER-REGIONAL TRIPS FOR EV AND NWV COMMUNITIES, FEBRUARY 8-14, 2015**

City	# of Resident Trips	Cost	Cost/Trip
El Mirage	4	\$146.19	\$36.55
Surprise	6	\$280.05	\$46.68
Youngtown	1	\$28.21	\$28.21
County (incl. Sun City)	7	\$172.90	\$24.70
Chandler	10	\$425.21	\$42.52
Gilbert	18	\$1,053.64	\$58.54
Mesa	34	\$1,623.08	\$47.74
Scottsdale	18	\$520.57	\$28.92
Tempe	8	\$258.06	\$32.26

Next, the cost paid by each city for non-resident trips was calculated. The current agreement between the cities and Valley Metro is that each city pays for the portion of non-resident trip trips (miles) that pass through their city. The actual assessments made by Valley Metro for the months of June through August 2015 were used to estimate annual non-resident mileage assessments. These costs are shown in Table 4-8. Note that there were no non-resident trips in the NWV for the sample week in February and non-resident costs for NWV cities are therefore not included in Table 4-8.

**TABLE 4-8. ESTIMATED ANNUAL COST ASSESSMENTS FOR NON-RESIDENTS**

City	Non-Resident Costs, Jun-Aug 2015	Annual Costs
Chandler	\$3,141	\$12,564
Gilbert	\$2,086	\$8,344
Mesa	\$4,706	\$18,824
Scottsdale	\$10,713	\$42,852
Tempe	\$8,934	\$35,736

Current costs for inter-regional trips provided by Phoenix DAR, Glendale DAR, and Peoria DAR were estimated by identifying the number of trip segments that each service was involved in providing. This included trip segments for residents going to and from transfer locations as well as non-residents going to and from transfer locations to final destinations in each city. The average cost per trip for each service was then applied to these trip segments. Average trip costs were based on data collected from each DAR program and presented in Section 2. Table 4-9 shows the number of trip segments completed by each DAR service during the sample week in February, the average cost per trip, and the estimated total cost for the sample week to serve inter-regional trips.

**TABLE 4-9. CURRENT COSTS OF PHOENIX DAR, GLENDALE DAR AND PEORIA DAR FOR INTER-REGIONAL TRIPS, FEBRUARY 8-14, 2015**

DAR	# of Inter-Regional Trip Segments	Cost/Trip	Total Cost for Sample Week
Phoenix DAR (1)	253	\$52.31	\$13,234
Glendale DAR	95	\$40.67	\$3,864
Peoria DAR	9	\$30.06	\$271

(1) Includes SWV cities and Paradise Valley

Finally, all costs were annualized and combined. To allow for trips that may not have been captured in the sample week (e.g., trips provided directly within buffer areas), and to generally be conservative in identifying costs, the number of trips was increased by 25%. Table 4-10 shows the annual estimated inter-regional trips under the current service design, assessments for non-resident trips and total estimated current cost for each city.

**TABLE 4-10. ESTIMATED ANNUAL COSTS BY CITY FOR INTER-REGIONAL TRIPS UNDER CURRENT SERVICE DESIGN (FY 2016 DEMAND LEVELS)**

<b>Phoenix, Glendale and Peoria DARs</b>				
City	Annual Trip Segments (1)	Cost per Trip		Total Annual Cost
Phoenix (2)	16,445	\$52.31		\$860,238
Glendale	6,175	\$40.67		\$251,137
Peoria	585	\$30.06		\$17,585
<b>EV and NWV DARs</b>				
City	Annual Resident Trips (3)	Resident Trips Costs (4)	Non-Resident Cost Allocation	Total Annual Cost
El Mirage	260	\$9,503	\$0	\$9,503
Surprise	390	\$18,205	\$0	\$18,205
Youngtown	65	\$1,834	\$0	\$1,834
County	455	\$11,239	\$0	\$11,239
Chandler	650	\$27,638	\$32,277	\$59,915
Gilbert	1,170	\$68,492	\$21,436	\$89,928
Mesa	2,210	\$105,505	\$48,359	\$153,864
Scottsdale	1,170	\$33,836	\$110,087	\$143,923
Tempe	520	\$16,775	\$91,806	\$108,581
<b>TOTALS</b>				<b>\$1,725,952</b>

(1) Weekly trip segments in Table 4-9 annualized plus 25%.

(1) Includes SWV cities and Paradise Valley.

(3) Weekly resident trips in Table 4-7 annualized plus 25%.

(4) Cost per trip from Table 4-7 times number of annual resident trips.

### **Option 3 (Direct Shared-Ride Service) Costs**

To estimate the cost of providing trips direct under service design Option 3, the direct travel miles for each trip in the February sample week were identified. This was done using Google Maps to calculate the shortest path street distance between the origin and the final destination (direct rather than through a transfer point). Each rider's eligibility information was also checked to determine which riders required wheelchair accessible service. This information was needed because there are different rates under the Valley Metro regional service provider contract for trips that require accessible vehicles and trips that do not. The direct mileage as well as the passenger information was then used to calculate the cost for Valley Metro's regional service provider to provide each of the trips in the sample week. Table 4-11 shows the number of trips taken by residents of each city in the February sample week. It then shows the calculated cost to have Valley Metro's regional service provider provide these trips direct with no transfers.

To estimate annual costs of direct service under Option 3, the number of trips in the sample week was annualized. The trip estimate was also increased by 25% (as was done in estimating costs under the current service design) to allow for trips that may not have been captured in the sample week (e.g., trips provided within buffer areas). The costs per trip in Table 4-11 were then used to calculate estimated annual costs by city. Table 4-12 shows the estimated annual costs by city for providing direct service under Option 3.

**TABLE 4-11. COSTS BY CITY FOR DIRECT SHARED-RIDE SERVICE UNDER OPTION 3 FOR RESIDENT TRIPS, FEBRUARY 8-14, 2015**

<b>City</b>	<b># of Resident Trips in Sample Week</b>	<b>Cost to Provide Sample Week Trips Direct</b>	<b>Cost/Trip</b>
Chandler	10	\$807	\$80.66
County (incl. Sun City)	7	\$380	\$54.32
El Mirage	4	\$154	\$38.41
Gilbert	18	\$1,496	\$83.08
Glendale	46	\$2,151	\$46.77
Mesa	34	\$1,985	\$58.40
Peoria	6	\$179	\$29.91
Phoenix (1)	111	\$5,641	\$50.82
Scottsdale	18	\$950	\$52.79
Surprise	6	\$361	\$60.10
Tempe	8	\$393	\$49.13
Youngtown	1	\$22	\$22.00
<b>TOTALS</b>	<b>269</b>	<b>\$14,519</b>	<b>\$53.97</b>

(1) Includes SWV cities and Paradise Valley

**TABLE 4-12. ESTIMATED ANNUAL COSTS BY CITY FOR DIRECT INTER-REGIONAL SERVICE UNDER OPTION 3 (FY 2016 DEMAND LEVELS)**

City	Resident Trips per Year	Cost/Trip for Direct Service	Annual Cost
Chandler	650	\$80.66	\$52,428
County (incl. Sun City)	455	\$54.32	\$24,718
El Mirage	260	\$38.41	\$9,986
Gilbert	1,170	\$83.08	\$97,209
Glendale	2,990	\$46.77	\$139,827
Mesa	2,210	\$58.40	\$129,057
Peoria	390	\$29.91	\$11,663
Phoenix (1)	7,215	\$50.82	\$366,679
Scottsdale	1,170	\$52.79	\$61,765
Surprise	390	\$60.10	\$23,437
Tempe	520	\$49.13	\$25,547
Youngtown	65	\$21.62	\$1,405
<b>TOTALS</b>	<b>17,485</b>	<b>\$53.97</b>	<b>\$943,721</b>

(1) Includes SWV cities and Paradise Valley

At the current level of demand, direct shared-ride service under Option 3 is estimated to cost about \$943,721 per year, or \$53.97 per trip. This compares to an estimated cost of \$1,725,952 (or \$98.71 per trip) for service under the current design with transfers.

### **Future Trip Demand and Costs**

The cost analysis next considered likely future demand for inter-regional travel under the current service design with transfers versus Option 3 direct, shared-ride service. For current services with transfers, it was assumed that demand would increase by 5% per year throughout the period. This is consistent with ridership increases in recent years. Two estimates of demand were developed for Option 3 (direct shared-ride service throughout the region). A “low demand” estimate assumed a 25% increase in regional travel in the first year (FY 2017), a 10% increase in FY 2018, a 9% increase in FY 2019, an 8% increase in FY 2020, a 7% increase in FY 2021, a 6% increase in FY 2022, and then 5% increases each year thereafter. This low demand estimate was based on responses to the telephone interview that suggested there is a 25% suppression of regional travel demand (see Section 4.2). A “high demand” estimate assumed a 40% increase in regional travel in the first year (FY 2017), a 10% increase in FY 2018, 1% reductions in the increase each year through FY 2023 and then 5% increases thereafter. The high demand estimate is based on responses to the online survey that suggests that there is a 40% suppression of regional demand. The slow reduction in demand back to natural growth is based on the experience of Valley Metro after the change to taxi-based service in the EV. Demand assumptions are summarized in Table 4-13.

**TABLE 4-13. INTER-REGION DEMAND INCREASE ASSUMPTIONS FOR OPTION 3**

<b>Year</b>	<b>Current Design</b>	<b>Option 3 (Low Demand)</b>	<b>Option 3 (High Demand)</b>
FY 2017	5% increase	25% increase	40% increase
FY 2018	5% increase	10% increase	10% increase
FY 2019	5% increase	9% increase	9% increase
FY 2020	5% increase	8% increase	8% increase
FY 2021	5% increase	7% increase	7% increase
FY 2022	5% increase	6% increase	6% increase
FY 2023	5% increase	5% increase	5% increase
FY 2024	5% increase	5% increase	5% increase
FY 2025	5% increase	5% increase	5% increase
FY 2026	5% increase	5% increase	5% increase

Table 4-14 on the following pages shows cost estimates by year for the current service design (with transfers) as well as for both the “low” demand and “high” demand scenarios under Option 3. The base year (FY 2016) trip and cost estimates are based on the analysis detailed above and presented in Tables 4-7 to 4-12. The demand increases in Table 4-13 are then applied. Costs per trip for both current service and Option 3 direct shared-ride service are assumed to increase by 3% per year.

As shown, providing direct service will be less expensive throughout the ten year period, even if the high 40% increase in demand in FY 2017 is assumed and higher rates of demand increase are assumed for 2018 through 2022. Over the ten year period, operating costs for the current service design with transfers is estimated to be \$27,234,124. Providing direct shared-ride service throughout the region under Option 3 will cost between \$19,923,080 (based on lower demand increase assumptions) and \$22,313,850 (based on higher demand increase assumptions). Even with the higher demand assumptions, providing direct shared-ride service will save \$4,920,274 while providing 114,110 more trips.

Figure 4-16 shows the projected annual operating costs per year for the current service design, Option 3 with low demand assumptions and Option 3 with high demand assumptions. As shown, costs for Option 3 remain below the cost of the current service design throughout the ten year period.

**TABLE 4-14. PREDICTED INTER-REGIONAL DEMAND AND OPERATING COST FOR CURRENT SERVICE WITH TRANSFERS VERSUS OPTION 3 (DIRECT SHARED-RIDE SERVICE WITHOUT TRANSFERS), FY 2017 THROUGH FY 2026**

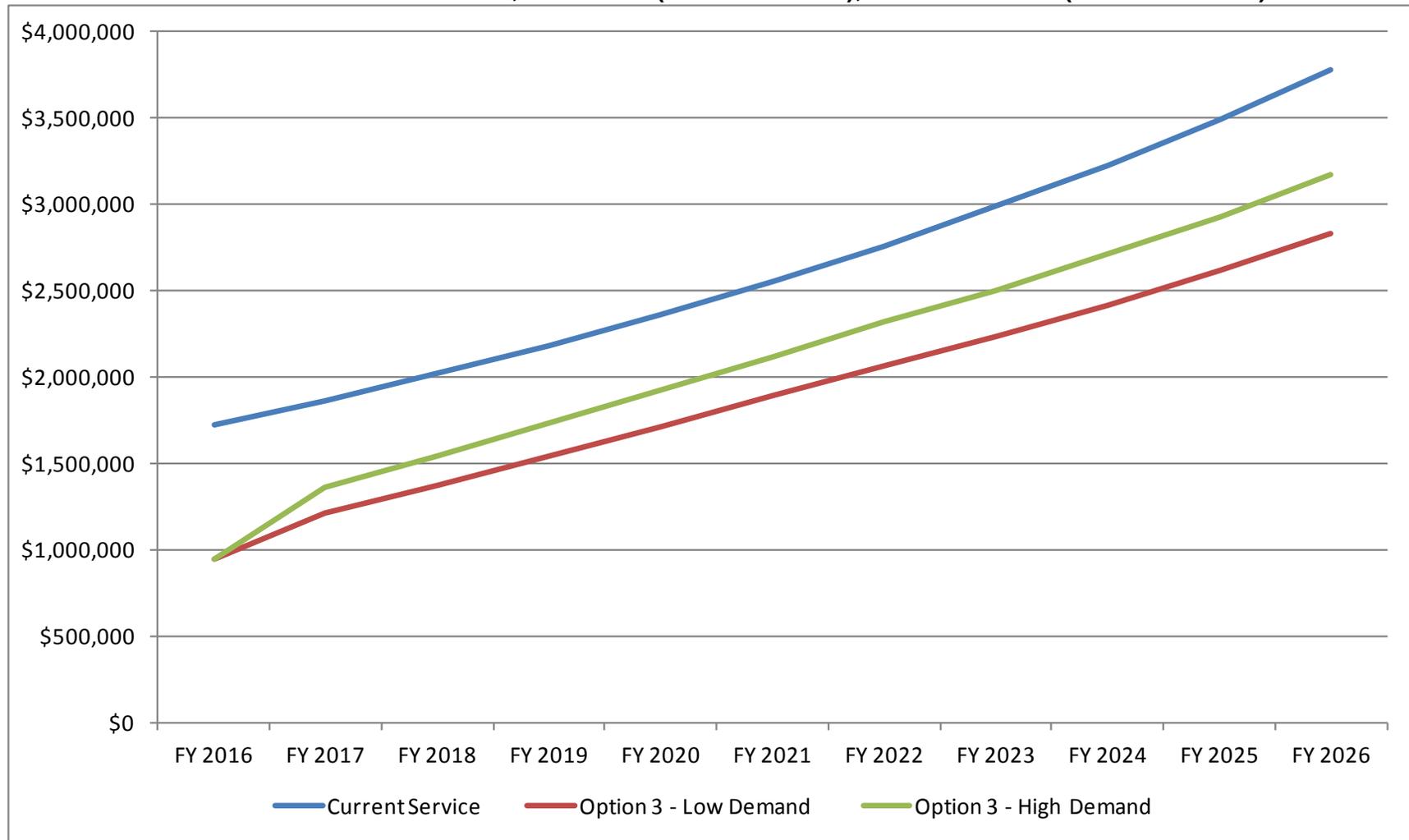
		Current Service (1)	Option 3 Low Demand (2)	Option 3 High Demand (3)
FY 2016	Estimated Trips	17,485	17,485	17,485
	Cost/Trip	\$98.71	\$53.97	\$53.97
	<b>Annual Cost</b>	<b>\$1,725,952</b>	<b>\$943,721</b>	<b>\$943,721</b>
FY 2017	Estimated Trips	18,359	21,856	24,479
	Cost/Trip	\$101.67	\$55.59	\$55.59
	<b>Annual Cost</b>	<b>\$1,866,609</b>	<b>\$1,214,969</b>	<b>\$1,360,766</b>
FY 2018	Estimated Trips	19,277	24,042	26,927
	Cost/Trip	\$104.72	\$57.26	\$57.26
	<b>Annual Cost</b>	<b>\$2,018,737</b>	<b>\$1,376,560</b>	<b>\$1,541,747</b>
FY 2019	Estimated Trips	20,241	26,206	29,350
	Cost/Trip	\$107.86	\$58.97	\$58.97
	<b>Annual Cost</b>	<b>\$2,183,265</b>	<b>\$1,545,464</b>	<b>\$1,730,920</b>
FY 2020	Estimated Trips	21,253	28,302	31,698
	Cost/Trip	\$111.10	\$60.74	\$60.74
	<b>Annual Cost</b>	<b>\$2,361,201</b>	<b>\$1,719,174</b>	<b>\$1,925,475</b>
FY 2021	Estimated Trips	22,316	30,283	33,917
	Cost/Trip	\$114.43	\$62.57	\$62.57
	<b>Annual Cost</b>	<b>\$2,553,638</b>	<b>\$1,894,702</b>	<b>\$2,122,066</b>
FY 2022	Estimated Trips	23,432	32,100	35,952
	Cost/Trip	\$117.86	\$64.44	\$64.44
	<b>Annual Cost</b>	<b>\$2,761,760</b>	<b>\$2,068,636</b>	<b>\$2,316,872</b>
FY 2023	Estimated Trips	24,603	33,705	37,750
	Cost/Trip	\$121.40	\$66.38	\$66.38
	<b>Annual Cost</b>	<b>\$2,986,843</b>	<b>\$2,237,229</b>	<b>\$2,505,697</b>
FY 2024	Estimated Trips	25,833	35,391	39,637
	Cost/Trip	\$125.04	\$68.37	\$68.37
	<b>Annual Cost</b>	<b>\$3,230,271</b>	<b>\$2,419,564</b>	<b>\$2,709,911</b>
FY 2025	Estimated Trips	27,125	37,160	41,619
	Cost/Trip	\$128.79	\$70.42	\$70.42
	<b>Annual Cost</b>	<b>\$3,493,538</b>	<b>\$2,616,758</b>	<b>\$2,930,769</b>
FY 2026	Estimated Trips	28,481	39,018	43,700
	Cost/Trip	\$132.66	\$72.53	\$72.53
	<b>Annual Cost</b>	<b>\$3,778,262</b>	<b>\$2,830,024</b>	<b>\$3,169,627</b>
<b>TOTAL FY17-26</b>	Estimated Trips	230,921	308,063	345,031
	Cost/Trip	\$117.94	\$64.67	\$64.67
	<b>Annual Cost</b>	<b>\$27,234,124</b>	<b>\$19,923,080</b>	<b>\$22,313,850</b>

(1) 5% increase in demand each year

(2) 25% increase in demand 2017; 10% 2018; 9% 2019; 8% 2020; 7% 2021; 6% 2022; 5% 2023 and on

(3) 40% increase in demand 2017; 10% 2018; 9% 2019; 8% 2020; 7% 2021; 6% 2022; 5% 2023 and on

**FIGURE 4-16. ESTIMATED ANNUAL OPERATING COSTS FOR INTER-REGIONAL TRIPS, FY2016 THROUGH FY2026: CURRENT SERVICE DESIGN, OPTION 3 (LOW DEMAND), AND OPTION 3 (HIGH DEMAND)**



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#### **4.9.2 Rider Travel Time Analysis**

Finally, to quantify the benefit to riders, the total travel time was compared for current service with transfer versus direct service. To do this, the current travel time was taken from sample trip records (using the September sample week). Direct travel time was estimated by using Google Maps and querying for the travel time between the origin and final destination. Two different travel times were recorded—one for peak travel (with traffic) and one for off-peak travel (without traffic). Times were then totaled and averaged for the trips in the sample week. Results of this analysis are shown in Table 4-15.

The travel time comparison shows that the current average total travel time for regional trips with transfers is 91 minutes. During off-peak times, direct trips without transfers would only take an average of 24 minutes. Even during peak times, direct service would only take an average of 36 minutes. These estimates are based on a direct, non-shared ride. However, even if 15-30 minutes was added for grouping with other trips along the way, riders would be riding only 45 to 60 minutes, compared to the current 91 minutes.

**TABLE 4-15. ESTIMATED TRAVEL TIMES FOR CURRENT REGIONAL SERVICE WITH TRANSFERS VERSUS OPTION 3 (DIRECT SERVICE WITHOUT TRANSFERS)**

Trips	Current (with transfers)	Direct (off-peak)	Direct (peak)
Trips	233	233	233
Total time (min.)	21,307	5,506	8,337
<b>Avg. time/trip</b>	<b>91 min.</b>	<b>24 min.</b>	<b>36 min.</b>

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## 5 FUTURE CONSIDERATIONS FOR DAR OPERATIONS AND RELATED SERVICES

While the main focus of this plan is more consistent regional DAR policies and improved regional travel, Valley Metro continues to make other improvements to paratransit services. The impetus for many of these improvements was the last regional paratransit study, conducted from 2006 through 2008. That study produced a report titled **Regional Paratransit Study: Final Report** (aka 2008 Study), dated June 27, 2008, that is available on the Valley Metro website at [http://www.valleymetro.org/images/uploads/misc\\_reports/Final\\_Report\\_6-27-08.pdf](http://www.valleymetro.org/images/uploads/misc_reports/Final_Report_6-27-08.pdf).

This section summarizes the recommendations made in the 2008 Study, describes the changes made by Valley Metro and the member communities since 2008, and identifies recommendations not yet implemented that should be considered in the future. The areas addressed are:

- ADA paratransit eligibility determinations;
- Travel training services;
- Free-fare fixed route service for ADA eligible DAR riders;
- Taxi-subsidy programs for seniors and persons with disabilities;
- A regional call and control center to coordinate regional DAR service delivery; and
- DAR-to-fixed-route feeder service.

A more detailed discussion of the 2008 Study and recommendations that remain to be implemented is provided in **Technical Memorandum #2: Status of 2008 Study Recommendations**.

### 5.1 ADA PARATRANSIT ELIGIBILITY DETERMINATIONS

#### 5.1.1 2008 Study Recommendations

In 2008, all ADA paratransit eligibility determinations were made by Valley Metro staff using a paper application. The 2008 study raised questions about decisions where applicants were granted conditional eligibility. A review of sample files indicated that about a third of applicants granted conditional eligibility should have been given unconditional eligibility. The study also concluded that many of the conditions of eligibility that are set were not detailed or specific enough to allow for trip-by-trip eligibility determinations. For example, almost all distance conditions provided eligibility if bus stops were more than one block away. This condition was used because almost all applicants indicated in the paper application forms that they were only able to travel one block. The study concluded that it was likely that many applicants could actually walk farther, but because there was no independent assessment of true walking endurance, there was no way to set a condition that was more appropriate. Similarly,

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many applications did not appear to identify all of the circumstances that might prevent independent travel. The applicants indicated on the application form one or two major issues but did not include other limitations. Because the process relied solely on information provided by applicants (rather than on an assessment of all relevant functional skills), there was no way to thoroughly determine all appropriate conditions of eligibility.

The 2008 study recommended that Valley Metro and its member communities implement a process that has all applicants participate in an in-person interview. Based on the interview, some applicants may then be asked to participate in a functional assessment.

The study recommended that Valley Metro and its member communities contract out for interviews and assessments rather than hire staff to perform these functions in-house. Contracting with an independent third party would increase the public's trust in the process as an objective assessment of travel abilities.

While the study noted that the process would have higher costs, it was suggested that it would be far more accurate and would be perceived by the community as more equitable and fair. The study also noted that it would be a "one stop" process that would eliminate incomplete application forms. The study also cited the fact that six of 11 peer systems used an in-person process similar to what was being recommended.

### **Trip-by-Trip Eligibility Determinations**

The study suggested that one of the main goals of a more thorough ADA paratransit eligibility determination process should be to accurately identify when riders with disabilities are able to use fixed route services and when paratransit services are needed. Information from peers indicated that about one-third of all paratransit riders are able to use fixed route service some of the time. Where fixed route service exists and is an appropriate option, it can provide riders with greater travel flexibility and freedom.

It was recommended that once more detailed "conditions of eligibility" were identified through an in-person eligibility determination process, Valley Metro and its member communities consider using this information to assist riders in identifying when fixed route travel might be possible.

#### **5.1.2 Actions Taken Since 2008**

In 2008, Valley Metro began the process of implementing the recommended in-person eligibility determination process. The process included extensive public involvement which continued into 2009. Visits were also made to four peer transit agencies that had implemented similar processes.

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In 2010, Valley Metro developed an RFP for a contractor to assist with the new process, particularly the functional assessments. Care Evaluators, a firm that was doing eligibility determinations for the Los Angeles County Metropolitan Transportation Authority (LACMTA), and San Mateo County, CA (SamTrans) was selected as the successful proposer.

In consultation with Care Evaluators, plans were developed to build a Regional Mobility Center where ADA paratransit eligibility would be determined. Plans also called for the Mobility Center to house an expanded travel training program. To address extreme summer weather, a decision was made to build a center that could support thorough and complete indoor assessments during the summer months.

A search for suitable office space was also initiated in 2010. The property at 4600 E. Washington Street in Phoenix was selected. Because of conditions in commercial real estate in 2010, the landlord agreed to very favorable terms of building out the space.

The new Mobility Center was opened and the new in-person eligibility process began being used in 2011.

### **The New ADA Paratransit Eligibility Determination Process**

Under the new ADA paratransit eligibility determination process, applicants complete a brief, two-page application form that requests general information about disability and mobility aids. The name of a medical professional who can be contacted on an as-needed basis for verification of disability is requested, but not required. The form can be requested by contacting the eligibility program, can be downloaded from Valley Metro's website, or can be completed online and then printed.

All applicants bring the completed form with them to an in-person interview, which is required of all new applicants. Transportation to and from the Mobility Center is arranged and provided free of cost if needed. Approximately 75% of applicants request transportation. Because the Center is on a light rail line and several bus routes, fixed-route options are also available.

Following the interview, functional assessments are conducted as appropriate. For applicants with cognitive disabilities this might include the FACTS test. If an applicant indicates a physical disability, baseline pulse and oxygen levels are recorded using a pulse oximeter. An indoor physical functional assessment is then conducted.

If applicants complete the indoor course, an outdoor assessment is also conducted—as appropriate. The outdoor assessment involves walking to the light rail station at E. Washington and 44<sup>th</sup> Street and then returning to the Mobility Center. The route includes several controlled as well as uncontrolled street crossings.

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Photos of the Mobility Center are provided in Figure 5-1 on the following page.

### **Trip-by-Trip Eligibility Determinations**

The new process finds about 25% of applicants to be conditionally eligible (able to use the fixed route transit system under some conditions). The more complete and thorough in-person process is better able to identify all of the conditions which impact potential use of fixed route services.

Efforts have also been made to set conditions of eligibility that are measurable and which will allow trip-by-trip eligibility to be implemented. Examples of the types of conditions included in eligibility determinations are shown in Table 5-1.

Valley Metro and Care Evaluators are continuing to work on and refine the conditions of eligibility. As indicated in Table 5-1, current conditions cover most travel issues that might be experienced by riders with physical disabilities. More work on conditions for riders with other types of disabilities is needed, though, before trip-by-trip eligibility can be implemented.

#### **5.1.3 Recommendations Yet to Be Implemented**

The recommendation to apply conditions of eligibility to the trips requested by riders who can sometimes use buses and trains is still in progress. By successfully implementing a more thorough in-person eligibility determination process, Valley Metro is in a better position to implement trip-by-trip eligibility.

Implementation of trip-by-trip eligibility will first require additional work on a more complete set of conditions of eligibility—particularly conditions for riders with vision and cognitive disabilities. Once a more complete set of measurable conditions is established, the recommended process should include the following steps.

**Identification of Trips to be Screened.** DAR providers will need to identify ongoing trips made by riders who have been determined “conditionally eligible.”

**Evaluation of Travel Options.** Ongoing trips that are identified will then need to be reviewed to see if they can be made by fixed route transit. This will involve analyzing how trips would be made by fixed route transit and determining if any of the rider’s conditions of eligibility would prevent use of fixed route service. For example, the distances to and from fixed route bus stops that could serve the trip would be measured. The accessibility of the path-of-travel to and from the bus stops would also be assessed. This information would then be compared to the conditions under which the rider has been determined able to use fixed route service.

**Figure 5-1. New Valley Metro Regional Mobility Center**



**Table 5-1. Types of Conditions Placed on the Eligibility of Riders Who Area Able to Use Fixed Route Transit Some of the Time**

When your origin or destination is more than ¼ mile from a bus or train line.
When your origin or destination is more than ½ mile from a bus or train line.
When you cannot complete a trip because a hill prevents you from traveling to a bus or train stop, or traveling to your destination.
From sunrise to sunset
From sunset to sunrise
When the forecasted temperature is above _____ degrees.
When the forecasted temperature is below _____ degrees.
With a destination you cannot reach using a single bus or train.
That require more than one transfer to reach your destination.
That require more than two transfers to reach your destination.
To travel to and from _____. (Used when applicants indicate an ability to make certain trips by fixed route transit)
To travel to and from home.
You cannot complete because a curb step prevents you from traveling to a bus/ train stop or traveling to your destination and no cut curb or alternative route is present.
You cannot complete because a lack of sidewalk prevents you from traveling to a bus/ train stop or traveling to your destination and no sidewalk or alternative route is present.
You cannot complete because a unique barrier, obstacle or path of travel prevents you from traveling to your destination.
You cannot complete because a curb step or lack of sidewalk prevents you from traveling to your destination and no cut curb or alternative route is present.
On the days you experience fatigue, dizziness, nausea or any illness due to a medical procedure and this prevents you from traveling to/from your destination.
You cannot complete your trip, because you are unable to push a crossing signal actuator to cross a street.
On days when your health or disability(ies) are worse, causing you to be unable to access and use fixed route transit.

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**Contact Rider with Travel Options.** If it is determined that a trip that is currently being made on paratransit could be made by fixed route, the rider would be contacted and the option to use fixed route service explained. Information from the trip review would be provided. For example, information about the bus routes and stops in the area that could serve the trip would be provided. Information about the path-of-travel and other accessibility issues also would be provided to the rider. As an option, Valley Metro or the DAR providers might offer to have someone go with the rider on the first trip or two by fixed route. Or, the staff person might make a referral to a travel training provider if the rider was interested in using the fixed route service.

Contact with riders about travel options would give each rider the opportunity to indicate why fixed route service might not be appropriate. There could be reasons, beyond those identified in the eligibility determination process, that should be considered.

**Update Rider File to Reflect Trip Review Decision.** Once the rider has been contacted and a decision about the trip has been made, the Valley Metro Certification Office would update the rider's file for this particular trip. Information about the eligibility of the trip for paratransit service would be entered into the file. For example, if it is determined that a trip could be made on the fixed route system, the information in the rider file might read something like:

“10 Main Street to 50 Elm Street – fixed route eligible – Route 29”

Conversely, if it is determined that there are barriers that would prevent the trip from being made on fixed route, the information in the file might read:

“10 Main Street to 50 Elm Street – paratransit eligible”

This will require some modifications and customization to the current eligibility files and software.

**Implementation of Trip Eligibility by the DAR Providers.** As trip requests are taken by reservation agents at the regional Call Center, the agents would first check to see if the rider is “conditionally eligible.” If the rider is conditionally eligible, the agent would call-up the trip screening record in the rider's file. The agent would then check to see if the trip being requested had been evaluated and if it was determined to be “paratransit eligible.” If it was, the trip would be booked as requested. On the other hand, if the file showed that the trip had been determined “fixed route eligible” the reservation agent would inform the rider that the file indicated that the trip could be made on fixed route. The agent could also give the bus route number that should be used for the trip. If the trip being requested was not in the file – meaning it had not yet been evaluated – the trip

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would be considered eligible and would be scheduled as requested.

Recent national research—TCRP Report 163—contains detailed information about how trip-by-trip eligibility has been implemented by ACCESS in Pittsburgh, PA and King County Metro in Seattle.

## **5.2 EXPANDED TRAVEL TRAINING**

### **5.2.1 2008 Study Recommendations**

Several different travel training efforts were documented by the 2008 study. These included group training programs and some limited one-on-one training.

#### **Group Training**

Glendale, Phoenix and Mesa provided group training to seniors in how to use fixed route bus services. The program was developed in Glendale and was then adopted by Phoenix and Mesa.

Workshops on planning and taking bus trips were held at Senior Centers. Following the workshops, field trips were taken to destinations such as malls, stores or restaurants. Incentive gifts were provided to use on the bus including tote bags, water bottles, and umbrellas. Free bus tickets were provided to workshop participants to encourage bus use after the program ended.

Valley Metro staff also provided instruction in using fixed route buses to local agencies, as well as at elementary schools and high schools. Fixed route buses were often at the training so participants could experience using the fare collection system, and participants with disabilities could experience using the ramps and securement systems.

A local senior agency—Living Is For the Elderly, Inc. (LIFE)—also provided group training directed to people with disabilities and older adults. Classes were offered at the LIFE facility and tailored to the particular audience. Following one or two presentations, the group was taken on a trip using either a dedicated vehicle or the regular bus system.

#### **One-on-One Bus Training**

The City of Phoenix also developed a travel training manual and a Peer Travel Training program for people with disabilities and older adults. Experienced bus users with disabilities were recruited and trained to help their peers to use the bus. Through a series of incremental steps, students moved from complete dependence on their trainer to independent bus use. Trainers received hourly compensation.

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The program developed by Phoenix was then adopted and operated by LIFE. Phoenix and Scottsdale contract with LIFE to offer the program in their communities.

Orientation and Mobility Training was also provided for people with vision disabilities by two agencies—Arizona DES Rehabilitation Instructional Services, and Arizona Center for the Blind and Visually Impaired.

The 2008 study recommended that Valley Metro contract with 4-5 local agencies that agreed to assist with one-on-one training of paratransit riders. Each contract would specify a set cost per rider referred. Contracts would be executed with various agencies so that training to riders with a variety of disabilities could be provided. It was suggested that this include one or more agencies that could provide training to riders with cognitive disabilities, one or more agencies that could provide training to riders with physical disabilities, and one or more agencies that could provide training to riders with vision disabilities. It was noted that the agencies selected should have experience in providing one-on-one travel training and should have the staff expertise to provide this training safely and effectively.

It was also recommended that Valley Metro work with member communities to expand the group training provided by Glendale, Phoenix and Mesa.

Finally it was recommended that Valley Metro make fixed route buses and drivers available during off-peak hours for outings by local senior and disability organizations. Each participating agency would be given one or two days a month when a vehicle and driver would be provided. Trips would be provided within the Valley Metro area between the hours of 10:00 a.m. and 2:00 p.m. The agency would plan the trip desired and would inform Valley Metro of the details of the trip at least one week in advance. Available spare vehicles would be used. Available extraboard drivers would also be used.

The purpose of these outings would be to introduce seniors and people with disabilities to the bus system. It would give riders with disabilities an opportunity to use lifts and other access equipment in a controlled situation – again increasing familiarity and comfort level with accessible bus service.

## **5.2.2 Actions Taken Since 2008**

As recommended, Valley Metro has expanded one-on-one travel training. Valley Metro contracts with CARE Evaluators, the contractor for ADA paratransit eligibility determinations. Federal New Freedom Funds are used to pay for this service.

CARE provides two travel trainers, one full-time and one three-quarter time, who are located at the regional Mobility Center. Information about travel training is provided to individuals during the eligibility interview. If applicants express an interest in learning

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how to use the fixed route service, they are introduced to a travel trainer at the end of the eligibility determination process. Evaluators also consider applicants' potential to learn how to use the fixed route service and make referrals to the travel trainers as appropriate.

Valley Metro also advertises the availability of travel training to the community. A good working relationship has been developed with community organizations—particularly school systems—and CARE travel trainers make presentations to these agencies as requested. Referrals for travel training are accepted from the community.

About 60 people per year go through the travel training program each year. As an incentive to use the fixed route service following training, Valley Metro provides a Platinum Pass (free fixed route service) for one year to those who complete the training.

Group training, available in 2008, has also continued. Valley Metro staff make presentations about the fixed route service to local agencies and organizations. Glendale and Phoenix also continue to provide group training and make presentations.

### **5.2.3 2008 Study Recommendations Yet to Be Implemented**

The basic recommendation—to introduce regional one-on-one training—has been implemented. Valley Metro chose to do this through its ADA paratransit eligibility determination contractor, rather than through local service organizations, but either way the service is available to individuals who want to learn to use the fixed route service.

In discussions with Valley Metro staff, it was noted that the current travel training program focuses on applicants and riders with cognitive disabilities. Perhaps additional focus could be placed on applicants and riders with vision disabilities. To do this, Valley Metro would need to obtain the services of Orientation and Mobility (O&M) Specialists. This could be done by having the travel training contractor hire O&M Specialists. Or it could be done by entering into a travel training contract with a local service organization, such as AZ Center for the Blind, who could provide O&M Specialists.

## **5.3 FREE FIXED-ROUTE FARES FOR ADA ELIGIBLE RIDERS**

### **5.3.1 2008 Study Recommendations**

In 2008, Valley Metro and its member communities offered reduced (half) fares for seniors and persons with disabilities. No free fare programs were offered.

The study recommended that Valley Metro and its member communities implement a regional program that would allow all riders determined to be ADA paratransit eligible to ride fixed route buses and trains free of charge. It was strongly suggested that this program only be implemented after an in-person eligibility determination process was

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started. The study noted that national experience indicated that applications for ADA paratransit eligibility would increase significantly if Valley Metro implemented a free fixed route service with only a paper application process for ADA paratransit eligibility.

It was suggested that photo IDs be issued as part of the ADA paratransit eligibility determination process. These photo IDs could then be used as identification to qualify riders for free bus and train service.

### **5.3.2 Actions Taken Since 2008**

Valley Metro developed a regional free fare pass program called the Platinum Pass. The program was implemented in October 2012. In the first year, five communities opted to offer the pass to residents. These were Avondale, Gilbert, Mesa, Peoria, and Tempe. In FY 2012, a total of 548 passes were issued and passholders made 12,455 trips on the fixed route system.

In FY 2013, seven more communities opted to implement the program, including Chandler, El Mirage, Goodyear, Sun City, Surprise, Tolleson, and Youngtown. Six hundred and sixty-one (661) more passes were issued that year (for a total of 1,209 since program implementation) and passholders made 59,312 trips on the fixed route system.

In FY 2014, there was no change in the 12 communities that offered the program. Eight hundred and sixty-six (866) additional passes were issued (for a total of 2,075 since program inception) and passholders made 91,235 trips on the fixed route system.

### **5.3.3 2008 Study Recommendations Not Yet Implemented**

The study recommendation has been implemented by Valley Metro. A regional program was developed and made available to member communities. Several communities still need to consider implementing the program.

## **5.4 EXPANDED TAXI SUBSIDY PROGRAMS**

### **5.4.1 2008 Study Recommendations**

Several longstanding taxi subsidy programs were already in place at the time of the 2008 study. From 2000 to 2006, taxi subsidy programs were implemented by the cities of Scottsdale, Mesa, and Glendale. Valley Metro also had a regional taxi program, called RideChoice, which was open to all cities in Maricopa County. Mesa, Chandler and Gilbert had joined the program as of 2008. Glendale and Scottsdale retained their own city programs. The City of Phoenix also used taxis to provide specific types of trips. This included trips to work and trips to and from dialysis treatments. In January 2007, Surprise also started a Cab Coupon program for its residents. Taxi programs in

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the Valley served primarily as supplements to Dial-a-Ride service rather than as the primary service.

The 2008 study recommended that Valley Metro work with member communities to expand taxi-subsidy programs in Maricopa County to complement DAR services. It was noted that offering this option to older adults and people who have disabilities can provide a cost-effective same day service option.

The study suggested that taxi programs could be increased in one of two ways: by individual cities expanding or initiating taxi programs; or by additional cities joining the Valley Metro RideChoice Program

Under the first option, expansion in Phoenix and Glendale would involve following the lead of the RideChoice Program and Scottsdale's Cab Connection program and offering a taxi option to people over 65 and people with disabilities. As shown in Table 6, Phoenix and Glendale limited their taxi subsidy to specific groups (medical and employment). Making other people eligible would be particularly relevant in Phoenix with its high demand.

In other communities without any taxi subsidy service, it was recommended that they consider starting a service or joining the RideChoice program. It was noted that this was a viable option even in places where no taxi company is based. It was noted that the regulatory structure makes it possible to have taxi service anywhere in Maricopa County.

As a good alternative to starting a new program, the study suggested that communities join the Valley Metro RideChoice program. It was noted that joining the existing program would eliminate a lot of the up-front work involved in starting a new program.

### **Suggested Program Policies**

The study also made specific suggestions for how new or expanded taxi programs be structured. It was recommended that programs pay a percentage of the fare rather than a fixed cost that is applied to the total fare. Paying a percentage of the fare would encourage participants to find the best service at the lowest cost, which experience has shown, is necessary to manage demand.

It was also suggested that the percentage subsidized be set to ensure that taxi trips cost participants more than DAR trips. This differential would be important for managing demand for taxi service.

It was recommended that communities provide taxi service to people over 65 and those with disabilities, subsidizing 75% of the trip and limiting the number of vouchers or coupons provided to each participant. The 75% subsidy was suggested to be in

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keeping with most programs in Maricopa County at the time.

The fare media recommended was prepaid coupon books containing ten \$1.00 coupons with a limit of 20 coupon books a month which eligible people could purchase for ¼ their value. These would be used in any combination. It was noted that vouchers work well for repetitive trips to the same location such as dialysis, but for broader programs with ad hoc trips, coupons are more appropriate. To accommodate dialysis needs, it was suggested that up to 27 coupon books be provided per year—as was done in Scottsdale at that time. In the longer term, it was suggested that a paperless system should be considered to replace paper coupons.

To ensure trip quality in the deregulated Maricopa County taxi environment, it was suggested that programs pay meter rates plus a 15% gratuity.

#### **5.4.2 Actions Taken Since 2008**

As the 2008 study was being conducted, Valley Metro began working on a regional taxi subsidy program. The program, called RideChoice, was implemented in 2007. Mesa was the first community to join the new program—transitioning its Coupons for Cabs service to the new RideChoice Program.

RideChoice operates as a user-side subsidy service for seniors (65+) or persons with disabilities. Riders receive a RideChoice Card that carries a stored value. This stored value can then be used to pay for taxi trips. Riders can add value to their cards on line or by sending checks to the contractor that manages the program—MJM Innovations. Up to a \$300 balance can be carried on the cards.

RideChoice participants can receive up to \$100 of taxi service per month at a cost of \$25 or \$30, depending on their city of residence. Chandler, Fountain Hills, Gilbert and Tempe pay \$75 of the \$100 cost. Mesa provides \$70 of the \$100 cost.

Riders call participating taxi and lift van companies directly. There are a total of nine companies (listed below) that have contracts to provide RideChoice services. Two of the companies—AAA-Yellow Cab and Discount Cab—have accessible vehicles.

**Table 5-2. Companies Participating in the RideChoice Program**

AAA-Yellow Cab
American Liberty
Apache Taxi
Clean Air Cab

Discount Cab
Quick Service Livery
Union Cab
VIP Taxi
Yoli Taxi

Service is available 24 hours a day, seven days a week for any trip purpose. Riders swipe their RideChoice cards through electronic card readers when the board and exit vehicles. This verifies that they have an adequate balance for the trip requested. It also records the length of the trip for billing purposes. Companies are paid the full cost of the trip and the rider’s share is deducted from their card balance.

Five cities participate in the program, including Chandler, Fountain Hills, Gilbert, Mesa and Tempe. Table 5-3 provides service data for FY 2014 (note that data for Fountain Hills is not provided as that city joined the program in FY 2015). A total of 1,810 individuals were registered for the service at the end of FY 2014 (June 30, 2014). These individuals took a total of 30,359 trips in FY 2014. Total cost for the service was \$386,349, which translates to an average trip cost of \$12.73. Residents of Mesa account of 65% of the service

**Table 5-3. RideChoice Program Data, FY 2014**

	<b>Chandler</b>	<b>Gilbert</b>	<b>Mesa</b>	<b>Tempe</b>	<b>TOTALS</b>
Total users	267	110	1,185	248	1,810
One-way trips	4,363	2,009	20,427	3,560	30,359
Avg. daily trips	12	5	56	10	83
Annual trip cost	\$57,119	\$28,837	\$249,307	\$51,086	\$386,349
Avg. cost/trip	\$13.09	\$14.35	\$12.17	\$14.37	\$12.73

Most riders appear to use the service only occasionally and do not utilize the full \$100 of service per month which is available to them. Assuming a \$14 per trip average cost, the \$100 allowance would pay for about seven trips per month. Estimating about 1,400 riders throughout FY 2014, this would suggest that up to 9,800 trips could have been taken per month, or 117,600 for the full year. The service data in Table 8 indicates that 30,359 trips were actually taken, only about 25% of the number that could have been taken. Still, the program provides riders with same-day travel flexibility and supplements the existing DAR services, which must be planned in advance.

Two communities—Scottsdale and Phoenix—also operate taxi subsidy programs separate from the regional VM RideChoice program.

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### **Scottsdale Cab Connection**

Scottsdale continues to offer subsidized taxi service through the Cab Connection program. Seniors and persons determined ADA paratransit eligible can make up to 16 one-way trips per month. The program pays 80% of the first \$10 of each trip, and riders pay any amount over this. The Cab Connection service preceded the RideChoice program and Scottsdale has opted to continue it rather than switch to RideChoice.

### **Phoenix Senior Cab and ADA Cab**

Phoenix also offers two taxi subsidy programs—Senior Cab and ADA Cab. As the names suggest, these programs are available to seniors (65+) and people who have been determined ADA paratransit eligible. Participants can get up to \$40 of taxi service per month at a cost of \$12. Or they can get \$80 of service per month for a cost of \$32.

Phoenix also changed its Reserve-a-Ride service, which provided transportation in support of senior center activities, from a dedicated van model to a taxi-based operation. This change saved the city approximately \$800,000 per year. The savings was then used to start the Senior Cab service.

### **5.4.3 2008 Study Recommendations Not Yet Implemented**

To date, regional subsidized taxi service has only been implemented in the East Valley, supplemented by local programs in Scottsdale and Phoenix. Similar services have yet to be implemented in the Northwest Valley. Valley Metro has been meeting with cities in the Northwest Valley to discuss implementing RideChoice services there.

Valley Metro staff also indicated that they are considering a pilot program for the Northwest Valley that would be structured differently from the current RideChoice program. The new structure would set a flat fare for taxi trips with total costs up to a maximum (such as \$14). Riders would then be responsible for any costs over that maximum. This design is based on a successful taxi subsidy service administered by the Regional Transportation District (RTD) in Denver, CO.

Valley Metro and Phoenix staff also noted that there is sometimes a shortage of accessible taxis for the taxi subsidy programs. The change to a taxi-based DAR model in the East Valley and Northwest Valley, as well as the growth of taxi subsidy programs has placed greater demand on the existing supply of accessible vehicles. The number of accessible vehicles has not kept pace with the demand for these vehicles.

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## 5.5 REGIONWIDE DAR SERVICE DESIGN

### 5.5.1 2008 Study Recommendations

Ten different public paratransit programs were operated in Maricopa County in 2008. This included eight Valley Metro and city-based Dial-A-Ride (DAR) programs, the county-based STS service, and the SCAT non-profit service.

The 2008 study recommended that a single call and control center be created to take and schedule ADA and non-ADA trip requests. Three or more service providers would then operate service. Valley Metro would contract with call center and service provider companies.

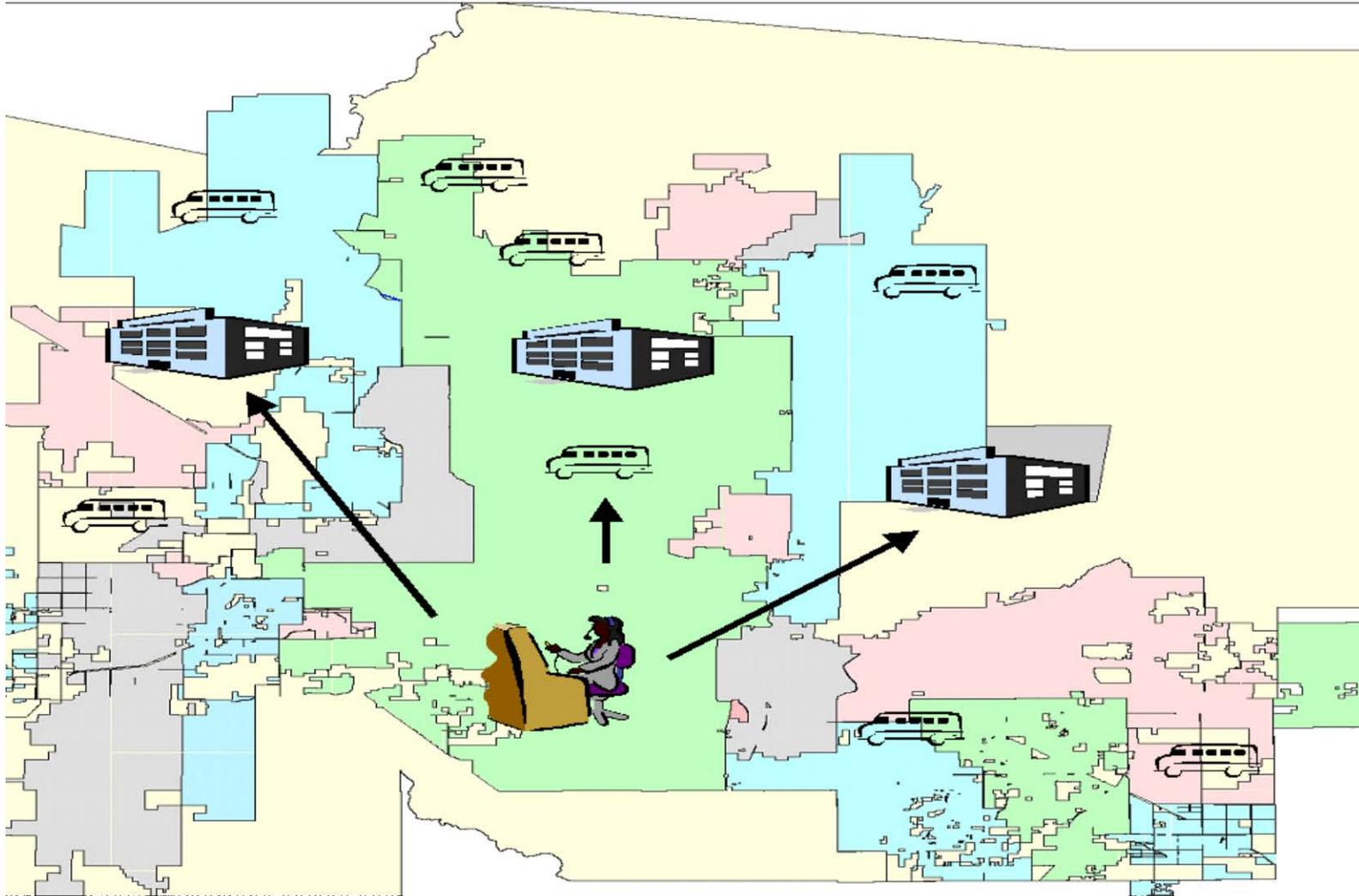
Figure 5-2 on the following page provides a graphic depiction of how the recommended regional paratransit service would work. As shown, a central call center would be created. The central call center would take all trip requests, create vehicle schedules and dispatch drivers and vehicles from a central location. It was recommended that the central call center contractor be selected through a competitive bidding process conducted by Valley Metro.

Service would then be provided by a minimum of three contracted providers. The providers would hire and supervise drivers, maintain vehicles, receive daily run manifests from the central call center, and check vehicles and drivers in and out of service each day. Once on the road, drivers would be in contact with the central call center and would operate under the direction of the central dispatch staff. It was recommended that Valley Metro contract with the selected service providers and manage these contracts as well as the central call center contract.

The study outlined three important aspects of the design that would be critical to its success:

- 1. Having separate contracts for call center and service provider functions.** The study noted that it was important that the call center contractor be separate from the service providers. The call center contractor should not be a “broker” and asked to subcontract with the service providers. When there is a call center broker who then subcontracts with the service providers, there is an incentive for the call center broker to seek to subcontract with agencies and companies with the lowest possible cost. The broker makes a profit by subcontracting with service providers at a lower cost than it is reimbursed by the public transit entity. To enable providers to maintain low costs, the broker may then create schedules that are too tight or may overlook poor service performance by subcontractors.

**Figure 5-2. Illustration of Regional Paratransit Service Design Recommended By the 2008 Study**



- 2. Not allowing the call center to also be a service provider.** It was strongly recommended that the call center contractor not be permitted to also serve as one of the service providers. There is a significant potential conflict when the same company assigns trips and creates schedules and operates some of the service. It could assign the “best” and most efficient trips to itself. Similarly, the company selected as the central call center contractor should not be associated with or be a subsidiary of any of the service provider contractors.
- 3. Keeping dispatch centralized for all “dedicated” services.** Finally, the study noted that it is important that the central call center perform the dispatch function for all “dedicated” service providers. These would be providers whose drivers are only performing trips for the Valley Metro paratransit program. It was noted that experience around the country suggested that if dispatch is decentralized and is a function of the service providers, assigned trips would be moved around between runs on the day of service—often to the benefit of the operator and not the riders. This was often done by service providers to cover for not having an adequate number of available drivers. It becomes very difficult when this is done to effectively monitor and control service quality. Dispatch should only be decentralized when trips are assigned to “non-dedicated” back-up or overflow service providers (as explained below).

It was recommended that at least three main service providers be contracted to provide service under the direction of the central call center. This protects against situations where a service provider goes out of business or where service quality issues might develop with a provider. Having at least three providers would allow Valley Metro and the call center contractor to move trips from non-performing contractors to contractors whose performance is acceptable.

It was also recommended that Valley Metro stagger the terms of each contract so that only portions of the service are bid in any given year. This would avoid significant transition issues.

The main service providers, which would provide “dedicated” service to Valley Metro (on vehicles dedicated to the service and not used for other trips), would be reimbursed for fixed and variable costs with variable costs reimbursed on a per vehicle revenue-hour basis. Payment per revenue-hour (rather than per trip or mile) would be reasonable given that the providers would be asked to have drivers and vehicles available for a specified run structure set by the central call center.

The main service providers would be located throughout the service area to minimize deadhead time. As shown in Figure 5-2, it was recommended that there be an East Valley, a Central area provider, and a West Valley provider. Providers would not be restricted to specific service areas. Instead, they would be expected to provide service throughout the area as needed. An effort would be made, though, to keep as many trips

as possible with the local provider in each area. So, at the beginning of each day, providers would likely start-off with trips in their area. Most vehicles might stay in the sub-region where they are located. Some trips might cross-over to other areas, though. In these cases, vehicles would be allowed to make pick-ups and drop-offs throughout the region. Scheduling would be done to return vehicles to the “home” region toward the end of each shift.

Depending on the experience and capabilities of the selected service providers, one might also be identified as a regional provider. Longer, regional trips would be scheduled on this provider when possible. This provider might even have some vehicles remotely located in various parts of the service area as well as at a main garage.

In addition to the three main service providers, the study recommended that contracts be developed with two or three “back-up” and “overflow” service providers (one in each sub-area). These could include local taxi companies, private van companies, or private non-profit agencies that operate van services for seniors or persons with disabilities. These “back-up” providers would be assigned trips on a “non-dedicated” basis; that is, they would receive trips and would then schedule them into existing services and vehicles. Trips that could not be fit on to dedicated provider runs would be assigned to these providers the evening before the day of service. The “back-up” providers could also be assigned individual trips on the day of service if dedicated providers were running behind schedule or if other same day service issues developed. The “back-up” providers would be paid on a per trip or per mile basis.

The 2008 study recommended that Valley Metro handle customer service and rider complaints for all services provided regionally. To do this most effectively, it was recommended that the Valley Metro staff responsible for managing the regional paratransit contracts and the staff assigned the functions of eligibility determination and customer service be co-located with the regional call center contractor.

Finally, it was recommended that Valley Metro own and provide key infrastructure for the regional service including the facility used for regional call center staff as well as Valley Metro staff. Key infrastructure would also include the telephone system and computer hardware and software systems used by the regional call center contractor, as well as all vehicles used by the main dedicated service providers. The dedicated service providers would provide the required garage and office space needed for their operations. (The non-dedicated providers would procure and own the vehicles they operated.) It was noted that ownership of the key infrastructure by Valley Metro would be vital for ensuring smooth future transitions and for ensuring service quality. Should it become necessary to replace a contractor, for reasons of cost or service quality, all of the infrastructure would remain intact. Many of the operations staff would also likely remain. It would only be necessary to transition the management staff.

## 5.5.2 Actions Taken Since 2008

Since 2008, significant changes have been made to the way that paratransit services are designed and delivered. STS, the regional service provided by Maricopa County, ceased operation in July of 2010. SCAT, the non-profit company serving Sun City, Sun City West and Youngtown, also announced its intention to cease operations. To fill these voids, Valley Metro conducted a procurement for NW Valley operations to allow services to continue. El Mirage, which was operating only one vehicle at the time also opted to be part of the new procurement. Total Transit, a local transportation and taxi company was selected to provide the service. In November of 2010, Total Transit began providing service under contract to Valley Metro in El Mirage, Sun City and Youngtown.

With the new contract in place, other communities in the NW Valley decided to utilize the new design. Surprise transitioned from a separate city operation to service under the Valley Metro contract in October 2012. Sun City West also requested service through the Valley Metro contract in January 2013. All five NW communities now operated as a single turnkey contract. Both ADA and non-ADA services are provided by Total Transit under contract to Valley Metro.

The new consolidated NW Valley operation is also used to serve some ADA trips in Peoria and Glendale. Peoria worked with Valley Metro to have Total Transit provide ADA trips that could not be efficiently provided on in-house vehicles starting in 2010. About 600-700 trips per month are now provided for Peoria by Total Transit. Glendale also began using Total Transit for some ADA trips (about 10-20 selected out-of-area trips) starting in 2014.

A second significant change in the regional paratransit design took place in 2012. The service delivery contract in the East Valley ended and Valley Metro rebid for these services. A decision was made to award the contract to Total Transit, the provider of services in the NW Valley. The service model implemented by Total Transit was different than the model previously used by Valley Metro. Total Transit serves as a broker/operator. It handles trip reservations and scheduling and brokers trips to local taxi and transportation companies. Most trips (about 75%) are assigned to Discount Cab, a wholly-owned subsidiary of Total Transit. The remaining 25% of trips are assigned to several other taxi and transportation companies in the area.

### ***Regional Travel and Transfers***

Valley Metro has also worked with member communities to improve regional travel and transfers. A single transfer was set up for trips from the NW communities to Phoenix. A single transfer is now made between Total Transit and Phoenix DAR, which avoids transfers in Peoria and/or Glendale. A single transfer was also set up between Total Transit and Glendale DAR, which allows for trips from the NW Valley to Glendale without a transfer in Peoria.

Valley Metro also worked with Maricopa County and Total Transit to arrange direct service from unincorporated county areas in the NW Valley direct to areas north of Jomax Road in Phoenix, which are not part of the Phoenix DAR service area.

Implementation of the recommendations made in Section 4 of this plan would further improve regional travel by providing direct shared-ride service throughout the region.

### 5.5.3 Recommendations Yet to Be Implemented

The main recommendation—to implement a single call and control center—has yet to be implemented. Changes that have been made, though, move the system closer to this recommended model. With consolidation of services in the NW Valley, and the same contractor for both the NW Valley and East Valley operations, 10 of the 18 cities in the regional DAR program (and 46% of all eligible rider trips) and now have services delivered through the same call center.

It should also be noted that the new service design being used in the NW Valley and East Valley differ to some degree from the model proposed by the 2008 study. These differences include:

- Total Transit is a broker that also operates service. The 2008 study recommended that the call center contractor/broker (or any direct affiliates) not operate service directly. This was recommended to avoid possible biases in trip assignments.
- Total Transit has direct contracts with other providers. The 2008 study recommended that Valley Metro contract for call center/broker services and separately contract for service providers. This was recommended to avoid the broker developing below cost subcontract arrangements.
- Total Transit owns the main infrastructure for service delivery (vehicles, phone system and scheduling software). The 2008 study recommended that Valley Metro own the key infrastructure. This was recommended to avoid over-reliance on a single company and minimize the disruption of future contractor transitions should they be needed.

A central call center should continue to be considered in the future. It is recommended that all ADA paratransit service, both regional and local, be managed through the central call center. Glendale and Peoria could still operate broader, general public DAR services. All communities could also offer and administer additional non-ADA services.

To transition to the new design, it is recommended that Valley Metro and Phoenix consider working jointly to renegotiate their current DAR service provider contracts. The contracts should be renegotiated with the call center functions (reservations, scheduling and dispatch) separated from operations. This way, the current DAR provider could continue to be the main dedicated service provider in the Central area. The current providers would become contractors to Valley Metro. A regional call center contractor would then be selected through a competitive process. As part of the procurement process for a regional

call center, it is recommended that prospective proposers be asked to commit to considering the continued employment of current reservationists, schedulers, and dispatchers that they deemed to be qualified.

## **5.6 PARATRANSIT-TO-FIXED-ROUTE FEEDER SERVICE**

### **5.6.1 2008 Study Recommendations**

In 2008, riders could request DAR trips to bus stops and could then complete their trips by fixed route. Riders could also use fixed route buses to get near their destinations and then request DAR trips to complete their trips. Valley Metro and its member communities did not, however, consider combined DAR-fixed route trips as options when riders called for DAR service.

The 2008 study recommended that paratransit-to-fixed route feeder service be considered for some trips requested by riders who can sometimes use fixed route buses. It was suggested that a feeder option should be explored for trips over seven miles in length, where one end of the trip is close to a fixed route stop and the pathway to the stop is accessible. If a trip requires paratransit service at both ends, feeder service was suggested only for trips that are over 20 miles in total length. Feeder service would be provided using transfer points that have appropriate public facilities. This would include bus stops with benches and shelters and with telephone services (to allow riders to contact the paratransit call center if there are problems with the transfer). The fixed route service to which riders are connected would have a relatively short headway so that an exact connection is not needed. Instead, the rider would be taken to the fixed route stop or station and would simply catch the next fixed route bus or train. The study noted that new light rail system should provide an excellent opportunity for feeder service. Finally, feeder service would be focused on ongoing, repeat trips (such as work trips). The study cited the experiences of other transit systems that provided feeder service which indicated that feeder trips typically made up less than 3% of all paratransit trips, but were a very cost-effective option for very long regional trips.

### **Feeder Service Implementation Issues**

The study also provided guidance on how feeder service would work operationally. It suggested that feeder service options be identified outside of the trip booking and reservations process. Potential trips and riders for whom feeder service was appropriate would first be identified. Fixed route options and feeder arrangements would then be worked on by schedulers dedicated part-time to this task. If the analysis by schedulers indicated that feeder service was possible and appropriate, the rider would be contacted and informed of the new travel option. The rider would then have an opportunity to raise questions about the proposed service option. Ideally, Valley Metro would also utilize travel trainers to go with the rider for the first few feeder trips.

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The study recommended that a more thorough eligibility determination process that better identifies travel barriers for individual riders be implemented before feeder service is started. A more thorough process would be needed to establish more accurate travel abilities and appropriateness of feeder service for riders.

Minor customization to the paratransit operations software was also recommended to allow trips to be coded as feeder trips. This would be important so that schedulers and dispatchers would be able to pay particular attention to these trips in daily operations and ensure smooth connections.

### **5.6.2 Actions Taken Since 2008**

To date, Valley Metro and its member communities have not implemented paratransit-to-fixed-route feeder service. If riders want to use fixed route service to make part of their trips, they can request DAR trips to or from bus stops and train stations.

### **5.6.3 2008 Study Recommendations Yet to Be Implemented**

Feeder service has yet to be implemented. As noted earlier in this memorandum, Valley Metro has implemented a more thorough in-person ADA paratransit eligibility determination process. This is an important first step before feeder service can be considered. More specific information about rider abilities to use fixed route service, which is needed to decide if feeder trips are appropriate, is now available.

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# **ATTACHMENT A**

## **Technical Working Group Members and Meeting Dates**

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## TECHNICAL WORKING GROUP MEMBER LIST

Name	Organization	Title
Kristen Sexton	City of Avondale	Transit Coordinator
AnnMarie Riley	City of Chandler	Transit Services Coordinator
Jason Crampton	City of Chandler	Transit Services Coordinator
Sara Crider	City of El Mirage	Executive Assistant to City Manager
Kristin Myers	Town of Gilbert	Transportation Coordinator
Matt Dudley	City of Glendale	Transit Planning Manager
Kevin Link	City of Glendale	Transit Administrator
Cato Esquivel	City of Goodyear	Public Works Director
Christine McMurdy	City of Goodyear	Grants Coordinator
DeDe Gaisthea	Maricopa Association of Governments (MAG)	Human Services Transportation Planner
Denise Lacey	Maricopa County	Planning Branch Manager
Ed Jones	City of Mesa	Transit Coordinator
Stuart Kent	City of Peoria	Executive Director, Public Works
Mary Schmidt	City of Peoria	Transit Operations Supervisor
Jennifer Lugo	City of Phoenix	Administrative Assistant II
Gabriel Peiz	City of Phoenix	Transit Operations Manager
Kristy Ruiz	City of Phoenix	Title VI/ADA Coordinator
Jesus Sapien	City of Phoenix	Deputy Public Transit Director
Madeline Clemann	City of Scottsdale	Transportation Planning & Transit Operations Manager
Joan Freeman	City of Scottsdale	Senior Transportation Representative
Mercedes McPherson	City of Scottsdale	Transportation Planner



<b>Name</b>	<b>Organization</b>	<b>Title</b>
Stephen Chang	City of Surprise	Senior Transportation Planner
David Kohlbeck	City of Surprise	Project Manager
Jason Hartong	City of Tempe	Senior Transportation Planner
Mike Nevarez	City of Tempe	Transit Manager
Russell Thatcher	Thatcher Consulting	President
Ron Brooks	Valley Metro	Manager, Accessible Transit Services
Suzanne Grobe	Valley Metro	Regulatory Administrator
Wulf Grote	Valley Metro	Director, Planning and Accessible Transit
Carol Ketcherside	Valley Metro	Deputy Director, Planning and Accessible Transit
Jorge Luna	Valley Metro	Manager, Service Planning
Dolores Nolan	Valley Metro	Program Coordinator
Arleen Schenck	Valley Metro	Paratransit Program Supervisor
Howard Steere	Valley Metro	Manager, Community Relations
Ben Davidson	Valley Metro/AECOM	Transit Planner
Deron Lozano	Valley Metro/AECOM	Project Manager
Scott Miller	Valley Metro/HDR	Transit Planning Section Manager

### **TWG MEETING DATES**

October 23, 2014  
 January 20, 2015  
 April 2, 2015  
 May 27, 2015

September 1, 2015  
 October 29, 2015  
 December 10, 2015

# **ATTACHMENT B**

## **Stakeholder Group List and Meeting Summaries**

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## STAKEHOLDER GROUP LIST

### AGENCIES

Arizona Autism United  
Arizona Center Disability Law  
Arizona Chapter Paralyzed Veterans  
Arizona Spinal Cord Injury Association  
Brain Injury Alliance Arizona  
The EV Family Care Center  
The Foothills Caring Corps  
Foundation for Senior Living  
Fresh Start Community Resources  
Glencroft Retirement Community  
Interfaith Cooperative Ministries  
Marc Community Resources  
Neighbors Who Care  
PAT Accessible Transit  
The Perry Rehabilitation Center  
The South Mountain Community Center  
Southwest Behavioral Health  
Valley Center of the Deaf

### INDIVIDUALS

Pam Allan  
Mary Allen  
Jeanne Andersen  
Dale Anderson  
Marsha Ashcroft  
Dan Ball  
Karen Begay  
Herman Ray Bernal  
Yvette Black  
Amy Bolton  
Julie Bordelon  
Gary Bourne  
Nanette Bowles  
Bonnie Boyce-Wilson  
Mary Brannock  
Tom Brewer  
E. Alan Brimage  
Ron Brooks

Donna Brower  
Christiana Bruchok  
Michael Bruning  
Matthew Bullis  
Bob Bushner  
Scott Butler  
Betsy Buxer  
Chanette Campbell  
Tiffany Cannon  
David Carey  
Sharon Carpenter  
Frank Cavalier  
Tony Cavigliano  
Marc Center  
Kathryn Chandler  
Kathy Chandler  
Stephen Chang  
Tauru Chaw

Darrel Christenson  
DeRees Clark  
Madeline Clemann  
Mario Cobos  
Angela Cohen  
Sonny Colbreth  
Dan Cook  
Debbie Cox  
Chery Crame  
Jason Crampton  
Rex Critchfield  
Cassandra DaSalla  
Suparna Dasgupta  
Ben Davidson  
Deanna Davis  
Abhishek Dayal  
Donn Decarlo  
Denise Demaray  
Susan Denova  
Hossein Dibazar  
Arthur Dingus  
Terry Dingus  
Michele Dionisio  
Matt Dudley  
The Duet  
Jim Dunn  
Cato Esquivel  
Lisa Estrada  
Timm Farnsworth  
Susan Fields  
Judith Flynn  
Deborah Forbes-Baker  
Marty Foret  
Mark Franklin  
Olivia Fryer  
DeDe Gaisthea  
Eduardo Galindo  
Angel Garcia  
Anthony Garcia  
Barb Garden  
Heidi Gast  
Sharon Gibbs  
Sheila Gibbs  
Linda Gorman

Willie Gray  
Sharon Greenlaw  
Pat Gregan  
A. Greig  
Katie Griffith  
Suzanne Grobe  
Joyce Gross  
Kerry Gross  
Wulf Grote  
Clayton Guffey  
Christine Hagen  
Karen Halgren  
Steve Hamelin  
Kate Hanley  
Jason Hartong  
Ronald Heard  
Heidi Heath  
Terri Hedgpeth  
Matthew Heil  
Jennifer Hensley  
Paul Herrmann  
Bob Hickman  
Steve Hilger  
Megan Homrighauser  
D. Hostetler  
Karla Houston  
Lynn Houston  
Julie Howard  
Jayne Hubbard  
Craig C. Hughes  
Karen Hughes  
Thomas Hulen  
Annette Iniguez  
Kaaren Iverson  
James Ivie  
Lorie Jabbour  
Deaune Jacobs  
Mark Jacoby  
Connie James  
Greg Janezic  
Edward Jones  
Monique Jordan  
Kaj-Willow Kaemme  
Kristie Keen

John B. Kelley  
Rich Kenney  
Stuart Kent  
Gregg Kiely  
Joanne King  
Lori Kirsop  
Jim Knaut  
Lacey Knowles  
Lacy Knowles  
David Kohlbeck  
Patrice Kraus  
Denise Lacey  
James LaMay  
Deborah Lamoree  
John Landrum  
Surya-Patricia Lane Hood  
Mike Lee RPS  
Susan Levy  
Aimee Lewis  
Judy Lewisohn  
Pam Lindley  
Kevin Link  
Teresa Livingston  
Karin Kellas Lloyd  
Mary Lockhart  
Jessica Loomer  
Steve Lopez  
Joyce Lopez-Powell  
Deron Lozano  
Jennifer Lugo  
Jorge Luna  
Brad Lundahl  
Jack Lunsford  
Betty Lynch  
Deborah Macilroy  
W. T. Mahoney  
Andrew Mangum  
Alice Maro  
Gwendolyn Marshall  
Dan Martinez  
Vera Martinez  
Jayson Matthews  
Mike Mayhew  
Terrisa Mays

Ann Marie McArthur  
Barbara McDonald  
Mathew McLean  
Christine McMurdy  
Mercedes McPherson  
Van Means  
Diana Meyer  
Jessica Michael  
Guy Mikkelsen  
Scott Miller  
Kim Minard  
Andrew Moody  
Jean Moriki  
John Mosbach  
James Musick  
Kristin Myers  
Aishe Nesfield  
Mike Nevarez  
Dolores Nolan  
Lynne Noone  
Steve Norton  
Pam O'Hara  
Margo Pair  
Philip Pajak  
Michael Pakask  
Phil Pangrazio  
Earline Parham  
William Parker  
Bob Payne  
Jim Pearson  
Gabe Peiz  
Jennifer Pena  
Hector Perez  
Kathy Peterson  
Darita Pfeister  
Davis Plunkett  
Donna Powers  
Lisa Ramirez  
Chris Reams  
April Reed  
Peggy Reed  
Gloria Richman  
Barbara Richter  
Ann Marie Riley

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Karla Rivas-Parker	Lynn Tarazon
Julie Rock	Dan Taylor
Theresa Rodriguez	Karen Taylor
Marie Lopez Rogers	Ray Temple
Mimi Rogers	Georgia Tenberg
Scott Rogers	Russell Thatcher
Lisa Romero	Cletus Thiebeau
Stephen Rost	Neal Thomas
Kristy Ruiz	LaShawn Thompson
Connie Ryan	Mark Tompert
Ricardo Samano	Dana Tranberg
Lizeth Sanchez	Dawn Trapp
Albert Santana	Ron Travis
Jesus Sapien	Judith Tunnell
Margo Schafer	Jennifer Turk
John Schell	Darlene Turner
Arleen Schenck	Gene Van Den Bosch
LuAnn Schmidt	Art Vos
Marc Schmidt	Paul Wagner
Marcus Schmidt	Amber Wakeman
Mary Schmidt	Julie Walker
Aileen Schmieder	John Wall
Brian Scott	Kevin Wallace
Kristin Sexton	Larry Wanger
Darrell Shandrow	Marcy Weale
Anne Silversmith	Sue Williams
Stan Sipes	Sharon Willison
Sue Smith	Judy Wilson
Jodi Sorrell	Harry Wolfe
Brian Spicker	Cynthia Woods
Amy St. Peter	Jason Wright
Elaine Starks	Mark Young
Linda Starr	Toni Young
Howard Steere	Lucy Zapata
Laraine Stewart	Marilyn Zepeda
Linda Stinson	
Sandra Stirnweis	
Joyce Stoffers	
Bill Stokes	
William Stone	
Stacy Strombeck-Goodrich	
Donna Suarez	
Glenda Sweeney	
Jorge Tarazon	

## MEETING DATES

Stakeholder Meeting	February 18, 2015
Stakeholder Meeting	June 16, 2015
Stakeholder Meeting	November 10, 2015
Public Hearing	January 27, 2016



**Regional Paratransit Plan Stakeholder Meeting**  
**Wednesday, February 18**  
**5 - 7 p.m.**  
**Valley Metro Mobility Center**  
**4600 E. Washington Street, Phoenix**

**In Attendance:**

**Stakeholder Attendees    City/Staff/Contractors**

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Bonnie Boyce-Wilson	Hossein Dibazer – AAA Yellow AZ
David Carey	Matt Dudley – City of Glendale
Kathryn Chandler	Stuart Kent – City of Peoria
Mary Hartle-Smith	Michael Lee – Total Transit
Joyce Stoffers	Van Means – AAA Yellow AZ
Larry Wanger	Gabriel Peiz – City of Phoenix
	Lizeth Sanchez – AAA Yellow AZ
	Stan Sipes – Total Transit

**Valley Metro Staff Attendees**

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Ron Brooks	Susan Nunez
Abhi Dayal	Helen Romesburg
Derron Lozano	Arleen Schenk
Dolores Nolan	Russell Thatcher

**Meeting purpose:**

This was the first public meeting for stakeholders to learn about the Regional Paratransit Plan and provide input. The meeting was conducted in an open house format to provide community members an opportunity to talk to staff before and after a formal presentation as well as address specific questions during the formal presentation.

**Open house:**

Attendees had the opportunity to review display boards and speak with staff. The boards illustrated the DAR service area, achievements since 2008, current challenges of regional DAR travel and a map of transfer locations. Comment cards for questions and additional comments were also provided. The formal presentation, which included time for questions and input, began at 5:30 p.m.

The presentation discussed

The meeting adjourned at 7:00 p.m.

**Handouts:**

Project Update, Presentation Handouts (available in alternative formats), Transit Books/Transit Book Supplement (available in large print), Comment Cards, Maps, Pens

**Translators:** ASL translators and Spanish translators available

**Meeting Notification Methods:**

Notice on project website, evite to stakeholder list, email to ABIL's stakeholders, Facebook postings, announcements in presentations, and the Valley Metro website.

**Number of Attendees: 22**



**Regional Paratransit Plan Stakeholder Meeting**  
**Tuesday, June 16, 2015**  
**6 - 8 p.m.**  
**Disability Empowerment Center**  
**5025 E. Washington Street, Phoenix**

**In Attendance:**

**Stakeholder Attendees**

**City/Staff/Contractors**

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David Carey	Jim Pearson	DeRees Clark, Total Transit
Shelley Dains	Reva Rahmpe	Matthew Dudley, Glendale
Susan E. Fields	April Reed	Steve Hamelin, Total Transit
Judith Flynn	Peg Reed	Greg Janesic, Total Transit
Sheila Gibbs	Gloria Richman	Jennifer Lugo, Phoenix
Katie Griffith	Marvin Rochelle	Bill McCloud, McCloud Transportation
Judy Hartmann	Frederick Rockwell	E. McCloud, McCloud Transportation
Terri Hedgpeth	Margo Schafer	Kristin Myers, Gilbert
Jayne Hubbard	Paul Schafer	AnnMarie Riley, Chandler
Monique Jordan	Marcus Schmidt	Kristy Ruiz, Phoenix
Lori Kirsop	Fern Schwartz	
Amina Kruck	Lillian Stone	
Barbara MacDonald		
LaVonne Mayne		
Sami McGinnis		
Jean Moriki		

**Valley Metro Staff Attendees**

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Ron Brooks	Deron Lozano	Helen Romesburg
Steve Henry	Jorge Luna	Arleen Schenck
Becky Johnson	Scott Miller	Russell Thatcher
Carol Ketcherside	Dolores Nolan	

**Meeting purpose:**

This was the second public meeting for stakeholders to learn about the progress of the Regional Paratransit Plan and provide input. The meeting was conducted in an open house format to provide community members an opportunity to talk to staff before and after a formal presentation as well as address specific questions during the formal presentation.

**Open house:**

Attendees had the opportunity to review display boards and speak with staff. The boards

illustrated the DAR service area, results of the rider surveys, various aspects of the transfer process, and on time performance of pick up and drop offs. Comment cards for questions and additional comments were also provided. The formal presentation, which included time for questions and input, began at 6:30 p.m.

The presentation discussed rider survey results, possible DAR service policies, results of review of regional travel, transfers, possible improvements to transfer policies and new Reasonable Modification of Policies and Procedures. Attendees tended to agree with the regional policies recommended.

The meeting adjourned at 8:00 p.m.

**Comments were made by passengers of each DAR system. Here are some remarks received and addressed during presentation:**

Concern	Passenger Comments
On time experience	<ul style="list-style-type: none"> <li>• Passenger had to be scheduled for DAR pick up at 4:45 to get to the 6:00 meeting.</li> <li>• Passenger stated having to miss 4 weeks of an 8 week bible study because DAR didn't have an accessible vehicle.</li> </ul>
General	<ul style="list-style-type: none"> <li>• Passenger expressed frustration with DAR drivers. Suggested a lack of motivation in drivers resulting in poor customer service due to the difference in work conditions, salary and union situations across the valley.</li> </ul>
On time experience	<ul style="list-style-type: none"> <li>• Passenger stated the necessity of using DAR because of her inability to make the required transfers on the bus.</li> <li>• Passenger noted her dissatisfaction with the 30 min pick-up window.</li> <li>• Passenger stated that trips that should take 20 minutes usually take about 1 ½ hours on DAR.</li> <li>• Passenger stated that drivers should provide ID.</li> </ul>
On time experience	<ul style="list-style-type: none"> <li>• Passenger stated feeling oppressed by DAR service.</li> <li>• Passenger stated that dispatch needs to improve scheduling – she was picked up at 4:14 and arrived at 4:45 for today's meeting that started at 6:00.</li> </ul>
On time experience	<ul style="list-style-type: none"> <li>• Passenger asked if being very early is considered on time?</li> <li>• Passenger noted that heat can be deadly for DAR passengers.</li> <li>• Passenger voiced concern about excess time on DAR vehicle.</li> </ul>
Transfers	<ul style="list-style-type: none"> <li>• Passenger noted she sometimes waits over an hour to transfer (e.g., she once waited 3 hours).</li> <li>• Passenger stated she experiences long trips on DAR (2-3 hour trips).</li> </ul>
On time experience	<ul style="list-style-type: none"> <li>• Passenger commented that Discount Cab is working well.</li> <li>• Passenger noted that subcontractors make you wait past 30 minutes.</li> <li>• Passenger stated Netcore is terrible.</li> <li>• Passenger asked how DAR contractor chosen.</li> </ul>
General	<ul style="list-style-type: none"> <li>• Passenger stated that DAR's customer service is very poor.</li> <li>• In passenger's experience, DAR drivers are upset and frustrated.</li> </ul>

Concern	Passenger Comments
Cost	<ul style="list-style-type: none"> <li>Passenger expressed frustration that DAR prices are inconsistent.</li> </ul>
Transfers	<ul style="list-style-type: none"> <li>Passenger related that for a 15 mile trip to church, she transfers three times between DAR services and still needs to scooter to arrive at her destination.</li> <li>Passenger is tired of waiting between transfers; noted that all rides should be a one-seat ride (e.g., NWV to Central Ave should be 1 ride).</li> <li>Passenger has lived in different cities and noted that one service is better than the other.</li> <li>Passenger noted that she doesn't make certain trips for socializing or for cultural events because of transfers that can make for 3 hour trips.</li> </ul>
Transfers	<ul style="list-style-type: none"> <li>Passenger suggested that Central Avenue could be a dividing point as a transfer location.</li> </ul>
Transfers	<ul style="list-style-type: none"> <li>Passenger asked why doesn't Phoenix DAR go to Avondale?</li> </ul>
Customer experience	<ul style="list-style-type: none"> <li>Passenger noted that DAR drivers won't let her use her walker.</li> </ul>
Customer experience	<ul style="list-style-type: none"> <li>Passenger commented on being treated poorly when making a transfer.</li> </ul>
Customer experience	<ul style="list-style-type: none"> <li>Passenger commented that there is not a universal payment structure among the systems, i.e., one system won't take another's tickets, etc.</li> </ul>
Customer experience	<ul style="list-style-type: none"> <li>Passenger suggested there should be a \$65 regional DAR pass.</li> </ul>

**Handouts:**

Project Update, Presentation Handouts (available in alternative formats), Transit Books/Transit Book Supplement (available in large print), Comment Cards, Maps, Pens

**Translators:**

ASL translators and Spanish translators available

**Meeting Notification Methods:**

Meeting notices given to each DAR contractor for distribution to passengers, notice on project website, evite to stakeholder list, email to ABIL's stakeholders, Facebook postings, announcements in presentations, and the Valley Metro website.

**Number of Attendees:** 52



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**Regional Paratransit Plan Stakeholder Meeting**  
**Tuesday, November 10, 2015**  
**5 - 7 p.m.**  
**Burton Barr Library**  
**5025 E. Washington Street, Phoenix**

**In Attendance:**

**Stakeholder Attendees**

**City/Staff/Contractors**

Over 100 attendees

Matthew Dudley, Glendale

**Valley Metro Staff Attendees**

Ron Brooks

Carol Ketcherside

Steve Henry

Deron Lozano

Scott Miller

Dolores Nolan

Helen Romesburg

Arleen Schenck

Russell Thatcher

**Meeting purpose:**

This was the third public meeting for stakeholders to learn about the progress of the Regional Paratransit Plan and provide input.

**Meeting:**

Attendees had the opportunity to review display boards from previous meetings and speak with staff. Comment cards for questions and additional comments were provided.

The formal presentation began shortly after 5 p.m. The presentation stated the purpose of the plan, the role of technical working group and stakeholder, and discussed the work completed to date. The focus of the presentation was to discuss possible options for improved regional travel and options for more consistent region-wide DAR policies that are being considered. The presentation allowed time for stakeholders to ask questions and provide input.

The meeting adjourned at 7 p.m.

**Stakeholder comments from the presentation:**

<b>Stakeholder</b>	<b>City</b>	<b>Comment</b>
Vickie Pettit	Tempe	Drivers like no transfers
Deb McIlroy	Mesa	Works with people who are blind, for them it is an economic issue, people can be trained but cannot get to work. She goes from Mesa to 16th St. & Highland takes
Susan Fields	Mesa	When transferring, Phoenix hikes up fares. She pays \$4 to first provider, then Phoenix charges again
Katie Griffiths	lbert	Wants Option 3, lives in Gilbert. When sitting in a wheelchair for so many hours, it causes other health problems
Marc Schmidt	Phoenix	Phoenix, on Transit Committee for the National Federation for the Blind. Where are we on policies? Glendale wants to be different? What has been done since the last meeting, hearing the same thing we heard
Fern Schwartz	Phoenix	Phoenix, drivers need to be on time, not at the end of the pick up window. They need to look at the way they are routing trips. She lives at 31 <sup>st</sup> Ave & Glendale and today taken to 67 <sup>th</sup> Ave & Buckeye before taken to her destination.
Tony Sohl	Tempe	Wants option 3
Amy Lewis	Apache Junction	Has to go to a Wal-Mart to get picked up
Barbara McDonal	Phoenix	Likes the idea of calling a regional number
Karen Hughes	Tempe	Wants option 3, Glendale DAR hours are limited
Marvin Rochelle	Glendale	Wants a DAR card like Phoenix, pays \$65 and can use all month no matter how many trips he makes. He is talking to all mayors to get this done.
Sandy McGinnis	Mesa	Option 3 will shorten the time when using the system.
Tammy Hines	Phoenix	Wants option 3. On Wednesday, pick up was an hour late.
Shellie Dains	Phoenix	Every Wednesday morning, pick up is 1 to 2 hours late, goes to 3150 E. Roosevelt. The reservations people cuss her out, especially Delia. They will not let her take her walker with her. She began to cry.
		<b>Comment Cards</b>
Jorge Tarazon	Glendale	West Valley blind travelers should be able to receive same transit service as east Valley blind travelers, something along the lines of door to door service with discount cabs. Unfair that west valley blind travelers do not have the same opportunity.
Ronald Heard	Avondale	DAR will not pick up. Called several times.

		<b>Emailed Comment</b>
Melinda Villela	Surprise	<p>I deeply appreciate Valley Metro and outline cities pursuing a regional paratransit plan. I am legally blind, live in Surprise and volunteer at the Arizona Center for the Blind and Visually Impaired (ACVBI) on 31st St./Roosevelt, Phoenix. Volunteering is a vital part of my life. I travel 60 miles round trip two to three times a week which takes four to six hours daily. Most people would not spend that much time traveling for a paid position much less volunteering... In a utopian society direct transit would be provided. I urge you to do away with transfers and provide regional transit utilizing reasonable zones and allowing subscriptions. My wait time for transfers is 30-45 minutes each way per day. I have experienced rides which go from the West Valley to South Mountain then back to the Central Valley which is not an efficient route. I would like to also speak on behalf of the community. We have numerous community members who live in Glendale and are unable to obtain valuable services at ACVBI because they are uncomfortable with the transfer process. East Valley clients of ACVBI have benefited from a direct ride agreement for many years. Anything less than a regional paratransit system would negatively impact their ability to receive services at ACVBI. Thank you for addressing this important</p>

**Meeting Materials:**

Transit Books, (also available in large print), comment cards, maps, pens. The link to presentation and project update was emailed to all stakeholders on record.

**Translators:**

none requested, none provided

**Meeting Notification Methods:**

Meeting notices given to each DAR contractor for distribution to passengers, notice on project website, invite to stakeholder list, email to ABIL's stakeholders, Facebook postings, announcements in presentations, and the Valley Metro website.

**Number of Attendees:** 100



**Regional Paratransit Plan Public Meeting**  
**Wednesday, January 27, 2016**  
**5:00 – 6:30 pm**  
**Valley Metro Boardroom**  
**101 N. 1st Avenue, Phoenix**

**In Attendance:**

**Stakeholder Attendees**

**City/Staff/Contrators**

Ben Bloomgren  
Betsy Buxer  
Kathryn Chandler  
Derees Clark  
Toni Elkins  
John Federico  
Susan Fields  
Rosemary Goonar  
Sharonda Greenlaw  
Katie Griffith  
Mary Hartle-Smith  
Judy Hartman  
Doug Heffley  
Tammy Hines  
Megan Homrighausen  
Jayne Hubbard  
Justin Hughes  
Danielle Jones  
Jenny Kase  
Amina Kruck  
Julia M.  
Deborah MacIlroy  
Barbara McDonald  
Savannah McKnuckles

Justin Muniz  
Dorita Pfeister  
April Reed  
Stephanie Reynolds  
Marvin Rochelle  
Connie Ryan  
Marcus Schmidt  
Rebecca Stewart  
Linda Stinson  
William Stone  
Susan Williams  
Mr. Williams  
Gail Witt  
Toni Young

DeDe Gaisthea – MAG  
Kristy Ruiz - COP

**Valley Metro Staff Attendees**

Ron Brooks  
Ben Davidson  
Wulf Grote  
Steve Henry  
Becky Johnson  
Carol Ketcherside

Deron Lozano  
Scott Miller  
Dolores Nolan  
Kristin Roberts  
Helen Romesburg  
Arleen Schenck

Howard Steere  
Russell Thatcher

**Meeting purpose:**

This public meeting was for stakeholders to learn about the recommendations of the Regional Paratransit Plan and to provide input. Russell Thatcher conducted the presentation which included an opportunity for the public to comment. Community members had an opportunity to talk to staff before and after the formal presentation. The presentation began at 5:15 pm.

Comment cards for questions and additional comments were provided.

The meeting adjourned at 6:30 p.m.

**Handouts:**

Project Update, Transit Books/Transit Book Supplement (available in large print), Comment Cards, Maps, Pens

**Translators:**

None requested

**Meeting Notification Methods:**

Meeting notices published in *Arizona Republic*, *East Valley Tribune*, *Daily News-Sun* and *Arizona Informant*, *La Voz* and *Prensa Hispana*. Meeting cards given to each DAR contractor for distribution to passengers. Notices posted on project website, evite sent to stakeholder list, emailed to ABIL's stakeholders, Facebook postings, announcements in presentations, and the Valley Metro website.

**Number of Attendees:** 57

**Comments/concerns received and addressed during presentation:**

1. Can you pay fare with debit cards (Phoenix)? **Fare policy does not reference the acceptance of debit cards. It is cash or tickets. Some providers and some vehicles do not accept credit cards while others do. You should check when scheduling rides, you are at your own risk.**
2. Comment: Phoenix is different – they do not follow the  $\frac{3}{4}$  mile rule. Customer lives 46 ft. from  $\frac{3}{4}$  mile, will my trips be provided as Regional trip? **Regional trips are within  $\frac{3}{4}$  mile of fixed route or light rail service.**
3. Concerned about “no show” policy. **Is federal guidance.** Assumes customer can get through to DAR to cancel. **If cannot get through a suspension would be stayed as it is not within your control.**

4. Dispatchers miss communication, I could not get down elevator, missed bus.
5. Linda Stinson – Can I buy a monthly pass? Phoenix has a monthly pass, others do not offer. A monthly pass is not a recommendation.
6. Can I use service when I need it? Should call 6am to 7:30pm, 4am – 1 am.
7. Rosemary L. Goona - Is 98<sup>th</sup> Ave. & Bell in the service area? Not sure, will need to get back to you. Arleen took her name and phone number and will contact her
8. William Stone – When are you going to make Dial-a-Ride accountable for what is done wrong? Please contact Valley Metro Customer Service so your concern can be documented and Customer Service can send to the correct agency for response.
9. Barb MacDonald – If the recommendations are approved, when will they be implemented? July 1, if the Board approves. People on 2<sup>nd</sup> floor being picked can they be called before arrival so customers already in the vehicle do not have to wait.
10. Tammy Hines – Pick up times within 1 hour of work or school, could be early and cannot leave work or arrive late. One hour negotiation needs to consider the situation.
11. Judy Hartman – Have gone to doctor before and now told not on bus line. Arleen will check and see why it was an issue.
12. Durita Fisher – Drivers show up in at house in Prius. I cannot stand up, I use 4 days a week for medical needs. Need WC accessible.
13. Mark Schmidt – From National Federation for Blind – concerned about different service levels in different communities, Phoenix, Glendale, Regional Service, would have 5 minute to get to vehicle, others 2 mins. With a 30 minute window, how will DAR meet a 30 minute window drop off? If going from Phoenix to Scottsdale, algorithm need to have someone take a hard look at so people do not get you there early. The trips for Regional service are consistent so the individual cities criteria do not apply, just the regional policy. Valley Metro will be putting together an Advisory Group that will you may be interested in participating in.
14. Susan Fields – Seniors at the Adobe Mountain Multi-Generational Center are afraid to call in complaints because they think it will be held against them. The have had to wait 1, 2, 2.5 hours to get picked up. One lady had 4 different people come to pick her up. Heard all vans are going to Glendale and people are afraid they will not get trips. I am just the messenger. Arleen will meet after the meeting to discuss concerns. We need to focus on the recommendations.

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15. Gloria Morrison – Are there later ride times like 1 am, will they pick up at 1 am. **East Valley service hours are 4 am to 1 am.**

16. Kristen Johnson – On trips to University campuses, is Phoenix to ASU campus a Regional Trip? **Yes, there needs to be more oversight on subscription service.**

**Comments/concerns received by email, comment cards and voice mail:**

- My name is Barbara McDonald. I attended the stakeholders' meetings and was a supporter of the "no transfers" and getting DAR policies on the same page. However, after attending the meeting on Wednesday, January 27, 2016, I realized that I will not be able to visit my grandchildren (ages 15, 10, 8, and 2) because they live on South Black Hills Way in Chandler, AZ. This is outside the ADA boundaries. I was hoping to visit them more often to attend school functions, sporting events, and telling stories and roasting marshmallows around a backyard campfire. My question is "Will I be able to continue transferring and visiting my grandchildren sometimes, or having no transfers and not being able to visit them at all?".
- We need Dial-A-Ride not to show up five minutes or more early when we are at school or work when they are told that school or work ends at a certain time. I have had this happen a lot of times.
- It seems odd to me that customers who have been begging for the elimination of Dial-a-Ride transfers for years were not more enthusiastic in their comments. Personally I'm thrilled about it. I talk to people every day who will benefit from it!
- I have been following the studies on DAR for years and have been involved in one way or another. I am very happy to see this progress.

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# **ATTACHMENT C**

## **Current Phoenix Package Policy (Recommended for Use Regionally)**

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Excerpted from *Phoenix Dial-a-Ride Operating Procedures Manual*  
Policy/Procedure Number 02-012  
Subject: **Packages**

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### **Purpose**

The purpose of this policy/procedure is to define the number and type of packages allowed on Phoenix Dial-a-Ride.

### **General Information**

Because of the limited space on each vehicle, the number of packages brought on by a passenger needs to be limited as not to impose a direct safety threat to themselves, the driver and other passengers.

### **Procedure**

An eligible passenger will be allowed to bring on package(s) that do not take up space on the vehicle that exceeds two (2) cubic feet (e.g., six (6) plastic grocery bags) and cannot have a combined weight that exceeds 50 pounds. In addition, eligible passengers are allowed to bring one (1) piece of luggage plus a carry-on bag. Drivers are allowed to assist in taking packages and luggage to and from the vehicle on request (see **DOOR TO DOOR SERVICE**). Only eligible passengers will be allowed carry on packages. This does not apply to companions or personal care attendants traveling with a passenger.

In the instance that a passenger was to exceed the package(s) limit, the driver would contact dispatch and advise them of the situation. If space allows, the passenger would be transported to the requested destination. A report detailing the incident shall be forwarded to the Operations Manager. A written notice shall be sent by mail to the passenger advising them of the Packages Policy and that any further infractions may result in dial-a-ride being able to transport only the package(s) that fall within the established limits. Under no circumstance shall a passenger be stranded away from their residence due to excessive packages.

The following articles cannot be carried on board dial-a-ride vehicles: automotive and marine batteries, gasoline, caustic fluids, flammable liquids, explosives, non-folding shopping carts, non-folding baby carriages, large bundles that will obstruct the aisle or any item that may inconvenience or injure other passengers (such as bicycles, sharp objects or instruments, fishing poles with exposed hooks, etc.) Drivers shall use good judgment in allowing passengers to carry large objects aboard the vehicle based upon current vehicle space capacity and the impact of the object on the safety and comfort of all passengers.

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# **ATTACHMENT D**

## **Sample Transfer Trip Fax Form**

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## ADA TRANSFER FACSIMILE FORM

\*\* TRANSFERS ARE TO BE FAXED TO Glendale Dial-A-Ride ON OR BEFORE 5:00 P.M.THE DAY BEFORE OR SOONER FOR THE DATE OF TRAVEL

East Valley Dial-A-Ride Fax# 623-889-0493

Glendale Dial-A.-Ride Fax# 623-.931-9066

SUBMITTED BY: PHOENIX DIAL-A-RIDE

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

Date: \_\_\_\_\_

Transfer DATE	Passenger's Name, Address, ADA Number, & Expiration Date	Number of Passengers	Misc.Info (WJC, Blnd,	Schedule d Pick-Up Time	Estimate d Time of Arrival	Appt. Time	Transfer to Dial-A-Ride	Transfer Location	Final Destination Address & City	INI

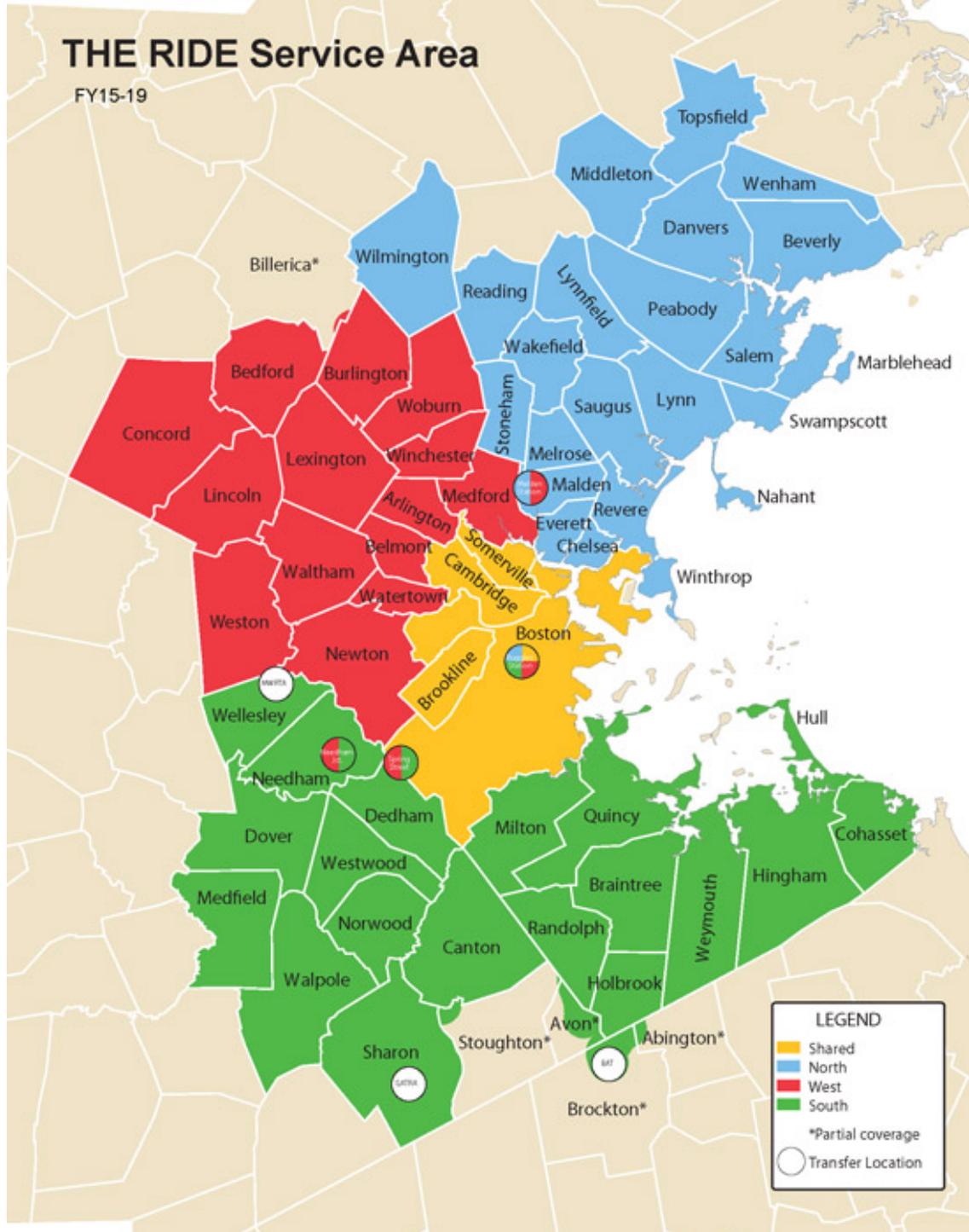
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## **ATTACHMENT E**

### **Map of MBTA (Boston) ADA Paratransit Service Area and Sub-Regions**

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**Map of MBTA (Boston) ADA Paratransit Service Area and Sub-Regions**



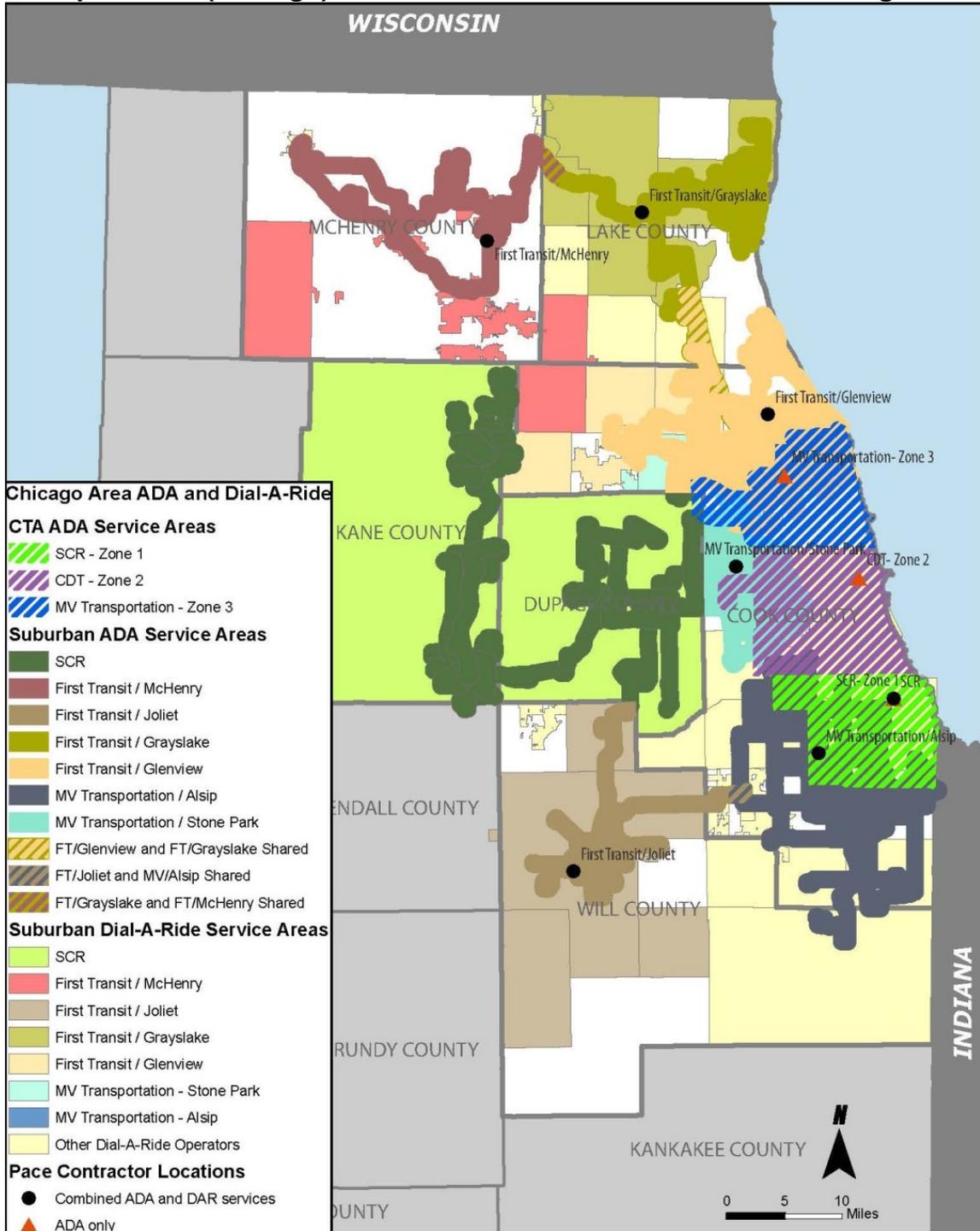
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## **ATTACHMENT F**

### **Map of Pace (Chicago) ADA Paratransit Service Area and Sub-Regions**

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### Map of Pace (Chicago) ADA Paratransit Service Area and Sub-Regions



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## **ATTACHMENT G**

### **Map of LACMTA (Los Angeles) ADA Paratransit Service Area and Sub-Regions**

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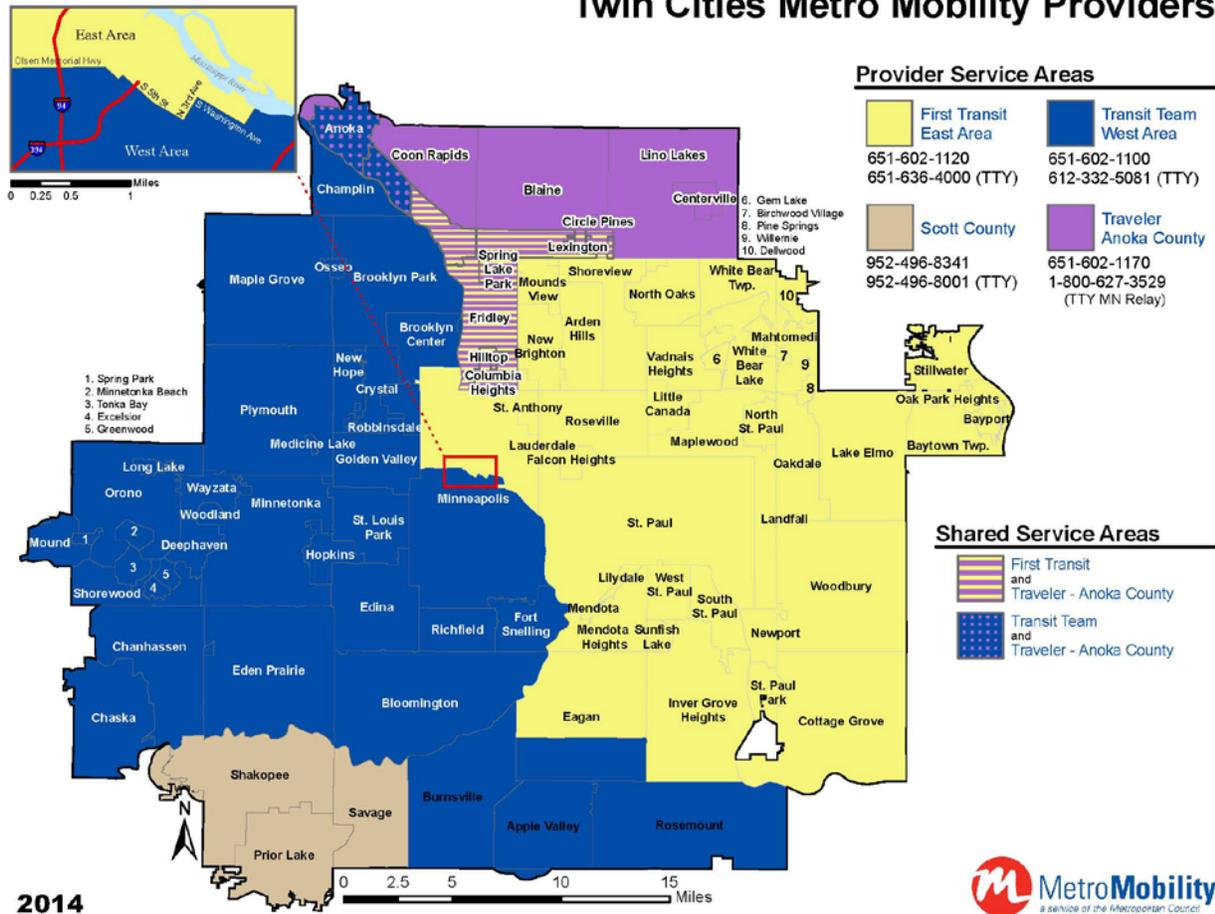
## **ATTACHMENT H**

### **Map of Metro Transit (Minneapolis) ADA Paratransit Service Area and Sub-Regions**

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# Map of Metro Transit (Minneapolis) ADA Paratransit Service Area and Sub-Regions

## Twin Cities Metro Mobility Providers



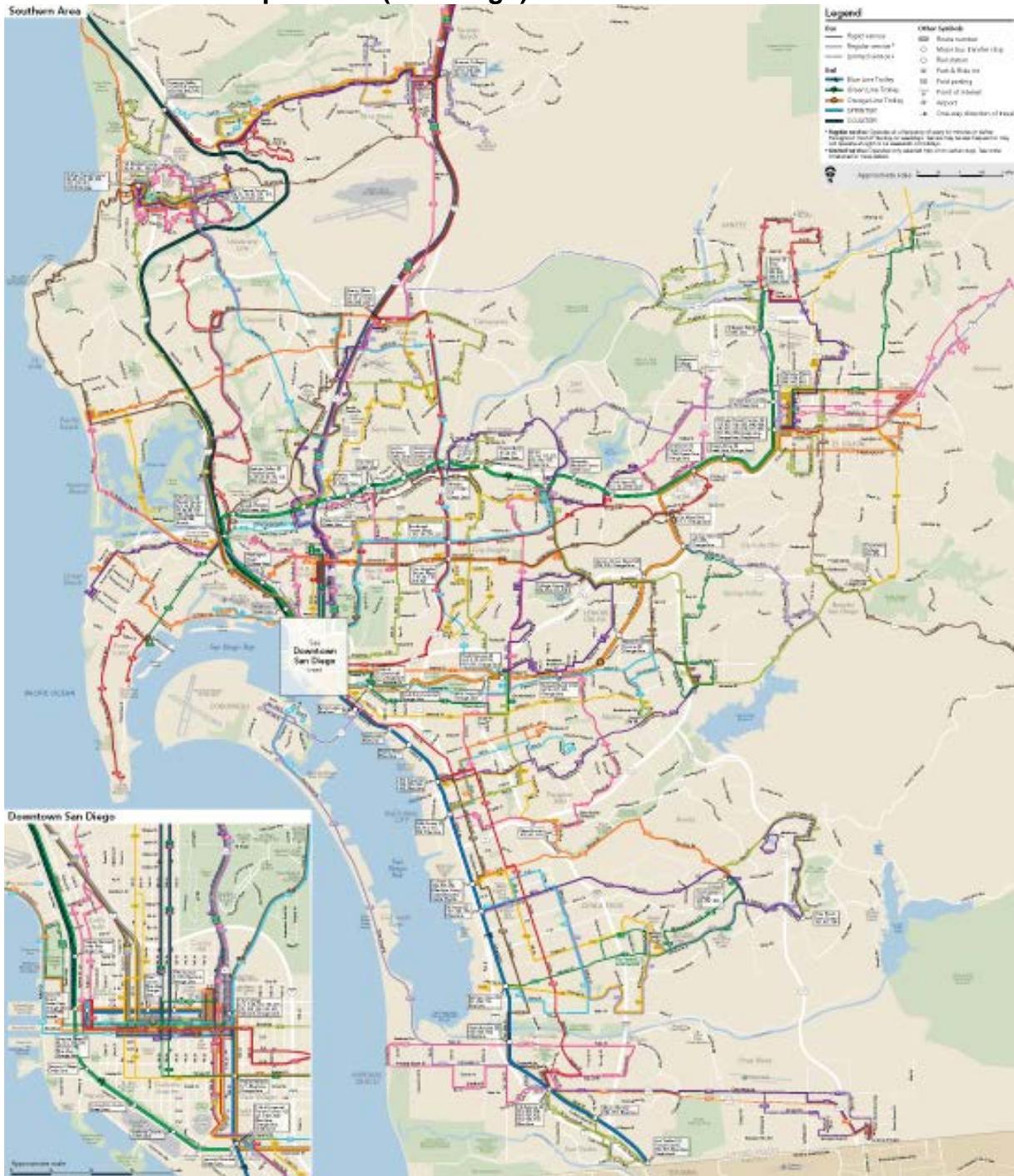
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## **ATTACHMENT I**

### **Map of MTS (San Diego) Service Area and Routes**

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## Map of MTS (San Diego) Service Area and Routes



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## **ATTACHMENT J**

### **Map of UTA (Salt Lake City) Service Area and Routes**

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