

Dolores Nolan
Community Relations
Valley Metro

Transit Updates

New Transit Pass Designs

NEW PASSES



NEW PASSES PURCHASED AT A FAREBOX & FARE VENDING MACHINES





FREEZE THE KEYS THIS NEW YEAR'S EVE RIDE FREE ON VALLEY METRO

Coors LIGHT
FREE RIDES

 VALLEY
METRO



Holiday Hours

Christmas Eve, Wednesday, December 24

- Bus and light rail will run on a Sunday schedule
- Customer Service open 8 a.m. - 5 p.m.

Christmas Day, Thursday, December 25

- Bus and light rail will run on a Sunday schedule
- Customer Service closed

New Year's Eve, Wednesday, December 31

- Coors Light Free Rides® on all bus, light rail and Dial-a-Ride services begins at 7 p.m. through end of service day
- Light rail will operate a weekday schedule with extended hours until 2 a.m. to accommodate event crowds
- Buses will operate a regular weekday schedule
- Buses in Tempe will offer enhanced service to accommodate event crowds
- Customer Service open 6 a.m. - 8 p.m.

New Year's Day, Thursday, January 1

- Buses and light rail will operate a Sunday schedule
- Customer Service will be closed

Travel Training - DEC



Monthly training sessions open to the public
Wednesday, December 17 @ 1:00 pm

Regional Paratransit Study

- Last paratransit plan conducted in 2007
- Several changes made since last plan
 - Change in ADA paratransit eligibility determination—new Mobility Center
 - New operating model in East Valley
 - Consolidation of services in West Valley
- Time to update the plan
 - Focus on consistency of service policies within existing regional service design
 - Improvements in inter-regional travel

Work Plan

- Inventory current Dial-A-Ride Services
- Current policies and procedures
- Conduct survey of DAR riders
- Collect information on peer system policies and practices and industry best practices
- Assess status of implementation of recommendations from 2007 regional paratransit study
- Provide recommendations on current policies and procedures
- Consider opportunities for greater consistency of service policies

Schedule

- Inventory DAR services September – December
- Survey riders January - March
- Peer systems survey January – February
- **Stakeholder review** **Spring 2015**
- Modification policy April – May 2015
- Transfer policy April – May 2015
- **Stakeholder review** **Early summer 2015**
- Final report June – August 2015

Role of Stakeholders

- Stakeholder Group comprised of riders and local disability organization representatives
 - Rider survey
 - Online input
 - Public meetings
- Provide input on current services
- Provide input on plan recommendations after TWG review and before presentation to communities and Valley Metro Board

Role of Stakeholders

To be included as a stakeholder for the Regional Paratransit Study, please contact:

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Valley Metro Community Relations

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Thank you