Proposed April 2020 Transit Service Changes
November 20, 2019

Valley Metro
101 North 1st Ave, Suite 1300
Phoenix, AZ 85003

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Prepared By:
Leanne McBride
JESSICA PARKS:: Okay, guys. Thank you so much for coming today. This is the proposed April 2020 Transit Service Changes public hearing.

We are going to be doing public comment at the end of the presentation. So if you have comments, and you want to have your comments entered in the official record, you can either fill out a comment card and we'll call your name, or if you want to sit with our court reporter, who's transcribing the meeting, you can feel free to sit with her, and she can take your comment as well and put it in the official report.

Just a quick safety briefing. The exists are here and here. That's the closest exist to the elevator, and the stairwell is just down the hall. If you need water at any time, there's water right behind the purple table. And the bathrooms are located just down the hall and then across right over here.

So, again, thank you so much for attending today. We are going to be going over a little bit about why service changes are made, an overview of the process and, of course, a full overview of the proposed service changes themselves for April. We're going to talk about your opportunities for public input. This is definitely one of them.

So, again, thank you for coming and participating
in the process. And then we're going to take comments at the end of the presentation.

So why service changes? Service changes occur twice a year. Once in April, and once in October. Overall we have service changes twice a year to give Valley Metro and our city partners a way to modify and adjust the transit system as the valley grows.

So as the valley is growing, population is moving. People work and live in different areas. We want to see the transit system flow to those areas and get them where they need to go. So we try to develop the most effective regional transit system and have our biannual service change process as part of that.

Valley Metro and our city partners take a look at the population, they take a look at feedback, and they take a look at where we see our riders coming and going every day. We also accept comment from the public. And that is where our service changes will come from. And, again, they're introduced here through our public outreach process.

We are in the middle of that process. The 4th through the 6th we are compiling comments. So if you haven't left a comment or if you don't plan on leaving one today, I highly encourage you to do so either online or through, you know, again our court reporter is here,
if you want to take one with her.

That report does go to the board, and they take a
look at all of the feedback we collect through this
outreach period. Board action is anticipated in
February of 2020. So any Valley Metro routes -- so
those ones that are funded or operated through Valley
Metro require our Board of Directors' approval.
Anything through City of Phoenix is required through
City of Phoenix City Council. And those changes, if
approved, go into effect April 27, 2020.

So, again, a little bit about our public outreach
plan. We are in the public hearing right now. So this
is one opportunity for public comment, but not your last
opportunity. If you have friends or anybody else who is
affected by any of these changes, you're able to go
through and leave comments online at
valleymetro.org/service-changes, and we'll have that up
on the screen towards the end of the presentation.

So that being said, again, thank you for
attending. We appreciate you guys participating. I have
Joe Gregory, our Valley Metro Service Planning Manager,
is going to talk to us a little bit about schedule
adjustments for April 2020.

JOE GREGORY: Thank you, Jessica. So we'll
first get started on a few schedule adjustments.
So here's the map that shows all of the changes that are being proposed right now. We'll go through each of these individually and go through them in more detail, but just kind of an overview of all the changes that are being proposed.

So, of course, we'll start with the -- with the schedule changes. The first one is on Route 542. That's the Chandler Express. Right now there's some inconsistencies in the p.m. outbound trips. And we wanted to make it a more consistent schedule. So you see here the -- here's the existing p.m. trips. So you see there's a -- like a 3:25, a 3:35, and there's a big gap to the 3:58.

So there's been some complaints about that. People didn't want that large gap in there of almost a half hour before the next trip. So we tried to even out the trips a little bit more. And so now there's a 3:25, 3:35, 3:45, and then 4. And we're trying to -- so we're proposing to even those out and hoping to be able to serve the customers a little bit better and make sure that we're getting them as soon as they get out of work and can start getting them home.

The other one is the Peoria On-the-Go Circulator. This is called POGO. This is a small circulator that runs five days a week right now between 6:00 a.m. and
6:00 p.m. in Peoria. It also serves the Arrowhead Transit Center in Glendale.

We are looking at changing some of the run times to make sure that the bus isn't holding at some of the time points for too long. Time points are the stops that you see in your schedule or you see on the website. Those are the ones that you can kind of see that it's going to be at a certain place at a certain time. And so we really make sure that drivers hold on to those time points. And so if they get to one early, what they're going to have do is sit there at the stop until they've caught up to the schedule basically. And, you know, if you're on that bus and you can -- if you're sitting there for five minutes at a time at some of these stops, you can get a little impatient. So we're trying alleviate some of those and make the route run a little bit faster.

And for the next couple changes, I'll turn it over to Kevin Tang from the City of Phoenix, and he'll talk about a few of the Phoenix changes.

KEVIN TANG: All right. Thank you, Joe, and thank you everyone for coming. Yeah, so I'm going to go over three proposed changes from the City of Phoenix services.

So the first one we have is on Route 7 that runs
on 7th Street. And we have a routing change proposal on
the south end of the route. Particularly at around
Baseline Road.

Right now the route makes a deviation from
7th Street on Baseline to Jesse Owens Parkway and then
comes right back to 7th Street. The proposal here is to
have the route go straight on 7th Street. Which then
will eliminate the routing on Jesse Owens and on
Baseline. And with that routing that we will -- the bus
will make a stop at both the intersection and Baseline
Road and at Jesse Owens Parkway and 7th Street.

The next one we have is on Route 60. That's on
the Bethany Home Road. And we made a modification on
this route like a year or so ago, where the route on
Bethany Home Road turns south on 16th Street using
Missouri Avenue, 24th Street and 20th Street has a
one-way loop to turn back, back on to Bethany Home Road.

We -- the proposed change here is actually to
modify the route to go straight down 16th Street and to
service the Camelback Road between 16th Street and 24th
Street. And the reason for that is that this routing
will better serve the shops, and the shops and offices
by 16th Street where the current routing does not really
offer that service.

And also from a year or so of service on Missouri
Avenue, we haven't really seen much usage of the routes at that section.

And finally the last service change from City of Phoenix is minor routing modification on the SMART Circulator. The SMART Circulator services the Sunny Slope area, and we have three changes that we're proposing. And they're all a little deviation here or there.

So the first one I wanted to talk about is we're proposing to pick a deviation on 8th Avenue between Cinnabar and Cheryl to go to the Mountain View Park. We've heard from the public, and also from the council district office, that they would like -- they would like us to propose that change that can better service the Mountain View Park.

And then another one that we have is for a routing change between the Sunny Slope Manner which is on Ruth, and that's not really shown here, but it's right here at the bottom. We're proposing a routing modification so that it goes west on to Central Avenue, north on Central and then east on Dunlap, so that it can get closer to the Walmart.

And then finally we have a routing change where we're changing a routing from 5th Street to 3rd Street. And then that way we can better serve the food bank and
also the John C. Lincoln Hospital that's on 3rd Street. And that's all the -- oh do you want this one? That's all the Phoenix changes, and I'll hand it back to Joe.

JOE GREGORY: Thank you, Kevin. This is a good reminder to, you know, be careful out there. Don't ever chase the bus. That's one of the most dangerous things that anyone ever does. So be very careful. Try to be out there five minutes early, signal the bus, and just try to be safe out there. I mean there's -- we're one of the most dangerous cities in the U.S. as far as pedestrian fatalities. So everyone just try to take care of yourselves out there.

So we'll get back to the routing changes for the Valley Metro routes. The first one is Route 81. So this would change the north-end turn around. Currently it continues north through the Mustang Transit Center. That's the little black dot here with the T.C. and it turns around a little bit north of there and comes back and heads south.

The proposal is to actually change it so it turns around within the roundabout that is the transit center. So if you can see here from this map, this is the Mustang Transit Center here. It's a big roundabout. To the east side over here is the Mustang Library. To the
west side there is a lot of retail, restaurants, and
those types of things.

So currently -- I'll step away from the
microphone real fast. Currently if you're heading
north, you can catch it here at this northbound stop
that's on the east side of the -- the southeast side of
the transit center. The bus continues through here,
goes up, and then it comes back down. Here's the south
-facing stop up here. So if you're catching it from the
south, right now you're catching it from the south stop.
With this change, if you're going south, you would need
to go to the northbound stop. It would no longer serve
that southbound stop.

So there's going to be -- so we're proposing
this, and there's going to be a number of different
outreach efforts that we will have to do if this goes
through to make sure that everyone understands which
stop they need to go to depending on which direction
they're going. So this one, again, will be the change
to Route 81.

Route 96 would be to change -- modify -- to
permanently serve inside the Sycamore Transit Center.
Right now it's on a detour that's going inside the
Sycamore Transit Center. This would just make that
detour permanent.
There's some construction going on just east of the transit center, and it's going to take away some of the sidewalk where the bus stop used to be. So we wanted to get out of the way of that construction, make sure that we're not putting any riders in any uncomfortable or unsafe situations. So the bus is going inside the transit center. And that will be now -- that's permanent routing after this service change.

The next one is Route 136 on Gilbert Road. This would eliminate the deviation that currently serves Boeing. Currently there's four trips, each direction, in the evening and night that serve Boeing. This would eliminate those, and this would just stay on -- so that the route would just stay on Gilbert Road. Just travel north and south on Gilbert Road.

The next one is Route 184. This is also kind of a similar situation. This would eliminate the deviation that currently serves Red Mountain Community College. Red Mountain Community College is just right over here. Currently we serve in both directions on every trip. Even on the weekends the buses go into Red Mountain Community College. And we're not seeing a lot of ridership serving that.

So the proposal is to eliminate the deviation, and just stay on Power Road. And then the access to the
community college would be from Power Road. And they can continue east from Power Road for a little while to access the community college.

The next one is Route 685, the Ajo/Gila Bend Connector. This is our rural route that goes from Ajo through Gila Bend and then through Buckeye and then finally into west Phoenix where it connects with the rest of our system.

So there's a small portion, actually in the west Phoenix portion, where right now it travels on 95th Lane. That's -- we're having some safety issues with that. There's a lot of semi-trucks and large truck kind of construction vehicles parking there and blocking some of the bus stops and what not. So we're proposing to move out to 95th Avenue to stay away from some of the extra traffic and make sure that we're still serving the same location but without putting anyone into any undo harm.

And then the ZOOM. This is the Avondale Circulator. This would begin serving Festival Fields sometime next month. And then -- so it would go into a long term detour to serve the Festival Fields, and then this would make this a permanent change to serve that permanently. So you can see here, at the southwest corner of the route, currently it does not serve the
Festival Fields. That's this little area right here. And so we would just take every trip, turn around within the park, and then continue on the rest the trip.

Okay. So, again, as Jessica was saying, this is our public hearing. And we're looking for any kind of comments. Do you want to handle this? Okay.

JESSICA PARKS: Thank you, Joe and Kevin.

So this is the public hearing. We are hoping that you will give us any comments that you have. They do go into the overall report that goes to our board and City of Phoenix's board.

You can always e-mail us at input@valleymetro.org. You can also leave a comment on the survey at valleymetro.org/service-changes. If you have any comments during the rest of the year when we're out of this comment period, please feel free to send them to Customer Service at 602-253-5000. That number is up there, and I'll leave it up here for a while. If you guys ever do have any comments about any of our services, we're always looking for it.

So now we're going to go ahead and go to the public comment period phase. So we have it set up for a three-minute comment if you would like to have it logged into the overall report, or again, if you want to have your comment specifically with the court reporter, she
But I do have one for Marvin Lofton.

Thank you. So if you want to take the dais up there.

MARVIN LOFTON: I want to start by saying that what I have observed a week ago this past Monday, which was Veteran's Day, and what I have observed today, is that there are a lot of what I call double buses, I'm sure you've got another name for it, on Route 7.

Route 7 is my main route. And this is what my concern is. Going north daily, between 2 and 6 in the evening, there is a heavy problem with buses playing leapfrog from wherever that starts all the way up to -- not Indian School -- Thunderbird. And there's got to be a reason for that. At some point over the years I thought it might have been because the kids were in school. And that's not it. It's got to be something else that's going on.

So when I saw these double buses, I thought well maybe I might be preaching to the choir, because they would have already done something about it. But it's -- it's really tough, especially people getting off from work. Kids getting out of school. People are -- it's not a good idea, and this has been going on for a long time.
So if you can revisit that, and see how that can improve as far as scheduling, because that's what it is. You might find it more convenient for your riders with that.

The other two things I have real quick is -- you might not be able to help me with. One is street pronunciations. Whoever the lady is that announces the streets drives me crazy when she gets, especially the Spanish speaking streets, screwed up. On 7th Street there are two that I'll name. She pronounces Buena Vista, and I can't pronounce the way she pronounces it. It's crazy. The other one is Acoma Drive, and she doesn't say that either.

So I've already called in to customer service, back in February of this year, to register a comment. You might want to revisit that. You got people coming in from out of town, and they're using Valley Metro, and it would just make sense for the streets to be named -- pronounced properly.

And the last thing that I have is can anybody tell me where we are or who I would need to go to see in regards to getting Bell Road Route 170 to extend to Surprise. I know this has been going on for years. And the hold up -- my understanding is Glendale does not want to pay the bus drivers to go through Glendale. And
I don't know where the studies are or what's being done with that, but I'd like to get some feedback on that as well. Thank you.

JESSICA PARKS: Thank you, Mr. Lofton.

We can definitely -- I think we can address and talk with you a little bit more.

Is there any other public comments?

Okay. Perfect. Please come to the podium. If you could actually just enter with your name too and where your city of residence is. That would be great.

GLEN QUIGLEY: My name is Glen Quigley. I'm the guy that called in yesterday from Boeing. I'm a regular Route 136 rider. Boeing really would like to see that deviation kept, if at all possible. I know we have a decline in ridership, but we see a lot of constantly inconsistent riders. Like some people ride periodically, then we don't see them for a while, and then they come back. Got a lot of people coming up there.

I was wondering if you've considered a north/south route on Higley Drive. Because we're seeing a lot of businesses built up near the Falcon Field Airport. I see some of the pilots in training actually walking year-round. It's something I think to consider possibly, but I just wanted to also say I think I've got
some of the best drivers on my bus anyway. And I wanted to say thank you.

JESSICA PARKS: Thank you.
All right. If there's no other public comment, then we'll go ahead and conclude the presentation portion. But feel free to ask other questions or if you want to log a longer comment with our court reporter, she is sitting over there.

Thank you, again, for attending.

(Public meeting concluded)

HALEY RITTER: It's always a pleasure to attend Valley Metro open hearings, public hearings, because I'm a daily user of most bus routes throughout the valley and the light rail, as well. I'm am huge advocate for public transportation, and this meeting was very good at helping me understand changes that will be coming up in April 2020. I don't see a big problem with any of the service changes. They all look to be efficient and beneficial to the ridership and the public in general. Thank you very much, Valley Metro, for having these public hearings. And for doing such a great job of keeping the public informed of any changes. Keep up the great work.