

FY 2017 FINAL PHASE INPUT OPPORTUNITY REPORT

June 2017



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Cover Page Photo:

MAG participates in many events throughout the year designed to gather input on transportation plans and programs. Where and when possible, MAG partners with the Arizona Department of Transportation (ADOT), Valley Metro (Regional Public Transportation Authority and METRO Rail) and the City of Phoenix Public Transit Department to ensure a cooperative public involvement process that provides Valley residents with a variety of opportunities for input prior to the approval of plans and programs.

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Introduction	1
Input Opportunities	1

I. PUBLIC INVOLVEMENT PROCESS

Introduction	3
History of MAG Public Outreach Process	4
Table 1: Casa Grande Resolves	5
Publicity	5
Continuous Involvement	6

II. COMMENTS AND RESPONSES

7

III. PUBLIC MEETING AGENDA.....

25

IV. APPENDIX A: PUBLICITY MATERIAL.....

29

V. APPENDIX B: CORRESPONDENCE RECEIVED DURING THE FINAL PHASE INPUT OPPORTUNITY

37

EXECUTIVE SUMMARY

INTRODUCTION

Federal transportation legislation emphasizes public involvement in the metropolitan transportation planning process. New transportation authorization was signed into law on December 4, 2015. The new enabling legislation, Fixing America's Surface Transportation Act, or "FAST Act" continues to emphasize public involvement in transportation planning. Current legislation requires that the metropolitan planning organization work cooperatively with the state department of transportation and the regional transit operator to provide citizens, affected public agencies, representatives of transportation agency employees, freight shippers, private providers of transportation, representatives of users of public transit, and other interested parties a reasonable opportunity to comment on proposed transportation plans and programs. The Maricopa Association of Governments (MAG) will continue to adhere to the federal requirements for public involvement, in addition to finding new ways of engaging Valley residents in the transportation planning and programming process.

MAG has a four-phase public involvement process as outlined in the MAG Public Participation Plan. The current Final Phase input opportunity provides for input on the draft listing of projects that make up the Draft Fiscal Year 2018-2022 Transportation Improvement Program (listing of projects), Draft FY 2017 Transit Program of Projects, Working Draft FY 2018 Transit Program of Projects, Draft 2040 Regional Transportation Plan and the Draft 2017 MAG Conformity Analysis. This input opportunity report will be presented to MAG policy committees for committee review and consideration prior to action, which is anticipated after the Final Phase Input Opportunity in the spring.

All public events were scheduled in venues that are transit accessible and comply with the provisions of the Americans with Disabilities Act. In addition, Spanish language materials, sign language interpretation and alternative materials, such as large print and Braille and FM/Infrared Listening Devices, were available upon request.

INPUT OPPORTUNITIES

During the Final Phase Input Opportunity, MAG obtains input in a variety of ways, including, but not limited to: a public hearing, small and large group presentations, committee meetings, and telephone, website and e-mail correspondence. A summary of the input received during the FY 2017 Final Phase Input Opportunity to date is included in this report.

I. PUBLIC INVOLVEMENT PROCESS

INTRODUCTION

Federal transportation legislation emphasizes public involvement in the metropolitan transportation planning process. New transportation authorization was signed into law on December 4, 2015. The new enabling legislation, Fixing America's Surface Transportation Act, or "FAST Act," continues to emphasize public involvement in transportation planning. Current legislation requires that the metropolitan planning organization work cooperatively with the state department of transportation and the regional transit operator to provide citizens, affected public agencies, representatives of transportation agency employees, freight shippers, private providers of transportation, representatives of users of public transit, and other interested parties a reasonable opportunity to comment on proposed transportation plans and programs. The Maricopa Association of Governments (MAG) will continue to adhere to the federal requirements for public involvement, in addition to finding new ways of engaging Valley residents in the transportation planning and programming process.

In response to previous federal guidelines known as Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), in December 2006, the MAG Regional Council approved a Public Participation Plan to guide the MAG

The MAG process for public involvement receives public opinion in accordance with federal requirements and provides opportunities for early and continuing involvement in the transportation planning and programming process.

public input process. This enhanced plan incorporated many of the previously-adopted public involvement guidelines set forth by the Regional Council in 1994 and enhanced in 1998 (*see History of MAG Public Involvement Process, page 6*). The MAG Public Participation Plan, which was updated in April 2014, sets forth guidelines for receiving public opinion, comment and suggestions on transportation planning and programming in the MAG region. This process provides complete information on transportation plans, timely public notice, full public access to key decisions, and opportunities for early and continuing involvement in the planning process.

The public involvement process is divided into four phases: Early Phase, Mid-Phase, Final Phase and Continuous Involvement. The FY 2017 Final Phase Input Opportunity was conducted from April 26 to May 25, 2017. Input collected during that phase is included in the FY 2017 Final Phase Input Opportunity Report. The Final Phase process provides for final input on plan analysis for the Draft TIP, Plan and Air Quality Conformity Analysis, which generally occurs upon the completion of the air quality conformity analysis, and includes a public hearing on the documents and regional transportation issues. The purpose of this document, the *FY 2017 Final Phase Input Opportunity Report*, is to provide information about the outreach conducted during this phase to date and to summarize the results of the input received.

In addition, continuous outreach is conducted throughout the annual update process and includes activities such as small and large group presentations to community and civic groups, the distribution of press releases, informational materials, newsletters, and coordination with the Citizens Transportation Oversight Committee (CTOC). During this phase, all comments/suggestions/questions received are responded to during the presentation/event/consultation or within 48 hours.

HISTORY OF THE MAG PUBLIC OUTREACH PROCESS

Since its inception in 1967, the Maricopa Association of Governments (MAG) has encouraged public comment in the planning and programming process. In July 1998, the MAG Regional Council recommended that the process for programming federal transportation funds be enhanced. These enhancements include a more proactive community outreach process and the development of early guidelines to help select transportation projects within resource limits. The proactive community outreach process led to an enhanced public involvement process beginning with the FY 1999 Public Involvement Program. The enhanced public involvement process involves transportation stakeholders as outlined in TEA-21 and includes input from Title VI stakeholders (minority and low income populations). The input received during the enhanced input opportunity has been incorporated in the development of early guidelines to guide project selection for the TIP and Plan.

Additional changes in planning and programming responsibilities were prompted by the passage of TEA-21. As a result, ADOT hosted a meeting of regional planning organizations to suggest changes that would benefit the planning and programming process throughout Arizona. The meeting was held in Casa Grande in April 1999 and was attended by representatives of Metropolitan Planning Organizations, Councils of Governments, ADOT and Valley Metro. All participants agreed to several guiding principles to help develop and integrate state and regional transportation plans and programs. In the past, development of the MAG TIP, MAG Long Range Plan, Surface Transportation Program (STP) and State Transportation Improvement Program (STIP) were on different schedules, which was confusing to members of the public. With changes included in the guiding principles adopted at the April meeting, the state and regional planning and programming processes have been combined. (*See Table 2 on page 8.*)

In December 2006, the MAG Regional Council approved a Public Participation Plan to guide the MAG public input process in accordance with SAFETEA-LU guidelines for metropolitan transportation planning. The Regional Council approved an update to the plan in April 2014. This plan also conforms to guidelines delineated in the FAST Act.

Guiding Principles

New Arizona Transportation Planning and Programming Process Casa Grande Resolves

- ◆ One multimodal transportation planning process for each region that is seamless to the public; includes early and regular dialogue and interaction at the state and regional level; and recognizes the needs of state, local and tribal governments, and regional organizations.
- ◆ Process that encourages early and frequent public participation and stakeholder involvement and that meets the requirements of TEA-21 and other state and federal planning requirements.
- ◆ The policy and transportation objectives of the state, regional and local plans will form the foundation of the Statewide Long Range Transportation Plan.
- ◆ The Statewide Transportation Plan and Programs will be based on clearly defined and agreed to information and assumptions including the resources available, performance measures, and other technical information.
- ◆ Each project programmed shall be linked to the Statewide Long Range Transportation Plan with each project selected to achieve one or more of the Plan objectives, and the program represents an equitable allocation of resources.
- ◆ Implementation of the Plan and Program shall be monitored using a common database of regularly updated program information and allocations.
- ◆ There is a shared responsibility by state, local and tribal governments, and regional organizations to ensure that Plan and Program implementation meet the transportation needs of the people of Arizona.

Table 1: Casa Grande Resolves

PUBLICITY

The public was informed of Final Phase public involvement events through a variety of methods. The public meeting was announced with a targeted mailing to the MAG public involvement mail list of nearly 3,000 individuals, as well as noticed with display advertisements in *The Arizona Republic* and *La Voz* publications. A postcard notice was also sent to approximately 20 regional libraries throughout the Valley. Each library was sent 20 postcards.

CONTINUOUS INVOLVEMENT

As part of the continuous outreach process, MAG staff has participated in a number of meetings/presentations/events. Activities included:

- ◆ Small group presentations, participation in special events, and providing information to residents via e-mail, telephone and one-on-one consultations. During these interactions, all comments/suggestions/questions are responded to at the time of the interaction or within 48 hours.
- ◆ Continued consideration of input received by the MAG Human Services Planning Program in its public outreach process.
- ◆ Continued community outreach to Title VI/Environmental Justice populations, utilizing the MAG Community Outreach Specialist and MAG Disability Outreach Associate.
- ◆ Continued involvement with the Citizens Transportation Oversight Committee (CTOC).
- ◆ Partnership in special events. These partnerships include MAG, ADOT, Valley Metro, and METRO, whenever possible. All comments/suggestions/questions received during these special events are responded to at the time of the event or within 48 hours.
- ◆ Monthly e-mail updates summarizing the activities and actions of the Transportation Policy Committee. Monthly summaries of the Regional Council through the Regional Council Activity Report. Information on MAG activities also is provided through the quarterly MAGAZine, which includes a three-month meeting calendar.
- ◆ Use of the GovDelivery e-mail notification system to allow automated notifications of updates to all major MAG project pages.

Additional outreach activities included updating the MAG website at www.azmag.gov. The site provides information on MAG committees and issues of regional importance, as well as access to electronic documents and links to member agencies. The site also provides a Spanish language link. Visitors to the site may provide feedback through various project pages. Staff contact information is provided for specific projects. Users may also send comments or questions via e-mail to lgamiz@azmag.gov. In addition, each quarter MAG distributes a newsletter, *MAGAZine*, which includes information about MAG activities and the issues and concerns of the cities, towns and tribal communities that make up its membership.

II. COMMENTS AND RESPONSES

INTRODUCTION

This section is organized by meeting/event location and includes written and oral comments received during the Final Phase input opportunity. In some cases, comments listed below are summarized and not taken verbatim.

COMMENTS RECEIVED DURING THE FINAL PHASE PUBLIC HEARING ON TUESDAY, MAY 9, 2017.

Comments from Bonnie Boyce-Wilson, Valley Resident

Comment: Good morning. I'm Bonnie Boyce-Wilson. I'm a resident of Sun City West, and I'm also chair of the board for Northwest Valley Connect. Thank you for the time to make comments this morning. I want to first just briefly tell our organization, because of the lack of public transit in our areas, Northwest Valley Connect was created to fill those gaps by providing information to residents to help them find transportation resources. And if an existing resource is not available, then our volunteer drivers will pick people up to take them places. So it's really a stopgap effort. We're doing this — we're a young nonprofit. We've been in business for almost three years now, but we're getting upwards of 40 calls a day, because there is no public transportation.

So my concern is that the issues of transit in the Northwest Valley have not been addressed by the plans. The plan that was prepared in '13 listed 26 different projects. None of which were even attempted, and they are not even included in this newest plan. So we feel like we continue to be left out of the planning grid, and it feels very much like you're discriminating against the senior community, because this is an area that's primarily — the residents there are primarily seniors. It's a very important issue.

I've brought a copy of today's newspaper, The Independent, and the two front-page articles are about the lack of transit in our community. So I know it's a matter of funding, but I feel like priorities are not being addressed. We do appreciate the fact that we have had the new interchange put in at Bell and Grand, but the only real public transit that comes out to that area is at the Bell and Grand Park-and-Ride; otherwise, there's nothing. No public transportation. And we need that transit.

So my request specifically would be that regular bus service would be extended down Bell Road as far as Surprise. It would be great if it would go down as far as Bullard, because then that would get people to the spring baseball training site. And also that there would be regular bus service extended along Grand Avenue at least as far as Surprise. Thank you.

Comments from Sharon Hettick, Valley Resident

Comment: My name is Sharon Hettick, and I live in Sun City West, and I'm also a board member with Northwest Valley Connect. First of all, I wanted to thank Jorge Luna for all the work he's done.

I'm sorry to see you leaving. He's a great asset, and he's been a big help to us as well. Today Bonnie touched on a few of the things. I'm probably going to repeat some of them. Today I brought you a copy of the Northwest Valley Connect Executive Summary*, which I have here for you as a copy.

The executive summary listed on here were the year term recommendations, which are listed at the bottom. There's a map with the mid-term recommendations listed at the bottom and the long-term recommendations from 2013. And included with this is a letter that we gave to Representatives Lovas, Livingston, and Senator Burges on January 10th of 2016. All of which goes over all of the recommendations. None of which have been completed or looked at. Not one.

So you did a study. You told us what we needed to do, and then they've done nothing with them. So having said that, I've read everything. I've read the entire copy of this proposal. I've read the entire MAG report, as well. Because I think it's important for me to get up here and talk, I need to be able to know exactly what I'm talking about.

On the executive summary, you show from 2018 to 2022, a five-year project, and you have one or two projects that are listed in green. On the 2023 to 2026, which is another four years, you have projects that were all in red. None of which are constituted anywhere in the Northwest Valley. However, on 2027 through 2040, you've lumped us in with a 13-year group—which I know of no long-term planning of 13 years — to at least look at the possibility of starting something in the Northwest Valley.

From my perspective, this is not acceptable. I live in the Valley, and it's not acceptable for you to do this to us. And as Bonnie stated, it appears you do not want to handle the ADA responsibility of dealing within the three-quarter miles for seniors to be able to have service for transit. You are avoiding us completely. You're not coming down Bell. You're not coming down Grand. You're not giving us an opportunity to do what we need to do. So one of these days we're going to have someone call us who says, "I need to get to a dialysis appointment," and we're going to have to say, "I'm sorry. We don't have a driver for you." What do you want us to do with those seniors? It's your responsibility. Being on the board also requires us to try and solve problems. We're here to help. We need to know what it is we have to do to get you to put services in the Northwest Valley.

**The speaker was referring to the document, "Northwest Valley Local Transit System Study."*

Response to Ms. Boyce-Wilson and Ms. Hettick's Comments: Thank you for your comment and for your interest in advancing public transportation throughout our region. Valley Metro continues to work with local partners in understanding and addressing transit service gaps throughout the region, including in Sun City, Sun City West, Sun City Grand, and Surprise. Recommendations for fixed route transit service in the Northwest Valley were developed as a part of the Northwest Valley Local Transit System Study. Four of those recommendations now appear in the development years of the Valley Metro FY 2018-22 Short Range Transit Program (SRTP). Currently listed for FY 21 are:

- An extension of route 138 on Thunderbird to the Surprise Civic Center.

- An extension of route 170 on Bell Road to the Surprise Civic Center.
- A Surprise local circulator service

Another local circulator is currently listed in FY 22 – the Luke Circulator connecting Surprise and Luke Air Force Base.

The SRTP also identifies the need for additional buses in order to make these plans a reality. The extension on route 138 requires an additional three buses; route 170 will require an additional six buses; and the local circulator will require four vehicles (potentially mini-buses). Full sized buses (nine needed to extend both routes 138 and 170) take two years to acquire. One reason Valley Metro prepares the SRTP is so that we can appropriately plan for fleet vehicles that will be needed.

The five-year SRTP planning document is updated annually, and projects are always subject to change based on the availability of funding, vehicle fleet, and local priorities. Projects in the development years of the SRTP (last three of five years) have a higher likelihood of changing than projects in the production years (first two of five years). We work extensively with each of our member agencies each year to update this document.

Public transit in the region is funded through a complex patchwork of funding sources. Proposition 400 is a half-cent sales tax in Maricopa County that funds not only public transit, but also freeways and arterial streets. During the planning phase of that tax, local jurisdictions made decisions about how to prioritize regional projects funded over the course of the 20-year life of the tax. Loop 303 and the Bell Rd/Grand Avenue interchange, for example, were projects funded with Proposition 400 funds.

The portion of the Proposition 400 tax allocated to public transportation regionally is 33 percent, or 1/6 of a one-cent sales tax. By contrast, some metropolitan areas who support their transit systems with a sales tax have rates as high as a full one-cent sales tax to support regional transit operations. Several communities in the Valley have made a choice to tax themselves for public transportation over and above what they contribute locally toward Proposition 400, which is reflected in the level of transit service provided in those communities.

We share your concern about seniors and other people without access to transportation. As a provider of public transit service, Valley Metro is always in favor of increased access to public transit where there is demand, and when we can do it in a sustainable fashion. The need to provide ADA paratransit service is not a deterrent to making a decision to provide fixed route service. In fact, we include the expected cost of ADA paratransit service in our financial planning for all new transit routes. Whenever local communities ask us to estimate costs for a potential new route, the cost of ADA paratransit is automatically included in our calculations. This ensures that if and when service is launched along a new route or within a new corridor, we have ample resources to provide complementary ADA paratransit as well.

Although transit services in the Northwest Valley are currently limited, we have sought to expand access to other transportation services throughout the Northwest Valley. For example, when SunHealth and Benevella joined to form the Northwest Valley Connect (NVC) organization in 2014, Valley Metro offered strong support in the form of technical assistance on the development of the NVC One Call One Click Center and letters of support for two separate grant applications, which NVC sought in order to expand its growing menu of services. Valley Metro continues to participate actively in the Northwest Valley Stakeholders Meetings, and we strongly support the work of NVC and others to improve transportation access in the area.

Valley Metro also is working with our member communities to expand the amount of transportation in the region. Dial-a-Ride services are available in most Northwest Valley communities as well as in unincorporated areas of Maricopa County, and we are about to launch RideChoice in the City of Surprise. This program will further increase the amount of service, which Surprise residents are able to use on a daily basis, and we believe that the program may offer opportunities for other communities in the Northwest Valley as well.

Clearly, programs like Dial-a-Ride and RideChoice do not have the potential for serving large numbers of residents as does fixed-route public transit. We are committed to providing as much stopgap service as we can so that people with urgent needs for transportation have at least a safety net of transportation until such time as we, our Northwest Valley communities, and stakeholders like NVC are able to build a more robust public transportation network.

We appreciate your interest in and concern for public transportation in the Northwest Valley. It is the interest of citizens like you who will effect a more transit oriented outcome in future plans for the region. We look forward to working with you as plans are developed. Valley Metro and MAG remain committed to working collaboratively with local transit staff to enhance regional mobility, identifying improvements that could be recommended for funding in the future.

Comments from Christine Deal, Valley Resident

Comment: Good morning. My name is Christine Deal. I'm president of the Westwood Village & Estates Neighborhood Association. We have a situation in our neighborhood. We are located between Thomas Road and Indian School, between 19th Avenue and the I-17. In that area, you are proposing to put a bicycle and a pedestrian bridge across the I-17. We have a bridge in that area across the SRP canal, which has caused a great deal of problems. We do not want more problems by putting a bridge in over the I-17. The proposed area that you're wanting to put this bridge in is going into an industrial and a warehouse area. My question to you is, why would you choose such an area, to put a residential area matching up with a residential — I mean, with an industrial and a warehouse area? The only people over there are the transients. That's where they camp out. We're having a lot of problems with transients right now coming into our neighborhood, stealing stuff, and heading back over to the other side. And this has caused us a great deal of problems, and our crime rate is starting to go up. In the

past, we have been one of the areas that haven't had a lot of crime, and now our crime rates are going up. We know all the disadvantages of having the bridge, and I would like to ask you, what are the advantages of hooking us up to a warehouse area? I don't know. Does anyone have a suggestion for us? Okay. Well, anyway, this is where we are standing right now. We are looking to talk with some of our legislatures to see if they can help us out with this problem. We've been fighting this for the last 10, 15 years. It seems like every five to ten years, we have to come down here and talk to you guys again. We do not want the bridge. So we're hoping that maybe you can take our whole neighborhood and that bridge over I-17 at Osborne Road completely off your agenda. Thank you.

Response: At this time, MAG is removing the recommendation for a bicycle/pedestrian crossing in the vicinity of Interstate 17 and Osborn Road from the I-10/I-17 Corridor Master Plan pending guidance from the City of Phoenix in working with residents on this matter. Along Interstate 17, the bicycle/pedestrian recommendations were predicated on the City of Phoenix's adopted Comprehensive Bicycle Master Plan (November 2014).

Comments by Peggy Neely, Valley Resident

Comment: Good morning. Peggy Neely. It's great to see you guys. Kind of on the opposite side, right? I'm glad to be here, but I just wanted to come in.

Eric has addressed that there are some projects that will be reevaluated in the fall. I'm working with a couple business owners at Camelback and I-17 on the west side, north and south. And we're concerned about the timing that we have on that project.

We've been talking to our Phoenix representatives, and they said that that is going to be postponed sooner than 2021 — or later than 2021. It currently shows in the TIP that pre-design starts in 2017 and construct in 2021.

In addition to that, light rail is proposed to go through there, so we'd like to see coordination happen at the same time. So we'd appreciate the efforts to make sure that that is pushed out, and we can coordinate that.

But thank you for all you do. It's great to see — I guess I would say the sausage making that will move forward. You do a great job.

Response: Thank you for your comments. MAG continues to work with ADOT and the City of Phoenix to coordinate improving the I-17/Camelback Road traffic interchange with public transportation improvement proposals at this traffic interchange. Timing will be important to minimize inconveniences to adjacent businesses, residents, and daily commuters through the interchange.

Also, please be assured that regular coordination is occurring regarding projects at this location, including agency stakeholders such as the Arizona Department of Transportation, Maricopa Association of Governments, Valley Metro, and City of Phoenix. We believe that mobility issues, particularly in this location, are multimodal and our goal is to coordinate planning or construction efforts as much as possible to reduce the impacts on the nearby community. We continue to collaborate with our team and agency partners to ensure community concerns are heard and addressed. We will be sure to keep you and other stakeholders informed on the progress of these critical projects.

COMMENTS RECEIVED THROUGH CORRESPONDENCE DURING THE FINAL PHASE.

Letters from Walt Gray, Valley Resident

Comment: See attached correspondence for full text of the two letters Mr. Gray submitted.

Response: MAG is working with the Arizona Department of Transportation on establishing the quickest path possible for constructing Arizona SR-30. The facility is meant to provide relief to a significantly traveled section of Interstate 10 in the West Valley, as well as many parallel arterial roadways between Camelback Road on the north and Lower Buckeye Road on the south. The MAG Regional Council recently approved moving the first phase of SR-30 forward for construction starting in 2022 for the segment between Loop 303 in Goodyear and Loop 202/South Mountain in Phoenix. Planning for the other segments, between Loop 303 and SR-85, as well as for Loop 202/South Mountain to Interstate 17 is underway, and construction will begin, as funding is available.

Valley Metro continually works with our member communities to understand and address transit service gaps throughout the region and to maximize the amount of transportation available in the region. With limited public transit resources, Valley Metro seeks to utilize those resources to provide service that will be the most efficient and effective.

Express routes are most effective when they pick up riders at a limited number of locations (usually park-and-rides) and utilize the freeway system to deliver people to a high density area (such as downtown Phoenix). Because people use their own automobiles to collect themselves at park and ride locations, express buses are able to provide efficient and fast service. Because of the density of employment at the express route destination, riders are able to connect to their final destination by walking, taking a short light rail or local ride, or by bicycle.

Express bus service on a loop freeway like the 202 or 101 is a challenge because there is usually a lack of local circulation on the destination end to deliver riders to their various locations. If an express bus is required to stop too often or circulate too much, it no longer operates as an express bus and is not an attractive choice for express bus riders. Nevertheless, these freeways are not excluded from consideration for future express service.

A very effective way to provide public transportation that meets the unique needs of commuters on freeways such as Loops 101 and 202, and the future SR-30, is the Valley Metro carpool and vanpool program. Instead of the 40 or so riders going to the same place at the same time needed to justify an express bus, a vanpool can be formed with as few as six riders, and a carpool requires no more than two riders. Valley Metro provides vehicles (up to 15 passengers) for vanpool participants to use. With nearly 400 Valley Metro vanpool vehicles on the road today, the program has been very successful.

Valley Metro also works with member agencies to provide as much local bus service on arterial roads as possible with resources available. As funding becomes available, the Valley Metro system of local service has been expanding, recently introducing new service on major streets.

Postcard from William Barry, Valley Resident

Comment: See attached correspondence for full text.

Response: In response to your inquiry, Buckeye is smaller than Phoenix (both incorporated area and planning area). The attached regional map shows the boundaries.

E-Mailed Letter from Dan Heim, President of the Desert Foothills Astronomy Club (member society of the IDA)

Comment: See attached correspondence for full text.

Response: Thank you for the email below and your comments regarding the Draft MAG 2040 Regional Transportation Plan.

The Maricopa Association of Governments has worked on issues associated with outdoor lighting at the direction of the MAG Regional Council starting in 2008, after a presentation by members of Arizona's astronomy community. On January 14, 2009, the MAG Management Committee approved convening a Dark Sky Stakeholders Group. The purpose of the Stakeholders Group was to collect information on outdoor light pollution, review best practices in lighting codes, and to develop a model Dark Sky ordinance. On September 7, 2011, MAG staff presented a draft resource guide and report to the MAG Management Committee and updated the Committee on the outcome of the Dark Sky Stakeholders Group meetings. The draft report, entitled Considerations for Outdoor Lighting in the MAG Region - Resource Guide and Report is available online: http://azmag.gov/Documents/DSSG_2011-09-08_Considerations-for-Outdoor-Lighting-in-the-MAG-Region-A-Resource-Guide-and-Report.pdf.

As seen above, there has been regional discussion of outdoor lighting issues at MAG, however, the adoption of codes/standards and implementation of outdoor lighting rests with agencies outside of MAG. In the case of freeways, the Arizona Department of Transportation (ADOT) has standards that they utilize for the installation of lighting with safety in mind. Cities and towns adopt outdoor lighting codes and ensure that compliance is met.

More recent use of Light Emitting Diode (LED) technology has been seen as a benefit for their energy savings and long life. As with new technologies, the adoption and implementation of standards has been of concern by citizens. As you pointed out in your statement, in the case of LEDs, the issue with lumens (brightness and color) have been raised by members of the public. Also related to this are issues with “placing” lights where they are intended by utilizing proper shielding. Finding standards to minimize unintended impacts while protecting public safety are still emerging as LEDs are becoming more common. The use of “smart lights” in another instance of another use of the LED technology in terms of finding a solution to limiting lighting when the need is not as high.

A copy of your email and this response will be included in the FY 2017 Final Phase Input Opportunity Report that will be submitted to MAG policy committees as part of planning process.

E-Mail from Paul Maryniak, Executive Editor of the Ahwatukee Foothills News and the East Valley Tribune

Comment: There were two things I didn't quite understand: Is widening the Loop 101 between the 60 and Santan 202 one of the projects and if not, what exactly would be done? You kept referring in your discussion on the I-10-17 "spine" to what I thought you were calling the "sleeves" What were you talking about?

Response: Thank you for your email to the MAG website and the opportunity to provide additional information. Please consider the following responses:

Widening of Loop 101, between US-60 and Loop 202/Santan: The proposal is to construct an additional general purpose lane between US-60 and Loop 202 on Loop 101/Price Freeway. The project will also add an extra lane on Loop 202/Santan between Arizona Ave (SR-87) and Alma School Rd. Presently, this widening is scheduled for construction starting in 2019.

Reference to I-10/I-17 as the ‘Spine’: MAG, with ADOT and FHWA, are in the process of completing a Corridor Master Plan for Interstate 10 between the I-17 Split and Loop 202 Pecos Stack traffic interchanges and Interstate 17 between the I-10 Split and Loop 101 North Stack traffic interchange. This freeway corridor represents a 31-mile north-south corridor called the ‘Spine.’ The corridor received this nickname as it acts as the transportation central nervous system where approximately 40 percent of all daily freeway travel in the region flows into and onto this roadway. The Spine project was started in 2014 to identify a long-term vision for this critical facility in metro Phoenix. More information can be found at spine.azmag.gov. The Corridor Master Plan is nearly complete and is presently under consideration by the MAG Regional Council for acceptance into the Regional Transportation Plan later this month.

We also wanted to clarify that after the Loop 101/Price construction project is completed (noted above), widening of Interstate 10 will begin between the I-17 Split and the Loop 202 Pecos Stack

traffic interchanges, building many of the Spine Corridor Master Plan recommended projects in this segment. The Interstate 10 project is scheduled for construction starting in 2021 and will include additional general purpose lanes, an additional HOV lane between I-17 and US-60, four bicycle-pedestrian crossings, and reconstruction of the SR-143/Broadway Rd/US-60 system interchange complex to decrease weaving traffic movements and enhance capacity. Timing of this project is offset from Loop 101 so both parallel corridors between US-60 and Loop 202 are not under construction at the same time. Project readiness is the main factor for advancing Loop 101 ahead of Interstate 10.

Please let me know if you have any additional questions. Thank you again for your email.

E-Mail from Paul Maryniak, Executive Editor of the Ahwatukee Foothills News and the East Valley Tribune

Comment: One more question: To what does MAG attribute the surplus. Were the projections in 2012 just off? Did they fail to account for some unanticipated boon?

Response: Attached is the presentation provided to the Transportation Policy Committee describing the rebalancing effort completed over the last year. Page 3 identifies the various areas where we saw the surplus.

Please let me know if you have any further questions.

E-Mail from Paul Maryniak, Executive Editor of the Ahwatukee Foothills News and the East Valley Tribune

Comment: One more thing because the information on MAG's website didn't quite answer the questions I had from your presentation to the Chandler Chamber when it came to the Red Mountain and US-60: Exactly how many lanes are being added. Just the HOV lane on both freeways? Is that in both directions?

And how far will they go? The Power Point said "add lanes to Meridian Road" So, what about the Red Mountain? If you could just clarify the number of lanes, which direction, and to what end point for both Red Mountain and 60, I'd appreciate it.

Finally, that "general purpose" lane on the Price Freeway: Where is that going to be located? That's only one lane, right? So what purpose does that serve?

Response: Thank you again for your email with these good questions. Please consider the following responses:

Add Lanes to US-60/Superstition – The current proposal is adding one general-purpose lane and extending the HOV lanes to US-60 in both directions from Crismon Road to Meridian Road in

Maricopa County. Opportunities are being explored to extend this configuration into Pinal County to Ironwood Drive; however, no funding source has been identified at this time.

Add Lanes to Loop 202/Red Mountain – The current proposal is to extend the HOV lanes in both directions from Broadway Rd south to US-60. On Loop 202/Santan, HOV lanes are being added in both directions between SR-24 and Gilbert Rd.

Add Lanes to Loop 101/Price – As noted before, the addition of one general-purpose lane is proposed from US-60 to Loop 202. The widening will be along the outside of the existing freeway mainline in both directions, as the median has already been filled in with a concrete Jersey barrier and HOV lanes.

Thanks again for your email. Please let me know if you have any additional questions.

E-Mailed Letter from Dean Brennan, Chair, Arizona Alliance for Livable Communities

Comment: See attached correspondence for full text.

Response: Thank you for providing comments during the FY 2017 Final Phase Input Opportunity. Public input is extremely important to making transportation decisions that meet the needs of all people. The purpose of this letter is to thank you for your comments and to respond to your suggestions.

Overall, we share the same goal of creating healthy communities. Transportation is an important element in that goal. To that end, MAG just recently collaborated with LISC and other community organizations to bring Mr. Charles Montgomery, author of the book, *Happy City*, to our region. Mr. Montgomery provided an overview of the relationship between urban design and well-being, and explored how these principles can be incorporated into regional mobility planning. He also discussed economic and public health benefits of holistic planning. These concepts are integral in the development of regional planning efforts moving forward and assist in creating a more vibrant and economically prosperous region.

We appreciate your specific suggestions on the draft Regional Transportation Plan (RTP) and Transportation Improvement Plan (TIP). It is also important to note that MAG will be reviewing its Public Participation Plan in the near future. Your comments are appreciated as we move forward in developing a new and improved framework for engaging the community in creating the transportation system of the future. A number of your suggestions are in the process of being implemented or will be soon. The following responses address each point presented in your letter.

1. Draft TRP, Chapter 4: Public Involvement - The MAG public involvement process adheres to all federal requirements for public involvement, and continually seeks new ways of engaging Valley constituents in the transportation planning and programming process. MAG's four-phase process was established to allow the public a better understanding of the process of developing a transportation

plan. The four-phase process provides members of the public numerous opportunities to learn and provide input. At the onset of each phase, in addition to placing ads in the Arizona Republic and minority publications, MAG staff develops a postcard that is mailed to almost 3,000 individuals and agencies that have self-selected to be a part of our mailing list. The public involvement mailing list has grown over the years to include many health and social service agencies.

In addition, MAG utilizes a Human Services Transportation (HST) planner to provide outreach to the population of older adults and people with disabilities. The HST planner staffs the Transportation Ambassador Program (TAP), a community-based group that shares best practices and resource information regarding human services transportation. The MAG website hosts the TAP webpage, with over 400 self-subscribed participants, and Connect60Plus.com, which focuses on older adult related topics. MAG also implements the Heat Relief Network in the summer to provide hydration and refuge to vulnerable populations. The Heat Relief Network is a regional partnership of MAG, nonprofit organizations, the faith-based community, and others, and serves as another example of MAG's efforts in working collaboratively with the community.

2. Draft RTP, Chapter 5: Title VI and Environmental Justice - For all people, transportation is a critical lifeline to healthcare, health promoting resources such as parks, employment, and education. For communities of concern, these connections via transportation are all the more important, and at times, challenging. MAG fulfills and goes beyond the federal requirements concerning Title VI and Environmental Justice. Health access has been and continues to be considered in a variety of ways. For example, MAG assisted local partners to form a new nonprofit, Northwest Valley Connect, to provide transportation services. Their single most requested trip is to medical care facilities. We welcome a holistic approach to transportation planning. There are multiple opportunities in our current process to achieve this goal.

The Title VI plan includes all modes of transportation. Transit and special needs transportation in particular are mentioned specifically concerning vulnerable populations. The entire Title VI plan emphasizes the multimodal approach to transportation, extending beyond vehicles. Mobility and access are important principles and are covered in a variety of ways throughout the plan.

For example, in order to assess the effects of the RTP on low income areas, an overlay analysis on proximity to transit facilities was conducted to assess the geographic distribution of facilities and services included within the RTP. This analysis addressed the degree to which existing and planned transit facilities or services are present within low income areas compared to their presence in those areas that are not classified as low income. The analysis indicated that transit routes serve nearly all of the census tracts identified as low income (95 percent) but a smaller portion (75 percent) of the non-poverty areas. This higher level of transit service is consistent with the needs of communities of concern.

A variety of maps in the plan depict the transportation access of vulnerable populations. In addition, MAG has developed maps that overlay transportation access and medical facilities. These have been used in planning at the subregional level, such as in the Northwest Valley. A new viewer is under development that will depict access to parks and other recreational facilities. All of this information is used to develop and score transportation projects.

All MAG public meetings comply with ADA requirements and are transit and wheelchair accessible. In garnering the involvement of many diverse stakeholders and community partners, MAG contracts with a disability outreach associate. The associate is charged with engaging the disability community through a variety of means, including attending special events and by making small and large group presentations. The associate also distributes information and gathers input. The disability outreach associate translates MAG materials into braille and MAG staff provides large-print and/or audio assistance devices during committee meetings as requested. Finally, MAG includes specific language on all public hearing/meeting notices that any special assistance needed is available if given reasonable notice.

3. Draft RTP, Chapter 8: Financial Plan - The Section 5307/5304 grant program provided under Federal Transit Laws, Title 49, United States Code, Chapter 53 is a formula fund allocated to the Phoenix-Mesa Urbanized Area based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles, as well as population and population density. While the total amount of funds allocated to the region is based upon data in the urbanized area, there is funding available to all agencies in the MAG planning areas, including urban and rural.

While MAG manages funding award for the urbanized portion of our region, ADOT manages and awards funding for small urbanized areas and for all rural areas of the state, including some areas within MAG's planning area. MAG works with all of its member agencies, urban and rural, both individually and through the committee process, to assist in the funding and planning of transit service. In addition, MAG provides support services for rural agencies wishing to apply for ADOT / state transportation funding, which often provides greater flexibility and funding matches for rural communities.

Staff from MAG's Human Services and Transportation divisions along with ADOT's transit manager and Section 5310 program managers have met to discuss concerns regarding human services transportation coverage in the rural and small urban areas. Ongoing discussions with MAG and ADOT are taking place to explore solutions that will improve the coverage and application process for the rural and small urban areas.

4. Draft RTP, Chapter 11: Public - MAG currently is updating its Regional Transit Framework and Commuter Rail System studies to better inform future investments in high capacity transit. As part of this effort, modes currently not implemented in the Valley will be of focus, including bus rapid

transit and arterial-based rapid bus service. The Regional Transit Framework Study is currently evaluating where there is sufficient demand for high capacity transit and, where viable, will seek to identify the appropriate types of high capacity transit to serve those markets with frequent, all day service. As part of Phoenix's recent transit proposition, T2050, bus rapid transit service was envisioned for several corridors, including Thomas Road in the near term. While bus rapid transit service had been planned, successful bus rapid transit must be supported with sustainable, all-day, high frequency service; this sort of service became a challenge during the economic downturn of the Great Recession.

Valley Metro has a preference for alternatively fueled and clean operating vehicles. The light rail system is 100 percent electrically powered. Seventy percent of the Valley Metro fleet uses Compressed Natural Gas (CNG) or Liquefied Natural Gas (LNG) fuel. Another 30 vehicles (about 3.4 percent) are hybrid electric diesel buses. All buses fueled by diesel are clean-burning, with particulate soot traps to collect harmful pollutants. Heavy-duty buses have a life span of at least 12 years, so turnover in the fleet takes time. When Valley Metro is purchasing fleet vehicles, the agency is subject to what is available in the market place. For example, Valley Metro has a number of diesel powered 60-foot vehicles, because at the time of their purchase, 60-foot CNG or LNG buses were not available in the market. Additional information about Valley Metro's commitment to a clean environment is available at:

http://www.valleymetro.org/images/uploads/general_publications/Green_by_Design_Fact_Sheet_April_2017.pdf.

5. Draft RTP, Chapter 12: Aviation - Since the City of Phoenix purchased Sky Harbor International Airport in 1935, there has been significant growth/investment around the airport in the last 82 years. During each economic cycle, the investment levels change, making it difficult to truly analyze investment levels surrounding the airport. Phoenix-Mesa Gateway Airport is unique and easier to analyze since there is a significant amount of land still to develop, making it easier to track and evaluate the investment activity. Phoenix-Mesa Gateway Airport was a military base from 1942 to 1993 and was reopened as Williams Gateway Airport in 1994. Since the reopening, Phoenix-Mesa Gateway Airport has been successful at developing the land on the west side of the terminal to include educational facilities, and developing as an international aerospace center that includes maintenance, testing, and pilot training. Major development plans are in place for the remaining land on the east and south of Sky Harbor. Arizona State University recently completed a study in May of 2017 titled, "The Economic Impact of the Phoenix Airport System," which addresses the regional economic impact of Phoenix Sky Harbor International Airport. The study is at the following link: [https://skyharbor.com/Media/PressReleases/2017/05/18/phoenix-sky-harbor-international-airport-s-annual-economic-impact-is-\\$38-billion](https://skyharbor.com/Media/PressReleases/2017/05/18/phoenix-sky-harbor-international-airport-s-annual-economic-impact-is-$38-billion).

With respect to future-planning efforts that will focus upon ground access needs to the airports, MAG works closely with the transit service providers in the region in identifying routes and service levels.

The evaluation of noise pollution is considered in airport planning activities. Airports including Sky Harbor International Airport and Phoenix-Mesa Gateway, conduct Federal Aviation Regulation (F.A.R.) Part 150 Noise Compatibility Studies. These studies involve the preparation of two official documents: the Noise Exposure Maps (NEM) and the Noise Compatibility Program (NCP). The NEM document is a baseline analysis showing existing and potential future noise conditions at the airport. The NCP document presents a plan for effectively dealing with adverse noise impacts based on a two-part perspective. First, it addresses steps to reduce or shift the noise by changing air traffic control or aircraft operating procedures. Second, it addresses special noise mitigation techniques or changes in land use planning to reduce the impact of noise on sensitive land uses in the area. A program overview is available at the following link:

https://www.faa.gov/about/office_org/headquarters_offices/apl/noise_emissions/planning_toolkit/media/II.B.pdf.

6. Draft RTP, Chapter 13: Bicycling and Walking - MAG is currently in contract negotiations with the consultant to finalize the scope of work for the Regional Active Transportation Plan. Once the planning effort is underway, the specific intent and priorities will be presented. MAG and the Maricopa County Department of Transportation are working together closely and the County's Active Transportation Plan will be incorporated into the MAG's efforts. The MAG Active Transportation Plan will become an integral part of the larger RTP effort.

As you noted, everyone is a pedestrian and this will be made very clear in the next iteration of the RTP and in the MAG's forthcoming Regional Active Transportation Plan. It is important to note that the Active Transportation Plan will not only be a comprehensive update of the MAG regional bicycle and pedestrian plans, but also will include the important transit connections vital to a robust active transportation network. It also will include the connections to open space and shared space—the placemaking component that ties together a truly active transportation network. The plan also will provide a vision and have policy implications that will formulate how we will plan the active transportation network of the future.

Currently, Chapter 21 of the RTP titled “Transportation Safety,” includes bicycle and pedestrian safety-related data. The chapter also outlines how pedestrian and bicyclist injuries and fatalities can be reduced through planning efforts.

7. Draft RTP, Chapter 15: Special Needs Transportation - Valley Metro provides public transportation services to the region in compliance with all requirements of FTA's Title VI and the ADA. As part of the Valley Metro Title VI program, the required limited English proficiency (LEP) analysis was conducted. A copy of the Valley Metro Title VI Program, which includes the Limited English Proficiency Plan is attached. Information regarding Valley Metro's Title VI can be found here: http://www.valleymetro.org/about_valleymetro/civil_rights_policy_statement.

Valley Metro is committed to making all services accessible to people with disabilities. Whenever appropriate, Valley Metro pursues technologies to further enhance accessibility. Currently under development is a fully accessible mobile trip planning app. Valley Metro also is currently participating in a beacon technology wayfinding pilot program. Additional information about Valley Metro's commitment to accessibility can be found here: <http://www.valleymetro.org/accessibility>.

8. Draft RTP, Chapter 16: Transportation Enhancement Activities - Transit service to low income areas has been an ongoing area of concentration in our region's transportation planning process. As previously noted, in order to assess the effects of the RTP on low-income areas, an overlay analysis on proximity to transit facilities was conducted to assess the geographic distribution of facilities and services included within the RTP. This analysis addressed the degree to which existing and planned transit facilities or services are present within low-income areas compared to their presence in those areas that are not classified as low income. The analysis indicated that transit routes serve nearly all of the census tracts identified as low income (95 percent) but a smaller portion (75 percent) of the non-poverty areas. This higher level of transit service is consistent with the needs of this community of concern.

Valley Metro complies with Federal Transit Administration's Title VI requirements, including consideration for areas that are considered environmental justice populations (low income and minority populations). Formulas used to predict ridership for new service under consideration are weighted in favor of low income and zero- and one-car households. The Valley Metro Title VI Program (attached) also addresses equitable service to environmental justice populations.

9. Draft TIP, Section II - MAG agrees that adding web links to the MAG TIP to allow the reader to access additional information would be beneficial. The links will be included in the errata sheet as the draft FY2018-2022 MAG TIP moves through the review process and the links will be incorporated into the final document. MAG does not have the authority to define federal acts and orders.

The MAG's Human Services division interacts with a variety of human services agencies through planning efforts to end homelessness and domestic violence. All of the meetings are open to the public and MAG encourages input from disadvantaged populations throughout the planning process. Quarterly Transportation Ambassador Program meetings are held throughout the region to conduct further outreach with community stakeholders; participants include nonprofit agencies, for-profit agencies, senior communities, and municipalities. MAG also utilizes four sub-regional mobility managers from nonprofit agencies as community liaisons to share information and advance regional strategies, which are outlined in the MAG Human Services Coordination Transportation Plan.

As noted earlier, MAG is currently engaged in developing an Active Transportation Plan that will not only be a comprehensive update of MAG's regional bicycle and pedestrian plans, but also will include the important transit connections vital to a robust active transportation network. The plan also will provide connections to open space and shared space—the placemaking component that, together with

a truly active transportation network, increases economic activity and prosperity. The plan will provide a vision and have policy implications that will formulate how we will plan the active transportation network in the future. This would include helping MAG identify targeted regionwide active transportation projects to build in the future. At the May 2017 Regional Council meeting, MAG also approved the development of an annual set-aside of \$600,000 in total funding to develop subregional bicycle/pedestrian master plans for member agencies. The first of its kind program will allow member agencies to formulate more comprehensive bicycle and pedestrian plans and move toward implementation of projects that safely connect people from one jurisdiction to another.

Historically, MAG has been allocated the state's Congestion Mitigation and Air Quality Improvement Program (CMAQ) funding as a suballocation and each modal category is given a percentage based on the approved RTP to the following programs: Regional Freeway-Highway Program Freeway Management Systems (19.1%); Arterial Program Intelligent Transportation Systems (\$50 million) and congestion relief projects (13.4%). Transit projects for both bus and rail (35.9%), bicycle and pedestrian projects (17.0%), and the air quality projects, including regional rideshare, telework, travel and trip reduction, Particulate Matter of ten microns or less (PM-10) and Particulate Matter of two point five microns or less (PM-2.5), paving of unpaved roads, and PM-10 certified street sweepers (14.6%). In order to increase CMAQ funding for bicycle and pedestrian projects using CMAQ, another modal area as listed above would need to be decreased.

With the federal enactment of Moving Ahead for Progress in the 21st Century (MAP-21), the Transportation Alternatives Program allocated an additional \$4.53 million dollars of direct bicycle and pedestrian funding for the MAG region annually. This represents a 58.5 percent increase over all other modes, which took an approximate 12 percent decrease in federal funding under the MAP-21 surface transportation authorization for the MAG suballocated federal funding. Additionally, under MAP-21, the CMAQ allocation was reduced by approximately \$650,000 to address the PM-2.5 nonattainment area in Nogales, AZ, and by approximately \$700,000 for the Pinal County nonattainment area, which stayed in the MAG region. Under the current Fixing America's Surface Transportation Act (FAST Act), suballocations to the MAG region have had a slight recovery, showing a small annual growth. Each modal category with the CMAQ funding experiences the decreases and increases proportionally.

Other elements to consider include that the direct allocation to the bicycle and pedestrian mode as reported in the TIP and RTP does not capture the cost of improvements that are part of larger roadway, highway/freeway and transit projects. Many aspects of the vehicle based modal categories have imbedded components that also receive direct funding. As an example, the I-10, SR-143 to SR-202L Santan Freeway improvements include two bicycle/pedestrian overcrossings at Alameda and Guadalupe roads. For an arterial example, the Apache Junction Delaware Drive project is a roadway and pedestrian improvement project and the project is categorized as an arterial project. For a transit example, the Gilbert Road light rail extension includes associated area improvements to pedestrian sidewalks and crossings. These embedded improvements are not captured in the simple modal breakdown of funding for bicycle and pedestrian category in the TIP report.

Again, we greatly appreciate your interest in transportation planning and value your feedback.

E-Mail from Jeff Burgess, Valley Resident

Comment: Thanks for your very informative response. I'm sorry I didn't respond sooner, but I've been very busy with some family matters.

I am curious about the federal transportation planning regulation that you mentioned. Can you please give me some kind of citation so that I can find it and review it myself?

Response: Thank you for your email below. I am sorry to hear that you were very busy attending to a family matter. I hope all is well or on the way to being well!

In response to your question, the citation regarding the federal planning regulation mentioned in the e-mail is 23 CFR 450.306 (b) (1). You can cut and paste the reference and do a Google search, it should bring up what you need.

Please note that MAG entered the Final Input Opportunity for Fiscal Year 2017 on April 26, 2017. Given that your comment below was received during the input opportunity, it will be included in the Final Input Opportunity Report (along with a copy of this response) that will be prepared for MAG Policy Committees' review and consideration prior to taking action on the draft plans during the month of June 2017.

If I can assist you with anything else, please let me know.

III. PUBLIC HEARING AGENDA

Agenda



AGENDA

**FISCAL YEAR (FY) 2017
FINAL PHASE
OPEN HOUSE AND PUBLIC HEARING**

Tuesday, May 9, 2017
11:00 a.m. – Open House
11:30 a.m. – Public Hearing
302 N. 1st Avenue, Second Floor, Saguaro Room

I. INTRODUCTION

- MAG Transportation Director Eric Anderson

II. PRESENTATION OF PROGRAMS

- MAG Senior Project Manager Roger Herzog will present the Draft 2040 Regional Transportation Plan.
- MAG Transportation Improvement Program Manager Teri Kennedy will present the Draft FY 2018-2022 MAG Transportation Improvement Program (listing of projects) and Draft FY 2017 and Working Draft FY 2018 Transit Program of Projects.
- Valley Metro Service Planning Manager Jorge Luna will provide an operations overview of the Draft FY 2018-2022 MAG Transportation Improvement Program and the Draft 2040 Regional Transportation Plan.
- MAG Air Quality Planning Program Specialist Dean Giles will present the MAG 2017 Air Quality Conformity Analysis.

III. PUBLIC COMMENT

- Public hearing attendees will be provided an opportunity to comment on Final Phase Transportation Planning that includes the Draft FY 2018-2022 Transportation Improvement Program (listing of projects), Draft FY 2017 Transit Program of Projects, Working Draft FY 2018 Transit Program of Projects, Draft 2040 Regional Transportation Plan, and the MAG 2017 Air Quality Conformity Analysis.

IV. ADJOURN

IV. APPENDIX A.
PUBLICITY MATERIAL

Public Notice

**PUBLIC HEARING ON THE
DRAFT 2040 MAG REGIONAL TRANSPORTATION PLAN,
DRAFT FY 2018-2022 MAG TRANSPORTATION IMPROVEMENT PROGRAM,
DRAFT FY 2017 TRANSIT PROGRAM OF PROJECTS, WORKING
DRAFT FY 2018 TRANSIT PROGRAM OF PROJECTS, AND
DRAFT 2017 MAG CONFORMITY ANALYSIS**

Tuesday, May 9, 2017 at 11:30 a.m.
MAG Offices, Saguaro Room
302 North 1st Avenue, Second Floor
Phoenix, Arizona 85003

The Maricopa Association of Governments (MAG) will conduct a public hearing on the Draft 2040 MAG Regional Transportation Plan, Draft FY 2018-2022 MAG Transportation Improvement Program, Draft FY 2017 Transit Program of Projects, Working Draft FY 2018 Transit Program of Projects, and Draft 2017 MAG Conformity Analysis on Tuesday, May 9, 2017 at 11:30 a.m. at the location listed above. The public involvement process for developing the transportation improvement program satisfies the public participation requirements for the Transit Program of Projects. The purpose of the hearing is to receive public comments.

Five documents will be discussed, including the: (1) Draft 2040 MAG Regional Transportation Plan (RTP), which describes the regional transportation facilities and services planned through 2040, (2) Draft FY 2018-2022 MAG Transportation Improvement Program (TIP), which identifies programmed expenditures for transportation facilities and services in the region for the upcoming five year period, (3) Draft FY 2017 Transit Program of Projects, (4) Working Draft FY 2018 Transit Program of Projects, and (5) Draft 2017 MAG Conformity Analysis, which presents the documentation to support a finding that the TIP and RTP meet transportation conformity requirements for carbon monoxide, eight-hour ozone, and particulate matter PM-10 in the Maricopa nonattainment and maintenance areas, and PM-10 and PM-2.5 in the Pinal County nonattainment areas. An informational open house will begin at 11:00 a.m. prior to the public hearing.

The draft documents are available for review at the MAG Offices, 3rd floor, from 8:00 a.m. to 5:00 p.m., Monday through Friday and on the MAG web site at www.azmag.gov. Public comments are welcomed at the hearing, or may be submitted in writing by 5:00 p.m. May 25, 2017 to the address below. In addition, after considering comments, the MAG Regional Council may take action on the TIP, RTP, and Conformity Analysis on June 28, 2017.

Contact Person: Dean Giles, MAG, (602) 254-6300
dgiles@azmag.gov
302 N. 1st Ave., Ste. 300, Phoenix, AZ 85003

Postcard (Front)

Please Join Us!

The Maricopa Association of Governments (MAG) will conduct a public hearing on the *Draft Fiscal Year 2018-2022 Transportation Improvement Program (listing of projects), Draft FY 2017 Transit Program of Projects, Working Draft FY 2018 Transit Program of Projects, Draft 2040 Regional Transportation Plan, and the Draft 2017 MAG Conformity Analysis*. The purpose of the hearing is to receive public comments. Draft documents are available on the MAG website at <http://azmag.gov/>.

Public comments are welcomed at the hearing, or may be submitted in writing via e-mail or direct mail by 5:00 p.m., May 25, 2017. Comments received will be submitted to MAG policy committees for review and consideration. For disability or special accommodations, or to submit comments, contact Leila Gamiz, (602) 254-6300, lgamiz@azmag.gov.

ON THE MOVE



PARTNERS IN PROGRESS

Public Hearing on the MAG Transportation Plan, Programs, and Conformity Analysis

**Tuesday, May 9, 2017
11 a.m. - Open House; 11:30 a.m. - Public Hearing**
302 North 1st Avenue, Phoenix
Saguaro Room—second floor



Your participation is encouraged and appreciated.

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Postcard (Back)



You're invited!

You're invited!



You're invited!

You're invited!

From the Front Page



Ironwood Forest National Monument, which spans 128,917 acres northwest of Tucson, was created by President Bill Clinton in 2000. It's home to many endangered species.



The Grand Canyon-Parashant National Monument wilderness in Mohave County was created by President Bill Clinton in 2000. The area is popular with hikers and backpackers.

Land

Continued from Page 1A

In total, Wednesday's order calls into question two dozen monuments proclaimed by the last three presidents to set aside millions of acres from development.

In asking Interior Secretary Ryan Zinke for an unprecedented review of national monuments, Trump may force a question never before tested in the 11-year history of the Antiquities Act. Whether one president can nullify a previous president's proclamation establishing a national monument.

There are 18 national monuments in Arizona, the most of any state. The four under review are:

- Grand Canyon-Parashant National Monument, 1 million acres, north of the Grand Canyon, created by Clinton in 2000.

- Ironwood Forest National Monument, 128,917 acres, northwest of Tucson, created by Clinton in 2000.

- Vermilion Cliffs National Monument, 279,568 acres, north of the Grand Canyon, created by Clinton in 2000.

- Sonoran Desert National Monument, southwest of Phoenix, 486,146 acres, created by Clinton in 2001.

Trump's executive order takes aim at 21 years of proclamations, beginning in 1996. Zinke's review could lead to a recommendation that Trump rescind, resize or modify existing national monuments, and conservation groups say the order endangers monuments that should be permanently protected because of their beauty, wildlife and

vulnerability. "This review is a first step towards monument rollbacks, which we will fight all the way," said Rhea Suh, president of the Natural Resources Defense Council. "These public lands belong to all of us."

Signing the executive order at the Department of the Interior Wednesday, Trump called President Barack Obama's creation of national monuments an "excessive use of power." Echoing a common complaint of Western state lawmakers, he said the Antiquities Act "does not give the federal government unlimited power to lock up millions of acres of land and water. It's gotten worse and worse," he said. "This should never have happened. Now we're going to free it up."

Zinke said Tuesday there's no predetermined outcome to his review.

"Here's what the executive order does not do: The executive order does not strip any monument of a designation," Zinke said. "The executive order does not loosen any environmental or conservation regulation on any land or marine areas. It is a review of the last 20 years."

He said past designations have too often excluded the people most directly affected by the designations.

"The local community, the loggers, the fishermen, those areas that are affected should have a say and a voice," Zinke said.

Unlike a national park, which must be established by Congress, presidents can establish a national monument by simple proclamation.

Once established, no president has ever revoked a national monu-

ment proclamation — but Congress has taken action to abolish 11 monuments throughout history.

Many more have been modified.

"There's no doubt the president has the authority to amend a monument," Zinke said at his confirmation hearing. "It will be interesting to see whether the president has the authority to nullify a monument. Legally, it's untested. I would think that (if) the president would nullify a monument, it would be challenged and then the court would determine whether or not the legal framework allows it or not."

The executive order asks for Zinke to review monuments designated over the past 21 years and provide a report within 120 days. But the report makes a special case for the Bears Ears monument — one of Obama's last official acts in office — by asking for an interim report in 45 days.

The review applies only to national monuments of 100,000 acres or more, and so would exempt many smaller monuments proclaimed by Obama for their cultural or historical significance.

More than any other president, Obama used the Antiquities Act to recognize sites that "reflect the full story of our country" — including monuments important to the gay-rights movement, Latinos, labor unions, African Americans, Japanese Americans, and women.

Zinke seemed to condemn that practice Wednesday.

"Somewhere along the line, the act has become a tool of political advocacy," he said.

Republic reporter Shaun McKinnon contributed to this article.

The Sonoran Desert National Monument southwest of Phoenix spans 486,146 acres. It was created by President Bill Clinton in 2001.



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NAU

Continued from Page 1A

that the statements he presented from Jones during closing arguments a day earlier were presented in context and "it wasn't an intentional misrepresentation of the facts."

Defense attorneys, however, accused prosecutors of "gross and intentional prosecutorial misconduct" for leaving the jury with the impression that Jones did not raise self-defense claims until well after the shootings.

Jones, 20, is charged with first-degree murder

in the death of NAU student Colin Brough, and aggravated assault in the wounding of three other students — Nick Piring, Nick Prato and Kyle Zientek — during a fight that spilled onto campus in the early hours of Oct. 9, 2015.

Jones was punched, ran to his car, removed a gun from the glove box, then walked back toward a gathered crowd. He testified that he shot Brough and wounded Piring as they came at him again. Prato and Zientek were shot in a second barrage of bullets moments later.

Jones said that he was jumped by others as he tried to administer aid to Brough, and began firing blindly. Prato testified

that Jones was looking at him when he fired, and Zientek said he was shot as he tried to run away.

Attorneys made their closing arguments in the case Tuesday after three weeks of testimony.

The jury began deliberations Tuesday afternoon.

Prosecutors maintain Jones acted with premeditation. The defense contends he acted in self-defense.

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Please Join Us!

The Maricopa Association of Governments (MAG) will conduct a public hearing on the Draft Fiscal Year (FY) 2018-2022 Transportation Improvement Program (listing of projects), Draft FY 2017 Transit Program of Projects, Working Draft FY 2018 Transit Program of Projects, Draft 2040 Regional Transportation Plan and Draft 2017 Air Quality Conformity Analysis. Draft documents are available on the MAG website at <http://azmag.gov>.

Public comments are welcomed at the hearing, or may be submitted in writing via e-mail or direct mail by 5:00 p.m., May 25, 2017. Comments received will be submitted to MAG policy committees for review and consideration. For disability or special accommodations, or to submit comments, contact Lela Gamiz, (602) 254-6300, lgamiz@azmag.gov.

ON THE MOVE

PARTNERS IN PROGRESS

Final Phase and Air Quality Conformity Public Hearing

Tuesday, May 9, 2017
Open House: 11:00 a.m.
Public Hearing: 11:30 a.m.

302 N. 1st Ave., Suite 200, Phoenix
Saguaro Room

MAG's public involvement process for developing the Transportation Improvement Program satisfies the public participation requirements for the Transit Program of Projects.



¡Por favor, acompañenos!

La Asociación de Gobiernos de Maricopa (MAG) realizara una audiencia pública acerca del Anteproyecto del Programa de Mejoramiento de Transporte de MAG por los Años Fiscales 2018-2022 que incluirá una lista de proyectos, Anteproyecto de Programas y Proyectos de Transporte del Año Fiscal 2017, Borrador de trabajo de Programas y Proyectos de Transporte del Año Fiscal 2018, Anteproyecto del Plan de Transporte Regional 2040 de MAG y el Analisis de Conformidad del Año Fiscal 2017. El proceso de participación pública de MAG, al desarrollar el Programa de Mejoramiento de Transporte, satisface los requisitos de participación pública para los Programas y Proyectos de Transporte de la region. Los documentos están disponibles en el sitio web <http://www.azmag.gov/>.



Audiencia Pública del plan y programas de Transporte de MAG y el Analisis de Conformidad
Martes, 9 de mayo del 2017

Exposición: 11:00 a.m., Audiencia Publica: 11:30 a.m.
302 North 1st Avenue, Phoenix
Salón Saguaro – Segundo Piso

¡Animamos su participación y de antemano, le agradecemos!

Comentarios del público son bienvenidos en la audiencia o pueden ser sometidos por escrito por correo electrónico o directo antes de las 5:00 p.m. del día 25 de mayo del 2017. Todos los comentarios recibidos serán presentados a los comités de política de MAG para review y consideración. Para más información o para hacer arreglos de acomodaciones especiales, por favor llame a Leila Gamiz, especialista de alcance público al 602-254-6300 o por correo electrónico a lgamiz@azmag.gov.



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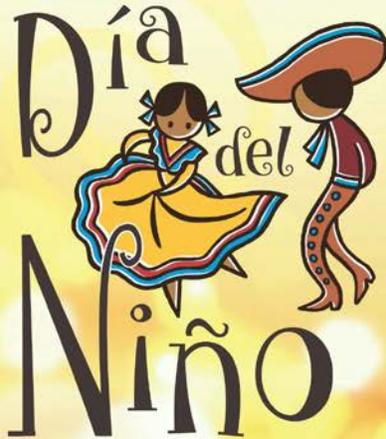
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**V. APPENDIX B.
CORRESPONDENCE RECEIVED DURING THE
FINAL PHASE INPUT OPPORTUNITY**



MEMO
April 5, 2017

TO: Scottsdale Mayor W. J. "Jim" Lane, Chair, Economic Development Committee
Mesa Mayor John Giles, Chair, Transportation Policy Committee
Phoenix City Manager Ed Zuercher, Chair, Management Committee
Chandler Executive Dan Cook, Chair, Transportation Review Committee

CC: ~~Dennis Smith~~, Executive Director, Maricopa Association of Governments
Amy St. Peter, Assistant Director, Maricopa Association of Governments

FROM: Walt Gray, Community Activist, West Phoenix

SUBJECT: Changing from Open House Public Hearings to Town Hall Public Hearings

Enclosed is a letter to Phoenix Mayor Greg Stanton, Chair, MAG Regional Council, asking the Regional Council to change the Public Hearing process for all MAG Programs and Projects, especially Transportation Projects, from an Open House format to a Town Hall format to provide for more robust public participation reflecting the true views of the communities affected by the Projects.

As I state in the letter to Mayor Stanton, I acknowledge that I was an opponent to the South Mountain Freeway and collaborated with those in Ahwatukee who filed suit against the alignment and design. However, the Courts have ruled and I am now actively engaged in making the best of the South Mountain Freeway for the people in West Phoenix. I am an ardent proponent of workforce development programs in West Phoenix and Laveen to fulfill the employment needs of corporations and businesses that will be attracted to Freeway locations. I also believe this combination of Workforce Development and Economic Development can and should be used for the 99th Ave./I-10 proposed Office Park and the completion of the Santa Fe Industrial Park (45th Ave./Indian School Rd.)

The appeal for Town Hall Public Hearings is not sour grapes over the South Mountain Freeway process, but rather a 40-year concern—expressed several times along the way—that public participation was being thwarted in favor of government control. More so, our State and Nation soon may have to review an accelerated Infrastructure Program initiated by the Trump Administration.

Such a large program will have lasting effects, and it is imperative that the Projects be done with minimal adverse impacts. This is particularly true when the Infrastructure Program is being billed primarily as a Jobs Program (something Democrats also advocated), creating the temptation to move again fast with minimum public input. Democracy, the basis of our country, should not be treated in this way.

Finally, I say in my letter to Mayor Stanton that I call on the Regional Council to use Common Sense in deciding on the Public Hearing process. Common Sense is the Hallmark of low income communities throughout the Valley, including West Phoenix, where I have lived for 35 years and been a community activist for 15 years. While I am an independent community activist without an organization, I think my appeal for Town Hall Public Hearings easily meets the Common Sense test.

As I say to Mayor Stanton, I am considering alternate advocacy methods if the Public Hearing process is not changed. This is not a threat. However, I have been patient, and it is only natural to begin considering alternate methods.

I hope that you will utilize your position as a MAG Committee Chair to bring this appeal to the attention of your Committee and make a positive recommendation to the Regional Council. It is the Common Sense thing to do on behalf of a robust Democracy.

I also hope you will urge the Cities, Towns, the County and Tribes in the MAG Region to use the Town Hall Public Hearing format for their Transportation and other Infrastructure Programs and Projects if they are not already doing so.

Thank you for your support.

Thanks & Best Wishes,

A handwritten signature in cursive script that reads "Walter Gray". The signature is written in black ink and has a long, sweeping horizontal line extending to the right from the end of the name.

Walter G. Gray
Community Activist, West Phoenix

6842 West Holly St.
Phoenix, AZ 85035
April 5, 2017

Phoenix Mayor Greg Stanton
Chair, Executive Committee
Maricopa Association of Governments
302 N. 1st Avenue
Phoenix, AZ 85003

Dear Mayor Stanton:

I am asking the MAG Regional Council to initiate action to change the format for Public Hearings conducted by MAG from an Open House procedure to a Town Hall framework.

While the most obvious need for change affects transportation projects, I am asking that all Public Hearings conducted by MAG use a Town Hall format with robust notification of the affected Public; an appropriate venue, and a hearing opened with exhibits and a brief video followed by questions and comments from the audience so that all can hear. I realize time limits may have to be placed on speakers depending on the size of the audience.

I have suggested returning to the Town Hall format ever since the change to the Open House format was made in the 1980's, first as an employee at the Arizona Department of Transportation and, since my retirement in 2002, as a Community Activist involved in public affairs.

Most recently, I wrote a letter to the MAG Economic Development Committee suggesting a return to the Town Hall format and received a letter from staff explaining the different levels of public involvement for MAG public hearings. All hearings use an Open House format. In a subsequent conversation with staff, it was suggested that I appeal to the Transportation Policy Committee because the topic is discussed periodically at the staff level.

I have chosen to appeal first to the MAG Regional Council as the ranking body in the MAG structure. However, I also am sending a copy of this letter, plus a cover memo, to the Transportation Policy Committee, Economic Development Committee, Management Committee and Transportation Review Committee to gain support for my appeal.

If the Regional Council does not order a return to the Town Hall format, I will be forced to seek other remedies. I hope you will not consider this a threat, but I feel very strongly about this issue and feel that I have been more than patient in seeking redress through normal channels.

While I am a Community Activist who works mostly independently, I believe I am on sound ground in making my suggestion. I have a Bachelor's Degree in Journalism and worked as a newspaper reporter for six years observing various types of public hearings. I also have a MS degree in Public Administration and an uncompleted MS degree in Urban and Regional Planning. I also was involved in community affairs in various forms after leaving newspaper work and holding jobs as a corporate public relations practitioner, local government planner and state public information officer.

Most importantly, I have lived in West Phoenix for about 35 years and have learned from the Working Poor and Poor in Maryvale to apply Common Sense first to public issues. Town Hall Public Hearings

easily pass the Common Sense test.

The Open House format seems more appropriate for centralized governments who want to give the government preference while the Town Hall format is more appropriate for Regions, States and Nations practicing Democracy who want to give the people the preference.

As a Disclaimer, I acknowledge that I opposed the South Mountain Freeway alignment and design and collaborated with Ahwatukee residents who filed suit against the project. However, the Courts have ruled, and I am now actively working to promote combining Workforce Development with Economic Development in West Phoenix and Laveen. This combination would be natural for corporations and businesses that will be attracted to the freeway corridor and other nearby Economic Development sites (99th Ave./I-10 and the Santa Fe Industrial Park (45th Ave./W. Indian School Rd.).

My appeal is not sour grapes over the South Mountain Freeway project. I am more concerned about the very large Infrastructure Program proposed by the Trump Administration (also proposed by the Democrats during the campaign). This is being billed as a Jobs Program and the temptation will be to move swiftly. However, we must be sure such a large and impactful program does not have lasting adverse effects on communities.

Please act affirmatively on my request. Please send me a response to this letter informing me of your decision. I trust you will act in the best interests of the people of Maricopa County.

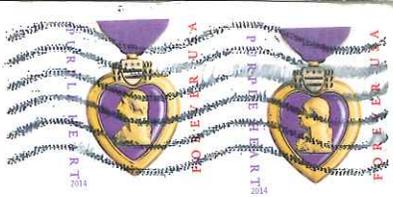
Thanks and Best Wishes,

A handwritten signature in black ink, appearing to read "Walter Gray", with a long horizontal flourish extending to the right.

Walter G. Gray
Community Activist, West Phoenix

William C. Barry
3113 N 35th Dr
Phoenix, AZ 85019

MAY 17
PHOENIX, AZ 850
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Mr. Giran

I'M INTERESTED IN
KNOWING WHAT THE CITY
LIMITS OF BUKEYE, ARIZ.
AND THE CITY OF PHOENIX
ARE NOW? (ISNT BUKEYE
A LITTLE LARGER NOW AREA-WISE?)

"THANK YOU!"

SINCERELY
Wm. C. Barry

(I HAVE ONLY
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FRONT. NO COMPUTER
OR USE ONE.)

MARICOPA
ASSOCIATION
OF
GOVERNMENTS
302 N. 1st Ave.
SUITE 300
PHX.
AZ. 85003

May 26, 2017

Mr. William C. Barry
3113 N. 35th Dr.
Phoenix, AZ 85019

Dear Mr. Barry:

Thank you for sending in your question during the FY 2017 Final Phase Input Opportunity. Your comment will be included in the FY 2017 Final Phase Input Opportunity Report with a copy of this response.

In response to the question you posed in your correspondence regarding the geographic city limits of Buckeye, Arizona, and the city of Phoenix, MAG staff determined that in terms of geographic size the city of Buckeye is smaller than the city of Phoenix (both incorporated area and planning area). Attached is a regional map that shows the boundaries. We hope you will find this information useful.

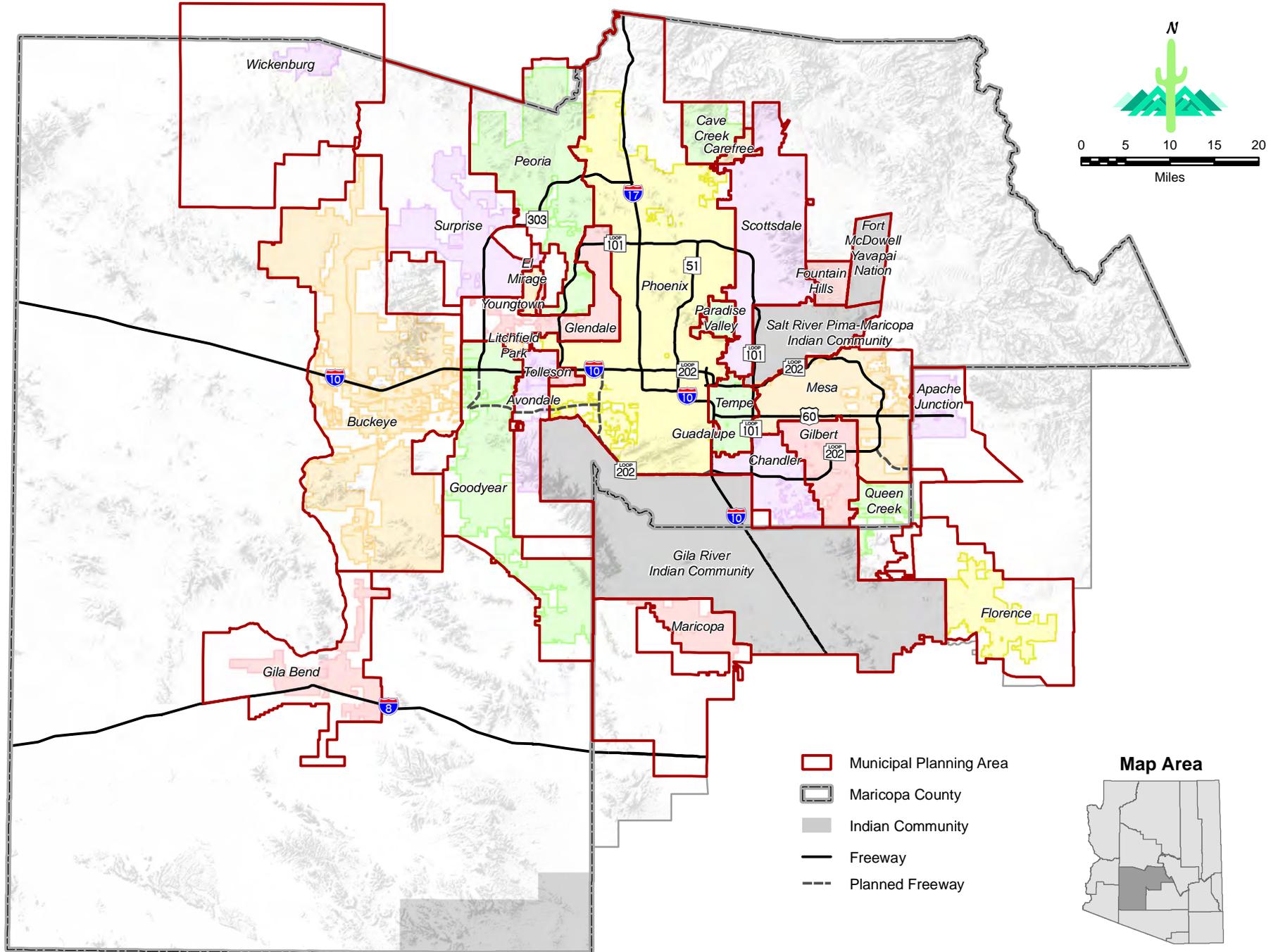
If there is anything else we can do to assist you, please let us know.

Sincerely,



Leila Gamiz
Community Outreach Specialist
Maricopa Association of Governments

MAG Municipal Planning Areas and Incorporated Areas



From: Leila Gamiz
To: ["Walt Gray"](#)
Cc: [Kelly Taft](#)
Subject: RE: FW: ADOT's 2018-2022 Tentative Five-Year Program
Date: Tuesday, May 09, 2017 2:10:00 PM
Attachments: [image005.png](#)
[image006.png](#)
[image019.png](#)
[image020.png](#)

Mr. Gray:

Thank you for your email. I am sorry that you weren't able to join us today for the public hearing. In response to your question, you are able to submit written comments by either email or direct mail through 5:00 p.m., May 25, 2017.

As an FYI, the memo you submitted at the beginning of April (which was received in our office after the Mid-Phase Input Opportunity) will be included in the current Final Phase Input Opportunity report. Staff is preparing a response to your memo that will be mailed to you in the near future and will also be included in the Final Phase Input Opportunity Report. At your earliest convenience, please confirm your mailing address as the following: 6842 W. Holly Street, Phoenix, AZ 85035.

The Final Phase Input Opportunity Report will be provided to policy committees for review and consideration during the June meeting cycle that begins with the June 14, 2017, Management Committee meeting prior to their taking action (acceptance) of the Draft Fiscal Year 2018-2022 Transportation Improvement Program (listing of projects), Draft FY 2017 Transit Program of Projects, Working Draft FY 2018 Transit Program of Projects, Draft 2040 Regional Transportation Plan, and the Draft FY 2017 MAG Conformity Analysis. .

If I can assist you with anything else, please let me know.

Kindly,

Leila C. Gamiz
Community Outreach Specialist II
Maricopa Association of Governments
Website: www.azmag.gov
Office: 602.452.5076 (Direct)
602.254.6300 (Main Line)
602.452.5090 (FAX)
Email: lgamiz@azmag.gov



From: Walt Gray [mailto:walt1gray.1914@gmail.com]
Sent: Monday, May 08, 2017 9:34 PM
To: Leila Gamiz <LGamiz@azmag.gov>
Subject: Re: FW: ADOT's 2018-2022 Tentative Five-Year Program

Leila
have an emergency to handle for St. Vincent de Paul
May not make public hearing
How can I comment?
Is the response I received from Ed Zuercher a response also for MAG Chair, as well as EDC Chair and
Transportation Policy Chair
All received my letter

Thanks & Best Wishes
Walt Gray
Community Activist, West Phoenix

On Thu, Apr 27, 2017 at 9:42 AM, Leila Gamiz <LGamiz@azmag.gov> wrote:

Mr. Gray:

It was a pleasure speaking to you this morning. As promised, below is the email that ADOT sent out regarding their Five-Year Facilities Construction Program. For your reference, I highlighted the section below where you can see the draft plan online. I hope you find the information of use. If I can assist you with anything else, please let me know.

Kindly,

Leila C. Gamiz
Community Outreach Specialist II
Maricopa Association of Governments
Website: www.azmag.gov
Office: 602.452.5076 (Direct)
602.254.6300 (Main Line)
602.452.5090 (FAX)
Email: lgamiz@azmag.gov



From: Arizona Department of Transportation [mailto:adot@service.govdelivery.com]
Sent: Thursday, April 13, 2017 4:26 PM
To: Leila Gamiz <LGamiz@azmag.gov>
Subject: ADOT's 2018-2022 Tentative Five-Year Program

Having trouble viewing this email? [View it as a Web page.](#)

Tentative Five-Year Program



April 2017

Flagstaff to host second public hearing for ADOT's Tentative Five-Year Program

Public input sought as state considers acceleration of major expansion projects statewide

The Arizona Department of Transportation continues to gather comments for its proposed Five-Year Construction Program by reaching out to all members of the public and communities statewide for their input on which projects should move forward over the next few years.

The second public hearing for the 2018-2022 Tentative Five-Year Transportation Facilities Construction Program is scheduled for 9 a.m. Friday, April 21, at the City of Flagstaff Council Chambers, 211 W. Aspen Ave., Flagstaff. The monthly State Transportation Board meeting will follow.

In its Tentative Program, ADOT proposes accelerating some key expansion projects for Greater Arizona because of federal funding increases, grants and state budget appropriations. They include:

- two Interstate 10 widening projects in Pinal County (State Route 87 to Picacho and Earley Road to Interstate 8), now accelerated to fiscal year 2018 due in part to a \$54 million federal FASTLANE grant;
- the first phase of a project to improve State Route 189 in Nogales between the Mariposa Port of Entry and Interstate 19, now planned for fiscal year 2019 because of a \$25 million state budget appropriation aimed at accelerating the project;
- two major widening projects along US 93 in fiscal years 2018 and 2020 that will bring ADOT closer to its goal of completing a four-lane divided highway from Wickenburg to Interstate 40, laying the groundwork for the proposed Interstate 11;
- widening Interstate 17 in areas between Anthem and Sunset Point in fiscal years 2021 and 2022, with specific areas and projects still under study.

These are just some of the projects that are included in the 2018-2022 Tentative Program. The complete report is available at azdot.gov for review and comment until May 30.

Many of the major projects in this Tentative Program focus on improving some of Arizona's busiest corridors. Better mobility means better daily commutes and travel for everyone. Improved roads also enhance freight movement, trade, commerce and economic development, all of which benefit the quality of life statewide.

ADOT is also committed to protecting Arizona's nearly \$21 billion investment in the state highway system through dedicated preservation funding. This Five-Year Program meets ADOT's target of \$260 million per year for preservation. Projects like repaving highways, repairing or reconstructing bridges and projects to extend the life of existing pavement all help to preserve the highway system and keep it functioning as it should.

The public comment period for the 2018-2022 Tentative Program began on March 17. It includes public hearings in Tucson (March 17), Flagstaff (April 21) and Phoenix (May 19). The State Transportation Board will make its final decision in June about what will be in the updated Five-Year Program.

The Tentative Program is available for public review and comment at azdot.gov/FiveYearPlan, where a "how to read it" guide is available. ADOT welcomes feedback through Survey Monkey at surveymonkey.com/r/M36583J, by email at fiveyearconstructionprogram@azdot.gov and by calling [855.712.8530](tel:855.712.8530). The comment period ends at 5 p.m. on May 30.

Following are details about the two remaining public hearings and the State Transportation Board's June meeting where the final Five-Year Program is expected to be approved:

April 21 at 9 a.m.: Public hearing and State Transportation Board meeting at the City of Flagstaff Council Chambers, 211 W. Aspen Ave., Flagstaff.

May 19 at 9 a.m.: Public hearing and State Transportation Board meeting in the ADOT Administration Building Auditorium, 206 S. 17th Ave., Phoenix.

June 16 at 9 a.m.: State Transportation Board meeting in Payson. Meeting details will be announced when finalized.

Visit the Tentative Five-Year Program website at azdot.gov/fiveyearplan for more information.

Follow us on [Facebook](#) for current information on projects and upcoming traffic restrictions, plus photos and video that highlight Arizona's beauty."

Visit us on social media on [Facebook](#), [Twitter](#), [YouTube](#), [Flickr](#) or the [ADOT blog](#).

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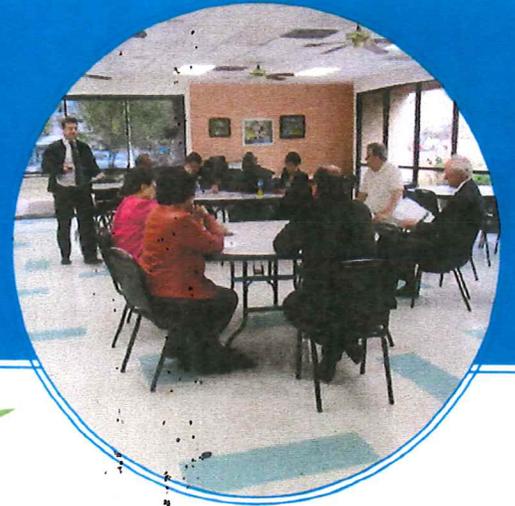
Sent on behalf of ADOT by GovDelivery, Inc. • 206 S. 17th Ave • Phoenix, AZ 85007 • [602.712.7355](tel:602.712.7355)



This email was scanned by Bitdefender

Purpose and Overview

The Maricopa Association of Governments (MAG) commissioned the Northwest Valley Local Transit System Study to assess mobility needs within and around the Northwest Valley. The study area included the communities of El Mirage, Glendale, Peoria, Sun City (Maricopa County), Sun City Festival (in the Town of Buckeye), Sun City Grand (in the City of Surprise), Sun City West (Maricopa County), Surprise, and Youngtown. Collectively, these communities have experienced significant population growth across the past decade and are now home to more than 600,000 residents. The communities worked with MAG to identify transit needs in the Northwest Valley and develop practical, sustainable solutions.



KEY NEEDS IDENTIFIED

Input from current and potential transit riders was a fundamental ingredient in assessing mobility needs along with the development of practical recommendations. This input was gathered through surveys and community workshops by which residents and stakeholders could share their thoughts and perspectives on possible future transit service in the Northwest Valley.

Between September 2012 and February 2013, more than 2,600 online and mail-in surveys were collected from residents across the study area. Supplementing these surveys were 25 community meetings held throughout the Northwest Valley that allowed MAG and its partners to provide project details to attendees as well as record feedback. Through these extensive outreach and collaboration efforts, some of the preferred transit priorities and solutions included:

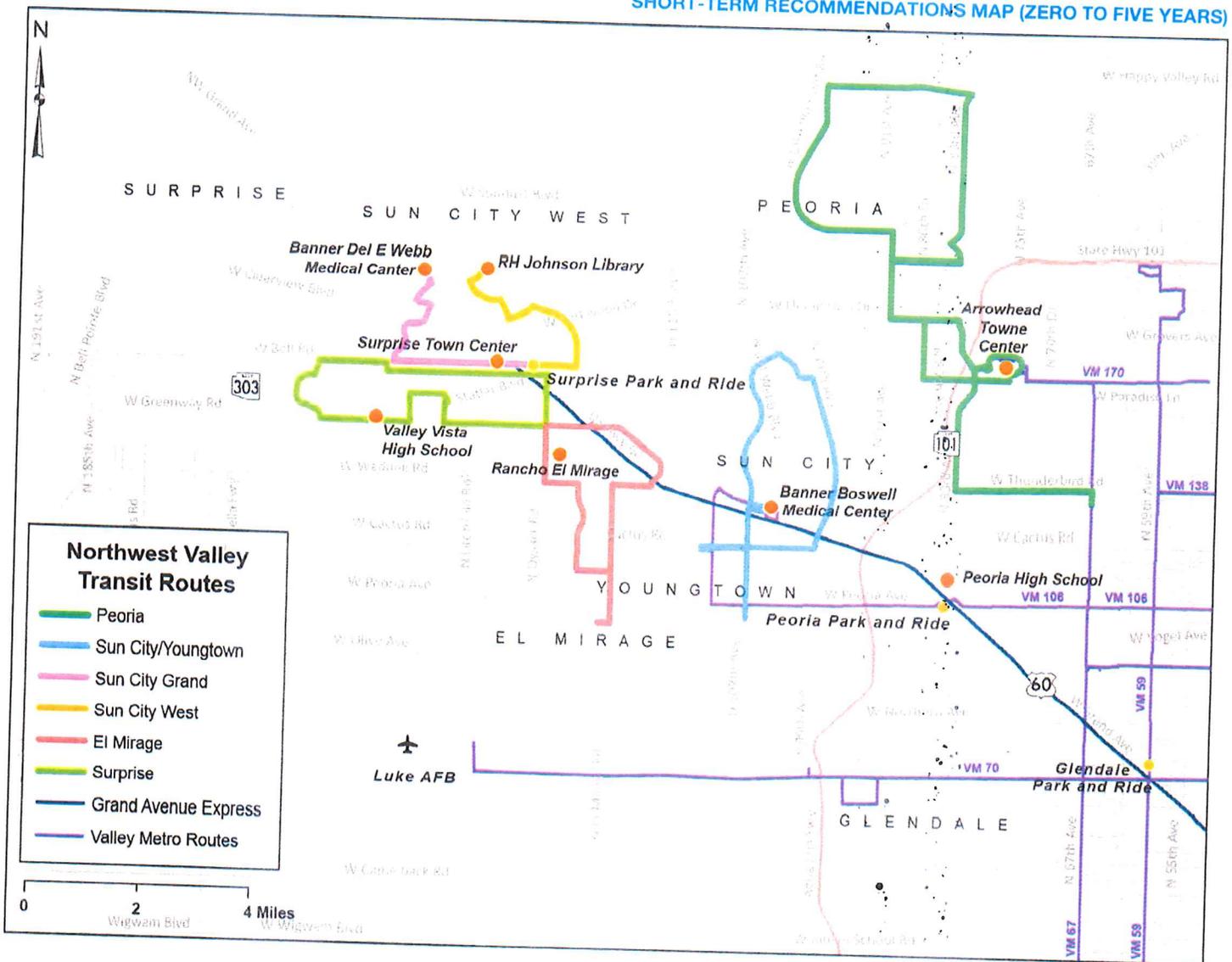
- ▶ Improved access local retail centers and healthcare centers via public transit,
- ▶ Local circulators as a means of addressing intra-community mobility needs, and
- ▶ Improved transit service to destinations beyond the Northwest Valley, especially downtown Phoenix and Sky Harbor Airport.

ADDRESSING IDENTIFIED NEEDS

The recommendations described on the following pages were developed to most effectively address the needs identified during the public involvement process while working within the framework of existing and/or proposed funding. With an eye toward practicality, the recommended improvements are proposed to occur in phased near-, mid-, and long-term time frames.



SHORT-TERM RECOMMENDATIONS MAP (ZERO TO FIVE YEARS)

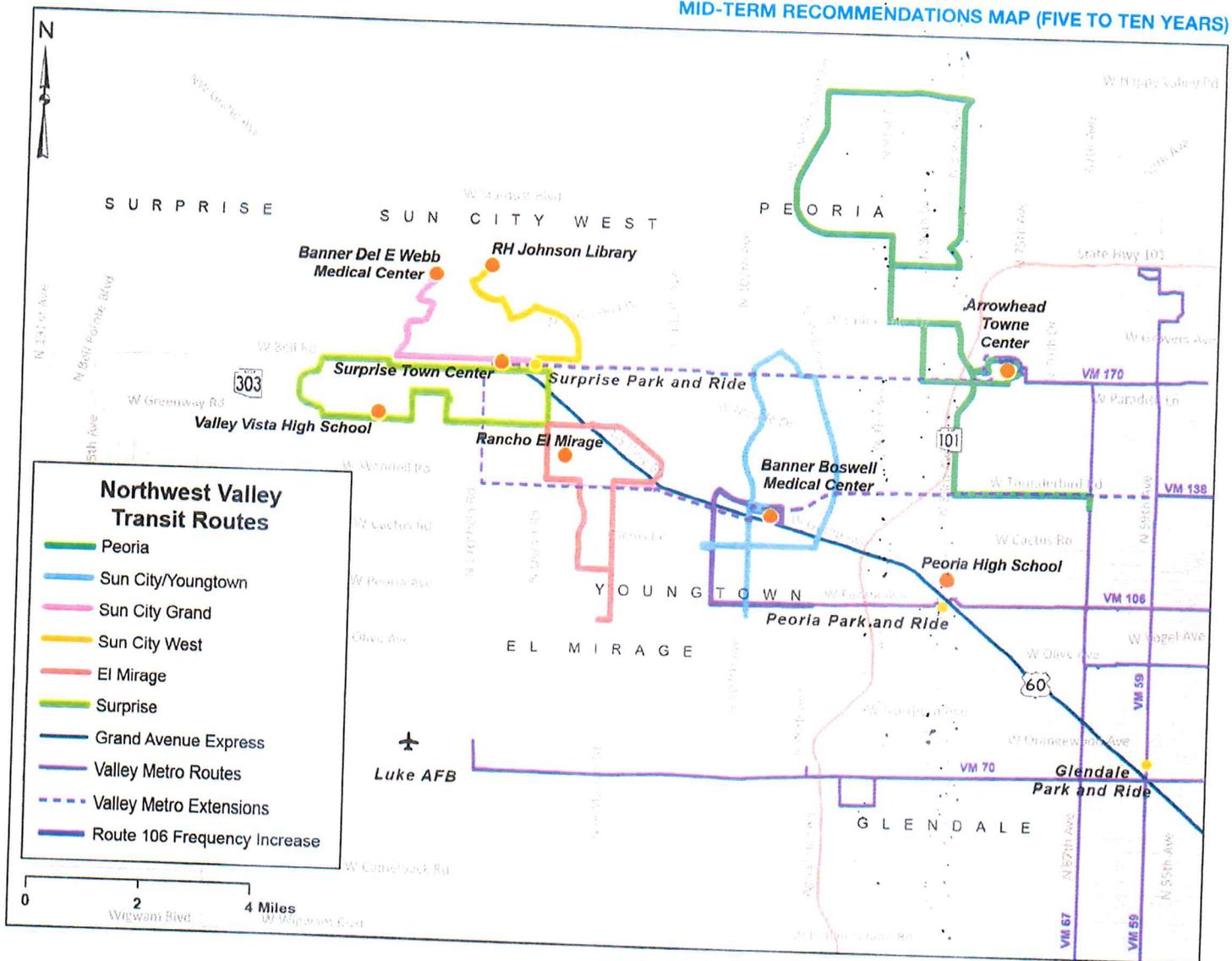


NEAR-TERM RECOMMENDATIONS

Our near-term recommendations provide relatively inexpensive and easily-implementable tactics to enhance transit service within the Northwest Valley across the next five years. These recommendations include:

- Create six local circulators that serve existing trip generators within the Northwest Valley.
- Establish an Intergovernmental Cooperative Agreement among the communities of El Mirage, Glendale, Peoria, Surprise/Sun City Grand, Sun City, Sun City West, Sun City Festival (in the Town of Buckeye), and Youngtown to address administrative and funding activities for enhancing local transit service throughout the Northwest Valley.
- Combine Express Routes 571 and Grand Avenue Limited into a single route, while also increasing its span-of-service to include mid-day hours.
- Continue the Northwest Valley Dial-A-Ride (DAR) program and adjust specific services where needed.

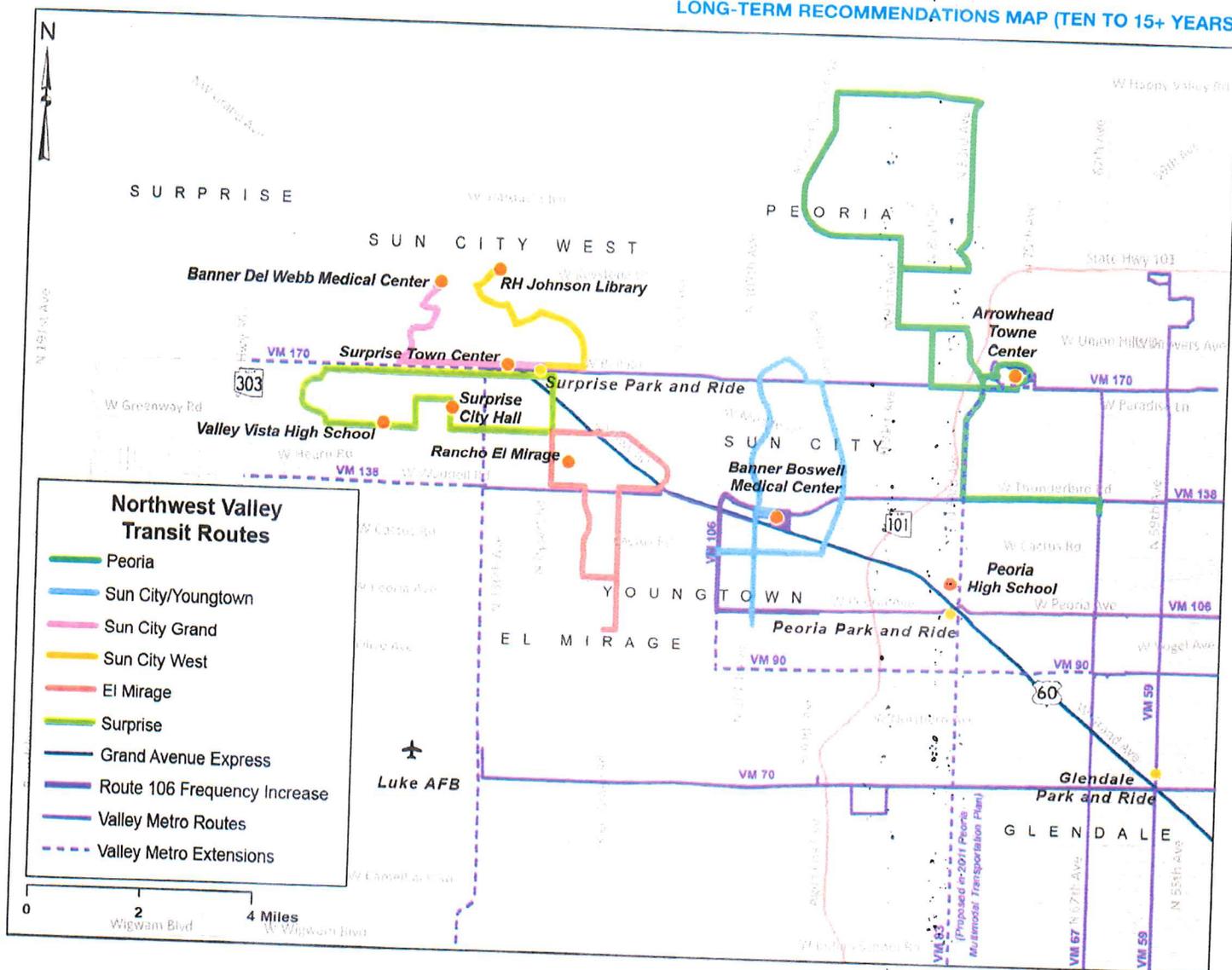
MID-TERM RECOMMENDATIONS MAP (FIVE TO TEN YEARS)



MID-TERM RECOMMENDATIONS

The mid-term recommendations listed below are intended to build upon the near-term service improvements, and would be implemented within the next five to ten years. In addition to possible demand-based increases in circulator service, mid-term recommendations include extensions of key Valley Metro routes into the Northwest Valley to increase transit connectivity Metro Phoenix area. Specific mid-term recommendations include:

- Extend Valley Metro Route 138 to Surprise via Thunderbird Road, Waddell Road, and Litchfield Road.
- Extend Valley Metro Route 170 to Surprise via Bell Road.
- Increase service to Banner-Boswell Medical Center on Route 106 to provide 30-minute service frequencies.
- Increase service on the six community circulators as future demand and funding warrant.



LONG-TERM RECOMMENDATIONS

Over time, population density, employment density, and transit-dependent populations are expected to increase in the Northwest Valley. The long-term recommendations are intended to address this growth, while also complementing other transportation plans developed by communities in and near the Northwest Valley. Therefore, the long-term recommendations would allow transit in the Northwest Valley to both continue to meet expected demand as well as reflect other future improvements to the regional transportation network. Specific long-term recommendations include:

- Support eventual implementation of high-capacity transit service from Surprise to Downtown Phoenix along Grand Avenue.
- Extend the proposed Valley Metro route along Litchfield Road north to Surprise.
- Establish Valley Metro service along 83rd Avenue through Peoria to the Arrowhead Towne Center.
- Extend Valley Metro Route 90 west along Olive Avenue and north along 111th Avenue to the intersection with Peoria Avenue.
- Extend Valley Metro Route 138 west along Thunderbird Road to Loop 303.
- Extend Valley Metro Route 170 west along Bell Road to Loop 303.
- Transition the Sun City Festival volunteer driver program to a limited express service to Surprise.

From: GDavid and Bonnie Boyce-Wilson
Sent: Sunday, January 10, 2016 10:57 PM
To: Sharon Hettick
Subject: FW: link to the MAG Study

Second try

From: GDavid and Bonnie Boyce-Wilson [mailto:dboycew@cox.net]
Sent: Thursday, January 07, 2016 8:43 PM
To: Sharon Hettick
Subject: link to the MAG Study

Please insert meeting dates and forward. Thanks! Bonnie

Representative Lovas and Livingston,

Background for our meeting on

Public transportation in the west valley is nearly non-existent. The Maricopa County Association of Governments conducted a transportation study for the west valley in 2012/2013. The study resulted in both short-term and long-term recommendations. Imbedded in this email is a link to the MAG study site. Attached to this email are copies of the full report as well as the executive summary. Page 59 lists the recommendations.

Progress that has been made is indicated in red in the section below. The items that have progressed seem to be all Peoria's. City of Peoria has moved forward with extending the Rt 138 up Thunderbird even through Sun City to the Boswell Hospital bus shelter. Peoria is working on extending Rt 83 from Camelback on 83rd Ave north to Bell and then some smaller buses from Bell to Happy Valley Road. City of Surprise talks about moving forward with Rt 138 and Rt 170 expansion but have not made any progress – they have expanded their Dial a Ride hours and raised the cap they have on daily rides.

The county areas of Sun City and Sun City West will need funding to move ahead on their portions of the plan. Federal funds and grants are available to assist, but applications for those funds would need to be supported by legislators. We have been in contact with Roc Arnett from MAGs Citizens Transportation Oversight Committee, but that committee is awaiting action from the governor to appoint a new chair.

We are asking your support to encourage the governor to appoint a chair and get the committee operational again. We also are requesting your support for requests for federal funds to be used in support of implementing the MAG recommendations.

Near-Term Recommendations

- Establish an Intergovernmental Cooperative Agreement among the communities of El Mirage, Glendale, Peoria, Surprise/Sun City Grand, Sun City, Sun City West, Sun City Festival (in the Town of Buckeye), and Youngtown to handle administrative and funding activities for local transit in the Northwest Valley. – I do not know. But haven't heard or seen evidence of this.

- Combine Express Routes 571 and Grand Avenue Limited into one route, and increase its span-of-service to include mid-day hours. – **There are not mid-day trips at this time.**
- Create six local circulators that respectively serve trip generators within the communities of El Mirage, Peoria, Surprise, Sun City and Sun City West. – **Nope – not one.**
- Create a volunteer driver program for the Sun City Festival community. – **No**
- Continue the Northwest Valley Dial-A-Ride (DAR) program and adjust its service area where needed to comply with ADA requirements regarding fixed-route service. – **Yes the DAR program has continued.**

Mid-Term Recommendations

- Extend Valley Metro Route 138 to Surprise via Thunderbird Road, Waddell Road, and Litchfield Road. – **Rt 138 was extended west on Thunderbird to connect with Rt 106 by Boswell Hospital. But no further.**
- Extend Valley Metro Route 170 into Surprise via Bell Road. – **no**
- Increase service to Banner-Boswell Medical Center on Route 106 to provide 30-minute headways. – **no**
- Increase service on the six community circulators as demand and funding warrant. – **no**

Long-Term Recommendations

- Support eventual implementation of high-capacity transit service from Surprise to Downtown Phoenix along Grand Avenue. – **no**
- Extend the proposed Valley Metro route connecting Goodyear to Luke AFB via Litchfield Road north to Surprise. – **no**
- Establish Valley Metro service along 83rd Avenue through Peoria to Arrowhead Town Center – **Peoria is working on this now.**
- Extend Valley Metro Route 90 west along Olive Avenue and north along 111th Avenue to the intersection with Peoria Avenue. – **no**
- Extend Valley Metro Route 138 west along Thunderbird Road to Loop 303, with possible service to the future Prasada development. – **no**
- Extend Valley Metro Route 170 west along Bell Road to Loop 303 to serve future development along the Loop 303 corridor. – **no**
- Transition the Sun City Festival volunteer driver program to a limited express service from Sun City Festival to Surprise. – **no**

<https://www.azmag.gov/Projects/Project.asp?CMSID=4206>

Thanks!

Sharon Hettick and Bonnie Boyce-Wilson

From: [Dan Heim](#)
To: [Leila Gamiz](#)
Subject: my feedback for the 2040 RTP
Date: Thursday, May 11, 2017 8:15:17 AM
Attachments: [2040RTP.doc](#)

Greetings Leila,

As I did for the 2035 RTP, attached are my comments and recommendations for your 2040 RTP. Again, my primary concern is the choice of lighting for existing and planned roads. Please forward my input to the committee. Many thanks.

Dan Heim
President
Desert Foothills Astronomy Club
www.dfacaz.org

This email was scanned by Bitdefender

May 9, 2017

TO: MAG Policy Committee via email to Leila Gamiz (lgamiz@azmag.gov)
RE: requested input for public hearing on 2040 RTP

I attended a MAG hearing a few years ago, representing the amateur astronomy community, and provided input on lighting ordinances and information about light pollution. I remain committed to that cause, and see the proposed RTP says little about lighting. It is mentioned in:

Other Operations, Maintenance and Preservation (p. 9-17), but only as an item that needs to be maintained.

System Operations, Maintenance and Preservation (p. 10-8), but only as a budget item.

Transportation Enhancement Projects (p. 16-1) mentions lighting as one of several "aesthetic upgrades" but says nothing about what qualifies as "aesthetic."

However, the section **Goal 3: Sustaining the Environment** (p. 2-2) speaks of "visual impacts" and "desired lifestyles" and that is the basis for my feedback today.

Our dark night sky is seldom considered to be a natural resource, at least by the general public. Astronomers (professional and amateur) feel differently, and there is, as you well know, a lot of astronomy going on in Arizona. Recent estimates quantify its economic impact at \$250 million annually, and the provision of 3,300 astronomy-related jobs.

In addition to astronomers, many other groups share this interest in dark night skies: hikers and campers, outdoorsmen of all varieties, photographers, and casual backyard stargazers.

Table 6-1: Environmental and Resource Agencies cites, among others, the National Park Service and the (AZ) State Parks Department. I know both are concerned about light pollution from my attendance at astronomy events at both venues. Yet there is no language in the 2040 RTP that addresses the mitigation of light pollution.

The International Dark-Sky Association (IDA) is conspicuously absent from **Table 6-1**. They are the voice, both in Arizona and globally, for preserving the resource of dark night skies. If asked to become a Resource Agency, I know they'd be happy to participate. I suggested this in my April 22, 2016 feedback on your 2035 RTP, so I suggest it again.

Phoenix is now embarking on a major upgrade program to their street and park luminaires. They've committed to switching from high-pressure sodium vapor (HPS) lamps (once the "approved solution" for municipal lighting) to the newer, more energy-efficient, lower-maintenance LED lighting. Further, in response to a public survey about the color temperature for those luminaires, Phoenix has opted to use a lower color temperature LED (from the current 4000 K standard to a "warmer" 2700 K). Much of the input on that survey came from the local

astronomy community. Fact: The bluer the light, the more atmospheric scattering and the greater the light pollution. The IDA also recommends the use of lower color temperatures.

So here's my specific input for the 2040 RTP: Revise Chapter Six to address the issue of lighting, since the construction of new roadways always necessitates new lighting. Let's make it the best lighting possible for dark sky enthusiasts. Requirements for vehicle and pedestrian safety can easily be met using lower color temperatures, effective fixture shielding requirements are already specified by ARS 49-7, and the energy and maintenance savings for LED lighting is significant.

A recent technological development is "smart lighting," now being tested in several locations. With the addition of a relatively inexpensive module, streetlights can sense the approach of any traffic (pedestrians, bicycles, motor vehicles) and turn on only as needed. LED lighting can be throttled far more quickly than HPS or LPS, and during late night, low-traffic hours they would mostly remain off. Smart lighting pays for itself with electricity savings in 1-2 years. Timing is dependent on vehicle speed, of course, but this could work as well for freeways as it does for the surface streets where it's currently being tested. This new technology is certainly worth taking a look at as MAG moves forward on transportation issues.

Thank you for considering my input. I appreciate the opportunity to be heard.

Dan Heim
President
Desert Foothills Astronomy Club (member society of the IDA)
www.dfacaz.org

47801 N. Black Canyon HWY, #299
New River, AZ 85087
623.465.7307
dan@heimhenge.com

Leila Gamiz

From: Leila Gamiz
Sent: Friday, May 12, 2017 2:36 PM
To: 'Dan Heim'
Subject: RE: my feedback for the 2040 RTP

Mr. Heim:

Thank you for the email below and your comments regarding the Draft MAG 2040 Regional Transportation Plan.

The Maricopa Association of Governments has worked on issues associated with outdoor lighting at the direction of the MAG Regional Council starting in 2008 after a presentation by members of Arizona's astronomy community. On January 14, 2009, the MAG Management Committee approved convening a Dark Sky Stakeholders Group. The purpose of the Stakeholders Group was to collect information on outdoor light pollution, review best practices in lighting codes, and to develop a model Dark Sky ordinance. On September 7, 2011, MAG staff presented a draft resource guide and report to the MAG Management Committee and updated the Committee on the outcome of the Dark Sky Stakeholders Group meetings. The draft report, entitled Considerations for Outdoor Lighting in the MAG Region - Resource Guide and Report is available online: http://azmag.gov/Documents/DSSG_2011-09-08_Considerations-for-Outdoor-Lighting-in-the-MAG-Region-A-Resource-Guide-and-Report.pdf.

As seen above, there has been regional discussion of outdoor lighting issues at MAG, however, the adoption of codes/standards and implementation of outdoor lighting rests with agencies outside of MAG. In the case of freeways, the Arizona Department of Transportation (ADOT) has standards that they utilize for the installation of lighting with safety in mind. Cities and towns adopt outdoor lighting codes and ensure that compliance is met.

More recent use of Light Emitting Diode (LED) technology has been seen as a benefit for their energy savings and long life. As with new technologies, the adoption and implementation of standards has been of concern by citizens. As you pointed out in your statement, in the case of LEDs, issue with lumens (brightness and color) have been raised by members of the public. Also related to this are issues with "placing" lights where they are intended by utilizing proper shielding. Finding standards to minimize unintended impacts while protecting public safety are still emerging as LEDs are becoming more common. The use of "smart lights" in another instance of another use of the LED technology in terms of finding a solution to limiting lighting when the need is not as high.

A copy of your email and this response will be included in the FY 2017 Final Phase Input Opportunity Report that will be submitted to MAG policy committees as part of planning process.

Kindly,

Leila C. Gamiz
Community Outreach Specialist II
Maricopa Association of Governments
Website: www.azmag.gov
Office: 602.452.5076 (Direct)
602.254.6300 (Main Line)
602.452.5090 (FAX)
Email: lgamiz@azmag.gov



Leila Gamiz

From: Dan Heim [mailto:dan@heimhenge.com]
Sent: Wednesday, May 10, 2017 11:31 AM
To: Leila Gamiz <LGamiz@azmag.gov>
Subject: my feedback for the 2040 RTP

Greetings Leila,

As I did for the 2035 RTP, attached are my comments and recommendations for your 2040 RTP. Again, my primary concern is the choice of lighting for existing and planned roads. Please forward my input to the committee. Many thanks.

Dan Heim
President
Desert Foothills Astronomy Club
www.dfacaz.org

This email was scanned by Bitdefender

From: [Jeff Burgess](#)
To: [Leila Gamiz](#)
Subject: Re: Email From MAG Website
Date: Wednesday, May 17, 2017 8:28:08 AM
Attachments: [image012.png](#)
[image013.png](#)

Leila,

Thanks for your very informative response. I'm sorry I didn't respond sooner, but I've been very busy with some family matters.

I am curious about the federal transportation planning regulation that you mentioned. Can you please give me some kind of citation so that I can find it and review it myself?

Thanks - Jeff

On Fri, Mar 17, 2017 at 4:47 PM, Leila Gamiz <LGamiz@azmag.gov> wrote:

Mr. Burgess:

Thank you for your comment regarding the Draft 2040 MAG Regional Transportation Plan (RTP).

As currently configured, the Draft 2040 RTP places a high degree of emphasis on improving existing freeway/highway facilities in the MAG region. During the eight years encompassing FY 2018-2026, the RTP allocates \$1.87 billion (2016 \$'s) to improvements on I-10, I-17, US-60, SR-101 and SR-202, while \$262 million (2016 \$'s) is identified for 303L, SR-24 and SR-30.

At the same time, it is important to note that the MAG region is projected to continue to grow with over 6 million by 2040. New streets, highways and public transportation will be needed. In addition, federal transportation planning regulations identify economic issues as one of the key planning factors that metropolitan transportation plans should address, as follows: "Support the economic vitality of the metropolitan area, especially by enabling global competitiveness, productivity, and efficiency."

Again, thank you for your interest in the MAG transportation planning process. Your comments will be provided to MAG's policy committees for consideration.

Kindly,

Leila C. Gamiz

Community Outreach Specialist II

Maricopa Association of Governments

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602.254.6300 (Main Line)

602.452.5090 (FAX)

Email: lgamiz@azmag.gov



From: webmaster@azmag.gov [mailto:webmaster@azmag.gov]

Sent: Friday, March 17, 2017 9:49 AM

To: Leila Gamiz <LGamiz@azmag.gov>

Subject: Email From MAG Website

Subject: Email From MAG Website

To: Leila Gamiz

Name of Sender: Jeff Burgess

Email Address: jeffreydavidburgess@gmail.com

Organization:

City/State: Tempe,AZ

Phone: 6028190795

Sent: 3/17/2017 9:49:07 AM

Please consider these comments in response to the draft update to the Regional Transportation Plan. I realize that Proposition 400 locks-in a specific amount freeway spending. But within that spending category there can be prioritization of projects. I believe that projects which primarily server to promote future real estate development, instead of the urgent needs of the existing urban residents of Maricopa County should receive the lowest priority, or be delayed indefinitely. Specifically, I'm referring to the Estrella Freeway (303L), the I-10 Reliever (SR 30), and the Gateway Freeway (SR 24). The primary objective of these roads is to encourage and facilitate development on the edges of metro Phoenix. In effect, the funding of these projects is the equivalent of a subsidy for suburban real estate

From: Leila Gamiz
To: ["Jeff Burgess"](#)
Bcc: [Roger Herzog](#)
Subject: RE: Email From MAG Website
Date: Wednesday, May 17, 2017 1:56:00 PM
Attachments: [image012.png](#)
[image013.png](#)
[image019.png](#)
[image020.png](#)

Mr. Burgess:

Thank you for your email below. I am sorry to hear that you were very busy attending to family matter. I hope all is well or on the way to being well!

In response to your question, the citation regarding the federal planning regulation mentioned in the e-mail is : 23 CFR 450.306 (b) (1). You can cut and paste the reference and do a Google search, it should bring up what you need.

Please note that MAG entered the Final Input Opportunity for Fiscal Year 2017 on April 26, 2017. Given that your comment below was received during the input opportunity, it will be included in the Final Input Opportunity Report (along with a copy of this response) that will be prepared for MAG Policy Committees' review and consideration prior to taking action on the draft plans during the month of June 2017.

If I can assist you with anything else, please let me know.

Kindly,

Leila C. Gamiz
Community Outreach Specialist II
Maricopa Association of Governments
Website: www.azmag.gov
Office: 602.452.5076 (Direct)
602.254.6300 (Main Line)
602.452.5090 (FAX)
Email: lgamiz@azmag.gov



From: Jeff Burgess [mailto:jeffreydavidburgess@gmail.com]
Sent: Wednesday, May 17, 2017 8:28 AM
To: Leila Gamiz <LGamiz@azmag.gov>
Subject: Re: Email From MAG Website

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Thanks - Jeff

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602.452.5090 (FAX)
Email: lgamiz@azmag.gov



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Sent: Friday, March 17, 2017 9:49 AM

To: Leila Gamiz <LGamiz@azmag.gov>

Subject: Email From MAG Website

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To: Leila Gamiz

Name of Sender: Jeff Burgess

Email Address: jeffreydavidburgess@gmail.com

Organization:

City/State: Tempe,AZ

Phone: 6028190795

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This email has been sent to you from the MAG Website.

This email was scanned by Bitdefender

From: [Bob Hazlett](#)
To: [Paul Maryniak](#)
Cc: [Kelly Taft](#); [Leila Gamiz](#); [Eric Anderson](#)
Subject: RE: Response to Email from MAG Website - "Chandler Speech"
Date: Tuesday, May 16, 2017 4:46:22 PM
Attachments: [TPC_2017-03-22_Item-06_Rebalancing_Bob_03212017a.pdf](#)

Mr. Maryniak –

Attached is the presentation provided to the Transportation Policy Committee describing the rebalancing effort completed over the last year. Page 3 identifies the various areas where we saw the surplus.

Please let me know if you have any further questions.

Bob Hazlett

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From: Paul Maryniak [mailto:pmaryniak@timespublications.com]
Sent: Tuesday, May 16, 2017 14:32
To: Bob Hazlett <BHazlett@azmag.gov>
Cc: Kelly Taft <Ktaft@azmag.gov>; Leila Gamiz <LGamiz@azmag.gov>; Eric Anderson <EAnderson@azmag.gov>
Subject: Re: Response to Email from MAG Website - 'Chandler Speech'

one more question:

To what does MAG attribute the surplus. were the projections in 2012 just off? Did they fail to account for some unanticipated boon?

Paul Maryniak
Executive Editor
Ahwatukee Foothills News
East Valley Tribune
1620 W. Fountainhead Pkwy.
Suite 219
Tempe, AZ 85283
pmaryniak@timespublications.com

480-898-5647

On Tue, May 16, 2017 at 1:14 PM, Paul Maryniak <pmaryniak@timespublications.com> wrote:

Thank you so much!

Paul Maryniak
Executive Editor
Ahwatukee Foothills News
East Valley Tribune
1620 W. Fountainhead Pkwy.
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pmaryniak@timespublications.com
[480-898-5647](tel:480-898-5647)

On Tue, May 16, 2017 at 12:59 PM, Bob Hazlett <BHazlett@azmag.gov> wrote:

Sent: 5/16/2017 12:01:45 PM

Bob: We met after your presentation to the Chandler Chamber. There were two things I didn't quite understand: Is widening the Loop 101 between the 60 and Santan 202 one of the projects and if not, what exactly would be done? You kept referring in your discussion on the I-10-17 "spine" to what I thought you were calling the "sleeves" What were you talking about?

Mr. Maryniak –

Thank you for your email to the MAG website and the opportunity to provide additional information. Please consider the following responses:

Widening of Loop 101, between US-60 and Loop 202/Santan - The proposal is to construct an additional general purpose lane between US-60 and Loop 202 on Loop 101/Price Freeway. The project will also add an extra lane on Loop 202/Santan between Arizona Ave (SR-87) and Alma School Rd. Presently, this widening is scheduled for construction starting in 2019.

Reference to I-10/I-17 as the 'Spine' – MAG, with ADOT and FHWA, are in the process of completing a Corridor Master Plan for Interstate 10 between the I-17 Split and Loop 202 Pecos Stack traffic interchanges and Interstate 17 between the I-10 Split and Loop 101 North Stack traffic interchanges that represents a 31-mile north-south corridor called the 'Spine.' The corridor received this nickname as it acts as the transportation central nervous system where approximately 40% of all daily freeway travel in the region flows into and onto this roadway. The Spine project was started in 2014 to identify a long-term vision for this critical facility in metro Phoenix. More information can be found at spine.azmag.gov. The Corridor Master Plan is just about complete and is presently under consideration by the MAG Regional Council for

acceptance into the Regional Transportation Plan later this month.

Wanted to note that after the Loop 101 construction project is completed (noted above), widening of Interstate 10 will begin between the I-17 Split and Loop 202 Pecos Stack traffic interchanges building many of the Spine Corridor Master Plan recommended projects in this segment. The Interstate 10 project is scheduled for construction starting in 2021 and will include additional general purpose lanes, an additional HOV lane between I-17 and US-60, four bicycle-pedestrian crossings, and reconstruction of the SR-143/Broadway Rd/US-60 system interchange complex to decrease weaving traffic movements and enhance capacity. Timing of this project is offset from Loop 101 so both parallel corridors between US-60 and Loop 202 are not under construction at the same time. Project readiness is the main factor for advancing Loop 101 ahead of Interstate 10.

Please let me know if you have any additional questions. Thank you again for your email.

Bob Hazlett

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bhazlett@azmag.gov

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This email was scanned by Bitdefender

From: [Bob Hazlett](#)
To: [Paul Maryniak](#)
Cc: [Kelly Taft](#); [Leila Gamiz](#); [Eric Anderson](#)
Subject: RE: Response to Email from MAG Website - "Chandler Speech"
Date: Wednesday, May 17, 2017 10:31:53 AM

Mr. Maryniak –

Thank you again for your email with these good questions. Please consider the following responses:

Add Lanes to US-60/Superstition – The current proposal is adding one general purpose lane and extending the HOV lanes to US-60 in both directions from Crismon Rd to Meridian Rd in Maricopa County. Opportunities are being explored to extend this configuration into Pinal County to Ironwood Drive; however, no funding source has been identified at this time.

Add Lanes to Loop 202/Red Mountain – The current proposal is to extend the HOV lanes in both directions from Broadway Rd south to US-60. On Loop 202/Santan, HOV lanes are being added in both directions between SR-24 and Gilbert Rd.

Add Lanes to Loop 101/Price – As noted before, the addition of one general purpose lane is proposed from US-60 to Loop 202. The widening will be along the outside of the existing freeway mainline in both directions as the median has already been filled in with a concrete Jersey barrier and HOV lanes.

Thanks again for your email. Please let me know if you have any additional questions.

Bob Hazlett

MARICOPA ASSOCIATION OF GOVERNMENTS

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602 254-6490 FAX
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From: Paul Maryniak [mailto:pmaryniak@timespublications.com]
Sent: Wednesday, May 17, 2017 8:08
To: Bob Hazlett <BHazlett@azmag.gov>
Cc: Kelly Taft <KTaft@azmag.gov>; Leila Gamiz <LGamiz@azmag.gov>; Eric Anderson <EAnderson@azmag.gov>
Subject: Re: Response to Email from MAG Website - 'Chandler Speech'

Good morning, BOB:

One more thing because the information on MAG's website didn't quite answer the questions I had from your presentation to the Chandler Chamber when it came to the Red Mountain and US-60: Exactly how many lanes are being added. Just the HOV lane on both freeways? Is that in both directions?

And how far will they go? The Power Point said "add lanes to Meridian Road" So, what about the Red Mountain? If you could just clarify the number of lanes, which direction, and to what end point for both Red Mountain and 60, I'd appreciate it.

Finally, that "general purpose" lane on the Price Freeway: Where is that going to be located? That's only one lane, right? So what purpose does that serve?

Paul Maryniak
Executive Editor
Ahwatukee Foothills News
East Valley Tribune
1620 W. Fountainhead Pkwy.
Suite 219
Tempe, AZ 85283
pmaryniak@timespublications.com
480-898-5647

On Tue, May 16, 2017 at 5:57 PM, Paul Maryniak <pmaryniak@timespublications.com> wrote:

Thanks again for your help!

Paul

Paul Maryniak
Executive Editor
Ahwatukee Foothills News
East Valley Tribune
1620 W. Fountainhead Pkwy.
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Mr. Maryniak –

Attached is the presentation provided to the Transportation Policy Committee describing the rebalancing effort completed over the last year. Page 3 identifies the various areas where we saw the surplus.

Please let me know if you have any further questions.

Bob Hazlett

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From: Paul Maryniak [mailto:pmaryniak@timespublications.com]

Sent: Tuesday, May 16, 2017 14:32

To: Bob Hazlett <BHazlett@azmag.gov>

Cc: Kelly Taft <KTaft@azmag.gov>; Leila Gamiz <LGamiz@azmag.gov>; Eric Anderson <EAnderson@azmag.gov>

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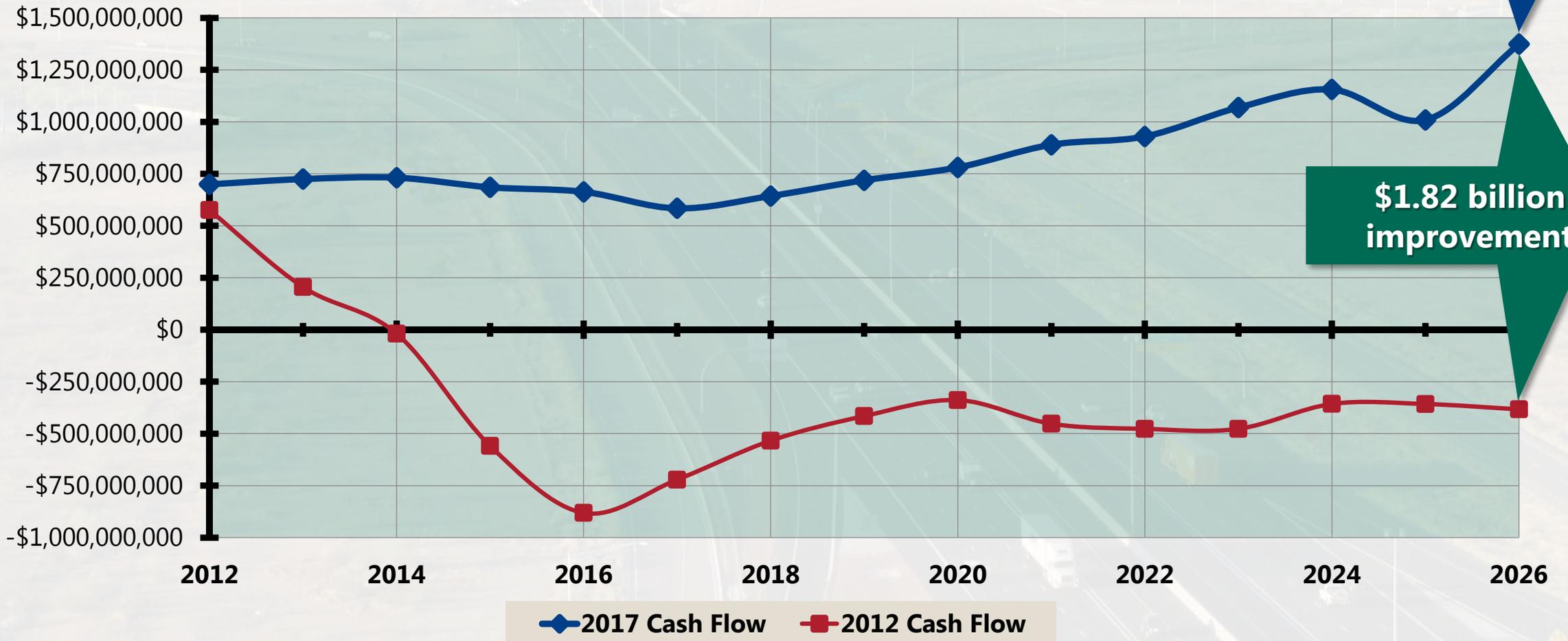
  Red Mountain Stack Traffic Interchange
ADOT Photo.

REGIONAL FREEWAY AND HIGHWAY PROGRAM

Rebalancing

Transportation Policy Committee
March 22, 2017

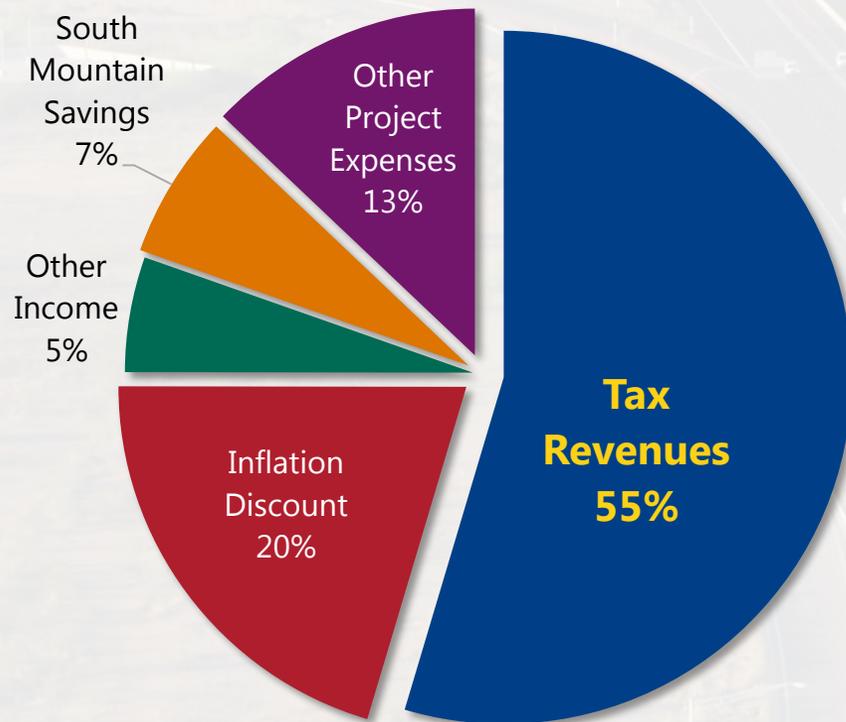
Projected Year-End Cash Flow Balances



\$1.37 billion surplus

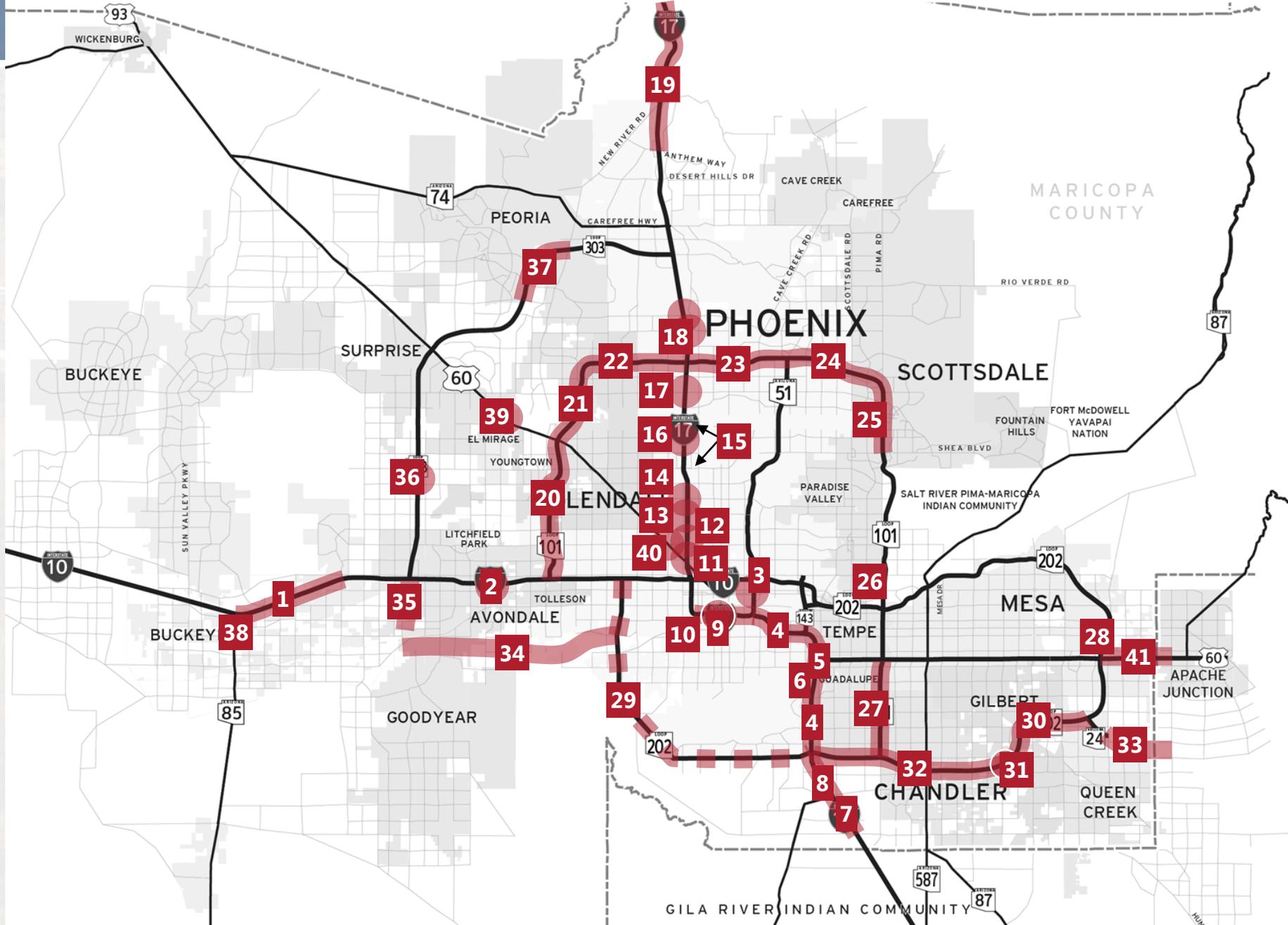
\$1.82 billion improvement

Why did the ending balance change so much?



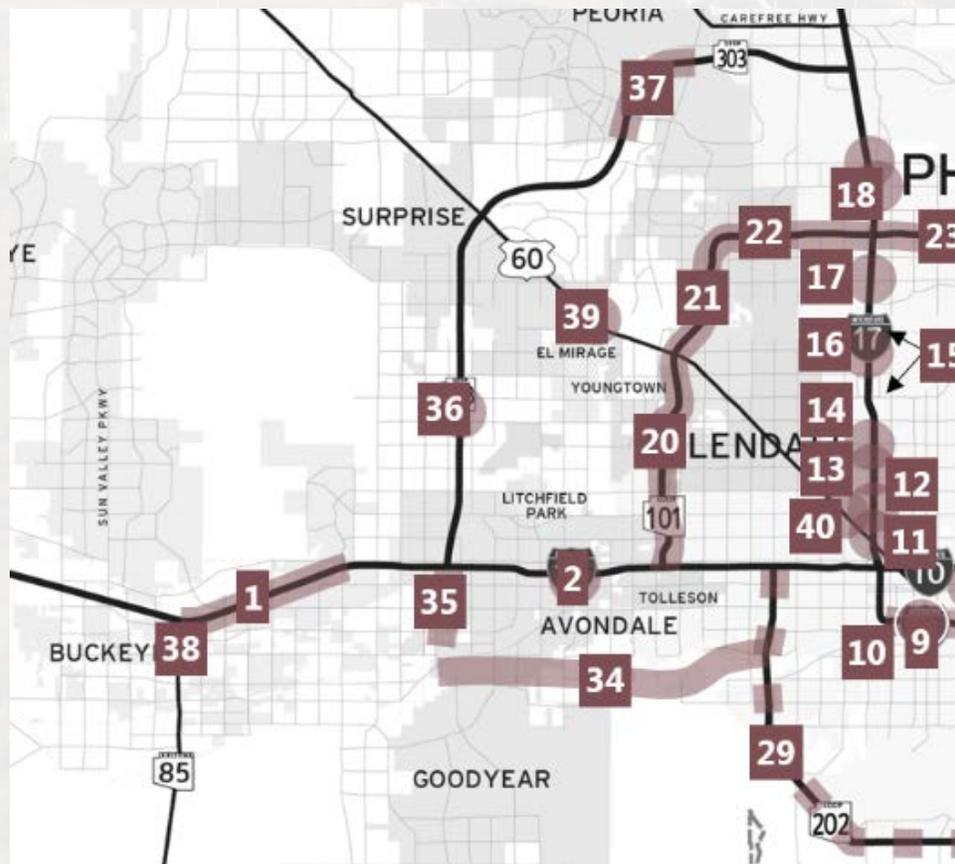
Item	Amount (Thousands of Dollars)
Tax Revenues	\$992,455
Inflation Discount	\$371,304
Other Income	\$97,648
South Mountain Savings	\$122,000
Other Project Expenses	\$234,379
Total Change	\$1,817,786

Source: ADOT Cash Flow Model for the MAG Regional Freeway & Highway Program, July 2013 Certification and January 2017 Certification.



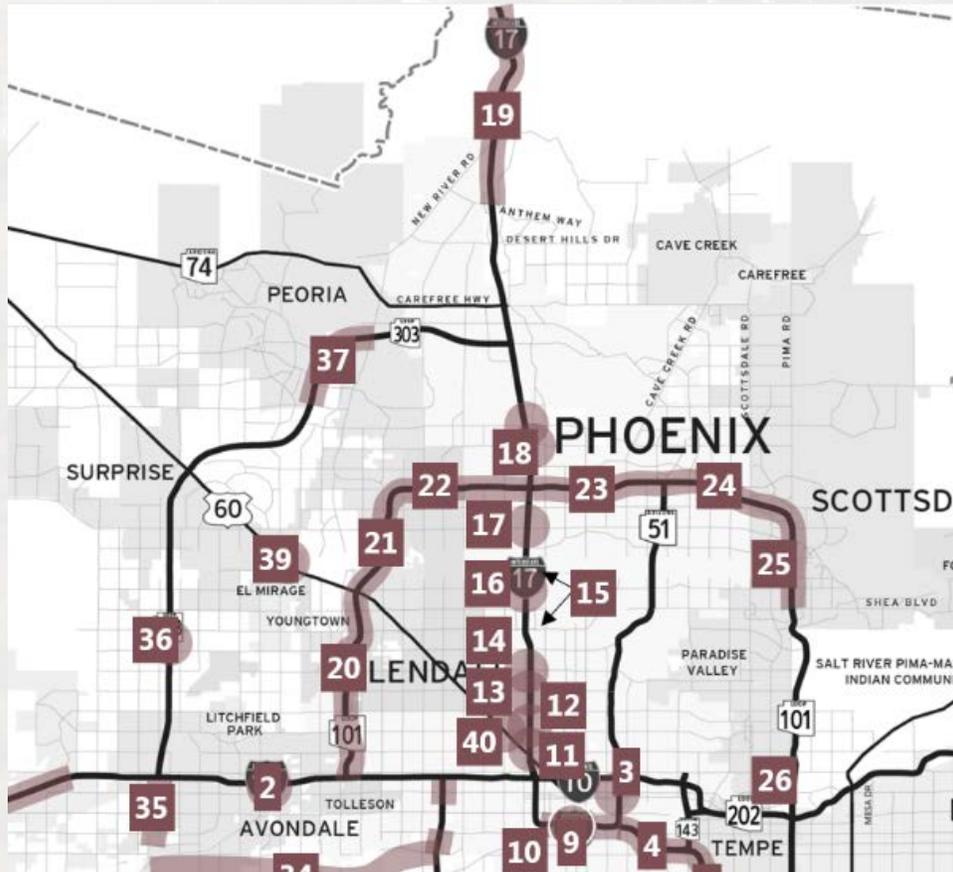
Regional Freeway and Highway Program – Project IDs

West Valley Projects



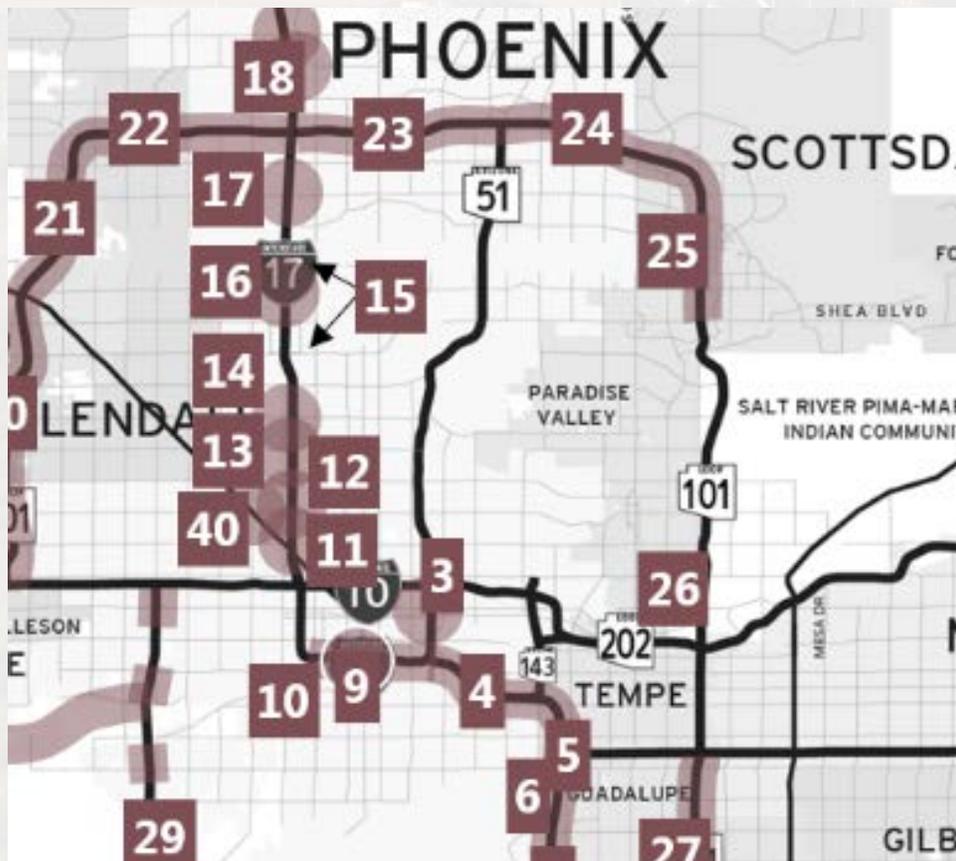
- **Loop 101/Agua Fria** – Add lanes project for entire corridor and construct DHOV at I-10 traffic interchange (nos. 20-22).
- **Arizona SR-30** – Advance ROW acquisition and Phase I (interim) construction to coincide with the completion of preconstruction-environmental activities (no. 34).
- **Loop 202/South Mountain** – Account for maintenance activities related to the Public-Private-Partnership procurement (no. 29).
- **I-10/Papago and Loop 303** – Project construction starts December 2018 and January 2019, respectively (nos. 1 and 37).

Interstate 17



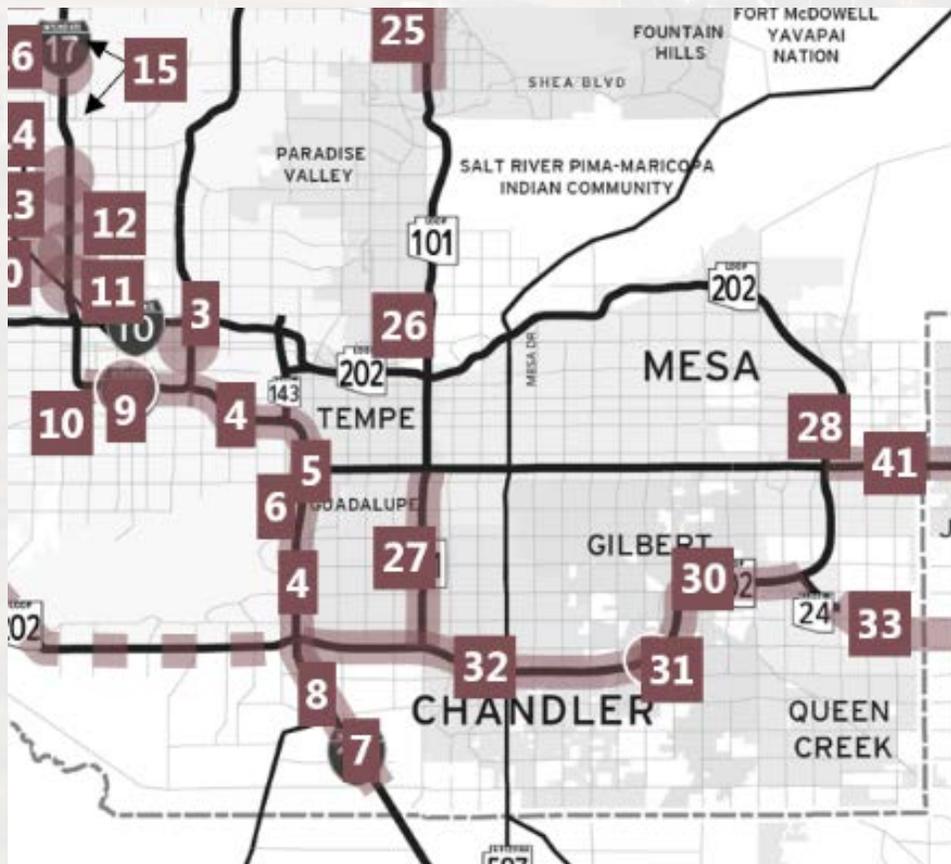
- **Reconstruct I-10 Split to 19th Avenue** – Add HOV lanes and reconfigure outdated entrance and exit ramps (no. 10).
- **Central Avenue Overcrossing** – Reconstruct ahead of Light Rail Construction (no. 9).
- **Reconstruct Traffic Interchanges** – Eight locations to improve east-west connections (nos. 11-14, 16-18).
- **Drainage/Flood Control** – Relief to persistent flash flooding ahead of planned Light Rail crossings (no. 15).
- **North of Anthem Way** – Current thinking is for widening southbound from Yavapai County to Anthem Way (no. 19).

Northeast Valley



- **Loop 101/Pima** – Reposition construction sequencing to start at I-17 North Stack and proceed east and south to Shea Blvd; coordinate with ALCP Miller Rd undercrossing (Nos. 23-25).
- **Pima Rd JPA Extension** – Work with Salt River Pima-Maricopa Indian Community to identify project scope and construction (No. 26).
- **Interstate 10/Papago** – Rebuild Sky Harbor West traffic interchange starting in May 2024 (No. 3).

Southeast Valley Projects



- **Interstate 10/Maricopa** – Expand Near-Term Improvement Strategy to improve SR-143/Broadway Rd interchange and extend add lanes to I-17 Split (nos. 4, 5, and 6).
- **Loop 101/Price** – Advance construction and extend “run-outs” on Loop 202/Santan to SR-87 (no. 27).
- **Loop 202/Red Mountain and US-60/Superstition** – Keep HOV Lanes from Broadway to US-60, and add lanes project to Meridian Rd, respectively (nos. 28 and 41).
- **SR-24/Gateway** – Advance Phase I (interim) project construction to November 2019 (no. 33).

Next Steps

- **Regional Transportation Plan and Transportation Improvement Program Amendments** – to be developed this Fall.
- **Constant Cash Flow Monitoring** – in cooperation with ADOT and FHWA partners.
- **Quarterly Regional Freeway and Highway Program Reporting** – beginning now.



Map ID	Corridor	Limits	Predesign	Design	ROW/Utility	Construction
--	SR-202L	Construct New Freeway, I-10/Pecos to I-10/59th Ave	Complete	95% Complete	75% Complete	Open 12/2019
--	US-60	Thunderbird-Thompson Ranch, Rebuild Intersection	Complete	Complete	Complete	Open 12/2017
--	SR-303L	I-10 to Van Buren St, Complete Interchange	Complete	Complete	Complete	Open 12/2017
1	I-10	SR-85 to Verrado Way, Add Lanes	Underway			12/2018
2	I-10	Fairway Dr, New Interchange	Complete	Underway		4/2018
3	I-10	Sky Harbor West, Rebuild Interchange	Underway			12/2024
4	I-10	I-17 Split to SR-202L, Add Lanes	Underway			1/2021
9	I-17	Central Avenue Overcrossing	Underway	Start 10/2017		2/2019
10	I-17	I-10 Split to 19th Ave, Rebuild/Add Lanes	Underway			9/2024
12	I-17	Camelback Rd Traffic Interchange, Rebuild	Underway	Start 3/2019		1/2021
18	I-17	Happy Valley/Pinnacle Peak, Rebuild	Complete	Underway		1/2018
19	I-17	North of Anthem Way, Add Lanes	Underway			1/2020
23	SR-101L	I-17 to SR-51, Add Lanes	Complete	Underway		5/2019
24	SR-101L	SR-51 to Pima Rd, Add Lanes	Complete	Underway		4/2020
27	SR-101L	Baseline Rd to SR-202L/Santan, Add Lanes	Complete	Underway		1/2019
31	SR-202L	Lindsay Rd, New Interchange	80% Complete	City Lead		3/2021
33	SR-24	Ellsworth Rd to Ironwood Dr, Phase I	Complete	Underway		1/2019
34	SR-30	SR-303L to SR-202L, Phase I Construction	70% Complete			2/2022
35	SR-303L	MC-85 to Van Buren St	70% Complete			2/2021
37	SR-303L	Happy Valley Pkwy to Lake Pleasant Pkwy	50% Complete	Ready to Start		1/2019
38	SR-85	Warner St Bridge	Complete	Complete	Complete	1/2018
39	US-60	Greenway to Thompson Ranch, Rebuild Frontage Rd	Complete	80% Complete		10/2017
41	US-60	Crismon Rd to Meridian Rd, Add Lanes	95% Complete	Ready to Start		1/2020

DRAFT Format – Dates subject to change.

Note: Missing Map ID numbers indicate no project phase has started.

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2017 Regional Freeway and Highway Program



Construction
\$1.77 billion

Programmed Projects
\$2.00 billion

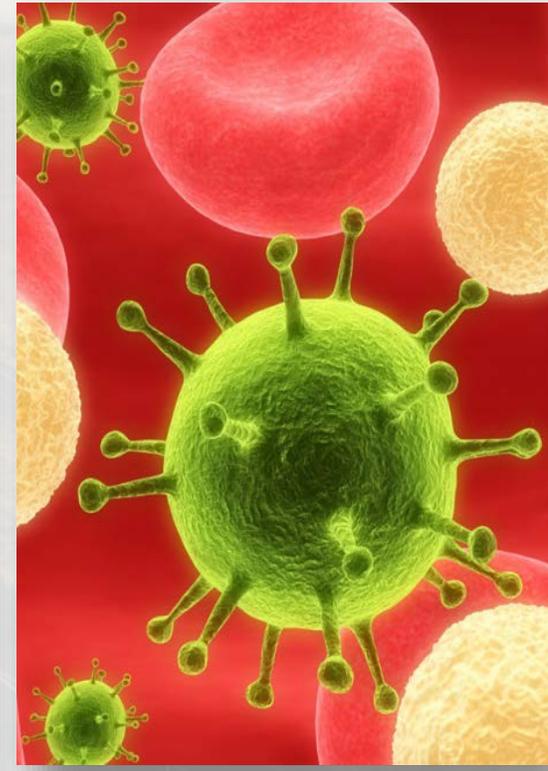
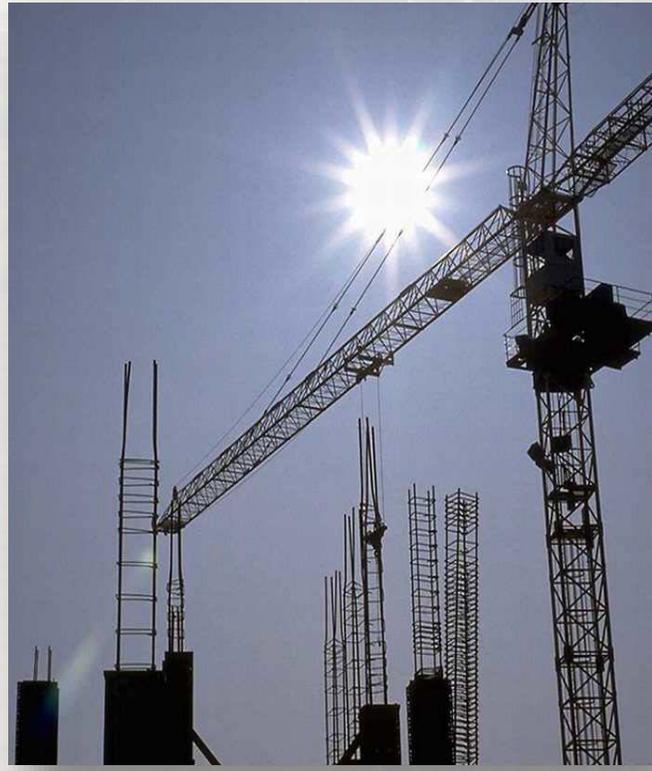


Rebalanced Projects
\$1.25 billion

Total Program
\$5.02 billion



Transportation: To What End? Diversify the Economy!



Action Requested

- Recommendation to approve the 2016/17 rebalancing scenario of the Regional Freeway and Highway Program, and to incorporate in an amendment estimated for action in the fall of 2017, to the **FY 2018-2022 MAG Transportation Improvement Program**, currently in draft format, and the **2040 MAG Regional Transportation Plan**, currently in draft format, contingent on a new finding of conformity.





  Red Mountain Stack Traffic Interchange
ADOT Photo.

REGIONAL FREEWAY AND HIGHWAY PROGRAM

Rebalancing

Bob Hazlett
bhazlett@azmag.gov
602 254-6300

On Tue, May 16, 2017 at 1:14 PM, Paul Maryniak <pmaryniak@timespublications.com> wrote:

Thank you so much!

Paul Maryniak
Executive Editor
Ahwatukee Foothills News
East Valley Tribune
1620 W. Fountainhead Pkwy.
Suite 219
Tempe, AZ 85283
pmaryniak@timespublications.com
[480-898-5647](tel:480-898-5647)

On Tue, May 16, 2017 at 12:59 PM, Bob Hazlett <BHazlett@azmag.gov> wrote:

Sent: 5/16/2017 12:01:45 PM

Bob: We met after your presentation to the Chandler Chamber. There were two things I didn't quite understand: Is widening the Loop 101 between the 60 and Santan 202 one of the projects and if not, what exactly would be done? You kept referring in your discussion on the I-10-17 "spine" to what I thought you were calling the "sleeves" What were you talking about?

Mr. Maryniak –

Thank you for your email to the MAG website and the opportunity to provide additional information. Please consider the following responses:

Widening of Loop 101, between US-60 and Loop 202/Santan - The proposal is to construct an additional general purpose lane between US-60 and Loop 202 on Loop 101/Price Freeway. The project will also add an extra lane on Loop 202/Santan between Arizona Ave (SR-87) and Alma School Rd. Presently, this widening is scheduled for construction starting in 2019.

Reference to I-10/I-17 as the 'Spine' – MAG, with ADOT and FHWA, are in the process of completing a Corridor Master Plan for Interstate 10 between the I-17 Split and Loop 202 Pecos Stack traffic interchanges and Interstate 17 between the I-10 Split and Loop 101 North Stack traffic interchanges that represents a 31-mile north-south corridor called the 'Spine.' The corridor received this nickname as it acts as the transportation central nervous system where approximately 40% of all daily freeway travel in the region flows into and onto this roadway. The Spine project was started in 2014 to identify a long-term vision for this critical facility in metro Phoenix. More information can be found at spine.azmag.gov. The Corridor Master Plan is just about complete and is presently under consideration by the MAG Regional Council for acceptance into the Regional Transportation Plan later this month.

Wanted to note that after the Loop 101 construction project is completed (noted above), widening of Interstate 10 will begin between the I-17 Split and Loop 202 Pecos Stack traffic interchanges building many of the Spine Corridor Master Plan recommended projects in this segment. The Interstate 10 project is scheduled for construction starting in 2021 and will include additional general purpose lanes, an additional HOV lane between I-17 and US-60, four bicycle-pedestrian crossings, and reconstruction of the SR-143/Broadway Rd/US-60 system interchange complex to decrease weaving traffic movements and enhance capacity. Timing of this project is offset from Loop 101 so both parallel corridors between US-60 and Loop 202 are not under construction at the same time. Project readiness is the main factor for advancing Loop 101 ahead of Interstate 10.

Please let me know if you have any additional questions. Thank you again for your email.

Bob Hazlett

MARICOPA ASSOCIATION OF GOVERNMENTS

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[602 254-6300](tel:6022546300)

[602 254-6490](tel:6022546490) FAX

bhazlett@azmag.gov

www.azmag.gov



This email was scanned by Bitdefender

From: [Bob Hazlett](#)
To: pmaryniak@timespublications.com
Cc: [Kelly Taft](#); [Leila Gamiz](#); [Eric Anderson](#)
Subject: Response to Email from MAG Website - "Chandler Speech"
Date: Tuesday, May 16, 2017 12:59:09 PM

Sent: 5/16/2017 12:01:45 PM

Bob: We met after your presentation to the Chandler Chamber. There were two things I didn't quite understand: Is widening the Loop 101 between the 60 and Santan 202 one of the projects and if not, what exactly would be done? You kept referring in your discussion on the I-10-17 "spine" to what I thought you were calling the "sleeves" What were you talking about?

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Bob Hazlett

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STATEMENT

May 12, 2017

Final Phase Transportation Plan
Maricopa Association of Governments (MAG)

Walter G. Gray
Community Activist, West Phoenix
6842 W. Holly St.
Phoenix, AZ 85035-3339
walt1gray.1914@gmail.com
(602) 463-8462 (c)

Transportation Planning Public Hearing Process

First, let me reiterate separately filed testimony asking MAG to use the Town Hall format in holding Public Hearings on its various Transportation Plans. The Town Hall format allows those attending the Public Hearings to express their questions, comments and recommendations in the open, allowing others attending the Hearings, as well as the Media, to hear everything said. This approach lets a wider circle of staff, public and media hear what is said; react to those questions, comments and recommendations, and express their own views, which may or may not include anything previously said.

This is a critical time to consider Town Hall Public Hearings because a major infrastructure program will be announced in the not too distant future by the Trump Administration. Such a large number of projects in Arizona, as well as the Nation, should be thoroughly vetted through the Public Hearing process because the impacts will be long range.

The Town Hall format, in providing for more open comments, recommendations and dialogue, allows everyone—staff, public and media—to have a better sense of public support for MAG transportation plans; modification of such plans, or rejection of such plans. Thus, more power will be placed in the hands of the Public, who ultimately must live with the implemented transportation plans; who can better project the impacts of such plans, and who can introduce a level of Common Sense often missing when middle class, college-educated planners research and assemble transportation plans in offices. The Town Hall format also allows information, analysis and comment to flow to the broader public through the media; reports to various organizations by Public Hearing attendees, and public discourse. The feedback to MAG that would naturally occur can only improve Transportation Planning.

The Town Hall format would be a more open and democratic process allowing for a wider range of questions, comments and recommendations to be expressed by the public. This can only result in more thorough research and analysis in MAG transportation plans. The result can only be better documented; thought out, and prepared transportation plans.

The Town Hall format also would result in better transportation planning by MAG by moving forward more confidently; or adjusting the plans earlier, or stopping certain planning or phases of planning that ultimately will not be good for the community or region. This will result in better use of time—reducing costs and allowing strongly supported plans to move forward more rapidly.

A more open Public Hearing process also means a greater number of the Region's residents will be appropriately informed, resulting in greater support for Transportation Planning at the State, Region and Municipal levels. This support can only result in wider acceptance of Transportation Planning; greater involvement in such planning, and better documentation for the Transportation Plans.

Transportation Planning results in permanent Infrastructure changes that last for decades or more, and, consequently, would better serve the Public by being better researched, analyzed and presented. I sincerely hope MAG will change its Transportation Planning Public Hearing process from the current Open House format to a more desirable Town Hall format. We live in an era of growing distrust in Government, particularly un-elected, un-appointed staff who produce major impacts on the Public through plans, programs and actions. A more open Public Hearing process will restore and maintain confidence in Government staff and their plans, programs and actions.

Additionally, elected and appointed officials will perform their duties better by being better informed through the Public Hearing process, allowing them to guide and correct Staff. Elected and appointed officials most often do not have the detailed knowledge of Transportation Planning and rely heavily on the research, analyses and recommendations of the Transportation Planning staff. A more open Public Hearing process will result in better representation of the Public.

Let's do it right. Only wish I had the opportunity to express these views in a Town Hall format. There's nothing to be afraid of. Open discourse only allows the better ideas to flow to the top. Certainly, there are people looking for their few minutes of fame, but the Town Hall format allows for moderators to set appropriate limits on comments and to keep testimony in balance.

The Main Concept to Know about West Phoenix, Laveen & the West Valley

The residents of West Phoenix, Laveen and the West Valley favor close to home employment, and this is supported by nearly all the elected officials for these areas, as well as Westmarc, the coordinating agency for development West of I-17. This means moving traffic West rather than to Central Phoenix so access is available to existing and emerging Employment Centers. This should be done initially by highways and arterial roads, as well as transit. West Phoenix and the West Valley also are leaders in Workforce Development so that home grown talent can find employment in the West. These highlights of the West, coupled with planned communities that feature commercial centers, parks, schools and churches, make the West a desirable place to live and raise a family.

Proposed State Route 30

Highway 30 starting at Loop 202, connecting with SR 85, and extending to the I-11 new alignment, if it becomes the recommended alternative, should be the top priority highway project for the MAG area. Morning and afternoon rush hour traffic is bumper to bumper on I-10, as well as on the seven arterial roads from Camelback Rd. to Buckeye Rd. SR 30 will relieve the traffic congestion by providing a route counter to the normal West Valley to Central Phoenix pattern, resulting in overall improvement in traffic flow and a reduction in overall Infrastructure costs.

It also will have Economic Development benefits for the Phoenix Warehouse Zone south of I-10 by providing an alternate route to I-10 to the West (California) and for Phoenix, Tolleson, Avondale,

Goodyear and Buckeye by providing alternate access to Economic Development areas in each of the cities.

Transit

It is equally important to have Express Transit service on Loop 202 and SR 30, as well as expanded Express Transit on Loop 101. These services, provided early in the Planning and Implementation phases, will keep traffic flows at reasonable levels. These services also will serve Economic Development in West Phoenix, Laveen and the West Valley.

Likewise, increased regular transit service on the arterial roads will further foster even traffic flows and access to employment centers.

END

From: [Mary Hartle](#)
To: [Leila Gamiz](#)
Cc: maryhartle@cox.net
Subject: RE: Comments from Friday's Info Table
Date: Tuesday, May 16, 2017 12:53:59 PM
Attachments: [image005.png](#)
[image006.png](#)

Hi Leila:

I hope you had a great weekend! I had a good weekend; thanks for asking!

Most of the questions I received from individuals who stopped at the table were just ones inquiring What organization we are and what do you do.

I did receive an unusual question that does not really fall within MAG's purview. Sharon Chambers asked why more businesses do not have automatic doors for people who cannot open doors, such as individuals who use wheelchairs. I replied that I could not really answer her question; however, I referred her to Ability360 to get more information about the ADA and some current threats to this law at the Congressional level.

I also stopped at a table called Barros Connections and obtained a resource booklet that has some support groups I am going to approach about having us speak.

I did get several questions about the reflectors.

I regret that I don't have more substantive comments/questions to provide you.

Sincerely,

Mary

Mary A. Hartle
480-733-5266
maryhartle@cox.net

From: Leila Gamiz [<mailto:LGamiz@azmag.gov>]
Sent: Monday, May 15, 2017 8:18 AM
To: Mary Hartle-Smith (maryhartle@cox.net)
Subject: Comments from Friday's Info Table

Hi Mary,

Happy Monday, I hope you had a great weekend! I am writing to request your assistance. As you already know, we are currently in the Final Phase of the transportation planning process for the current fiscal year. In turn, we are expected to submit comments received at any of our outreach events during the phase.

I would appreciate your assistance in sending me a write up of any comments/questions you received on Friday during your time at the brain injury conference. I would appreciate your assistance in getting me the comments/questions received by Wednesday, May 17. Once I receive your write-up, I will provide the comments/questions to staff for review and response. The comments and responses will be included in the Final Phase Input Opportunity Report.

If you have any questions regarding this request, please let me know. In advance, thank you for your assistance.

Kindly,

Leila C. Gamiz
Community Outreach Specialist II
Maricopa Association of Governments

Website: www.azmag.gov

Office: 602.452.5076 (Direct)

602.254.6300 (Main Line)

602.452.5090 (FAX)

Email: lgamiz@azmag.gov



This email was scanned by Bitdefender

From: [Dean Giles](#)
To: [Leila Gamiz](#)
Cc: [Lindy Bauer](#); [Kelly Taft](#)
Subject: FW: Comment Letter on the Draft 2040 MAG Regional Transportation Plan
Date: Wednesday, May 24, 2017 1:27:47 PM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[MAG RTP-TIP Public Comment from AALC.pdf](#)

From: Kenneth Steel - PHSX [<mailto:KennethSteel@mail.maricopa.gov>]
Sent: Wednesday, May 24, 2017 1:24 PM
To: Dean Giles
Cc: 'dbrennan.plc@cox.net'
Subject: Comment Letter on the Draft 2040 MAG Regional Transportation Plan

Greetings Mr. Giles,

Please see the attached comment letter on the Draft 2040 Regional Transportation Plan I am sending in on behalf of the Arizona Alliance for Livable Communities. Thank you so much for your consideration. Hope to stay in touch.



Kenneth Steel, MPH

Health Policy Analyst

Office of Public Health Policy

4041 N. Central Ave., Suite 1400 | Phoenix, AZ 85012

C: (602) 568-9836 | F: (602) 372-8499

[Find free and almost-free resources at FindHelpPHX.org](http://FindHelpPHX.org)

This email was scanned by Bitdefender



May 24, 2017

Eric Anderson
Roger Herzog
Dean Giles
Maricopa Association of Governments
302 N. 1st Avenue, Ste. 300
Phoenix, AZ 85003

RE: Public Comment – Draft 2040 Regional Transportation Plan & Draft 2018-2022 Transportation Improvement Program

Dear Mr. Anderson, Mr. Herzog and Mr. Giles:

The Arizona Alliance for Livable Communities (AALC) appreciates the opportunity to review and provide comment on the MAG Draft 2040 Regional Transportation Plan (RTP) and the MAG Draft 2018-2022 Transportation Improvement Program (TIP).

The AALC is a state-wide coalition which advocates for a higher quality of life for all Arizonans. Members represent a diverse cross-section of professions such as urban planning, environmental stewardship, community development, transportation and public health.

Members of the AALC are experts in Health Impact Assessment, a community-driven tool which has been utilized over 20 times in Arizona since 2010 to help decision-makers actively consider the health impacts of proposed policies, plans, projects and programs. Furthermore, AALC also regularly collaborates with stakeholders to advocate for the inclusion of healthy community policies into public policy plans such as municipal general plans; county comprehensive plans; bicycle/pedestrian master plans; and active transportation plans. These activities are a direct response to the AALC's mission to educate, engage, and encourage communities and decision makers to transform cities and towns in ways that improve health, livability, and well-being.

Transportation investments have a profound impact on the wellbeing of communities. For people experiencing poverty, individuals with disabilities, the elderly, transit dependent individuals and other vulnerable populations - access to safe, affordable and reliable transportation options is especially crucial. With proper investment, planning and execution, these transportation options allow for greater employment and educational opportunities; better access to vital health promoting resources such as healthy food retailers, recreation facilities and healthcare providers; as well as access to an overall higher quality of life for residents.ⁱ Transportation plans, policies and projects can either simplify or complicate people's ability to conveniently travel to meet their daily needs, which subsequently allows for individuals to be more physically active and reduce their risk for chronic disease.ⁱⁱ ⁱⁱⁱ Key to this ability

is making it easier for people to utilize active transportation, including walking and bicycling, to safely reach their everyday destinations. To accomplish this, we as a society and as a region should think systemically and inclusively to prioritize the development of a more equitable transportation system.

The AALC recognizes that MAG has had great success in the development of a safer, more affordable and more reliable transportation system. However, organizations such as the American Public Health Association, which has worked to improve the country's health for over 145 years, defines a truly equitable transportation system as one that is carefully designed to support and improve community health.^{iv v} Collaboration between transportation professionals and health practitioners has also been supported by national agencies such as the Federal Highway Administration within the US Department of Transportation.^{vi vii} Therefore, AALC would like to see several elements strengthened in both RTP and TIP drafts. Our comments below follow two main themes:

1. Addressing the degree to which the draft RTP and TIP focuses on fostering and creating a more equitable transportation system as articulated and funded; and
2. Addressing the level of public participation in the development of the respective plans, specifically among communities with unique challenges accessing the transportation system.

In keeping with the themes and goals listed above, AALC respectfully offers the following comments, suggestions, and questions on the RTP and TIP drafts:

1. Draft RTP, Chapter 4: Public Involvement
 - a. Does the three-phase public involvement process mentioned attempt to intentionally include relevant health and social service agencies and the individuals which they serve?
 - b. Did MAG's 1998 enhancement of its public involvement process include outreach specifically to individuals with disabilities and those experiencing functional needs? As well as the agencies that these individuals regularly interact with?
 - c. AALC recommends that members of the public that are transit dependent be heavily engaged during the continuous outreach portion of the RTP process. AALC would also be happy to meet with MAG staff and convene other organizations that have expressed interest in providing additional comments on the RTP including, but not limited to, the Arizona Public Interest Research Group Education Fund, the Arizona Partnership for Healthy Communities, the Sonoran Institute and the Nature Conservancy.
2. Draft RTP, Chapter 5: Title VI and Environmental Justice
 - a. We commend the MAG regional council on approving the MAG Title VI and Environmental Justice Program in 2016. Ensuring that "people of all races, income levels, ages, and abilities have an equal voice in the planning process and receive equal benefit from the results of such planning" is paramount in creating an equitable transportation system. Will reports be available to explain the successes and challenges of community engagement with hard-to-reach populations throughout the RTP outreach process?
 - b. On pg. 5-2, Does the term "vulnerable population" include those who lack access to health care services, or those who lack physical access to other health promoting resources?

- c. Do the “mandated communities” provide sufficient overlap, or otherwise synchronize, with health concerns/populations? Should MAG consciously call them out?
 - d. The text doesn’t specifically mention mobility or accessibility. The term “transportation” does not adequately capture these, rather, implying only vehicular modes.
 - e. Should/could MAG include an analysis category that covers health status, such as “Distance/Accessibility to a health promoting resources,” on an equal footing with “Minority,” “Age,” “Poverty Status,” “Disability Populations,” or “Limited English Proficiency.”?
 - f. Should/could a transportation project be scored based on its effect on people’s ability to access health promoting resources such as parks and healthy food retail outlets?
3. Draft RTP, Chapter 8: Financial Plan
- a. The Federal Transit (5310) Funds, which intends to enhance mobility for seniors and persons with disabilities is crucial and beneficial to the RTP.
 - b. Although the Federal Transit Administration (5307/5340) provides crucial funding to Urbanized Areas for public transportation and other projects, there is no discussion on rural funds, leaving out an underserved population.
4. Draft RTP, Chapter 11: Public Transit
- a. Figure 11-2, Regional Transit Network Components is a great approach to illustrating how these components are interconnected, but the graphics are confusing. Possibly changing the angle of each component might make it easier for the reader of the RTP.
 - b. Figure 11 does a great job of illustrating the 2017 Bus Service Network. Why is the Arterial Bus Rapid Transit (BRT) not provided in the MAG region? When will this service be provided?
 - c. Referencing Table 11-2, AALC believes that applicable funding for transit services should specify that clean energy fuel ALL transit vehicles to reduce air pollution in Maricopa County. Green energy was not mentioned in this chapter.
5. Draft RTP, Chapter 12: Aviation
- a. Based on how much our region’s major airports contribute to the local economy, it would be interesting to collect and display data that considers how much housing and enterprise investment is occurring in the neighborhoods directly surrounding the Phoenix Sky Harbor and Phoenix-Mesa Gateway airports, especially for those communities that have historically experienced displacement due to airport construction and expansion.
 - b. This chapter states future planning efforts will focus upon ground access needs to airports - both highway and transit facilities - and will consider the needs of airport personnel. This is a unique opportunity to consider the experiences of airport personnel that work evening shifts, and what their experiences are interacting with the transit system late at night or early in the morning. We have heard concerns about safety and security as well as transit accessibility for this population specifically.
 - c. This chapter explains that an aviation database will support the MAG airport model that develops an air pollutant emissions inventory for airports in the region. It would be interesting to consider not only the impacts of air pollutants in neighborhoods that surround the airports but also the noise pollution, which has impacts on well-being.

6. Draft RTP, Chapter 13: Bicycling and Walking
 - a. While the MAG Regional Active Transportation Plan (RATP) is described as a guide for developing the regional bicycle and pedestrian network and its connections to the regional transit system, little detail is provided about the specific intent or priorities of the RATP. Moreover, there was no discussion about how exactly the RATP will feed into the RTP. This may be because the RATP is so new, but it would be appropriate to see more attention paid to this current and important effort. The current Maricopa Department of Transportation Active Transportation Plan process should also be considered.
 - b. The chapter recognized the growing needs of the bicycling public and indicated that MAG is encouraging more bicycling for health reasons since bicyclists benefit from improved health and fitness. While completely factual and appropriate to include in the RTP, pedestrians should be included in this statement as well. On average, the number of pedestrians in each area/community is greater than the number of bicyclists by as much as tenfold. In addition, we recommend MAG include community engagement with pedestrians as a priority in this section since the plan does mention that “everyone is a pedestrian”.
 - c. It would also be appropriate to include safety-related data in this section, and how pedestrian and bicyclist injuries and fatalities can be reduced or eliminated through planning efforts.

7. Draft RTP, Chapter 15: Special Needs Transportation
 - a. AALC believes the document should be more inclusive by including people with Limited English Proficiency along “Concerns of Older Adults, People with Disabilities and People with Low Incomes” (page 15-1). Having signage in Spanish and other dominant languages will improve the level of services non-English speaking residents encounter and will reduce language barriers affecting current customer service. Where appropriate AALC recommends including signage in Braille Language and any other accommodations to help the sight-impaired population, such as audio messages.

8. Draft RTP, Chapter 16: Transportation Enhancement Activities
 - a. AALC believes that priority should be made to projects serving low income areas and areas which a higher concentration of transit dependent individuals. Specifically, AALC urges high prioritization to projects in these areas during the selection and programming process (page 16-3).

9. Draft TIP, Section II
 - a. The public involvement process, as defined in the MAG Public Participation Plan is divided into four phases: early phase, mid phase, final phase, and continuous involvement. Although it is great to see MAG’s compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Executive order 12898 on Environmental Justice, AALC finds it would be beneficial to define these Acts and Orders, or to potentially add in a link for the reader to learn more.
 - b. Specifically, however, more needs to be done to outreach into communities historically disadvantaged. For instance, continued reliance on public notices and web access for processes and documents to meet outreach requirements may miss the intent, which is

to engage persons experiencing health and transportation inequities in the development of a transportation system that best meets their needs. This will require authentic partnership with community-based organizations, faith based organizations and educational institutions, and social service providers that have a more authentic level of engagement with those communities.

- c. Moreover, historically, MAG has allocated about 17% of Congestion Mitigation and Air Quality funding for bicycle and pedestrian projects and services. Given the growing interest in safe biking and walking for health and access to healthcare, education, recreation and employment, we urge strong consideration of gradually increasing the percentage to meet this increasing demand.

Finally, the Public Hearing for the final phase Public Participation into the Draft RTP and TIP (and three other MAG documents) was held May 9th, with comments due to MAG by 5:00 PM on May 24th. The MAG Transportation Review Committee is set to review and discuss these documents at 10:00 AM May 25th, prior to the MAG Management Committee (June 14) and the MAG Regional Council (June 28). We make two points: that there should be more than two weeks between the Public Hearing and the deadline for public comment on such important and large documents; and that MAG staff and TRC members cannot possibly review and process comments received from the community in such a timeframe.

Overall, the AALC acknowledges the extensive efforts by MAG to develop a transportation system that is accessible and that meets the needs of an expanding and diverse population. The suggestions and comments for both the RTP and TIP included here are meant to bring further awareness and build equity into the transportation system to facilitate a healthier, further connected, more resilient community.

Thank you for this opportunity to provide input into these important plans.

Sincerely,



Dean Brennan, ACIP
Chair, Arizona Alliance for Livable Communities

ⁱ Complete Streets Stimulate the Local Economy. <https://www.smartgrowthamerica.org/app/legacy/documents/cs/.../cs-economic.pdf>

ⁱⁱ Freeland AL, Banerjee SN, Dannenberg AL, Wendel AM. Walking Associated with Public Transit: Moving Toward Increased Physical Activity in the United States. *American Journal of Public Health*;2013;103:536-42.

ⁱⁱⁱ Besser LM, Dannenberg AL. Walking to Public Transit: Steps to Help Meet Physical Activity Recommendations. *American Journal of Preventive Medicine*;2005;29:273-80. <http://www.ajpmonline.org/article/S0749-3797%2805%2900255-2/abstract> [external link] *

^{iv} American Public Health Association. *Public Health and Equity - Promote environmental justice and equity principles in transportation policy*. April 23, 2015

^v American Public Health Association. *Public Health and Equity Principles for Transportation*. September 8, 2014

^{vi} https://www.fhwa.dot.gov/planning/health_in_transportation/

^{vii} <https://www.transportation.gov/transportation-health-tool>

May 31, 2017

Mr. Walt Gray
6842 W. Holly Street
Phoenix, AZ 85035

Dear Mr. Gray:

Thank you for your comments contained in the April 5, 2017, memorandum to MAG and members of our policy and technical committees. We also received your statement of May 12, 2017, submitted as part of our Final Phase Input Opportunity. MAG is continually seeking ways to improve our public participation process, and we appreciate hearing your perspective. The purpose of this letter is to respond to your comments regarding Town Hall formats.

In your memorandum and statement, you advocate for changing from an input approach utilizing Open Houses and Public Hearings to a Town Hall meeting format. We agree that town halls can serve a valuable purpose, and they have effectively been used in seeking input for larger scale projects such as the South Mountain Freeway. In addition to town halls, we utilize other types of public engagement, such as online surveys, presentations to small and large groups, information booths at large scale community events, and one-on-one dialogue.

Your comments come at an opportune time, as MAG is preparing to embark on an update to its Public Participation Plan later this year. We will be using a variety of tools to engage the public in preparing this update. We will welcome the input you have provided to date and we hope that you will continue to engage with us as we work to update our plan.

Our current public participation process is a four-phase process designed to ensure that we understand the priorities of Valley residents to help us make better transportation decisions that meet the needs of all people. This includes opportunities for members of the public to address all MAG committees meetings, as well as the public engagement methods described above. This includes targeted outreach to minority populations, people with low-incomes, people with disabilities, and other protected populations. We look forward to enhancing this process with comments from you and other stakeholders.

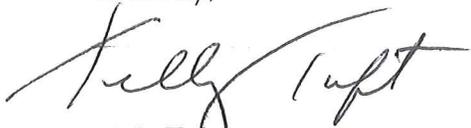
Public involvement is critical to our work. In developing the Regional Transportation Plan that became the backbone of Proposition 400, MAG conducted more than 400 input events with stakeholders and the public in communities across the region, including a number of events following a town hall format. We anticipate that we will conduct similar outreach as we prepare for the next round of transportation funding.

50 Years of Serving the Region

Please note that the other points in your May 12 statement will be included as comments in our 2017 Final Phase Input Opportunity Report, and staff responses to those comments will be provided in that report.

Again, we greatly appreciate your interest in transportation planning and value your feedback on how to improve our public involvement process. We look forward to continuing our dialogue in the future.

Sincerely,

A handwritten signature in black ink that reads "Kelly Taft". The signature is fluid and cursive, with the first name "Kelly" being larger and more prominent than the last name "Taft".

Kelly Taft

MAG Communications Manager

CC: Scottsdale Mayor W.J. "Jim" Lane, Chair, Economic Development Committee
Mesa Mayor John Giles, Chair, Transportation Policy Committee
Phoenix City Manager Ed Zuercher, Chair, Management Committee
Dan Cook, City of Chandler, Chair, Transportation Review Committee

PDF TRANSCRIPT COVER PAGE

Deposition of: MAG Hearing

Case: Fiscal Year (FY) 2017 Final Phase and Air Quality
Conformity Public Hearing

Date: 05/09/2017



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Court Reporters

Videoconference

Transcription

FISCAL YEAR (FY) 2017

FINAL PHASE

OPEN HOUSE AND PUBLIC HEARING

Phoenix, Arizona

May 9, 2017

11:31 a.m.

PREPARED FOR:

MARICOPA ASSOCIATION OF
GOVERNMENTS
(ORIGINAL)

REPORTED BY:

Cindy Bachman

Arizona CCR No. 50763

AZ Registered Reporting Firm No. R1008

THE FISCAL YEAR (FY) 2017 FINAL PHASE OPEN
HOUSE AND PUBLIC HEARING, taken on May 9, 2017,
commencing at 11:31 a.m., at the Maricopa Association
of Governments Offices, 302 North 1st Avenue, Saguaro
Room, 2nd Floor, Phoenix, Arizona, before CINDY
BACHMAN, a Certified Reporter in the State of Arizona.

COMMITTEE APPEARING:

Eric Anderson, Chairman, MAG
Dennis Smith, MAG
Ken Kessler, City of Phoenix
Gregory Byres, ADOT
Carol Ketcherside, Valley Metro
Lindy Bauer, MAG
Amy St. Peter, MAG

ALSO PRESENT:

Roger Herzog, MAG
Teri Kennedy, MAG
Jorge Luna, Valley Metro
Dean Giles, MAG

I N D E X

PRESENTATIONS	PAGE
ROGER HERZOG	7
TERI KENNEDY	11
JORGE LUNA	17
DEAN GILES	26
PUBLIC COMMENTS	
BONNIE BOYCE-WILSON	34
SHARON HEDLICK	36
CHRISTINE DEAL	39
PEGGY NEELY	41

1 P R O C E E D I N G S

2 * * * * *

3 MR. ANDERSON: All right. We'll go ahead
4 and start the public hearing portion of today's
5 meeting. I'd like to call the hearing to order.

6 I'm Eric Anderson, the transportation
7 director here at the Maricopa Association of
8 Governments. I'll be chairing this public hearing,
9 along with my colleagues at the table.

10 I want to thank you for taking the time to
11 attend the hearing. For those of you who drove today
12 and parked in the garage underneath the building, there
13 is a parking ticket validation. I think it's over on
14 the table, right outside the door there.

15 And if you rode transit, please see a
16 member of MAG staff to get a transit ticket with a
17 presentation of valid transfer. So I'll just state
18 that to take advantage of those opportunities.

19 This public hearing is just one of many
20 opportunities throughout the planning and programming
21 cycle to provide comment on MAG transportation plans.
22 I'd like to start by just introducing the people here
23 at the table.

24 And maybe you can start, Amy.

25 MS. ST. PETER: Thank you very much.

1 My name is Amy St. Peter. I'm the assistant director
2 here at the Maricopa Association of Governments.
3 Welcome.

4 MR. KESSLER: Hi. I'm Ken Kessler.
5 I'm with the City of Phoenix Public Transit Department,
6 deputy public transit director.

7 MR. BYRES: Hello. My name is Greg Byres.
8 I'm with ADOT. I am the multi-modal -- MD director.
9 I've only been there for one day now. This is my
10 second day, so I'm trying to get used to that. But
11 thank you for coming, and welcome.

12 MS. KETCHERSIDE: Hi. I'm Carol
13 Ketcherside. I'm with Valley Metro. I'm the deputy
14 director for Service Planning & Accessible Transit.
15 Welcome.

16 MS. BAUER: I'm Lindy Bauer with the
17 Maricopa Association of Governments. I am the
18 environmental director, and welcome to you all.

19 MR. SMITH: I'm Dennis Smith. I'm with
20 MAG.

21 MR. ANDERSON: Thank you all.

22 This is an opportunity for us to listen to
23 you provide comments. Our Regional Transportation Plan
24 and Transportation Improvement Program and Air Quality
25 Conformity Analysis that goes along with those two

1 documents are really the subject of today's meeting.
2 But we are interested in hearing what you have to say
3 regarding the Valley's transportation system.

4 Those who wish to comment will have three
5 minutes to express your thoughts and any issues related
6 to transportation in the Valley. The comments received
7 here today will be recorded verbatim by the court
8 reporter, and staff will provide written responses to
9 comments.

10 The comments and responses will be
11 included as part of the Fiscal Year 2017 MAG Final
12 Phase Input Opportunity Report. This is a very key
13 report because it is distributed to all MAG policy
14 committees and ADOT for review prior to taking an
15 action.

16 So if you'd like to speak today, we can
17 have you fill out a blue comment card, and we'll go
18 through them, hopefully, in the order they were
19 received today.

20 I'd like to quickly go over the agenda for
21 today. We're going to have some brief presentations
22 from both MAG staff, as well as Valley Metro. There
23 will be a presentation on the Regional Transportation
24 Plan, the Transportation Improvement Program, a
25 discussion of the transit operations, and then the Air

1 Quality Conformity Analysis, too.

2 So following these presentations, we'll
3 provide the public comment. Once again, fill out a
4 blue card if you'd like to do that.

5 So we'll go ahead and start the
6 presentations with Roger Herzog, who's the senior
7 project manager here at MAG and is the primary author
8 of this project.

9 MR. HERZOG: Thank you.

10 I'd like to take a few minutes before
11 obtaining public input just to go over some of the key
12 plans and programs. I'll start out here with the
13 Regional Transportation Plan.

14 The planning area covered by the RTP
15 includes all of Maricopa County, and also extends
16 significantly down into Pinal County. The MAG plan
17 area was expanded back in 2013 so that it encompassed
18 the full area of future growth that the region would be
19 expanding into.

20 The Regional Transportation Plan guides
21 investments in the region and must be updated at least
22 every four years to maintain federal funding. The 2040
23 RTP will cover the period from fiscal year 2018 through
24 2040 and replace the current 2035 RTP, which was
25 adopted back in January of 2014.

1 The Draft 2040 RTP incorporates the
2 proposed TIP, which you'll be hearing about shortly.
3 And the RTP basically continues the established plans
4 and programs that are in the 2035 plan. And, of
5 course, the new proposed RTP includes any changes to
6 the 2035 plan that have occurred since it was adopted
7 back in January of 2014.

8 Speaking of some of these changes,
9 completed projects represent a big part of the changes
10 that enter into the plan. Of course, these completed
11 projects serve as the basis then for the 2040 update.
12 But also the 2040 RTP includes the light rail corridor
13 that's planned for South Central. This was amended
14 into the 2035 RTP.

15 Also some other LRT alignment and cost
16 changes are reflected in the new plan. Also I'll point
17 out that the TIP is part of the RTP, and any amendments
18 to the TIP that have occurred over the last several
19 years are also reflected in the proposed new plan.

20 In addition, we have updates on things
21 like revenue, population, and employment forecasts that
22 are reflected in the 2040 RTP.

23 Growth will continue to be a major factor
24 in transportation planning of the region. As you can
25 see, our population in the region is forecasted to

1 increase by 50 percent from 2015 to 2040. And
2 employment in the region is anticipated to increase by
3 53 percent during that same period.

4 So as far as funding for the plan, a total
5 of 67.3 billion is forecasted to be used on the 2040
6 RTP, and approximately half of this will come from
7 regional sources and half from local and other sources.

8 So as far as uses of the funds, as you can
9 see, it's split about one-third each among freeways,
10 transit, and arterials.

11 The RTP identifies expenditures totaling
12 21.1 billion for the freeway highway system. This will
13 result in a 2040 freeway network that is about
14 27 percent more lane miles than today's system and is
15 estimated to carry about 41 percent of all daily
16 traffic by 2040.

17 Another key element of the plan is the
18 arterial network. The RTP identifies expenditures
19 totaling 23.8 billion for the system, and it will
20 result in a network that carries about 49 percent of
21 all daily traffic by 2040.

22 The bus network represents an important
23 part of the plan, and its estimated expenditures
24 totaling 13.3 billion will be dedicated to that system,
25 and it will provide about 19 percent more bus miles

1 compared to today's system. And also another thing to
2 keep in mind is this funding has to go to support
3 ongoing operations throughout the planning period.

4 The light rail system is a key part of the
5 transit part of the plan. And it's estimated
6 approximately 8.5 billion will be dedicated to that
7 system, and ultimately, it will be about two and a half
8 times as many route miles by 2040 as today.

9 In addition to these regional modal
10 networks, the RTP includes a specific listing of
11 regionally funded projects for each of the major modes.

12 And the RTP is comprehensive in its
13 coverage. In addition to the major transit arterial
14 and freeway modes, it also addresses things such as
15 bicycles and pedestrians, safety, demand management,
16 freight planning, system operations, and special needs
17 transportations.

18 So as far as the process for approving the
19 plan, one of the key elements is the Air Quality
20 Conformity Analysis. You'll hear a separate
21 presentation on that today, but we have to do this
22 analysis to demonstrate that the TIP and Plan are
23 consistent with all air quality plans.

24 Also, the TIP and Plan will undergo the
25 MAG committee review process during May and June that

1 will lead up to the final consideration of the TIP and
2 Plan by the regional council by the end of June.

3 So, Mr. Chairman, that concludes my
4 presentation.

5 MR. ANDERSON: Thank you, Roger.

6 The next presentation will be Teri Kennedy
7 who's going to present on the Draft 2018-2022 MAG
8 Transportation Improvement Program.

9 MR. KENNEDY: Thank you very much.

10 Welcome. My name is Teri Kennedy. I am
11 the Transportation Improvement Program manager here at
12 Maricopa Association of Governments.

13 MAG was formed in 1967. We just
14 celebrated our 50-year birthday, and we are a
15 transportation planning organization, and we do other
16 things, such as air quality planning also.

17 As Mr. Herzog mentioned, we do have
18 planning boundaries for MAG that includes all of
19 Maricopa County and portions of Pinal County. And you
20 can see that highlighted in the blue crosshatch on your
21 screen.

22 For the TIP development, we actually
23 started developing the TIP in March 2016. Currently,
24 we are in May, wrapping up the final phase, public
25 comment period. That will be approved in May.

1 And we'll go through June for our
2 committee review and approval process, and final
3 federal approval is expected in July 2017.

4 Things that you'll see included in the
5 draft TIP, it'll include transportation, infrastructure
6 projects that cover five years. We do capture all the
7 regionally significant projects in the program, whether
8 they're federally funded, regionally funded, or private
9 or locally funded.

10 It does build from information that is
11 included in the previous TIP 2017 to '21, which is in
12 effect right now, and the 2035 Regional Transportation
13 Plan. And it also includes public comments, State and
14 Federal guidance, and one of the most important aspects
15 are member agency project updates.

16 Other items that you'll see included in
17 the TIP are congressionally designated routes, the
18 interstate system, arterial networks, bus and rail
19 systems, and other County and private funded roads, if
20 they're deemed regionally significant.

21 The total projects in the TIP right now
22 are just under 500 projects. And for individual work
23 phases, we're approaching 900 currently in the TIP.

24 So who's paying for some of the funding
25 for highway projects? This is the category that

1 includes bike/ped, intelligent transportation systems,
2 paving of unpaved roads. And the regional freeway
3 highway program is fairly well-balanced at
4 \$3.84 billion in listings in the current proposed TIP.

5 The transit bus and transit rail listings
6 are a little more heavily dependent on federal funding,
7 but they also include regional funding, which is the
8 public transportation fund and local funding.

9 Some of the estimated revenues for this
10 current TIP window. Federal funds come in at
11 \$3.3 billion of available revenues.

12 And our estimated revenues for our
13 half-cent sales tax within the TIP window come in at
14 \$2.4 billion total. The PTF is the Public Transit
15 Fund; the RARF is the Regional Area Road Fund. And
16 those are our half-cent sales tax.

17 As Mr. Herzog mentioned, we do have three
18 life cycle programs, and this is the near term detail
19 listing of those programs that are included in the TIP:
20 MAG programs, the Arterial Life Cycle Program; Valley
21 Metro programs, the Transit Life Cycle Program; and
22 ADOT programs, the Regional Freeway and Highway
23 Program, in coordination with MAG.

24 Other items that are included in the TIP
25 are the Transit Program of Projects, and that's

1 currently still under development. We are awaiting
2 final fiscal year 2017 apportionments, and that notice
3 is due out in the next couple of weeks for us. So we
4 do have tentative prioritized listings available.

5 The way we program the funds is, we do
6 take 25 percent of the final allocation, and that goes
7 toward preventative maintenance. If Job Access Reverse
8 Commute funds are required, we do do a competitive
9 application process with that.

10 We fund all of the Transit Life Cycle
11 Program projects so the procurement of buses, for
12 instance. And then if funding is left over after the
13 Life Cycle Program projects are done, we do fund our
14 regional priorities through a transit survey.

15 Other programs that we fund in the TIP
16 include bicycle and pedestrian, intelligent
17 transportation, our paving of unpaved roads, and other
18 air quality programs.

19 We also include funding for Pinal County
20 under the Surface Transportation Block Grant Program,
21 which is federal funding, and safe routes to school in
22 the Highway Safety Improvement program, which funds
23 arterial safety projects in the MAG region.

24 Some of the things that you won't see
25 included in the TIP are local roadways, and if you

1 think about your neighborhood streets that don't carry
2 a lot of traffic, that's one of the roads you won't see
3 in the TIP. And we also don't include national
4 planning or research projects in the TIP. They're
5 included in other federally-required documents.

6 So if you're looking at the TIP listings,
7 you'll see multiple listings by work phases for things
8 like design, right-of-way construction, utility
9 relocation, maintenance and operations, or
10 construction. And that makes up the total project.

11 So some of our next steps are we'll
12 conclude the final phase public hearing today and
13 continue to include any public comments through May.
14 And then we move to the committees in June for
15 approval. And again, we expect the TIP and Plan to be
16 approved through the federal approval process coming in
17 the July time frame.

18 And then I've included some hyperlinks up
19 on the screen in case you wanted any information on any
20 of the programs that we've talked about today.

21 And with that, that concludes my
22 presentation. Thank you for coming.

23 MR. ANDERSON: Thank you, Teri.
24 Appreciate the presentation. It was a good overview of
25 the draft TIP.

1 I did want to make a comment both on the
2 Regional Transportation Plan and the Transportation
3 Improvement Program. We're actually in the middle of
4 doing amendments to these draft documents also. Those
5 amendments will be approved in the fall.

6 And as part of those amendments, the
7 rebalancing we just finished for the freeway program
8 will be included in that. So some might be saying,
9 well, why isn't the project ever heard about? In the
10 listing, it will be in the fall session. So I wanted
11 to make that comment, too.

12 So we're also processing two major
13 amendments to the RTP right now that the plan had
14 approved in the fall, and that would be to incorporate
15 the Interstate 11 project in the Hassayampa Valley and
16 the I-10 in Wickenburg, and also State Route 30 from
17 State Route 85 all the way to I-17. So those are in
18 the process right now.

19 You may have heard about those projects.
20 Those are amendments to these current draft documents,
21 and the final approval of those amendments will
22 probably occur in September.

23 So with that, the third presentation is
24 Jorge Luna from Valley Metro. He's going to give us a
25 presentation overview of the operational aspects of

1 both the TIP and Plan, with focus on the transit
2 program.

3 Jorge.

4 MR. LUNA: Thank you, Mr. Chair.

5 Hi, everyone. I'll give you the overview
6 of the operational component of Valley Metro itself on
7 the operation's version of how we support the RTP and
8 also the TIP in this process.

9 So just an overview of the presentation a
10 little bit. We'll talk about the partnerships. We'll
11 talk about the Transit Stop Inventory and Accessibility
12 Study. That was actually a -- that came up through the
13 public process of this forum here, that we received a
14 public process, and we've been doing a lot of work to
15 implement and get that study underway and then
16 completed for this process.

17 Also we'll discuss a little bit of the
18 short-range transit program and upcoming service
19 changes, highlighting high capacity transit, regional
20 paratransit ADA service, and other travel demand
21 management programs.

22 So for starters, I just want to make
23 everyone know that we work in partnership. We work
24 with all our member agencies here at Valley Metro in
25 providing service to the entire region. And this is

1 sort of our coverage area from the Surprise area down
2 to the Gilbert area, from Fountain Hills to Avondale.

3 And how we support that network is through
4 fixed-route transit service, express service. That's
5 commuter service. There's also a partnership with the
6 City of Phoenix, with bus RAPID transit. There's a
7 light rail neighborhood circulator. So it's a very
8 complex network that works in unison to provide
9 mobility for area residents.

10 Supporting that network, we also have
11 Park-and-Rides, transit centers, and maintenance
12 facilities to connect and allow transfer between the
13 different modes.

14 And beyond that, there's also Trip
15 Reduction Programs on how to (indiscernible) to work,
16 bike to work, walk to work. And these are just
17 different amenities that are out there for the public
18 in order to ensure their overall travel and
19 conductivity within the system, from transit centers to
20 Park-and-Rides to the Mobility Center there at
21 44th Street and Washington.

22 So the next item to discuss and highlight
23 is the Transit Stop Inventory and Accessibility Study.
24 And this came about as we were doing the last public
25 process and getting feedback for the RTP update and the

1 TIP update.

2 There was a request to do some bus stop
3 analysis in the region for Americans with Disabilities
4 Act compliance and accessibility. So far we've
5 analyzed -- or we've been out there and updating other
6 (indiscernible) stops.

7 So those stops in green are the ones that
8 have been completed. And overall, about 91 percent of
9 all the stops in the region have been surveyed.

10 And then there's also -- we've been doing
11 outreach with member agencies and Valley Metro on the
12 accessibility side with a Valley Metro Accessibility
13 Advisory Group. We've held public meetings, public
14 surveys.

15 And the City of Phoenix also recently
16 completed their own version -- their own survey, and
17 that's what you saw, at the least on the map, the
18 center portion of the region. The City of Phoenix has
19 already completed their own analysis.

20 The next portion to talk about is the
21 Short-Range Transit Program. So we've recently --
22 actually, it was last month. We went before the Board,
23 Valley Metro Board, and had the Board accept the
24 FY 2018 to 2022 Short-Range Transit Program.

25 And the SRTP, in essence, just identifies

1 regionally funded projects from all different sources
2 of funding, from local sources to regional funding
3 sources. And the main idea of that is to get a better
4 understanding of all the regional needs -- transit
5 service needs in the next five years.

6 Some of the concepts or some of the
7 elements included in that Short-Range Transit Program
8 include cost allocations, route extensions, route
9 modifications, new services, and end-of-line tweaks.
10 So that's all the concepts that are included in that
11 five-year planning window.

12 And that five-year planning window
13 eventually gets boiled down into biannual service
14 changes. So every six months, we work with the Board.
15 We go before the Valley Metro Board in April and
16 October requesting some modifications from that
17 five-year plan as we move into different phases to
18 implement some of those services.

19 And this is the latest and greatest set of
20 service changes that we're proposing for the region.
21 So we did the Short-Range Transit Program, but right
22 now we're focusing on the next six months of that
23 Short-Range Transit Program.

24 And a lot of those services that we have
25 out here include -- proposed for October of this

1 year -- new routes, some frequency adjustments, some
2 route modifications, end-of-line adjustments, some stop
3 consolidations, and some schedule adjustments. And
4 those are highlighted on the map over here.

5 But the new routes overall include
6 Avondale (indiscernible) in the Avondale area; a new
7 neighborhood circulator in Tempe, South Tempe; a new
8 route, Route 140, at Ray Road, connecting Phoenix,
9 Chandler, and Gilbert.

10 We're also adding frequency on Route 72 to
11 make Route 72/Scottsdale Road a 30-minute frequency on
12 Sundays and extending this major connector here on
13 83rd Avenue from roughly Camelback and 83rd Avenue
14 north, all the way to Arrowhead transit center.

15 And there within Phoenix, some frequency
16 adjustments on the weekdays for Route 50 and Camelback
17 Road, and Route 29 and Thomas Road.

18 And within the city of Glendale, there's
19 some modifications for the GUS neighborhood circulator
20 in that area.

21 So beyond the (indiscernible) transit bus
22 network, there's also some -- of course, some element
23 that bears the element of a high capacity transit
24 network.

25 And this is just a visual. It's just to

1 get you thinking about the total number of people to
2 the number that fit on one light rail vehicle and on a
3 bus in comparison to 200 cars out in the region.

4 So what does this mean, at least from the
5 Valley Metro side and for the overall region in support
6 of the RTP? That we've added, so far, 26 miles. We've
7 recently -- on the (indiscernible) network, it's been
8 through Prop 400; through local transit initiatives,
9 such as T2050 in Phoenix and Tempe In Motion; and
10 there's some other locally funded improvements.

11 And some of these examples are the recent
12 extension in central Mesa that opened August of 2015,
13 and these are some screenshots of that light rail
14 extension out in Mesa, as well as the Northwest
15 extension that happened in Phoenix in March of 2016.
16 And again, these are just some recent shots of the
17 celebration of that opening of the extension there.

18 Other light rail projects under the
19 different phases of construction or design, for
20 example, this one here is a light rail project in the
21 Gilbert Road extension. It's two miles from the
22 current end-of-line in the East Valley for the light
23 rail, extending it two miles further east to connect to
24 Gilbert Road. The construction is currently underway,
25 and it's supposed to open in 2019.

1 Another rail project in development, at
2 least on the engineering side, is the Tempe streetcar,
3 which will travel in Tempe for about three miles.

4 And then there's also the 50th Street
5 station, to add a station there on the existing light
6 rail system on Washington Street at 50th Street, to
7 provide a connection there, a new station.

8 Other projects in design -- or excuse me,
9 environmental would be the South Central extension, the
10 Northwest Phase II, Capitol/I-10 West.

11 And lastly, another high-capacity transit
12 project under planning -- in the planning phase right
13 now is the West Phoenix/Central Glendale extension.

14 And this is a map of some of those
15 corridors and the different phases and proposed
16 implementations or start dates -- completion dates for
17 those different projects.

18 Also, one recent accomplishment has been
19 the Regional ADA Paratransit Service. Valley Metro and
20 three cities operate the present paratransit service in
21 the region.

22 And as of July 1st of 2016, all regional
23 trips that are ADA, Americans with Disability Act --
24 excuse me, that are ADA -- to be on the ADA side of the
25 trips, they could be -- they're all regional now.

1 There's the elimination of transfer between the
2 Dial-a-Ride service areas. So it's now one seamless
3 trip from the West Valley to the East Valley on the ADA
4 Paratransit Service. And this is a highlight of the
5 Dial-a-Ride service areas, the three-quarter mile
6 Americans with Disability Act required service area
7 where the regional trips can be completed.

8 Other accessible service and programs,
9 just to highlight, there's a Ride Choice program as
10 well and a Platinum program, which is to be implemented
11 with more consistent policies and procedures to benefit
12 seniors and people with disabilities and, of course,
13 the elimination of the Dial-a-Ride service areas.

14 Other programs include Accessible
15 Fixed-Routes. There's the Reduced Fare. There's the
16 ADA Platinum Pass, Travel Training, and, of course,
17 Right Choice.

18 And lastly, just to highlight some other
19 Travel Demand Management Programs, such as the Maricopa
20 County Travel Reduction Program. So marketing and
21 communications to help get the word out and help folks
22 understand the other services that are out there.

23 A great resource is ShareTheRide.com.
24 There's also the Vanpool Program, the Clean Air
25 Campaign, and the Alternative Mode Education and

1 Encouragement.

2 And just to highlight one of those
3 programs, this is the Vanpool example here. Vanpool
4 has offered a van of 6 to 15 people to commute in or
5 out of Maricopa County. It provides -- riders share
6 the cost of fuel and the lease of the vehicle. And the
7 average monthly fare for an individual participating in
8 one of these Vanpool programs, it's about \$25 per
9 person per week.

10 And these are just some of the amenities
11 to highlight these new vans that we're getting that are
12 very lean. It's just to provide commuter service to
13 individuals trying to make it to work and back.

14 And lastly, just to highlight some of the
15 benefits of transit. Of course, it's economic
16 development benefits. There's environmental benefits,
17 but mainly and most importantly, social benefits and
18 mobility, independence, and the improvement of quality
19 of life.

20 Looking to the future, as noted before,
21 the population will continue to grow. Employment will
22 continue to grow in the region, and we will be
23 continuing to investigate transit to make the options
24 of connectivity and to allow folks to utilize other
25 modes of transportation through transit.

1 So with that, this concludes my
2 presentation.

3 MR. ANDERSON: Thank you, Jorge.
4 Appreciate your overview.

5 The final presentation will be on the 2017
6 Air Quality Conformity Analysis. Dean Giles, who's the
7 MAG Air Quality Program specialist, will provide the
8 presentation.

9 Dean.

10 MR. GILES: Thank you very much,
11 Mr. Chairman.

12 My presentation includes an overview of
13 the conformity requirements and results of the Regional
14 Admissions Analysis conducted for the Draft Fiscal Year
15 2018 through 2022 MAG Transportation Improvement
16 Program, and the Draft 2040 Regional Transportation
17 Plan.

18 The Clean Air Act links transportation and
19 air quality and requires transportation plans,
20 programs, and projects be consistent or conform to
21 regional air quality plans.

22 Conformity ensures that transportation
23 activities do not cause violations of the federal air
24 quality standards, and the regional air quality plans
25 establish motor vehicle emissions budgets that are used

1 for the conformity tests.

2 A finding of conformity is required by MAG
3 prior to approval of the draft TIP and Regional
4 Transportation Plan.

5 The 2017 MAG Conformity Analysis conducted
6 on the TIP and Plan concludes that the transportation
7 conformity requirements have been met, and a finding of
8 conformity is supported.

9 The final determination of conformity is
10 made by the Federal Highway Administration and the
11 Federal Transit Administration. Federal conformity
12 regulations specify four criteria that are required for
13 a conformity determination on the TIP and RTP.

14 First, they must pass the conformity
15 emissions test using a budget that has been approved or
16 found by the EPA to be adequate for transportation
17 conformity purposes, or in areas without an approved or
18 adequate budget, the interim emissions test.

19 They must use the latest planning
20 assumptions and emissions models in force at the time
21 the conformity analysis begins. And the TIP and
22 Regional Transportation Plan must provide for the
23 timely implementation of transportation control
24 measures that are identified in the applicable air
25 quality plans.

1 And last, MAG conducts consultations with
2 local, State, and Federal air quality and
3 transportation agencies at the beginning of the
4 conformity process on the proposed models, associated
5 methods, and assumptions to be used in the conformity
6 analysis and on the projects to be assessed, and at the
7 end of the process, on the draft conformity analysis
8 report.

9 This has been touched on in the prior
10 presentations. The MAG Metropolitan Planning Area
11 boundary and the Sun Corridor Metropolitan Planning
12 Organization cover portions of Pinal County PM-10 and
13 PM-2.5 nonattainment areas.

14 Both nonattainment areas are completely
15 covered by MAG and the Sun Corridor MPO. And
16 transportation conformity is required to be
17 demonstrated for both nonattainment areas by both MPOs.

18 MAG has coordinated with the Sun Corridor
19 MPO for this conformity analysis, and the Sun Corridor
20 MPO is underway on an amendment to their RTP and TIP.

21 This map shows the MAG Metropolitan
22 Planning Area and the Sun Corridor MPO. The map shows
23 the MAG Metropolitan Planning Area in blue, and the
24 Sun Corridor MPO planning area in yellow.

25 Again, in Pinal County, portions of both

1 MPOs cover the West Pinal PM-10 nonattainment area,
2 which is outlined here in red, and the West Central
3 Pinal PM-2.5 nonattainment area, which is shown in the
4 red crosshatched area.

5 The next slide is to present the regional
6 emissions analysis results for carbon monoxide,
7 eight-hour ozone, and PM-10 for the Maricopa
8 nonattainment and maintenance areas.

9 For carbon monoxide, the required
10 conformity test uses the EPA-approved motor vehicle
11 emissions budget that has been established in the MAG
12 2013 Carbon Monoxide Maintenance Plan. The projected
13 emissions from implementation of the TIP and Regional
14 Transportation Plan for each analysis year of 2025,
15 2035, and 2040 are less than the 2025 budget.

16 The results indicate that the TIP and
17 Regional Transportation Plan satisfy the conformity
18 test for carbon monoxide.

19 For eight-hour ozone, the required
20 conformity test uses the EPA-approved motor vehicle
21 emissions budgets for volatile organic compounds, or
22 VOCs, and nitrogen oxides, or NOx, established in the
23 MAG 2007 Eight-hour Ozone Plan and the MAG 2009
24 Eight-hour Ozone Maintenance Plan.

25 The projected VOC emissions from

1 implementation of the TIP and Regional Transportation
2 Plan in the analysis year 2018 is less than the 2008
3 budget. And the projected emissions for each analysis
4 year of 2025, 2035, and 2040 are less than the 2025
5 budget.

6 Also for information purposes, the
7 conformity analysis includes the submitted 2017
8 Eight-hour Ozone Moderate Area Plan and VOC budget in
9 case EPA takes approval action on the plan in the near
10 future.

11 The projected emissions for each analysis
12 year of 2018, 2025, 2035, and 2040 are less than the
13 2017 VOC budget in the submitted plan.

14 Now for nitrogen oxides. The projected
15 NOx emissions from the implementation of the TIP and
16 Regional Transportation Plan for analysis year 2018 is
17 less than the 2008 budget. And the projected NOx
18 emissions for each analysis year, 2025, 2035, and 2040,
19 are less than the 2025 budget.

20 Also for conformity purposes, the
21 conformity analysis includes the submitted MAG 2017
22 Eight-hour Ozone Moderate Area Plan and NOx budget in
23 case EPA takes approval action on the plan in the near
24 future.

25 The projected emissions for each analysis

1 year, 2018, 2025, 2035, and 2040, are less than the
2 2017 NOx budget in the submitted plan. The results
3 indicate that the TIP and Regional Transportation Plan
4 satisfy the conformity test for eight-hour ozone.

5 For PM-10, the required test uses the
6 EPA-approved motor vehicle emissions budgets
7 established in the MAG 2012 Five Percent Plan for PM-10
8 and the Revised MAG 1999 Serious Area Particulate Plan
9 for PM-10.

10 The projected PM-10 emissions from
11 implementation of the TIP and Regional Transportation
12 Plan for each analysis year, 2025, 2035, and 2040, are
13 less than the 2006 budget and less than the 2012
14 budget. These results indicate that the TIP and
15 Transportation Plan satisfy the conformity test for
16 PM-10.

17 The TIP and Regional Transportation Plan
18 must also provide for the timely implementation of
19 transportation control measures approved in air quality
20 plans. This chart presents the total funding and
21 millions of dollars that are programmed in the TIP for
22 TCMs.

23 The TIP and Regional Transportation Plan
24 do not interfere with timely implementation of TCMs in
25 the approved air quality plans, and priority is given

1 to the implementation of these measures.

2 The next three sides present the regional
3 emissions analysis results for PM-10 and PM-2.5 for the
4 Pinal County nonattainment areas. Since there are no
5 adequate or approved motor vehicle emissions budgets,
6 the interim emission action/baseline test was
7 conducted.

8 The action/baseline test is also referred
9 to as the build/no-build test. For PM-10 in each of
10 the analysis years of 2018, 2025, 2035, and 2040, the
11 projected emissions for the action scenario are not
12 greater than the projected emissions for the baseline
13 scenario. And it's reasonable to expect that the
14 action emissions will not exceed the baseline emissions
15 for the time periods between the analysis years.

16 The results indicate that the TIP and
17 Regional Transportation Plan satisfy the conformity
18 test for PM-10 for the Pinal County PM-10 nonattainment
19 area.

20 For the Pinal County PM-2.5 nonattainment
21 area, the interim emission action/baseline test was
22 conducted for PM-2.5 and nitrogen oxides. For PM-2.5,
23 in each of the analysis years, 2018, 2025, 2035, and
24 2040, the projected action scenario emissions are not
25 greater than the projected baseline scenario emissions.

1 It is also reasonable to expect that the
2 action emissions would not exceed the baseline
3 emissions for the time periods between the analysis
4 years.

5 And then for NOx, in each of the analysis
6 years, 2018, 2025, 2035, and 2040, the projected action
7 scenario emissions are not greater than the projected
8 baseline scenario emissions. It's also reasonable to
9 expect the action emissions will not exceed the
10 baseline emissions for the time periods between the
11 analysis years.

12 The results indicate that the TIP and
13 Regional Transportation Plan satisfy the conformity
14 test for PM-2.5, for the West Central Pinal PM-2.5
15 nonattainment area.

16 And now for the conformity schedule.
17 Following today's meeting, the public hearing, the MAG
18 Air Quality Technical Advisory Committee may make a
19 recommendation for the conformity analysis on June 1,
20 2017.

21 The MAG Management Committee may make a
22 recommendation at their meeting on June 14. And then
23 following the MAG Management Committee recommendation,
24 the MAG Regional Council may take approval action on
25 the conformity analysis on June 28, 2017.

1 It is anticipated that the U.S. DOT may
2 make a finding of conformity on the MAG TIP and RTP in
3 July 2017.

4 Mr. Chair, that concludes my presentation.

5 MR. ANDERSON: Thank you, Dean.

6 Appreciate it.

7 That concludes the presentation portion of
8 today's hearing, so we're going to move into the public
9 comment period. As I said in my introductory remarks,
10 if you'd like to speak, please fill out a blue comment
11 card for us. We would appreciate that.

12 So we have a timer at the podium. We're
13 going to limit public comment to three minutes.
14 There's a timer there to assist you. When you pass
15 two minutes, the yellow light will start to blink at
16 you, and then a warning buzzer will go off when your
17 three minutes is up. So please respect the time period
18 we have.

19 So the first speaker we have today is
20 Bonnie Boyce-Wilson.

21 MS. BOYCE-WILSON: Good morning. I'm
22 Bonnie Boyce-Wilson. I'm a resident of Sun City West,
23 and I'm also chair of the board for Northwest Valley
24 Connect. Thank you for the time to make comments this
25 morning.

1 I want to first just briefly tell our
2 organization, because of the lack of public transit in
3 our areas, Northwest Valley Connect was created to fill
4 those gaps by providing information to residents to
5 help them find transportation resources. And if an
6 existing resource is not available, then our volunteer
7 drivers will pick people up to take them places.

8 So it's really a stopgap effort. We're
9 doing this -- we're a young nonprofit. We've been in
10 business for almost three years now, but we're getting
11 upwards of 40 calls a day, because there is no public
12 transportation.

13 So my concern is that the issues of
14 transit in the Northwest Valley have not been addressed
15 by the plans. The plan that was prepared in '13 listed
16 26 different projects. None of which were even
17 attempted, and they are not even included in this
18 newest plan.

19 So we feel like we continue to be left out
20 of the planning grid, and it feels very much like
21 you're discriminating against the senior community,
22 because this is an area that's primarily -- the
23 residents there are primarily seniors.

24 It's a very important issue. I've brought
25 a copy of today's newspaper, The Independent, and the

1 two front-page articles are about the lack of transit
2 in our community.

3 So I know it's a matter of funding, but I
4 feel like priorities are not being addressed. We do
5 appreciate the fact that we have had the new
6 interchange put in at Bell and Grand, but the only real
7 public transit that comes out to that area is at the
8 Bell and Grand Park-and-Ride; otherwise, there's
9 nothing. No public transportation. And we need that
10 transit.

11 So my request specifically would be that
12 regular bus service would be extended down Bell Road as
13 far as Surprise. It would be great if it would go down
14 as far as Bullard, because then that would get people
15 to the spring baseball training site.

16 And also that there would be regular bus
17 service extended along Grand Avenue at least as far as
18 Surprise. Thank you.

19 MR. ANDERSON: Thank you.

20 The next speaker is Sharon Hedlick.

21 MS. HEDLICK: My name is Sharon Hedlick,
22 and I live in Sun City West, and I'm also a board
23 member with Northwest Valley Connect.

24 First of all, I wanted to thank Jorge Luna
25 for all the work he's done. I'm sorry to see you

1 leaving. He's a great asset, and he's been a big help
2 to us as well.

3 Today Bonnie touched on a few of the
4 things. I'm probably going to repeat some of them.
5 Today I brought you a copy of the Northwest Valley
6 Connect Executive Summary, which I have here for you as
7 a copy.

8 The executive summary listed on here were
9 the year-term recommendations, which are listed at the
10 bottom. There's a map with the mid-term
11 recommendations listed at the bottom and the long-term
12 recommendations from 2013. And included with this is a
13 letter that we gave to Representatives Lovas,
14 Livingston, and Senator Burges on January 10th of 2016.
15 All of which goes over all of the recommendations.
16 None of which have been completed or looked at. Not
17 one.

18 So you did a study. You told us what we
19 needed to do, and then they've done nothing with them.

20 So having said that, I've read everything.
21 I've read the entire copy of this proposal. I've read
22 the entire MAG report, as well. Because I think it's
23 important for me to get up here and talk, I need to be
24 able to know exactly what I'm talking about.

25 On the executive summary, you show from

1 2018 to 2022, a five-year project, and you have one or
2 two projects that are listed in green. On the 2023 to
3 2026, which is another four years, you have projects
4 that were all in red. None of which are constituted
5 anywhere in the Northwest Valley.

6 However, on 2027 through 2040, you've
7 lumped us in with a 13-year group -- which I know of no
8 long-term planning of 13 years -- to at least look at
9 the possibility of starting something in the Northwest
10 Valley.

11 From my perspective, this is not
12 acceptable. I live in the Valley, and it's not
13 acceptable for you to do this to us. And as Bonnie
14 stated, it appears you do not want to handle the ADA
15 responsibility of dealing within the three-quarter
16 miles for seniors to be able to have service for
17 transit.

18 You are avoiding us completely. You're
19 not coming down Bell. You're not coming down Grand.
20 You're not giving us an opportunity to do what we need
21 to do.

22 So one of these days we're going to have
23 someone call us who says, "I need to get to a dialysis
24 appointment," and we're going to have to say, "I'm
25 sorry. We don't have a driver for you."

1 What do you want us to do with those
2 seniors? It's your responsibility.

3 Being on the board also requires us to try
4 and solve problems. We're here to help. We need to
5 know what it is we have to do to get you to put
6 services in the Northwest Valley.

7 Okay. Thank you very much for your time.

8 MR. ANDERSON: Thank you very much.

9 The next speaker card I have is
10 Christine Deal.

11 MS. DEAL: Good morning. My name is
12 Christine Deal. I'm president of the Westwood
13 Village & Estates Neighborhood Association.

14 We have a situation in our neighborhood.
15 We are located between Thomas Road and Indian School,
16 between 19th Avenue and the I-17. In that area, you
17 are proposing to put a bicycle and a pedestrian bridge
18 across the I-17.

19 We have a bridge in that area across the
20 SRP canal, which has caused a great deal of problems.
21 We do not want more problems by putting a bridge in
22 over the I-17. The proposed area that you're wanting
23 to put this bridge in is going into an industrial and a
24 warehouse area.

25 My question to you is, why would you

1 choose such an area, to put a residential area matching
2 up with a residential -- I mean, with an industrial and
3 a warehouse area?

4 The only people over there are the
5 transients. That's where they camp out. We're having
6 a lot of problems with transients right now coming into
7 our neighborhood, stealing stuff, and heading back over
8 to the other side.

9 And this has caused us a great deal of
10 problems, and our crime rate is starting to go up.
11 In the past, we have been one of the areas that haven't
12 had a lot of crime, and now our crime rates are going
13 up.

14 We know all the disadvantages of having
15 the bridge, and I would like to ask you, what are the
16 advantages of hooking us up to a warehouse area? I
17 don't know. Does anyone have a suggestion for us?

18 Okay. Well, anyway, this is where we are
19 standing right now. We are looking to talk with some
20 of our legislatures to see if they can help us out with
21 this problem.

22 We've been fighting this for the last 10,
23 15 years. It seems like every five to ten years, we
24 have to come down here and talk to you guys again.

25 We do not want the bridge. So we're

1 hoping that maybe you can take our whole neighborhood
2 and that bridge over I-17 at Osborne Road completely
3 off your agenda. Thank you.

4 MR. ANDERSON: Thank you very much.

5 Because you testified during our mid-phase
6 hearing also, we actually took that recommendation out
7 of our study.

8 MS. DEAL: You have?

9 MR. ANDERSON: Yes.

10 MS. DEAL: Great. Yay. Thank you.

11 MR. ANDERSON: The next speaker is
12 Debbie Gapp.

13 MS. GAPP: Unnecessary. Other than to
14 say, thank you very much.

15 MR. ANDERSON: As a matter of fact, that
16 study, the spine study, is going for final action this
17 month through our committee process.

18 MS. DEAL: Thank you very much.

19 MR. ANDERSON: The next speaker is
20 Peggy Neely.

21 MS. NEELY: Good morning. Peggy Neely.
22 It's great to see you guys. Kind of on the opposite
23 side, right? I'm glad to be here, but I just wanted to
24 come in.

25 Eric has addressed that there are some

1 projects that will be reevaluated in the fall. I'm
2 working with a couple business owners at Camelback and
3 I-17 on the west side, north and south. And we're
4 concerned about the timing that we have on that
5 project.

6 We've been talking to our Phoenix
7 representatives, and they said that that is going to be
8 postponed sooner than 2021 -- or later than 2021. It
9 currently shows in the TIP that pre-design starts in
10 2017 and construct in 2021.

11 In addition to that, light rail is
12 proposed to go through there, so we'd like to see
13 coordination happen at the same time. So we'd
14 appreciate the efforts to make sure that that is pushed
15 out, and we can coordinate that.

16 But thank you for all you do. It's great
17 to see -- I guess I would say the sausage making that
18 will move forward. You do a great job. Thanks, guys.

19 MR. ANDERSON: Thank you very much.

20 The last card I have is Arthur Cassidy.

21 (No response.)

22 MR. ANDERSON: That's the last card I
23 have. Is there anybody else who would like to speak?

24 If not, we will close the hearing. We
25 appreciate you all for coming today. We appreciate

1 your input. Your input does make a difference. A lot
2 of times we have a lot of constraints, funding being
3 one of them. But we really do appreciate your input in
4 our interim process. Thank you very much.

5 (The hearing concluded at 12:25 p.m.)

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1 STATE OF ARIZONA)
) SS.
 2 COUNTY OF MARICOPA)

3 BE IT KNOWN that the foregoing proceedings were
 4 taken before me; that the witness before testifying was
 5 duly sworn by me to testify to the whole truth; that
 6 the foregoing pages are a full, true, and accurate
 7 record of the proceedings, all done to the best of my
 skill and ability; that the proceedings were taken down
 by voice shorthand and thereafter reduced to print
 under my direction.

8 I CERTIFY that I am in no way related to any of
 the parties hereto nor am I in any way interested in
 the outcome hereof.

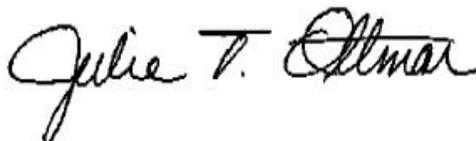
- 9 [] Review and signature was requested.
- 10 [] Review and signature was waived.
- 11 [X] Review and signature not requested/required.

12 I CERTIFY that I have complied with the ethical
 obligations set forth in ACJA 7-206(F)(3) and ACJA
 13 7-206(J)(1)(g)(1) and (2). Dated in Phoenix, Arizona,
 this 19th day of May 2017.

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 15 

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 Cindy Bachman
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 19 I CERTIFY that OTTMAR & ASSOCIATES, INC., has
 20 complied with the ethical obligations set forth in ACJA
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Title VI Program

November 2015



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Table of Contents

Section 1 – Introduction.....	1
Title VI Program Overview	2
Valley Metro Background.....	3
Section 2 Title VI Complaint Policy and Procedures	7
Title VI Complaint Policy and Notice to the Public	8
Title VI Complaint Procedures	9
Procedures for Tracking and Investigating Title VI Complaints.....	10
Section 3 Title VI Investigations, Complaints, and Lawsuits.....	16
List of Title VI Investigations, Complaints, and Lawsuits.....	17
Section 4 Inclusive Public Participation Plan.....	23
Valley Metro Public Participation Plan	24
Section 5 Language Assistance Plan	29
Language Assistance Plan	30
Section 6 Collection of Demographic Data.....	33
Overview.....	34
Census Data	34
Passenger Survey (Origin And Destination Survey)	35
Demographic Maps.....	38
Section 7 System-Wide Service Standards and Policies.....	45
Overview	46
Regional Service Policies for Bus Service	46
Regional Service Policies for Light Rail Service	47
Regional Service Standards for Bus Service	49
Regional Service Standards for Light Rail Service	55
Section 8 Monitoring Transit Service.....	60
Overview	61
Section 9 Title VI Major Service Change, Fare Change and Impact Analysis Policies.....	62
Overview	63
Major Service Change & Service Equity Policy.....	63
Purpose of The Policy	63



Basis for Policy Standards	63
Major Service Change Policy	63
Equity Analysis Data Sources	67
Exemptions	67
Public Participatory Procedures	68
Definitions	69
Fare Equity Policy	70
Definitions	72
Public Outreach Process for The Major Service Change and Fare Equity Policies 2013	74
Section 10 Evaluation Of 2013-2015 Service and Fare Changes	75
Overview	76

ATTACHMENTS

- Attachment A – Language Assistance Plan
- Attachment B – 2010-2011 On-Board Transit Survey Report
- Attachment C – Public Involvement Activities
- Attachment D – Evaluation of Valley Metro Fare and Service Changes 2012 - 2014
- Attachment E – Transit Service Monitoring Report
- Attachment F - Board of Director's Meeting Minutes for 2015 Title VI Update

SECTION 1 – INTRODUCTION

TITLE VI PROGRAM OVERVIEW

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964 as well as Executive Order 12898 on Environmental Justice in their planning and implementation processes. Subsequent to issuance of the Executive Order the U.S. Department of Transportation (DOT) issued Order 5610.2(a) for implementing the Executive Order on Environmental Justice. DOT Order on Environmental Justice, establishes compliance procedures for Executive Order 12898 that further directs that federal programs, policies and activities not have a disproportionately high and adverse human health and environmental effect on minority and low-income populations. In addition, the DOT's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087) establishes guidance for the prohibition against national origin discrimination in Title VI of the Civil Rights Act of 1964, as it affects (denial of meaningful access to services) limited English proficient persons.

Pursuant to Title 49 U.S.C. Chapter 53, as amended, the City of Phoenix Public Transit Department is the designated recipient of funds under FTA Sections 5307 and 5309. As the designated recipient for federal funding, the City of Phoenix Public Transit Department's is responsible for providing the FTA with a Title VI Update every three years in accordance with FTA Circular 4702.1B dated October 1, 2012 and with reporting requirements detailed in 49 CFR Section 21.9(b).

As a subrecipient to the City of Phoenix Transit Department, Valley Metro is also responsible for providing the City of Phoenix with a Title VI Program as well as a Title VI update every three years at a time designated by the City of Phoenix in accordance with FTA Circular 4702.1B dated October 1, 2012. The purpose of this report is to assess the compliance of Valley Metro with the Civil Rights Act of 1964, DOT Order 5610.2, and Executive Order 12898 and 70 FR 74087.

Title VI of the Civil Rights Act of 1964, Section 601 states:

"No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Executive Order 12898 states:

"Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."



VALLEY METRO BACKGROUND

In 1993, the Valley Metro Regional Public Transportation Authority (RPTA) board adopted the name Valley Metro as the identity for the regional transit system in the Phoenix metropolitan area. Under the Valley Metro brand, local governments joined to fund the Valley-wide transit system that serves more than 73 million riders annually. Valley Metro provides fixed route bus service, light rail service and complementary paratransit service across the region. Valley Metro distributes transit funds from the countywide transit sales tax to its member agencies including the cities of Tempe, Mesa, Glendale, Phoenix, Buckeye, Tolleson, Wickenburg, Surprise, Peoria, Chandler, Gilbert, El Mirage, Avondale, Goodyear, Scottsdale, and Maricopa County. For the most part, Valley Metro and its member agencies utilize service providers for operations of bus, light rail and paratransit services. The cities of Glendale, Scottsdale, Peoria, and Phoenix contract some of their service directly to service providers.

Currently, fixed route transit service in metropolitan area is operated by the City of Phoenix and Valley Metro. There are a total of 892 fixed route vehicles and 50 light rail vehicles operating in the region. 108 of these vehicles are circulators.

The regional transit system has 44 local bus routes, 15 key local bus routes, 1 limited stop peak and 2 limited stop all-day routes, 20 Express/RAPID routes, 19 community circulator routes, one rural connector route, and one light rail system for a total of 103 regional routes. Valley Metro customers made over 72,000,000 boardings during Fiscal Year 2014.

Eight regional entities provide Dial-a-Ride service for seniors and persons with disabilities, as well as ADA paratransit service for those who are unable to use fixed route bus service. Annual regional ridership for ADA paratransit and regional ridership for non ADA general Dial-a-Ride was 987,318.

In 2002, Valley Metro Rail, Inc., a non-profit agency, was created and charged with design, construction and operation of the region's 57-mile high-capacity transit system. Valley Metro Rail Board member cities include Phoenix, Tempe, Mesa, Glendale and Chandler. The Board establishes overall policies and provides general oversight of the agency and its responsibilities

In November 2004, Maricopa County voters passed Proposition 400 which provides funding from a portion of the half-cent sales tax to transit projects in the Regional Transportation Plan. The light rail system (Central Phoenix/East Valley) became operational on December 27, 2008 and is operated by Valley Metro Rail, Inc. The starter line is a 20-mile system operating within the cities of Phoenix, Tempe and Mesa. Valley Metro and the city of Mesa are currently wrapping up construction on a 3.1-mile extension that will take light rail into Downtown Mesa. In addition, Valley Metro and the City of Phoenix are constructing a 3.2-mile light rail extension on 19th Avenue.



In March 2012, the emergence of a regional transit agency in the Valley began with Steve Banta taking on the role as the single Chief Executive Officer for two very distinct transit systems: Regional Public Transportation Authority (RPTA) and Valley Metro Rail. The two Boards agreed that Banta would lead the integration of both agencies with a goal of creating new efficiencies and enhancing regional transit service. The unified, restructured Valley Metro provides benefits now for riders and their communities and accommodates future growth of the regional system. Valley Metro RPTA and Valley Metro Rail Boards of Directors and their respected management committees help guide the agency by providing transportation leadership to best serve the region and their communities. Members are represented by an elected official who is appointed by their Mayor, Councilmembers or Board of Supervisors. Table 1 below shows the current members of both Boards and Table 2 shows both Management Committees. Note that members on both Management Committees are agency staff and are appointed by their respective agency.

Table 1 - BOARD OF DIRECTORS

Valley Metro RPTA Board of Directors	
Avondale	Councilmember Jim McDonald, <i>Chair</i>
Glendale	Councilmember Gary Sherwood, <i>Vice Chair</i>
Phoenix	Councilmember Thelda Williams, <i>Treasurer</i>
Buckeye	Vice Mayor Eric Orsborn
Chandler	Vice Mayor Kevin Hartke
El Mirage	Councilmember Lynn Selby
Gilbert	Councilmember Jenn Daniels
Goodyear	Councilmember Sharolyn Hohman
Maricopa County	Supervisor Steve Gallardo
Mesa	Vice Mayor Dennis Kavanaugh
Peoria	Vice Mayor Jon Edwards
Scottsdale	Councilmember Suzanne Klapp
Surprise	Councilmember Skip Hall
Tempe	Mayor Mark Mitchell
Tolleson	Councilmember Kathie Farr
Wickenburg	Councilmember Everett Sickles

Valley Metro Rail Board of Directors	
Phoenix	Councilmember Thelda Williams, <i>Chair</i>
Tempe	Mayor Mark Mitchell, <i>Vice Chair</i>
Mesa	Vice Mayor Dennis Kavanaugh
Chandler	Councilmember Rick Heumann
Glendale	Mayor Jerry Weiers

Table 2 –MANAGEMENT COMMITTEE MEMBERSHIPS

Valley Metro RPTA Transit Management Committee	
Avondale	Kristen Sexton, <i>Chair</i>
Glendale	TBD, <i>Vice Chair</i>
Phoenix	Maria Hyatt
Buckeye	Sean Banda
Chandler	Dan Cook
El Mirage	Jorge Gastelum
Gilbert	Kristen Myers
Goodyear	Cato Esquivel
Maricopa County	Mitch Wagner
Mesa	Jodi Sorrell
Peoria	Stuart Kent
Scottsdale	Madeline Clemann
Surprise	David Kohlbeck
Tempe	Steven Methvin
Tolleson	Christine Hagen
ADOT – non-voting member	Sara Allred



Valley Metro Rail Management Committee	
Phoenix	Mario Paniagua, <i>Chair</i>
Tempe	Steven Methvin, <i>Vice Chair</i>
Mesa	Scott Butler
Chandler	Dan Cook
Glendale	TBD

To ensure compliance with the requirements of Title VI, Valley Metro is required to develop a Title VI Program and submit updates to the City of Phoenix every three years as part of their Triennial Review. The contents of this document follow the requirements and guidelines of FTA's Title VI Circular (FTA C 4702.1B), which is also meant to fulfill USDOT regulations. In October 2012, the FTA amended the previous Title VI Circular (FTA C 4702.1A) and added new requirements. The updated Valley Metro Title VI Program will be in compliance with these new regulations.

In compliance with Title VI of the Civil Rights Act of 1964, and pursuant to FTA regulations from the Title VI Circular, Valley Metro has adopted this Title VI Program and policies within to ensure that Valley Metro operates in a non-discriminatory manner and that any potential adverse impacts to minority and low-income populations, resulting from a fare or major service change, are properly identified and analyzed to ensure that such changes are implemented without discriminate intentions. The Valley Metro Rail and Valley Metro RPTA Board of Director's meeting minutes approving the Title VI Program is in Attachment F.

SECTION 2 TITLE VI COMPLAINT POLICY AND PROCEDURES



TITLE VI COMPLAINT POLICY AND NOTICE TO THE PUBLIC

Valley Metro posts the following Title VI Complaint Policy on our agency's website, printed in the Transit Book, and posted at other key locations.

Title VI of the Civil Rights Act of 1964 States the Following:

Title VI is a section of the Civil Rights Act of 1964 which requires that "no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Submitting a Title VI Complaint

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any Valley Metro service, program or activity, and believes the discrimination is based upon race, color or national origin may file a formal complaint with Valley Metro Customer Service. This anti-discrimination protection also extends to the activities and programs of Valley Metro's third party contractors. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, Valley Metro must ensure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity or service it administers.

Complaints for alleged non-compliance with Title VI and related statutes may be lodged with Valley Metro Customer Service. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

To submit a complaint online, fill out the [Online complaint form](#)¹

¹ Link is only available for electronic version of program; please visit:

http://www.valleymetro.org/about_valleymetro/titlevi_form



To submit a claim by mail or in person, please fill out the [printable complaint form](#) and mail/take to:

Regional Public Transportation Authority
4600 E. Washington St., Suite 101
Phoenix, Arizona 85034
Email: csr@valleymetro.org
Phone: (602) 253-5000
TTY: (602) 251-2039

Individuals may also file complaints directly with the Federal Transit Administration (FTA) within the 180-day timeframe.

Federal Transit Administration (FTA)
Attention: Title VI Coordinator
East Building, 5th Floor –TCR
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Complaints received by Customer Service will be assigned to the appropriate staff member(s) for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, Customer Service will respond to the complainant and, if warranted by the investigation, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for this region, is responsible for monitoring this process.

Note: To request information about Valley Metro’s Title VI Policy, please send an e-mail to TitleVICoordinator@valleymetro.org. To request information in alternative formats, please contact Customer Service at csr@valleymetro.org or phone: (602) 253-5000, TTY: (602) 251-2039.

TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he have been discriminated against on the basis of race, color, or national origin by Valley Metro or our transit service provider may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form² or by calling Valley Metro’s Customer Service. All complaints are logged into Valley Metro’s Customer Assistance System (CAS) and will be investigated according to federal standards.

² See page 13 for the complaint form in English and Spanish.



Valley Metro’s Title VI Complaint Form (English and Spanish) is located on our website: (http://www.valleymetro.org/about_valleymetro/civil_rights_policy_statement). The form is available in both English and Spanish. Complaints can also be filed by contacting Valley Metro’s Customer Service at:

Email: csr@valleymetro.org

Phone: (602) 253-5000

TTY: (602) 251-2039

Valley Metro has 30 days to investigate each complaint. If more information is needed to resolve the case, Valley Metro may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to Valley Metro Customer Service.

PROCEDURES FOR TRACKING AND INVESTIGATING TITLE VI COMPLAINTS

TRACKING

- Complaint comes in and is logged into the CAS system.
- The Customer Service Administrator sends the complaint to the cities/transit provider for investigation and documentation within 24 hours.
- Complaint is returned to the Customer Service Administrator to ensure the information is complete and closes the complaint.
- Each cities administrator audits the complaints as well to ensure they meet the guidelines for Title VI.
- The administrator reviews an outstanding weekly report identifying outstanding complaints. During the review process the administrator will send out notifications to the agency and a copy to the relevant city to remind the entity that the complaint is not yet resolved or closed out. This process is reinitiated each week to ensure timely compliance.
- The administrator audits all completed Title VI complaints to check for accuracy and has complaint reopened by Customer Service administrator and sent back if not completed accurately.

INVESTIGATING

Each documented Title VI investigative report must address each of the “Seven Federal Investigative” steps found in 28 CFR, Part 35 and FTA Circular 4702.IA. The seven steps are as follows:

STEP ONE: Summary of the complaint

- Completed by the Regional Services Customer Relations staff

STEP TWO: Statement of issues

- List every issue derived from the complaint summary
- Include questions raised by each issue
 - Who?
 - What?
 - When?
 - Where?
 - How?
- Add new issues that surface during investigation
- Final list of issues becomes outline for investigation

STEP THREE: Respondent's **reply** to each issue

- Obtain information from each respondent, listen to each tape, review each document
- All staff will document information collected in the customer contact (respondent area).
- After all respondent information is documented
 - Complete the documentation (remaining steps)
 - Determine the action taken
 - Follow up with the customer.

Note: "Respondent" is not confined to the transit vehicle operator. "Respondent" is defined as **any** source of information that can contribute to the investigation, such as:

- Operator (Interview / History)
- Radio/Dispatch/OCC reports
- GPS tracking software & programs
- Maintenance (Staff / Records)
- City Transit staff
- Witnesses
- Complainant (Interview / History)
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Other transit employees
- Route history

STEP FOUR: Findings of fact

- Investigate every "issue" (stated in the "statement of issues noted in step two)
- Separate facts from opinions

STEP FIVE: Citations of pertinent regulations and rules

- Develop list of all regulations, rules, policies, and procedures that apply to the investigation
 - Title VI requirements
 - Company rules & procedures
 - Valley Metro policies & service standards

STEP SIX: Conclusions of law

- Compare each fact from “findings of fact” to the list of regulations, rules, etc.
- Make decision on whether violation(s) occurred
- List of violations becomes “conclusions of law”

STEP SEVEN: Description of remedy for each violation

- Specific corrective actions for each violation found
- Include plans for follow-up checks
- Do not conclude report with “no action taken”
- If no violations found, conclude the report in a positive manner
 - Review of policies & procedures
 - Review of Title VI provisions

Response to Customer:

- Detailed summary of conversation with customer
- Copy of letter to customer

Action Taken:

- Must include specific corrective action for each violation found
- Include a follow-up action plan
- If no violations found, note policies, procedures, etc. reviewed with operator
- Never state “no action taken”
- Documented information should always include initials & dates



TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro or any of its service providers, and believes the discrimination was based upon race, color or national origin may file a formal complaint with Valley Metro Customer Service.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at (602) 253-5000/TTY: (602) 251-2039, or email at csr@valleymetro.org.

Section I: Customer Information

Name:		
Address:		
City:	State:	Zip:
Work Phone:	Home Phone:	Cell Phone:
Email Address:		

Section II: Incident Information

Date of Incident:	Time of Incident:	AM/PM	City:
Incident Location:		Direction of Travel:	
Route #:	Bus/Light Rail #:		
Service Type: <input type="checkbox"/> Local <input type="checkbox"/> LINK <input type="checkbox"/> Express/RAPID <input type="checkbox"/> Light Rail <input type="checkbox"/> Circulator/Connector <input type="checkbox"/> Dial-a-Ride			
Operator Name:			
Operator Description:			

What was the discrimination based on? (Check all that apply)

Race Color National Origin Limited English Proficiency Other:

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Have you filed this complaint with the Federal Transit Administration? Yes No

If yes, please provide information about a contact person at the Federal Transit Administration where the complaint was filed.

Name:	Title:
Address:	Telephone:

Have you previously filed a Title VI complaint with this agency? Yes No

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature Date

602.253.5000
TTY: 602.251.2039
valleymetro.org





FORMA DE QUEJAS DEL TITULO VI

Cualquier persona que crea que ha sido discriminada basándose en su raza, color u origen nacional por Valley Metro o sus proveedores de servicio puede registrar una queja del Título VI con el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información necesaria para que se procese su queja. Hay formatos e idiomas alternos disponibles si se solicitan. Llene esta forma y envíela por correo postal a o entréguela en: Regional Public Transportation Authority, 4600 E. Washington St., Suite 101, Phoenix, Arizona 85034. Usted puede comunicarse con el Servicio al Cliente llamando al (602) 253-5000/TTY: (602) 251-2039, ó por correo electrónico en csr@valleymetro.org.

Sección I: Información del Cliente			
Nombre:			
Domicilio:			
Ciudad:	Estado:	Código Postal:	
Teléfono del Trabajo:	Teléfono del Hogar:	Teléfono Celular:	
Domicilio Electrónico:			
Sección II: Información del Incidente			
Fecha del Incidente:	Hora del Incidente:	AM/PM	Ciudad:
Ubicación del Incidente:		Dirección de Viaje:	
# de Ruta:	# de Autobús/Tren Ligero:		
Tipo de Servicio:	<input type="checkbox"/> Local	<input type="checkbox"/> LINK	<input type="checkbox"/> Express/RAPID
	<input type="checkbox"/> Tren Ligero	<input type="checkbox"/> Circulador/Connector	<input type="checkbox"/> Dial-a-Ride
Nombre del/la Conductor/a:			
Descripción del/la Conductor/a:			
¿En qué se basó la discriminación? (Marque todo lo que sea aplicable)			
<input type="checkbox"/> Raza			
<input type="checkbox"/> Color			
<input type="checkbox"/> Origen Nacional			
<input type="checkbox"/> Dominio Limitado del Inglés			
<input type="checkbox"/> Otro:			
Explique tan claramente como sea posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron a usted (si los sabe), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, por favor use el reverso de esta forma.			

¿Ha usted registrado esta queja con la Administración Federal de Tránsito?		<input type="checkbox"/> Sí	<input type="checkbox"/> No
Si contestó sí, por favor provea información sobre la persona de contacto en la Administración Federal de Tránsito donde se registró la queja:			
Nombre:		Título:	
Domicilio:		Teléfono:	
¿Ha usted registrado previamente una queja del Título VI con esta agencia?			
<input type="checkbox"/> Sí			
<input type="checkbox"/> No			

Usted puede adjuntar cualquier material por escrito o cualquier otra información que crea que sea relevante a su queja.

Se requieren la firma y la fecha abajo:

Firma

Fecha

valleymetro.org
602.253.5000
TTY: 602.251.2039



RPT243

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SECTION 3 TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS



LIST OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

There were no Title VI lawsuits files with Valley Metro or the FTA for transit services that Valley Metro provides. Valley Metro operated services and uncategorized operators received 62 complaints related to Title VI.

Table 2 – Valley Metro Title VI Complaints January 2011-December 2014

Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
143615	3/3/2011	Operator	Attitude (operator)	Video was reviewed and evidence was found to validate customer's allegations. Issue addressed with operator per company policy
146167	4/8/2011	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
146440	4/13/2011	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
155027	8/15/2011	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
159897	10/19/2011	Operator	Attitude (operator)	Video was reviewed and evidence was found to validate customer's allegations. Issue addressed with operator per company policy.
162643	11/30/2011	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
165423	1/13/2012	Operator	Discrimination	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
168328	2/21/2012	Operator	Discrimination	Per information provided by customer and investigation conducted, correct operator could not be identified. No action could be taken.
168816	2/27/2012	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
169941	3/14/2012	Operator	Attitude (operator)	Video was reviewed and evidence was found to validate customer's allegations. Issue addressed with operator per company policy.
171375	4/5/2012	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.



Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
173170	5/1/2012	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy
173907	5/12/2012	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy
176499	6/19/2012	Operator	Attitude (operator)	Video reviewed and no evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
178452	7/19/2012	Fares	Fare Policy	Video was viewed and no evidence of discrimination could be determined based on investigation. No action could be taken.
180217	8/8/2012	Operator	Discrimination	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
180919	8/15/2012	Operator	Discrimination	Video was viewed and no evidence of discrimination could be determined based on investigation. Operator to be monitored
180997	8/16/2012	Operator	Pass Up	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
183235	9/11/2012	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
185131	10/3/2012	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
185259	10/4/2012	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Video was requested for further investigation. Issue addressed with operator per company policy.
186796	10/23/2012	Operator	Pass Up	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
189306	11/26/2012	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.



Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
190927	12/4/2012	Security	Police	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
192311	1/11/2013	Operator	Policy (operations)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
193491	1/29/2013	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
196789	3/5/2013	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
198397	3/21/2013	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
198548	3/22/2013	Security	Security Policy	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
199954	4/9/2013	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
201716	4/30/2013	Operator	Policy (operations)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
201963	5/2/2013	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
202602	5/10/2013	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
203267	5/17/2013	Operator	Pass Up	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
203507	5/19/2013	Operator	Discrimination	Video was reviewed and no evidence of discrimination could be found. No action could be taken.



Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
206119	6/20/2013	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy
206228	6/21/2013	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy
206507	6/25/2013	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
206884	7/1/2013	Operator	Discrimination	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
210461	8/12/2013	Maintenance	Equipment Failure	No evidence of discrimination could be determined based on investigation. Facility issue addressed per company policy.
211338	8/20/2013	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
212885	9/5/2013	Unmapped Categories or Undefined Categories	Discrimination	Report of potential discrimination by a third party fare vendor. No action could be taken.
215378	10/2/2013	Fares	Fare Policy	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
216800	10/18/2013	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
219617	11/24/2013	Operator	Discrimination	Video was reviewed and evidence was found to validate customer's allegations. Issue addressed with operator per company policy.
221013	12/12/2013	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
221994	12/29/2013	Security	Police	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy



Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
222053	12/28/2013	Operator	Attitude (operator)	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy
223010	1/10/2014	Operator	Attitude (operator)	Per information provided by customer and investigation conducted, correct operator could not be identified. No action could be taken.
225989	1/28/2014	Operator	Discrimination	Video was requested; however, there was no recording available for the date and time of the reported incident. Therefore, there was insufficient evidence to determine if discrimination took place. No action could be taken.
226665	2/24/2014	Operator	Attitude (operator)	Video review was attempted and no evidence was found to validate customer's allegations. Complaint has been turned over to the Transit police to continue the investigation.
227234	3/3/2014	Operator	Attitude (operator)	Complaint forwarded to supervisor to be addressed with operator per company policy. Operator to be monitored.
227650	3/6/2014	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
231659	4/25/2014	Operator	Discrimination	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
232912	5/12/2014	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
233503	5/20/2014	Operator	Attitude (operator)	Video was requested; however, there was no recording available for the date and time of the reported incident. Therefore, there was insufficient evidence to determine if discrimination took place. No action could be taken.
234328	5/31/2014	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
237284	7/9/2014	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. No action could be taken.
237674	7/13/2014	Operator	Attitude (operator)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.



Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
238286	7/23/2014	Operator	Discrimination	Video was reviewed and evidence was found to validate customer's allegations. Issue addressed with operator per company policy.
238755	7/30/2014	Operator	Policy (operations)	Evidence was found to validate customer's allegations. Issue addressed with operator per company policy.
248952	11/16/2014	Security	Police	Video was reviewed and evidence was found to validate customer's allegations. Issue addressed with operator per company policy.

SECTION 4 INCLUSIVE PUBLIC PARTICIPATION PLAN

VALLEY METRO PUBLIC PARTICIPATION PLAN

Introduction

The regional transit public input/outreach process is conducted by Valley Metro for various transit-related activities and actions. Throughout the year, Valley Metro conducts public outreach activities related to capital projects, transit service changes, fare changes, and other transit-related events. This Title VI Public Participation Plan was established to ensure adequate inclusion of the public throughout the Phoenix metropolitan community in accord with the content and considerations of Title VI of the Civil Rights Act of 1964. Federal regulations state that recipients of federal funding must “promote full and fair participation in public transportation decision-making without regard to race, color or national origin.” Valley Metro uses this Plan to ensure adequate involvement of low-income, minority and limited English proficient (LEP) populations, following guidance from the Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular³ (Circular).

Involving the general public in Valley Metro practices and decision-making processes provides helpful information to improve the transit system and better meet the needs of the community. Although public participation methods and extent may vary with the type of plan, program and/or service under consideration as well as the resources available, a concerted effort to involve all affected parties will be conducted in compliance with this Plan along with Federal regulations. To include effective strategies for engaging low-income, minority and LEP populations, the Circular suggests that the following may be considered:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.

³ United States Department of Transportation, Federal Transit Administration, Circular 4702.1B.

- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

Valley Metro currently practices all of these strategies, in compliance with Federal regulations, so that minority, low-income and LEP populations are informed and also have meaningful opportunities to engage in planning activities and provide input as part of the decision-making process.

Typical Public Participation Opportunities

Valley Metro provides opportunities to share information or receive public input through a variety of methods for public participation utilized to engage low-income, minority and LEP populations through many outlets.

For planning efforts, including fare and service changes, public meeting locations are held at a centralized area or near affected route areas and bilingual staff is available. Public notices and announcements are published in minority-focused publications; some examples include: the *Arizona Informant* (African American community), *Asian American Times* (Asian American community), *La Voz* and *Prensa Hispana* (Hispanic community). Press releases are also sent to these media sources regarding fare changes, service changes and other programs. Additionally, printed materials, including comment cards or surveys, are available in Spanish.

A key participation effort, the Rider Satisfaction Survey, is conducted every two years. This survey is administered on transit routes across the region, reaching transit riders that live in minority and/or low-income communities. The survey, administered in English and Spanish, measures citizen satisfaction with transit services and captures comments for improvements.

Throughout the year, minority, low-income and LEP populations have access to information via the Valley Metro Customer Service Center. The Customer Service Center is open 6 a.m. to 8 p.m., Monday through Friday; 7 a.m. to 7 p.m. on Saturdays; and 8 a.m. to 5 p.m. on Sundays and designated holidays. Customer Service staff is bilingual.

Also available is the website www.valleymetro.org. Most information including meeting announcements, meeting materials and other program information is available on the website in both English and Spanish. If users would like information in another language, Valley Metro features Google translate on its website. This allows Valley Metro to reach citizens in 91 languages with information on transportation services, proposed service changes and other programs.

Public Participation Methods

Valley Metro uses several specific public involvement techniques to ensure that minority, low-income and LEP persons are involved in transit decisions. Through the use of public involvement, media outlets and printed or electronic materials, Valley Metro disseminates information regarding planning efforts. These efforts include the activities described below.

- Public meetings, hearings and open houses are held regularly at community-familiar locations with public transportation access and at convenient times, in collaboration with our member cities. These meetings provide an opportunity to meet with citizens and receive their comments and questions on proposed service changes and other programs. For each program, Valley Metro varies its meeting format in order to best engage the targeted population.
- Valley Metro has staff available at public meetings, hearings, events and open houses to answer questions and receive comments in both English and Spanish. Valley Metro also utilizes court reporters to record verbal comments at public hearings.
- Outreach for biannual service changes and other programs are conducted at or near the affected area, for example, along an affected bus route or at an affected transfer location, thus targeting the population that may be most impacted by proposed changes to service or routes. Oftentimes, these efforts are also executed at transit stations, community centers, civic centers, or major transfer locations.
- Coordination with community- and faith-based organizations, educational institutions and other organizations occurs regularly. These coordination efforts assist Valley Metro in executing public engagement strategies that reach out to members of the population that may be impacted.
- Valley Metro conducts specially-tailored transit presentations to community groups. This includes mobility training for senior citizens and people with disabilities, as well as information on how to use the transit system for new residents and refugees. More comprehensive travel training is also conducted monthly at a regional center for customers with disabilities.
- All public meeting notices for biannual service changes and other programs are translated to Spanish. Notices regarding Valley Metro projects and programs are widely distributed to the public through multiple methods, including through community- and faith-based organizations as well as via door hangers, direct mail, newspaper advertisement, electronic messaging (email through existing database), social media, door-to-door canvassing and on-board announcements on the transit system.

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- Valley Metro publishes advertisements of any proposed service or fare change in minority publications in an effort to make this information more easily available to minority populations. Additionally, Valley Metro sends press releases regarding service changes and other programs to Spanish-language media.
 - Valley Metro offers online participation via social media and e-mail input as an alternative opportunity for comment.
 - Major surveying efforts are conducted in both English and Spanish to ensure that the data collected is representative of the general public.
 - Valley Metro Customer Service staff is multilingual.
 - All comments are documented in a centralized database. For biannual service changes, comments are categorized as “in favor,” “not in favor” or “indifferent.” Comment summary information is provided to Valley Metro’s city partners for review and is also presented to the Valley Metro Board for consideration when taking action on proposed service changes.

Depending upon the type of project, program, or announcement, public participation methods may be customized to ensure that the general public is adequately involved in the decision-making process.

Conclusion

Valley Metro conducts public outreach throughout the year to involve the general public with activities and transit planning processes. Using a variety of communication techniques such as facilitating meetings at varied times and locations using multiple formats, placing printed materials at multiple outlets and providing opportunities via phone and web to share or collect information, Valley Metro ensures that outreach efforts include opportunities for minority, low-income and LEP populations that may be impacted by the activity or transit planning process under consideration. Valley Metro will continue to involve all communities in an effort to be inclusive of all populations throughout the Metropolitan Phoenix area and also to comply with Federal regulations. Valley Metro will continue to monitor and update this Inclusive Public Participation Plan as part of the Title VI Program which is updated triennially.

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SECTION 5 LANGUAGE ASSISTANCE PLAN

LANGUAGE ASSISTANCE PLAN

Federal agencies have published guidance for their respective recipients in order to assist them with their obligations to limited English proficiency (LEP) persons under Title VI. This order applies to all state and local agencies that receive federal dollars. The explanation of the required Language Assistance Plan outlined below is based on federal guidance provided in Federal Transit Administration (FTA) Circular 4702.1B.

Language Assistance Needs Assessment – Four Factor Analysis

The following outlines how to identify a person who may require language assistance, the ways in which Valley Metro and the City of Phoenix Public Transit Department, provides such assistance, any staff training that may be required to provide such services, and the resources available to reach out to the people who may need language assistance service. In order to prepare the Language Assistance Plan (LAP), a needs assessment is conducted utilizing the four factor analysis. The four factors are:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by Valley Metro and City of Phoenix Public Transit Department services and programs.

Factor 2: The frequency with which LEP persons come into contact with Valley Metro and City of Phoenix Public Transit Department services and programs.

Factor 3: The nature and importance of the Valley Metro and City of Phoenix Public Transit Department services and programs in people's lives.

Factor 4: The resources available to the Valley Metro and the City of Phoenix Public Transit Department for LEP out-reach, as well as, the costs associated with the out-reach.

The following is an explanation of what is to be included in the four factor LEP population needs assessment. In addition to the following explanation, Valley Metro has conducted a thorough LEP four factor analysis and resulting Language Access Plan to be utilized by all Valley Metro member agencies. Please refer to Attachment A for the Language Assistance Plan.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the Valley Metro and City of Phoenix Public Transit Department services and programs.

An effective Language Assistance Plan is the preferred way of determining the extent to which the transportation needs of the LEP population mirror those of the community at large and the extent to which LEP persons have different needs that should be

addressed through the transit service planning and facilities project development process.

Demographic Profiles for Communities of Concern Communities of concern describe populations that have been determined by the federal government as benefiting from protections to ensure their meaningful involvement in planning and services. These vulnerable populations have been identified through the Civil Rights Act of 1964, Executive Order 12898, and Executive Order 13166 to end discrimination and ensure equal access to all federally funded services.

To assist with the identification of Title VI neighborhoods, the presence of Title VI populations is compared against the Maricopa County average for each community of concern. Linguistic isolation follows federal guidance at five percent within a census block of 1,000 people or more within a neighborhood. Based on the 2008 to 2012 American Community Survey five-year estimates, the threshold for each mandated community of concern is as follows:

Communities of concern are identified as those census tracts where the identified group represents a percentage of the population equal to or greater than that of the Maricopa County average. Federal guidelines state that minority populations should be identified where either (a) the minority population of the affected area exceeds 50 percent, or (b) the minority population percentage of the affected area is measurably greater than the minority population percentage in the general population or other appropriate unit of geographic analysis—in this case, Maricopa County.

Limited English Proficient (LEP) households: A person with limited English proficiency is described as a person who does not speak English as a primary language and has a limited ability to read, write, speak and understand English. An area is identified as LEP when five percent or more of the population, or 1,000 people within a neighborhood, fit this definition. The Census Bureau further defines households as linguistically isolated when there are no members aged 14 years and over who speak only English or who speak a non-English language and speak English “very well.” In other words, all members of the household ages 14 years and over have at least some difficulty with English.

Factor 2: The frequency with which LEP persons come into contact with Valley Metro and City of Phoenix Public Transit Department services and programs.

The Valley Metro Planning and Community Relations divisions have conducted a thorough analysis of the frequency with which LEP persons come into contact with the Valley Metro system through a combination of surveys to community groups serving this population, as well as demographic mapping of service crossing census tracts with greater than average concentration of minority, low income and LEP populations. Please refer to the in-depth LEP analysis conducted by Valley Metro in *Attachment A:*



Valley Metro Limited English Proficiency Four Factor Analysis and Language Access Plan.

Factor 3: The nature and importance of the Valley Metro and City of Phoenix Public Transit Department services and programs in people's lives.

An analysis of benefits and burdens is a critical component of the Valley Metro and City of Phoenix Public Transit Department's Title VI Program. The Valley Metro Community Relations department, in partnership with the City of Phoenix Public Transit Department, analyzes the feedback reported by communities of concern to determine the potential benefits and burdens of a transportation service or fare change on the population. In addition, proposed transportation improvements are analyzed and documented to determine if the improvements impose a disproportionate burden on the communities of concern. This analysis, as well as the input from communities of concern, is incorporated as proposed service and fare changes advance through the Valley Metro and City of Phoenix committee, board and council processes for approval. Feedback from Title VI populations will be used to assess any enhancements to the Title VI Plan on a biennial basis.

SECTION 6 COLLECTION OF DEMOGRAPHIC DATA

OVERVIEW

This section is a demographic analysis of the population within Maricopa County and Valley Metro’s Service Area, which is a one-half mile radial buffer around fixed route services. In order to be familiar with the low-income and minority demographics of the area, Valley Metro uses the most current and accurate data available from the US Census Bureau and the Valley Metro Origin and Destination Survey which is conducted every three years.

The following data for minority and low-income populations were gathered from the Census Bureau’s 2013 American Community Survey (ACS) 5-year estimates. Low income is defined as the population with incomes at or below 150 percent of the Department of Health and Human Services poverty level.

This section also provides a summary of the results from the 2010-2011 On-Board Survey, which is currently the best available data to observe ridership characteristics and fare usage of minority and low income populations on fixed routes within the Valley Metro network.

CENSUS DATA

Table 3 summarizes the minority and low-income populations of all the Census Tracts within the County and Valley Metro’s service area, the one-half mile buffer around fixed route transit services, based on data from the 2013 American Community Survey. Map 1 below is a map of the service area, Maricopa County.

Table 3 Minority and Low-Income Population Summary

	Total Population	Minority Population	Percent Minority	Low-Income Population	Percent Low-Income
Maricopa County	3,889,161	1,624,496	41.8%	993,917	25.5%
Service Area (1/2-mile buffer around fixed route service)	3,249,332	1,475,404	45.4%	902,415	27.8%

Table 4 summarizes the racial distribution among the population within the County and service area. The total minority population within the service area is 1,624,496, 42.1% of the total population. The three largest racial groups, other than White, are Asian, Black/African American, and American Indian/Alaskan Native. The category Two or More Races represents people who consider themselves to be any combination of races, and the other categories represent people who consider themselves to be of one race. It should be noted that the category Hispanic/Latino is an ethnicity and not a race.

Table 4 Racial and Hispanic Distribution

Total Population	White	African American	American Indian	Asian	Other Races	Two or More Races	Hispanic/Latino (Any Race)
Maricopa County							
3,889,161	3,137,012	199,310	72,913	138,405	221,937	111,794	1,155,592
100%	80.6%	5.1%	1.9%	3.6%	5.7%	2.9%	29.7%
Service Area (1/2-mile buffer around fixed route service)							
3,249,332	2,576,408	181,225	65,879	119,649	204,000	95,519	1,060,463
100%	79.3%	5.6%	2.0%	3.7%	6.3%	2.9%	32.6%

PASSENGER SURVEY (ORIGIN AND DESTINATION SURVEY)

Between October 2010 and February 2011, Valley Metro conducted an on-board transit survey. The purpose of the survey was to better understand the travel pattern of transit users in the metropolitan Phoenix area, particularly the impact that light rail has had on regional travel patterns. The results of the survey will be used to update regional travel demand models and improve the overall quality of transit services in the region.

The survey, which included nearly 100 bus routes and all light rail stations, was the largest and most comprehensive origin and destination survey ever conducted by Valley Metro. The goal was to obtain useable surveys from approximately 13,750 passengers. The actual number of usable surveys was 15,780. Of the useable surveys, 4,732 were completed with light rail passengers and 11,048 were completed with bus passengers. The magnitude of the survey will allow regional planners to better understand the needs and travel patterns of many specialized populations. For example, the final database contains responses from:

- more than 6,600 people who do not have cars
- nearly 1,600 people under age 18
- nearly 1,000 people age 60 or older
- more than 6,000 students, including more than 4,000 college/university students
- nearly 2,000 students in grades K-12

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- more than 3,300 people living in households with incomes of less than \$10,000 per year
 - more than 9,000 people who were employed full or part time
 - nearly 3,000 people who were not employed but were seeking work

Major Findings

Some of the major findings from the survey include the following:

- **Public Transit Usage in the Metropolitan Phoenix Area Is Significant.** Ridership reports show that there are approximately 250,000 transit boardings per day or 1.25 million boardings during a typical 5-day work week. By providing residents with a reliable mode of transportation, the region's transit system is having a positive impact on traffic flow and air quality by reducing the number of trips that would have otherwise been completed by car.
- **Transit Users Are Using Public Transit More Often.** Among those who had been using public transit in the metropolitan Phoenix area at least two years, sixty one percent (61%) reported that they were using public transportation more often than they did two years ago. Among light rail users, nearly 80% reported that they were using public transit more often than they were two years ago before light rail began operations. The high percentage of light rail users who reported using public transit more often suggests that light rail has significantly enhanced the effectiveness of public transportation in the region.
- **Public Transit Is Important to the Region's Economy.** More than one-third (35%) of all transit trips represented in the survey either began or ended at work. When asked to report their employment status, more than three-fourths (78%) of those surveyed indicated that they were currently employed or seeking work. Among those seeking work, more than 30% indicated that they could not have completed their trip if public transportation were not available. Another 10% indicated that they did not know how they would have completed their trip if public transit had not been available.
- **Public Transit Is Important to Education in the Region.** Thirty-nine percent (39%) of those surveyed identified themselves as students, which explains the reason that nearly one-third (31%) of all transit trips represented in the survey either began or ended at a college/university or a K-12 school. On a typical weekday, more than 70,000 school-related trips are completed on public transportation in the metropolitan Phoenix area. If public transportation were not available, 16% of the students surveyed indicated that they would not have been able to get to school. Another 8% did not know how they would have gotten to school if public transit had not been available.

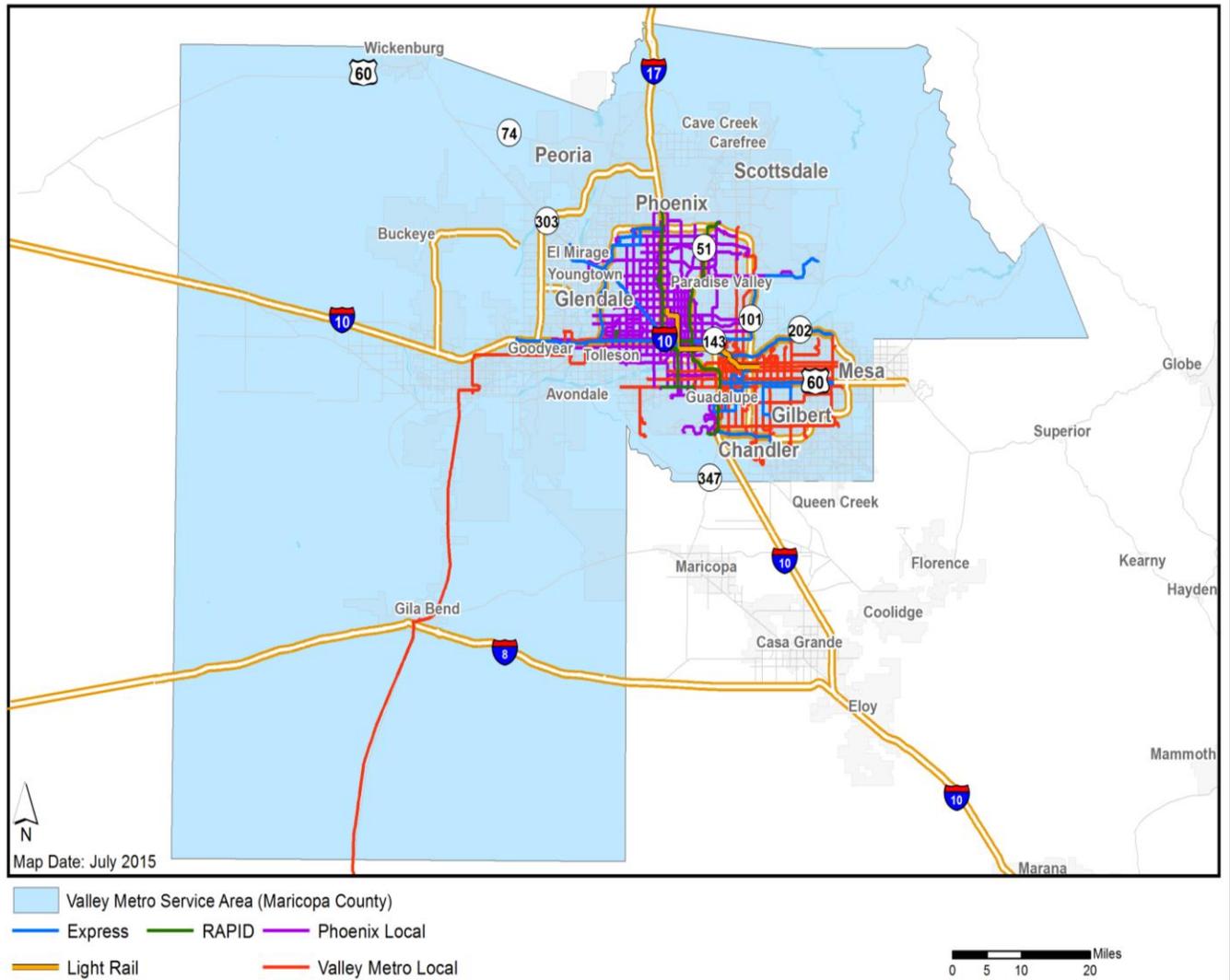
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- **The Demographic Profile of Public Transit Riders Has Changed Since the Introduction of Light Rail.**
 - o Transit riders are more likely to have a driver's license. Among those who began using public transit in the Phoenix area after light rail service began, 57% have a valid driver's license compared to just 43% of those who began using public transit before light rail service was available.
 - o Transit riders are more likely to have annual household incomes above \$50,000. Among those who began using public transit in the Phoenix area after light rail service began, 22% had annual household incomes above \$50,000 compared to 18% of those who began using public transit before light rail service was available.
 - o Transit riders are more likely to be students. Among those who began using public transit after light rail service began, 45% were students compared to 36% of those surveyed who were using transit before light rail service began.

The full On-Board Transit Survey Report is in Attachment B.

DEMOGRAPHIC MAPS

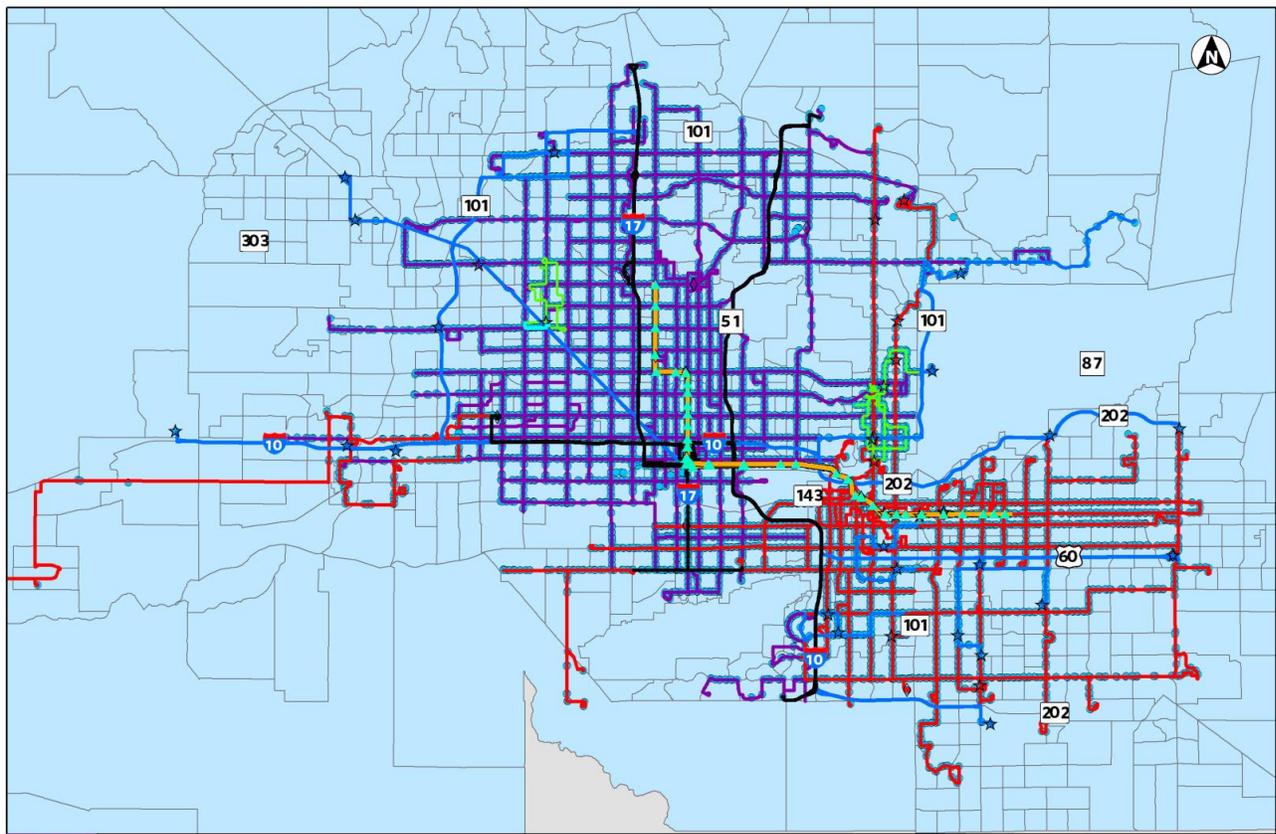
Map 1 displays all fixed bus routes and light rail transit service within the region.

Map 1: Maricopa County and Fixed Route Transit Service



Map 2 displays a closer view of the fixed route transit service in the region. This map also includes bus stops, light rail stations, park-and-ride facilities, and transit centers.

Map 2 Fixed Route Transit Service (Zoomed View)



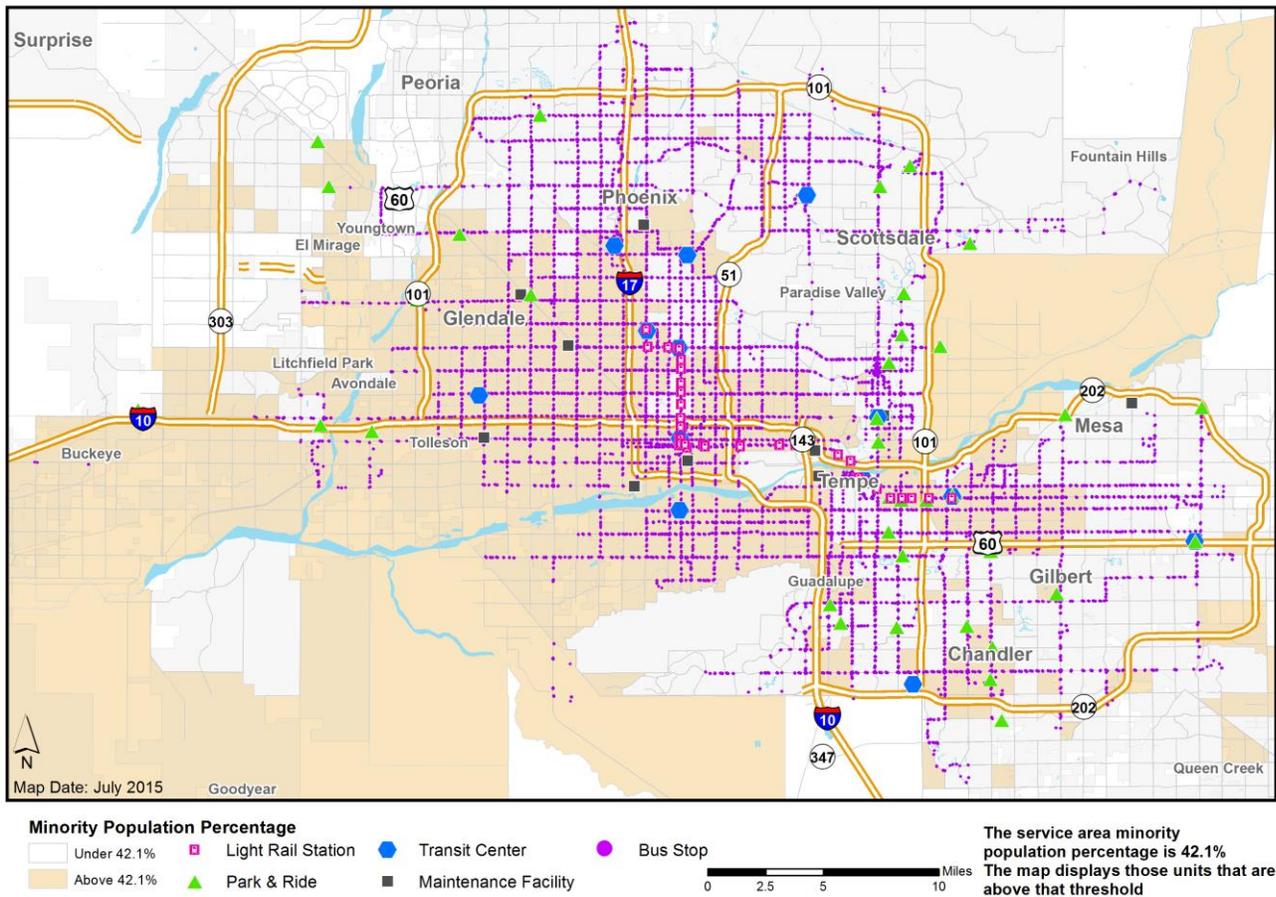
LEGEND

- Service Area
- Valley Metro Local
- Phoenix Local
- Bus Stops
- Light Rail
- Circulators
- Light Rail Stations
- Express Routes
- Transit Centers
- RAPID
- Park and Rides



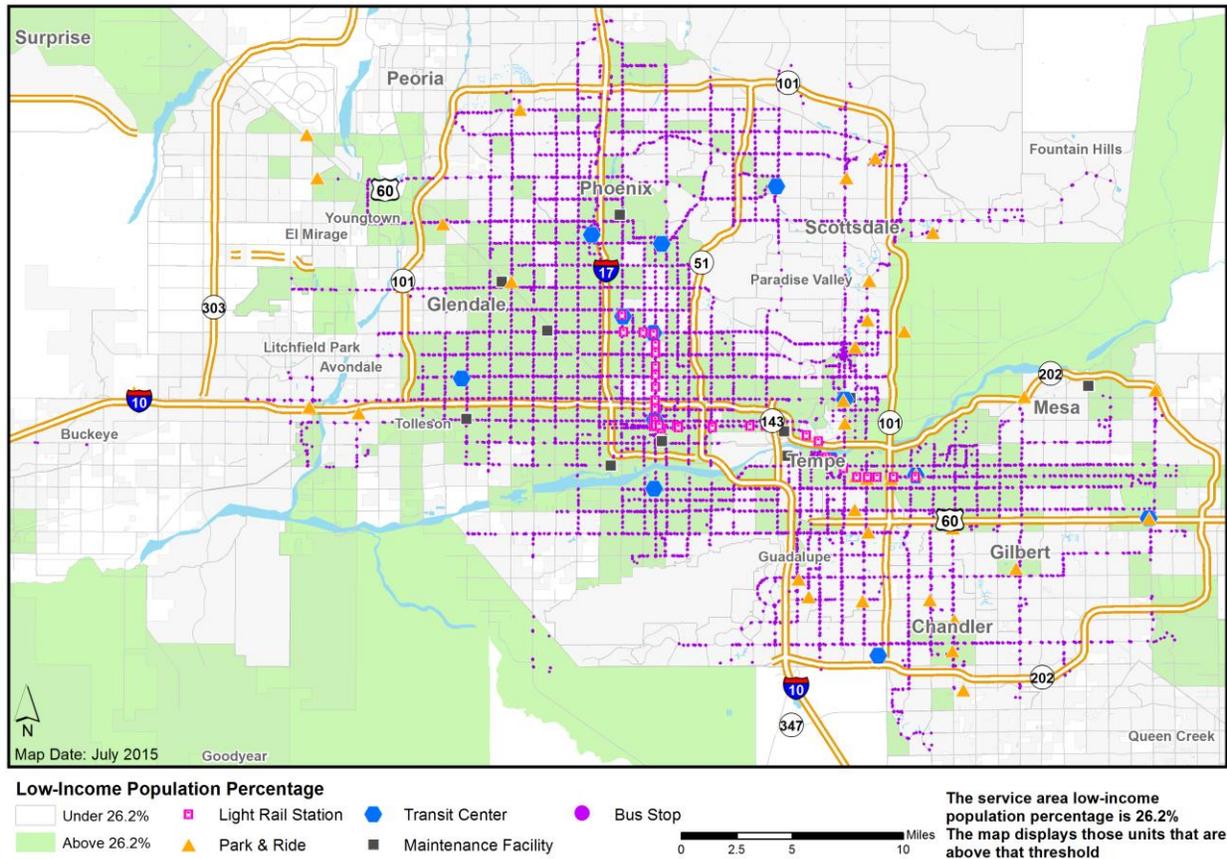
Map 3 displays a closer view of the minority population and the relation to the regional transit system amenities. This includes bus stops, light rail stations, park-and-ride facilities, maintenance facilities, and transit centers.

Map 3 Fixed Route Transit System Amenities and Minority Populations



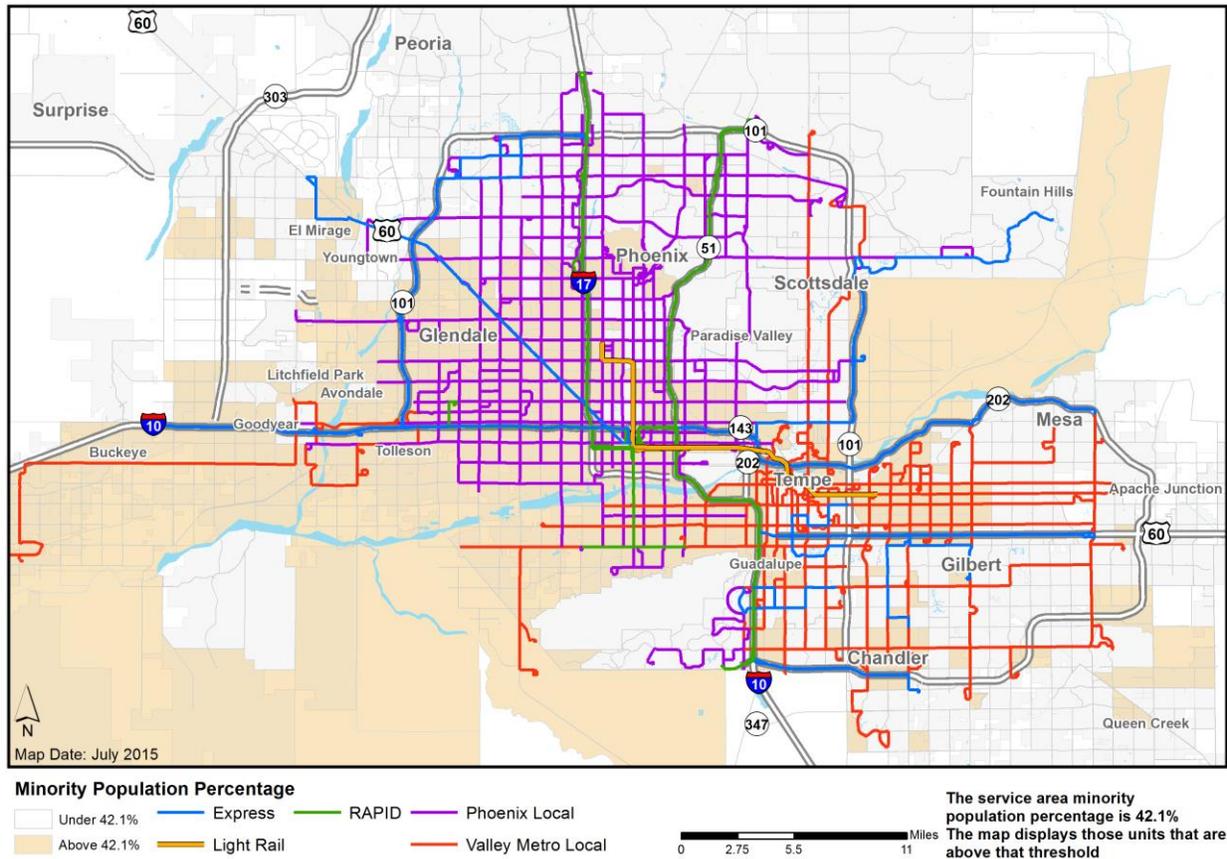
Map 3 displays a closer view of the low-income population and the relation to the regional transit system amenities. This includes bus stops, light rail stations, park-and-ride facilities, maintenance facilities, and transit centers.

Map 3 Fixed Route Transit System Amenities and Low-Income Populations



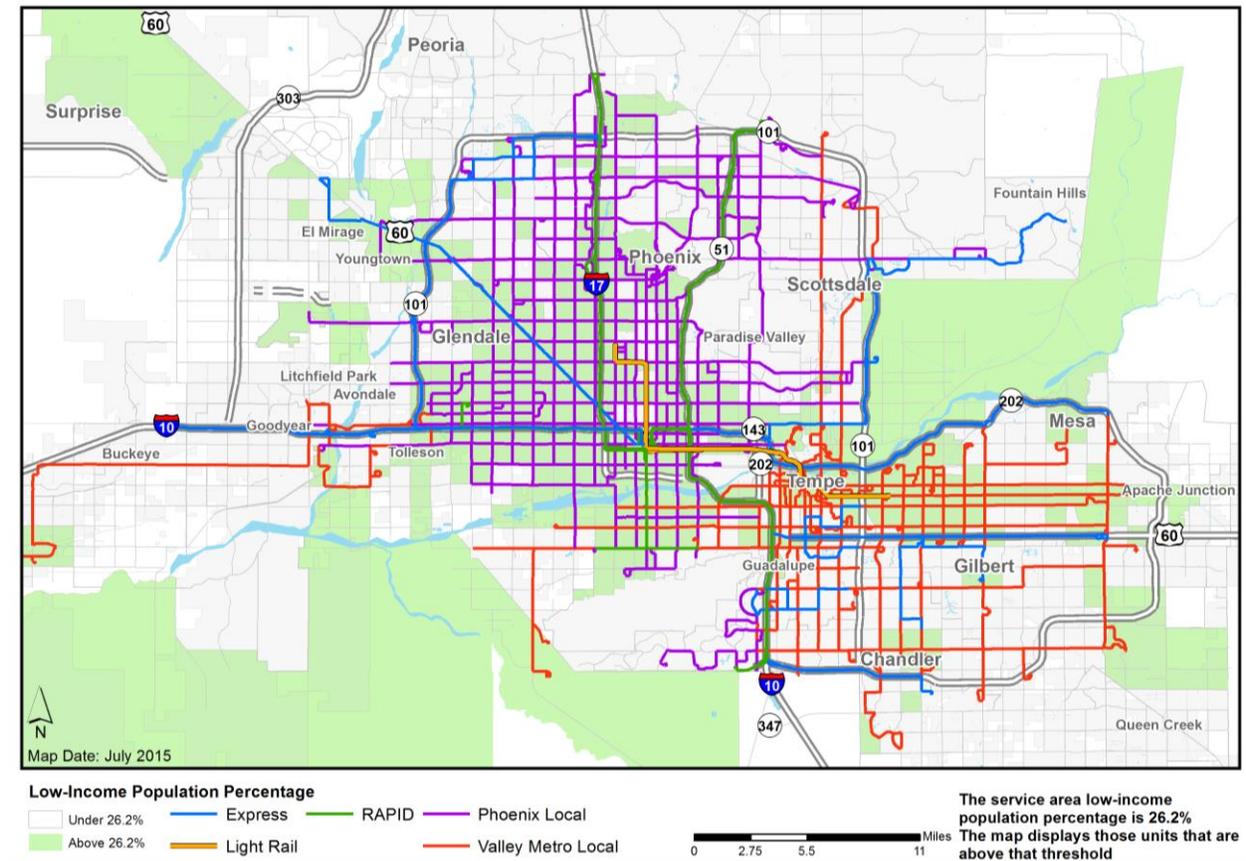
Map 4 displays the concentrations of minority populations within the fixed route transit service area by showing the census tracts that are below and above the route service area minority population average.

Map 4 Fixed Routes and Census Tracts by Minority Population



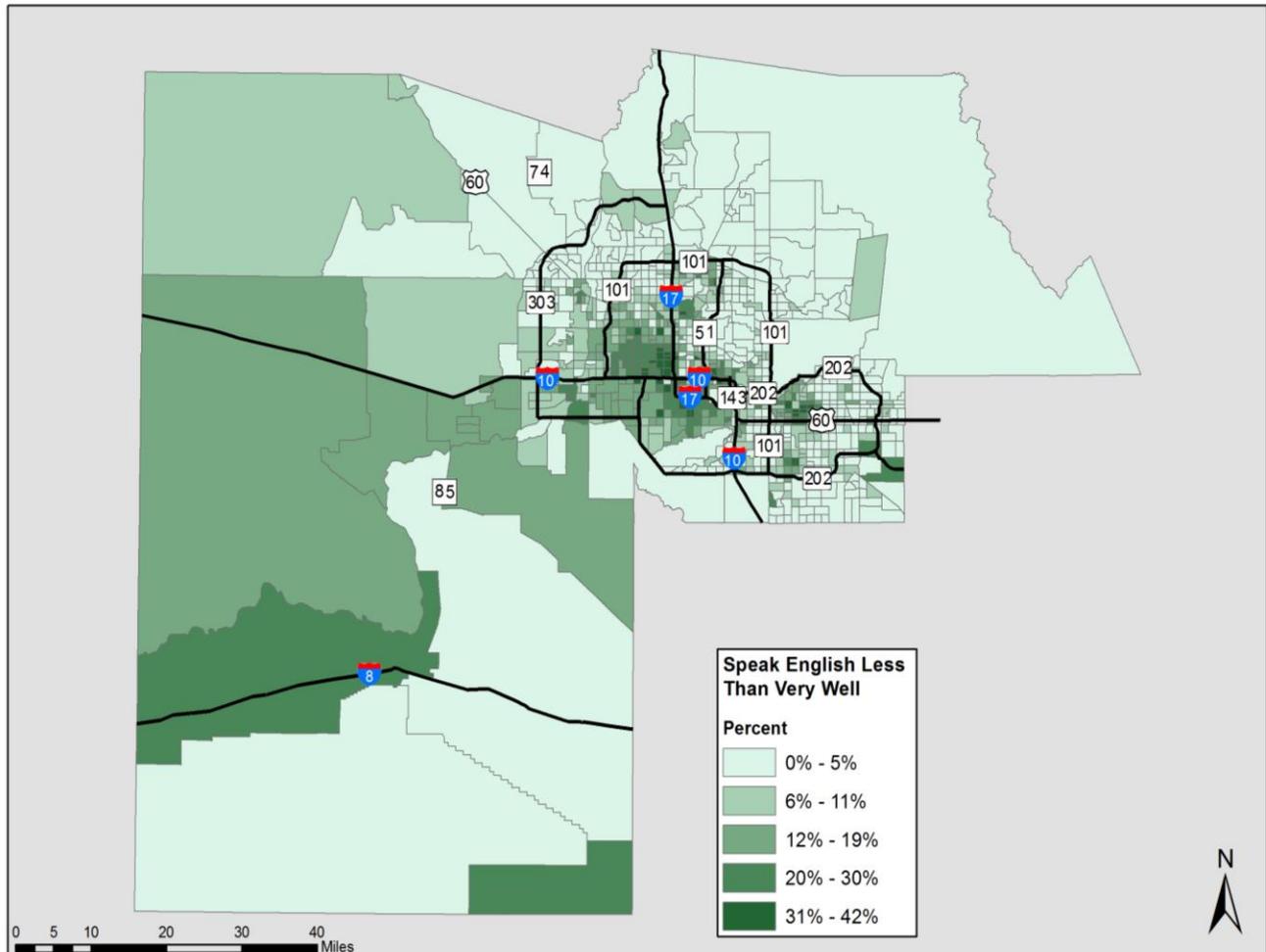
Map 5 the concentrations of low-income populations within the fixed route transit service area by showing the census tracts that are below and above the route service area low-income population average.

Map 5 Fixed Routes and Census Tracts by Low-Income Population



Map 6 displays the population within Maricopa County and the fixed route transit service area that speak English less than very well per census tracts.

Map 6 Limited English Proficiency Population – Speak English Less Than Very Well



Source: ACS 2013

SECTION 7 SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

OVERVIEW

Valley Metro as the regional transit authority operates majority of the transit service in Maricopa County with the exception of the City of Phoenix, City of Glendale's local circulator, and City of Scottsdale's downtown trolley. Valley Metro coordination with the City of Phoenix to develop a Regional System-Wide Service Standards and Policies that would apply to all services that both entities provide, but also that can be adopted by the cities of Glendale and Scottsdale. Valley Metro also operates the regions light rail transit system and has developed a separate set of System-Wide Standards and Policies for light rail. Valley Metro in coordination with the cities of Phoenix and Mesa are currently constructing two light rail extensions further into their communities and will adhere to the standards and policies outlined below.

REGIONAL SERVICE POLICIES FOR BUS SERVICE

The regional service policies are meant to ensure that transit amenities are distributed fairly throughout the system and vehicles are properly assigned on a route by route basis.

1.0 VEHICLE ASSIGNMENT

1.1 Service Policy

Vehicle assignment refers to the process by which transit vehicles are placed into revenue service throughout the transit system. Vehicles will be assigned to the various depots such that the average age of the fleet serving each depot does not exceed 12 years. Low-floor buses are deployed on frequent service and other high-ridership routes, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement system.

Bus assignments take into account the performance characteristics of service types and vehicle assignments are matched to the demand (vehicle with more capacity are assigned to service types with higher ridership). Note that some service types have specific vehicle types. Other bus assignments also take into consideration branded services such as Express/RAPID and LINK routes that have specific sub fleet assignment to it. For example, LINK vehicles count with transit signal priority.

1.2 Service Policy Elements

- Vehicle age
- Vehicle assignment records (Dispatch bus pullout sheets). The contractor dispatch staff assigns buses daily based on historical knowledge of the route.

1.3 Level of Service Assessment

- Calculate the average age of the entire bus fleet.
- Calculate the average age of the buses assigned to serve minority and low-income routes and for non-minority and non-low-income routes.
- Assessment compares minority to non-minority routes and low income to non-low income routes.

2.0 DISTRIBUTION OF TRANSIT AMENITIES

Transit amenities are locally funded and fall under the responsibility of the jurisdictions within which they are sited. The service standard elements and level of service assessments will be the responsibility of the individual municipalities. Valley Metro does however provide support in the planning processes of these facilities. Valley Metro is working with the individual municipalities in developing warrants as part of the Transit Standards and Performance Measures to provide guidance on the transit amenities and is expected to be adopted in 2016.

REGIONAL SERVICE POLICIES FOR LIGHT RAIL SERVICE

1.0 VEHICLE ASSIGNMENT

1.1 Service Policy

The Vehicle Assignment service policy generally addresses the equitable assignment of transit vehicles to depots and routes throughout the entire transit system in terms of minority and low-income populations compared to non-minority and non-low-income populations. This policy measures whether transit vehicles are equitably assigned considering the age of the vehicle, type of fuel used, number of seats in the vehicle and whether or not the vehicle is high or low floor. However, Valley Metro has one light rail route with a single type of fleet. Valley Metro's light rail fleet consists of 50 vehicles of the same design, passenger load, amenities, and are the same age. The light rail vehicles are considered low floor at each of the four doors to allow level boarding at each of the 28 light rail stations. Each light rail vehicle is equipped with air conditioning and heating and automated stop announcements. Each vehicle is also equipped with a bike rack that holds four bikes and folding seats to accommodate four wheel chairs.

1.2 Service Assessment

All vehicles put into service each day run along the one light rail route and have the same amenities and quality for all passengers riding the system. Until new routes are added to the system that contains different vehicles, no assessment of vehicle assignment is warranted.

2.0 DISTRIBUTION OF TRANSIT AMENITIES

2.1 Service Standard

Transit amenities refer to items of comfort and convenience available to the general riding public. Valley Metro's *Design Criteria Manual* includes a chapter on light rail station design. This chapter provides standards for the design of each station as well as the amenities that will be incorporated into each station. Each of the 28 stations within Valley Metro's current light rail system contains the following amenities:

- shading and climate protection,
- seating,
- lighting,
- drinking fountain,
- trash receptacles,
- platform information maps,
- emergency call boxes,
- closed circuit television cameras,
- public address system/variable message boards,
- ticket vending machines, and
- all light rail station platforms should be double loading, except where adequate pedestrian crossing is not available.

In addition, a securable rack for four bicycles is located at street intersections adjoining the station entrances are provided for each station. Although the *Design Criteria Manual* has been developed as a set of general guidelines for planning and design of the light rail system, deviations from these accepted criteria may be required in specific instances based on community characteristics or other requests. Typically new development is compliant with the *Design Criteria Manual*.

2.2 Service Assessment:

Valley Metro will conduct field observations once a year to determine if each station still contains the following amenities in good operational standing:

- Information maps and public announcements at each light rail station are in English and Spanish
- Ticket vending machines at each light rail station entrance
- Seating
- Waste receptacles
- Bike racks
- Lighting

REGIONAL SERVICE STANDARDS FOR BUS SERVICE

The regional service standards are quantitative performance standards meant to ensure that fixed route services are fairly applied throughout Valley Metro's service area.

1.0 VEHICLE LOAD

1.1 Vehicle Load Standard

Vehicle Load (also known as maximum load) is the ratio of the number of passengers on a vehicle to the number of seats. Valley Metro and the City of Phoenix operates a number of local fixed routes, express routes, and circulator service in the region with a number of different bus configurations containing different number of seats and how many people can stand on the bus. The vehicle load threshold is therefore broken down to the three main types of service and is based on the average number of seats and the number of standing passengers. The load thresholds are identified below:

Local Fixed Route Service (as defined in Transit Standards and Performance Measures (TSPM) are Local Bus, Key Local Bus, Limited Stop All-Day)

Two bus types provide local fixed service in the region, a standard 40-foot bus and a 60 foot articulated bus.

For example, a 40-foot bus contains 36 seats and can hold comfortable 54 passengers. The vehicle load threshold for peak service is expressed as a ratio of 1.50. This means that all seats are filled and there are 18 standees per bus.

The 60 foot articulated bus contains 55 seats and can hold comfortably 85 passengers. The vehicle load threshold for peak service is expressed as a ratio of 1.50. This means that all seats are filled and there are 30 standees per bus.

Commuter Express / RAPID Service/Limited Stop Peak⁴

Three bus types provide Express service in the region, a standard 40-foot bus, a 45-foot bus and a 60 foot articulated bus.

For example, a 40-foot bus contains 36 seats and can hold comfortable 54 passengers. The vehicle load threshold for peak service is expressed as a ratio of 1.50. This means that all seats are filled and there are 18 standees per bus.

The 60 foot articulated bus contains 55 seats and can hold comfortably 85 passengers. The vehicle load threshold for peak service is expressed as a ratio of 1.50. This means that all seats are filled and there are 30 standees per bus.

Community Circulator Service

The buses used for the circulators on average can seat 17 passengers and hold comfortably 23 passengers. The vehicle load threshold for all day service (such as the BUZZ, ZOOM, MARY, ALEX, SMART, DASH and Orbits) is expressed as a ratio of 1.35. This means that all seats are filled and there are 6 standees per bus. All buses providing this service are ADA accessible.

Rural Connector

The buses used for the rural connector on average can seat 26 passengers and hold comfortably 35 passengers. The vehicle load threshold for all day service is expressed as a ratio of 1.35. This means that all seats are filled and there are 9 standees per bus. All buses providing this service are ADA accessible.

1.2 Vehicle Load Data Collection

To determine the vehicle load the following data is gathered:

- Annual random ride check samples or APC data
- Each ride check is one trip on a route
- AM Peak direction samples Monday through Friday
- PM Peak direction samples Monday through Friday
- Samples collected annually throughout the year

1.3 Vehicle Load Assessment

Using the data above the following analysis is done to determine the vehicle load:

Local Fixed Route Service (Local Bus, Key Local Bus, Limited Stop All-Day)

- Determine number of minority and non-minority routes that have a max load ratio of less than 1.50 for AM and PM Peak times – calculate percentage
- Repeat the calculations for low-income and non-low-income routes
- Compare level of service between minority and non-minority routes and low-income and non-low-income routes

Commuter Express / RAPID Service/Limited Stop Peak⁴

- Determine number of minority and non-minority routes that have a max load ratio of less than 1.50 for AM and PM Peak times – calculate percentage
- Repeat the calculations for low-income and non-low-income routes
- Compare level of service between minority and non-minority routes and low income and non-low-income routes

Community Circulator Service

- Determine number of minority and non-minority routes that have a max load ratio of less than 1.0 for AM and PM Non-Peak times – calculate percentage
- Determine number of minority and non-minority routes that have a max load ratio of less than 1.40 for AM and PM Peak times – calculate percentage
- Repeat the calculations for low-income and non-low-income routes
- Compare level of service between minority and non-minority routes and low income and non-low-income routes

Rural Connector

Determine number of minority and non-minority routes that have a max load ratio of less than 1.35 for all trip times – calculate percentage

Repeat the calculations for low-income and non-low-income routes

Compare level of service between minority and non-minority routes and low income and non-low-income routes

2.0 VEHICLE HEADWAY

Vehicle headway standards are based on the Transit Standards and Performance Measures⁵ (TSPM) for regionally funded routes. Transit service standards and performance measures represent rules and guidelines by which the performance of the region's transit system may be evaluated, and decisions regarding transit investments may be prioritized and measured.

⁴ Note that Commuter Express / RAPID Services minority and low-income routes are determined by stop location (rather than full route) since the majority of these routes travel from a park and ride location to a major employment center along a freeway or other corridor without making stops.

⁵ More information about this effort available here:

http://www.valleymetro.org/publications_reports/transit_standards_performance_measures

2.1 Vehicle Headway Standard

Vehicle headway is the time interval between two vehicles traveling in the same direction on the same route. The following are the vehicle headway standards for the region:

Table 6 – Vehicle Headway Standards

Service Type	Minimum Headway or Daily Trips	Minimum Span Week / Sat / Sun	Minimum Operating Days
Rural Connector	4 trips inbound / 4 trips outbound	NA	Mon – Fri
Community / Circulator	30 min	12 hrs. / 0 hrs. / 0 hrs.	Mon – Fri
Local Bus	30 min*	16 hrs. / 14 hrs. / 12 hrs.	Mon – Sun
Service Type	Minimum Headway or Daily Trips	Minimum Span Week / Sat / Sun	Minimum Operating Days
Key Local Bus	15 min peak / 30 min base*	16 hrs. / 14 hrs. / 12 hrs.	Mon – Sun
Limited Stop Peak	4 trips AM / 4 trips PM	NA	Mon – Fri
Limited Stop All-Day	Headways same as LRT, up to 2X Peak	16 hrs. / 14 hrs. / 12 hrs. (Same as LRT)	Mon – Fri
Commuter Express	4 trips AM / 4 trips PM	NA	Mon – Fri
Light Rail Transit	12 min peak / 20 min base	18 hrs. / 14 hrs. / 12 hrs.	Mon – Sun

*60 min early morning and late night

For rural connector routes, limited stop peak, and commuter express routes, service availability is applied based on a number of daily trips rather than frequency.

2.2 Vehicle Headway Data Collection

Local Fixed Route Service (Local Bus, Key Local Bus, Limited Stop All-Day)

- Measure standard using published fixed route service schedules (no Express, RAPID, Limited Stop Peak, or circulator routes)

Commuter Express / RAPID Service / Limited Stop Peak

- Measure standard using published Express, RAPID and Limited Stop Peak service schedules

Circulator Service

- Measure standard using published circulator route service schedules

Rural Connector

- Measure standard using published Rural Connector service schedules

2.3 Vehicle Headway Assessment

- Determine number of minority and non-minority routes that have a peak headway meeting or exceeding the headway standard for each service type—calculate percentage
- Repeat the calculations for low-income and non-low-income routes
- Compare level of service between minority and non-minority routes and low income and non-low-income routes

3.0 ON TIME PERFORMANCE

3.1 On Time Performance Standard

On time performance is a measure of bus runs for a particular route completed as scheduled. The service standard threshold is defined as 90% or better of all trips on a particular route completed within the allowed on-time window (no more than 0 minutes early and 5 minutes 59 seconds late, compared to scheduled arrival/departure times at published time points).

3.2 On Time Performance Data Collection

- Measure standard using Valley Metro operated local fixed routes.
- Data reported on a monthly basis.
- Use of Vehicle Management System (VMS) data. VMS data not available for the circulators GUS I, II, III; Mesa BUZZ, ZOOM, and Tempe's Orbits

3.3 On Time Performance Assessment

- Determine number of minority and non-minority routes that have an on time performance of 90% or better on an annual basis— calculate percentage
- Repeat the calculations for low-income and non-low-income routes
- Compare level of service between minority and non-minority routes and low income and non-low-income routes

4.0 SERVICE AVAILABILITY

Transit amenities are locally funded and fall under the responsibility of the jurisdictions within which they are sited. The service availability and service availability assessments will be the responsibility of the individual municipalities.

4.1 Service Availability Standard

Service availability is measured by the distribution of bus stops within the regional service area that affords residents accessibility to transit. The service standard is consistent with the TSPM standard and has the following thresholds for each service:

Local Bus and Key Local Bus

- Bus stops are placed approximately one-quarter mile apart. Where development patterns are of higher or lower density than typical within the region, an exception to the recommended stop spacing standard may be warranted.

Limited Stop Peak and Limited Stop All-Day

- Bus stops are placed approximately one mile apart. Where development patterns are of higher or lower density than typical within the region, an exception to the recommended stop spacing standard may be warranted.

Express / RAPID Service⁴

- Express / RAPID stops are strategically placed and are generally located at park-and-ride facilities
- No more than four inbound Express bus stops
- Outbound Express / RAPID stops behave more like a local service and will pick up or drop off passengers more frequently

Community Circulator Service

- Bus stops within the designated stop area of each circulator route are placed no more than one-quarter mile apart
- In the flag stop zone area of each circulator route passengers can be picked up anywhere along the route

4.2 Service Availability Data Collection

- Bus stop database

4.3 Service Availability Assessment

- Identify number of bus stop spacing gaps on each route
- Calculate the number of bus stop spacing gaps that do not meet the standard as a percentage of the total number of bus stop spacing gaps on a given route
- Compare percentage of bus stop location gaps that do not meet the standard by minority versus non-minority routes and low income versus non-low income routes

REGIONAL SERVICE STANDARDS FOR LIGHT RAIL SERVICE

1.0 VEHICLE LOAD

1.1 Vehicle Load Standard

Vehicle Load (also known as maximum load) is the ratio of the number of passengers on a vehicle to the number of seats. For the Central Phoenix/East Valley Light Rail line (fixed route service), a single light rail vehicle contains 66 seats and can hold comfortably 140 passengers. The vehicle load threshold for peak service for comfortable accommodations is expressed as a ratio of 2.12. This means that all seats are filled and there are 74 standees per train.

A single vehicle has a maximum capacity (crush factor) of 226 passengers. The vehicle load threshold for peak service for maximum capacity is expressed as a ratio of 3.42. This means that all seats are filled and there are 160 standees per train.

Valley Metro has the ability to operate consists of up to three light rail vehicles.

1.2 Vehicle Load Data Collection

Average weekday loads on the light rail will be determined by the following:

- Ride check the light rail route using the APC data
- AM in the peak direction (6-9 a.m.) Monday through Friday
- PM in the peak direction (3-6 p.m.) Monday through Friday

Samples will be collected semi-annually during the months of April and November to determine if the standard vehicles load is exceeded.

1.3 Vehicle Load Assessment

Valley Metro currently has one light rail line operating in the region with all vehicles being exactly the same. Therefore, the data collected above will be used to determine the vehicle load.

2.0 VEHICLE HEADWAY

2.1 Vehicle Headway Standard

Vehicle headway is the time interval between two vehicles traveling in the same direction on the same line. The following are the vehicle headway thresholds for the light rail system:

Service operates regionally every 12 minutes in the peak hours (6 a.m. to 7 p.m.) each weekday, every 20 minutes in the off peak hours (4 a.m. to 6 a.m. and 7 p.m. to 12 a.m.) each weekday, and every 20 minutes all day on weekends.

Table 6 – Vehicle Headway Standards

Service Type	Headway - Peak	Headway – Off Peak
Weekday	12 minutes	20 minutes
Saturday	20 minutes	
Sunday / Holiday	20 minutes	

2.2 Vehicle Headway Data Collection and Service Assessment

Valley Metro currently has one light rail route under operation with 28 stations and the headway is monitored on a daily basis. As new extensions are added to the current light rail ends of line (extending light rail from current end-of-line at Sycamore and Montebello) the service assessment will be for this route in its entirety. As new routes to the system are brought into service, the service assessment will be by individual routes. Headways are monitored at the Operations Center and will be assessed by the following:

- AM in the peak direction (6-9 a.m.) weekdays
- PM in the peak direction (3-6 p.m.) weekdays
- AM in the peak direction (6-9 a.m.) weekends
- PM in the peak direction (3-6 p.m.) weekends

3.0 On Time Performance

3.1 On Time Performance Standard

On time performance is a measure of a light rail trip (The end-of-line Sycamore station to the end-of-line Montebello Station) completed as scheduled. Once the extensions in Mesa and Phoenix are complete and operational, the light rail trip will be measured from the end-of-line Gilbert Road Station to the end-of-line Dunlap Station. The service standard threshold is defined as 93% or better of all trips on light rail route completed

within the allowed on-time window (0 minutes early and 5 minutes late of scheduled arrival times).

3.2 On Time Performance Data Collection and Assessment

Valley Metro currently has one light rail route under operation with 28 stations. Valley Metro monitors the on-time performance on an annual basis and compares year to year. As new extensions are added to the current light rail ends of line (extending light rail from current end-of-line at Sycamore and Montebello) the service assessment will be for this route in its entirety. As new routes to the system are brought into service, the service assessment will be by individual routes. On-time performance is monitored at the Operations Center and will be assessed through the SCADA network by the following:

- AM in the peak direction (6-9 a.m.) weekdays
- PM in the peak direction (3-6 p.m.) weekdays
- AM in the peak direction (6-9 a.m.) weekends
- PM in the peak direction (3-6 p.m.) weekends

4.0 Service Availability

4.1 Service Availability Standard

Service availability measured by the distribution of light rail stations within the light rail route that affords residents accessibility to the regional transit system. The service standard has two thresholds as follows:

- Light rail stations are placed approximately one mile apart. Where development patterns are of higher or lower density than typical within the region, an exception to the recommended stop spacing standard may be warranted.
- General considerations for light rail stations are based on the following criteria:
 - Density of population and employment
 - Mix of land uses
 - Connection to other transit services
 - Pedestrian accessibility to the station
 - Planning and design characteristics that are supportive of transit oriented development and transit access

4.2 Service Availability Assessment

Valley Metro will assess the light rail service availability through the following:

- Identify light rail station to station spacing using the light rail station database

- Identify the minority and low-income populations served within 1/2 mile of each station
- Estimate the number of transit connections at each station

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SECTION 8 MONITORING TRANSIT SERVICE

OVERVIEW

Valley Metro frequently monitors its bus services and the siting of transit amenities in an objective manner to identify the potential for adverse, disproportionately high, or disparate impacts to minority populations. Per FTA requirements, the monitoring report will be utilized to provide suggested corrective actions for consideration, awareness and approval by the Valley Metro Board.

Valley Metro's Title VI Monitoring Program is guided by the FTA Circular 4702.1B, Chapters 4-9 and Valley Metro's System-Wide Standards and Policies.

Valley Metro has completed an evaluation of transit services based on the system-wide standards and policies identified in Section 7 of the report. This report is intended to monitor compliance with the Regional Standards and Policies for both bus and light rail services. The monitoring report did not identify disparities in the level and quality of Valley Metro operated transit services provided to different demographic groups. The full monitoring report is in Attachment E.

SECTION 9 TITLE VI MAJOR SERVICE CHANGE, FARE CHANGE AND IMPACT ANALYSIS POLICIES

OVERVIEW

The following Service and Fare Equity Policies were developed according to new federal requirements of Title VI as outlined in FTA Circular 4702.1B. Both policies, including the Disparate and Disproportionate Burden Policies were adopted by the Valley Metro RPTA Board and Valley Metro Rail Board on March 21, 2013. Valley Metro conducted a number of public meetings throughout the region and held a public hearing on the policies March 5, 2013. The Service Change Policy underwent a minor revision to be consistent with the FTA Circular 4702.1B in regards to the time frame in which temporary and new service would be required to undertake a Title VI analysis. The timeframe was extended to a full 365 days from the previous 180 days. In addition, the definition of low-income population and areas was changed from 80 percent or less of the national per capita income and residential land use area was changed to 150 percent or less of the national per capita income. The Board approved this change, as part of their approval of the 2015 Title VI Program Update on August 13, 2015.

MAJOR SERVICE CHANGE & SERVICE EQUITY POLICY

Purpose of the Policy

The purpose of the Major Service Change and Service Equity Policy is to define thresholds for determining major service changes and whether potential changes to existing transit services will have a disparate impact based on race, color, or national origin, or whether potential service changes will have a disproportionately high or adverse impact on minority and/or low-income populations.

Basis for Policy Standards

Federal law requires the City of Phoenix and Valley Metro to evaluate changes to transit services, as outlined in FTA Circular 4702.1B, effective October 1, 2012. In order to comply with 49 CFR Section 21.5(b)(a), 49 CFR Section 21.5 (b)(7) and Appendix C to 49 CFR part 21, recipients shall “evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to ‘major service changes’ only. The recipient should have established guidelines or threshold for what it considers a ‘major’ change to be.”

Major Service Change Policy

A. Major Service Change

The following is considered a major service change (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

1. Route-Level Service Reduction or Elimination

- Reducing an existing route by more than 25% of weekday route revenue miles⁶, or
- Reducing an existing route by more than 25% of Saturday route revenue miles⁶, or
- Reducing an existing route by more than 25% of Sunday route revenue miles⁶, or
- Reducing the number of route directional miles more than 25%⁶, or
- A change in a route alignment resulting in a 25% or greater variance from the existing route alignment⁶, or
- In situations where service would be reduced or eliminated in jurisdictions where minority and/or low-income populations exceed the transit system service area (Maricopa County) average.

2. Route-Level Expansion or Addition of a New Route

- Adding a new route, or
- Expansion of an existing route that increases weekday route revenue miles by more than 25%⁶, or
- Expansion of an existing route that increases Saturday route revenue miles by more than 25%⁶, or
- Expansion of an existing route that increases Sunday route revenue miles by more than 25%⁶, or
- Expanding the number of route directional miles more than 25%⁶, or
- A change in a route alignment resulting in a 25%⁶ or greater variance from the existing route alignment.
-

B. Minority Disparate Impact Policy (Service Equity Analysis)

When conducting a service change equity analysis, the following thresholds will be used to determine when a service change would have a disparate impact on minority populations:

1. Route-Level Service Reduction or Elimination

- Service Level and Service Area Reduction:

⁶ A change of 25% in weekly route revenue miles and/or route directional miles is the current City of Phoenix threshold for determining whether a potential transit service change qualifies as a major service change (or “substantial” service change) according to the City of Phoenix resolution (1990). This percentage is generally an industry-wide percentage threshold used by peer transit systems throughout the United States. The City of Phoenix resolution also specifies that a public comment period will be initiated when a change in transit service of 25% or more is determined.

- If the percentage of minority passengers⁷ on an affected route is greater than the transit system's minority ridership (within the appropriate dataset's margin of error) by transit classification (local, express, neighborhood circulators, and rural bus).⁸

2. Route-Level Expansion or Addition of a New Route

- Route Level Expansion or Transit System Area Expansion (includes addition of new routes):
 - If a route level expansion or transit system area expansion is considered that coincides with a reduction in transit service on the same route or other routes, and the route(s) considered for service expansion predominantly serve non-minority and/or non-low-income geographic areas while the route(s) considered for reduction predominantly serve minority and/or low-income geographic areas, then a disproportionate burden may be determined. The determination of a disproportionate burden will be based on meeting both of the following criteria:
 - - If the percentage of minority passengers⁷ on an affected route considered for service expansion is less than the transit system's minority ridership percentage (within the appropriate dataset's margin of error) by transit classification (local, express, neighborhood circulators, and rural bus),⁸ **AND**
 - If the percentage of minority passengers⁷ on an affected route considered for service reduction is greater than the transit system's minority ridership percentage (within the appropriate dataset's margin of error) by transit classification (local, express, neighborhood circulators, and rural bus).⁸

C. Low-Income Disproportionate Burden Policy (Service Equity Analysis)

When conducting a service change equity analysis, the following thresholds will be used to determine when a service change would have a disproportionate burden on low-income populations:

⁷ The determination of the transit system and an affected route's minority and/or low-income population will be derived from the most recently completed, statistically valid regional on-board origin and destination survey.

⁸ Local routes include local fixed-route bus, light rail, LINK bus, local limited stop bus. Express routes include express bus and RAPID bus. Circulator routes will be evaluated similarly to local routes for fare changes and major services changes, but will be considered separately from local and express services when considered in the context of a region- or system-wide Title VI analysis. Circulator bus services are provided by the municipalities they serve and not the regional transit agency.

1. Route-Level Service Reduction or Elimination

- If the percentage of low-income passengers⁷ on an affected route is greater than the transit system's low-income ridership (within the appropriate dataset's margin of error) by transit classification (local, express, neighborhood circulators, and rural bus).⁸

2. Route-Level Expansion or Addition of a New Route

- Route Level Expansion or Transit System Area Expansion (includes addition of new routes):
 -
 - If a route level expansion or transit system area expansion is considered that coincides with a reduction in transit service on the same route or other routes, and the route(s) considered for service expansion predominantly serve non-minority and/or non-low-income geographic areas while the route(s) considered for reduction predominantly serve minority and/or low-income geographic areas, then a disproportionate burden may be determined. The determination of a disproportionate burden will be based on meeting both of the following criteria:
 - If the percentage of low-income passengers⁷ on an affected route considered for service expansion is less than the transit system's low-income ridership percentage (within the appropriate dataset's margin of error) by transit classification (local, express, neighborhood circulators, and rural bus),⁸ **AND**
 - If the percentage of low-income passengers⁷ on an affected route considered for service reduction is greater than the transit system's low-income ridership percentage (within the appropriate dataset's margin of error) by transit classification (local, express, neighborhood circulators, and rural bus).⁸

Equity Analysis Data Sources

Category	Action	Sub Action	Evaluation Method
Fare	Adjustment	N/A	O/D ^a profile data of affected fare category and/or Census Data
Service Span	Reduction	N/A	O/D ^a profile data of affected route
	Expansion	N/A	
Service Headway	Reduction	N/A	O/D ^a profile data of affected route
	Expansion	N/A	
Route Length	Reduction	N/A	O/D ^a Data
	Expansion	N/A	Census Data
Route Alignment	Reduced Alignment	N/A	O/D ^a Data
	Expanded Alignment	N/A	Census Data
	Modified Alignment	Eliminated Segment(s)	O/D ^a Data
Segment(s) to New Areas		Census Data	
New Route	New Route	N/A	Census Data

^a Origin/Destination Survey Data

Exemptions

The major service change thresholds exclude any changes to service that are caused by the following:

- Discontinuance of Temporary or Demonstration Services – The discontinuance of a temporary transit service or demonstration service that has been in effect for less than 365 days.
- Headway Adjustments – Headways for transit routes may be adjusted up to 5 minutes during the peak hour periods, and 15 minutes during non-peak hour periods.
- New Transit Service “Break-In” Period – An adjustment to service frequencies and/or span of service for new transit routes that have been in revenue service for less than 365 days.

-
- Other Service Providers or Agencies – Actions of other service providers or public agencies providing/administering transit services that are not the responsibility of Valley Metro.
 - Natural or Catastrophic Disasters – Forces of nature such as earthquakes, wildfires, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of scheduled transit service for public safety or technical reasons.
 - Auxiliary Transportation Infrastructure Failures – Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension transit service.
 - Overlapping Services – A reduction in revenue miles on one line that is offset by an increase in revenue miles on the overlapping section of an alternative transit route (an overlapping section is where two or more bus routes or rail lines share the same alignment, stops, or stations for a short distance).
 - Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increased service frequencies.
 - Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.

Public Participatory Procedures

For all proposed major service changes, City of Phoenix and/or Valley Metro will hold at least one public hearing, with a minimum of two public notices prior to the hearing in order to receive public comments on the potential service changes. The first meeting notice will occur at least 30 days prior to the scheduled hearing date, with the second notice being made at least 10 days prior to the scheduled hearing date. Public materials will be produced in English and Spanish (the metropolitan region's two primary languages), or in other languages upon request, in order to ensure Limited English Proficient (LEP) populations within the transit service area are informed of the proposed service changes and can participate in community discussions. Valley Metro and/or the City of Phoenix will conduct a service equity analysis for the Valley Metro Board of Directors, the City of Phoenix City Council, and the public's consideration prior to any public hearings associated with the proposed service changes.

Definitions

Designated Recipient – The City of Phoenix is the designated recipient for federal funds contributing to transit system capital programs and operations in the greater Phoenix metropolitan region.

Disparate Impact – A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the minority riders or population of the service area.

Disparate Treatment – An action that results in a circumstance in which minority riders or populations are treated differently than others because of their race, color, national origin and/or income status.

Disproportionate Impact – A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the low-income riders or population of the service area.

Express Transit Service – Includes Valley Metro designated express bus and RAPID bus services.

High-Capacity Transit (HCT) – A transit facility or service that operates at a consistent, high frequency of service.

Local Transit Service – Includes Light Rail Transit (LRT), and local fixed-route bus, local limited stop bus, LINK bus routes, and circulator/shuttle bus services.

Low-income Person - means a person whose median household income is at or below 150 percent of the U.S. Department of Health and Human Services poverty line.

Low-income Areas – A census tract or other geographic bound area that has a higher percentage of low-income persons (defined above) than the overall average percentage of low-income persons in the route-service area.

Minority Populations & Areas – Minority populations include those persons who self-identify themselves as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular. “Minority Areas” are residential land use areas within Census tracts where the percentage of minority persons is higher than the Valley Metro service area average.

Route-Level – Refers to the geographic level of analysis at the route alignment level by which the performance of a transit route is measured for equity.



Route-Service Area – A one-half mile radial buffer on either side of a transit route’s alignment. A three-quarter mile radial buffer is used to ensure compliance with the American’s with Disabilities Act guidelines.

Service Level – Refers to the span of service (hours of operation), days of operation, trips, and headways (service frequencies) for a transit route or the regional transit system.

Service Area – According to 49 CFR 604.3, geographic service area means “the entire area in which a recipient is authorized to provide public transportation service under appropriate local, state, and Federal law.” Valley Metro’s service area is considered to be Maricopa County.

Service Span – The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, Saturday, or Sunday.

Sub-recipient – Valley Metro is a designated sub-recipient of federal funding for capital projects and service operations. Funding is passed onto Valley Metro from the designated recipient, the City of Phoenix.

System-wide – Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

Transit System – A coordinated urban network of scheduled public passenger modes including fixed-route local and express buses, light rail transit, bus rapid transit, and circulator bus services that provide mobility for people from one place to another.

FARE EQUITY POLICY

Purpose of the Policy

The purpose of the Fare Equity Policy is to define a threshold for determining whether potential changes to existing transit fares will have a discriminatory impact based on race, color, or national origin, or whether a potential fare adjustment will have a disproportionately high or adverse impact on minority and/or low-income populations.

Basis for Policy Standards

Periodically, the City of Phoenix and Valley Metro make adjustments to transit fares in order to generate revenues to help sustain transit service operations. Federal law requires the City of Phoenix and Valley Metro to prepare and submit fare equity analyses for all potential transit fare adjustments, as outlined in Federal Transit Administration (FTA) Circular 4702.1B, effective October 1, 2012.

Fare Equity Policy

The following are the City of Phoenix and Valley Metro policies for determining if a fare adjustment will result in a minority disparate impact or low-income disproportionate impact.

A. Minority Disparate Impact Policy (Fare Equity Analysis)

If a planned transit fare adjustment results in minority populations bearing a fare rate change of greater than 4 percentage points as compared to non-minority populations, the resulting effect will be considered a minority disparate impact.

B. Low-Income Disproportionate Burden Policy (Fare Equity Analysis)

If a planned transit fare adjustment results in low-income populations bearing a fare rate change of greater than 4 percentage points as compared to non-low-income populations, the resulting effect will be considered a low-income disproportionate burden.

Table 8 – Equity Analysis Data Sources

Category	Action	Sub Action	Evaluation Method
Fare	Adjustment	N/A	O/D ^a profile data of affected fare category and/or Census Data
Service Span	Reduction	N/A	O/D ^a profile data of affected route
	Expansion	N/A	
Service Headway	Reduction	N/A	O/D ^a profile data of affected route
	Expansion	N/A	
Route Length	Reduction	N/A	O/D ^a Data
	Expansion	N/A	Census Data
Route Alignment	Reduced Alignment	N/A	O/D ^a Data
	Expanded Alignment	N/A	Census Data
	Modified Alignment	Eliminated Segment(s)	O/D ^a Data
Segment(s) to New Areas		Census Data	
New Route	New Route	N/A	Census Data

^a Origin/Destination Survey Data

Public Participatory Procedures

For all proposed fare changes, City of Phoenix and/or Valley Metro will hold at least one public hearing, with a minimum of two public notices prior to the hearing in order to receive public comments on the proposed fare changes. The first meeting notice will occur at least 30 days prior to the scheduled hearing date, with the second notice being made at least 10 days prior to the scheduled hearing date. Public materials will be produced in English and Spanish (the metropolitan region's two primary languages), or in other languages upon request, in order to ensure Limited English Proficient (LEP) populations within the transit service area are informed of the proposed service changes and can participate in community discussions. Valley Metro and/or the City of Phoenix will conduct a fare equity analysis for the Valley Metro Board of Directors, the City of Phoenix City Council, and the public's consideration prior to any public hearings associated with the proposed fare changes.

DEFINITIONS

Designated Recipient – The City of Phoenix is the designated recipient for federal funds contributing to transit system capital programs and operations in the greater Phoenix metropolitan region.

Disparate Impact – A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the minority riders or population of the service area.

Disparate Treatment – An action that results in a circumstance in which minority riders or populations are treated differently than others because of their race, color, national origin and/or income status.

Disproportionate Impact – A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the low-income riders or population of the service area.

Express Transit Service – Includes Valley Metro designated express bus and RAPID bus services.

High-Capacity Transit (HCT) – A transit facility or service that operates at a consistent, high frequency of service.

Local Transit Service – Includes Light Rail Transit (LRT), and local fixed-route bus, local limited stop bus, LINK bus routes, and circulator/shuttle bus services.

Low-income Person - means a person whose median household income is at or below 150 percent of the U.S. Department of Health and Human Services poverty line.

Low-income Areas – A census tract or other geographic bound area that has a higher percentage of low-income persons (defined above) than the overall average percentage of low-income persons in the route-service area.

Minority Populations & Areas – Minority populations include those persons who self-identify themselves as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular. “Minority Areas” are residential land use areas within Census tracts where the percentage of minority persons is higher than the Valley Metro service area average.

Route-Level – Refers to the geographic level of analysis at the route alignment level by which the performance of a transit route is measured for equity.

Route-Service Area – A one-half mile radial buffer on either side of a transit route’s alignment. A three-quarter mile radial buffer is used to ensure compliance with the American’s with Disabilities Act guidelines.

Service Level – Refers to the span of service (hours of operation), days of operation, trips, and headways (service frequencies) for a transit route or the regional transit system.

Service Area – According to 49 CFR 604.3, geographic service area means “the entire area in which a recipient is authorized to provide public transportation service under appropriate local, state, and Federal law.”

Service Span – The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, Saturday, or Sunday.

Sub-recipient – Valley Metro is a designated sub-recipient of federal funding for capital projects and service operations. Funding is passed onto Valley Metro from the designated recipient, the City of Phoenix.

System-wide – Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

Transit System – A coordinated urban network of public passenger modes including fixed-route local and express buses, light rail transit, bus rapid transit, and circulator bus services that provide mobility for people from one place to another.

PUBLIC OUTREACH PROCESS FOR THE MAJOR SERVICE CHANGE AND FARE EQUITY POLICIES 2013

Valley Metro conducted a public outreach program between January 3rd and March 5th, 2013 to seek input from the public including minority and low-income populations on the proposed policies. All member agencies were offered the opportunity to participate in the public outreach program that included open dialogue sessions with local public agency committees, commissions, and special interest groups.

The first task was to engage a wide variety of stakeholders. Valley Metro presented the proposed policies to commissions and advisory boards focused on disability concerns, human relations and transportation throughout the metropolitan Phoenix area. Valley Metro also held a public meeting in a centralized location in conjunction with stakeholder outreach efforts. A presentation shared policies and meeting attendees were able to ask questions and provide comments. Information about the policies was also distributed at other Valley Metro meetings and outreach events. An open public meeting was also held to receive community input on the proposed policies. The following list of public outreach events were provided to those member agencies requesting dialogue sessions:

- January 3rd, 2013 – Phoenix Citizens’ Transit Commission
- February 7th, 2013 – Tempe Mayor’s Commission on Disabilities
- February 12th, 2013 – Tempe Human Relations Commission
- February 27th, 2013 – Phoenix Mayor’s Commission on Disability Issues
- March 5th, 2013 – Valley Metro Title VI Policies Public Hearing

To create awareness about the policies and the comment period, Valley Metro placed advertisements in Valley-wide and cultural media newspapers. Notification was also provided through email to Valley Metro’s stakeholder database, Valley Metro’s social media accounts and a news release to the local media. A fact sheet was developed with examples on how the policies would be implemented along with a comment form. These materials along with general information about this effort were placed on Valley Metro’s website. Comments were accepted via mail, email, fax and phone.

SECTION 10 EVALUATION OF 2013-2015 SERVICE AND FARE CHANGES

OVERVIEW

According to the requirements of Chapter III-13 of the Title VI Circular (FTA C 4702.1B), all recipients are required to conduct a Title VI equity analysis for constructed facilities, such as a vehicle storage facility, maintenance facility, operation center, etc. The Title VI analysis should be done during the planning stage with regard to the location of the facility. Valley Metro did not construction any facilities during this reporting period; therefore, no Title VI equity analysis has been conducted for new facility.

According to the requirements of Chapter IV-10 of the Title VI Circular (FTA C 4702.1B), all transit providers that operate 50 or more fixed route vehicles in peak service and are located in an urbanized area of 200,000 or more in population “are required to prepare and submit service and fare equity analyses.” Valley Metro is required to evaluate the impacts that would result from a major service change or a fare change, to ensure that minority populations are not disparately impacted from these changes and that a disproportionate burden will not be placed on low-income populations.

Valley Metro’s adopted major service change and fare change policies are identified in Section 7 above. All fare changes and all service changes that meet Valley Metro’s threshold of a major service change that are proposed subsequent to implementation of this Title VI program are subject to an impact analysis to determine whether a disparate impact toward minorities or a disproportionate burden toward low-income populations will occur. Valley Metro also defines its policies for what constitutes a disparate impact and a disproportionate burden (with a distinction between impacts resulting from a fare change or a major service change) in Section 7.

If disparate impacts are found to exist, FTA requires that transit agencies provide further analysis “to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate impact.” After conducting a thorough analysis, STA may determine that alternatives and mitigation measures are necessary to ensure such impacts will not disparately affect minority populations. If, however, no feasible alternatives to a service or fare change exist that would otherwise bear less of an impact to minority populations, Chapter IV-16 of the Title VI Circular states that a transit provider may implement the proposed service change if “the transit provider has a substantial legitimate justification for the proposed change” and “the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider’s legitimate program goals.”

The following Service and Fare Equity Analyses were conducted between 2012 and 2015 and is in Attachment D:

- Title VI Assessment of the Valley Metro Fare Policy and Proposed FY 2013 Fare Change – August 2012
- Title VI Assessment of Proposed Service Changes for July 2013 – May 2013

- Title VI Assessment of Proposed Service Changes for January 2014 – November 2013
- Title VI Assessment of Proposed Service Changes for October 2014 – June 2014

ATTACHMENT A – LANGUAGE ASSISTANCE PLAN



Language Assistance Plan

Title VI Program

May 2015





1.0 INTRODUCTION

In 1993, the Valley Metro Regional Public Transportation Authority (RPTA) board adopted the name Valley Metro as the identity for the regional transit system in the Phoenix metropolitan area. Under the Valley Metro brand, local governments joined to fund the Valley-wide transit system that serves more than 73 million riders annually. Valley Metro provides fixed route bus service, light rail service and complementary paratransit service across the region. Valley Metro distributes transit funds from the countywide transit sales tax to its member agencies including the cities of Tempe, Mesa, Glendale, Phoenix, Buckeye, Tolleson, Wickenburg, Surprise, Peoria, Chandler, Gilbert, El Mirage, Avondale, Goodyear, Scottsdale, and Maricopa County. For the most part, Valley Metro and its member agencies utilize service providers for operations of bus, light rail and paratransit services. The cities of Glendale, Scottsdale, Peoria, and Phoenix contract some of their service directly to service providers.

The regional transit system has 44 local bus routes, 15 key local bus routes, 1 limited stop peak and 2 limited stop all-day routes, 20 Express/RAPID routes, 19 community circulator routes, one rural connector route, and one light rail system for a total of 103 regional routes. Eight regional entities provide Dial-a-Ride service for seniors and persons with disabilities, as well as ADA paratransit service for those who are unable to use fixed route bus service.

Valley Metro and the region supports the goal of the U.S. Department of Transportation (USDOT) limited English proficient (LEP) guidance to provide meaningful access to its services by LEP persons. The Federal Transit Administration (FTA) notes that transit agencies that provide language assistance to LEP persons in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from using the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options.

1.1 Regulatory Guidance

Title VI of the Civil Rights Act of 1964, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 11, 2000, directs each federal agency to publish guidance for its respective recipients in order to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.



The FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, issued in October 2012 reiterates this requirement. Chapter III states that — FTA recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (page III-6).”

In the Phoenix Metropolitan Area, there are over seventy different languages identified in households where English is not the predominate language. Using the “Four Factor Analysis” prescribed by the FTA, this plan was developed to ensure that all transit providers effectively communicate with all users of the public transportation agency’s services provided.

1.2 Four Factor Analysis

The FTA Circular 4702.1B identifies four factors that recipients of federal funds should follow when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four factor analysis involved the following:

1. Identify the number or proportion of LEP persons eligible to be served or likely to be encountered with transit service.
2. Determine the frequency with which LEP individuals come in contact with transit service.
3. Determine the nature and importance of transit service provided to LEP individuals.
4. Assess the resources available to the recipient for LEP outreach, as well as costs associated with that outreach.

This document describes Valley Metro’s four-factor analysis and summarizes its LEP efforts, including staff training, followed by a description of how the plan will be monitored and updated.

2.0 LIMITED ENGLISH PROFICIENT POPULATION (FACTOR 1)

The Factor 1 analysis assessed the number and proportion of persons with limited English speaking proficiency likely to be encountered within the service area, which is defined as a one-half mile radial buffer around all fixed route services. The LEP population is those individuals who reported to the Census Bureau that they speak English “less than very well.”



2.1 Evaluation Methods and Data Sources

In accordance with the FTA's policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their language characteristics through an analysis of available data. Determining the presence of LEP populations in the Valley Metro service area was completed through an analysis of several data sources, including:

- U.S. Census Bureau, Census 2000
- U.S. Census Bureau, 2013 American Community Survey (ACS) 5-Year Sample

The U.S. Decennial Census 2010 data was not used, as the 2010 Census did not include language specific information on the census forms. The Census 2000 data provides some general information about language groups that is included below; though recognized to be 15 years old. Notably the demographic landscape has transformed since 2000, though this dataset provides a historical comparison and additional insight given the long form of Census 2000 provided more detailed sampling for population characteristics like language proficiency as compared to Census 2010 and the ACS, which is more of a random sample.

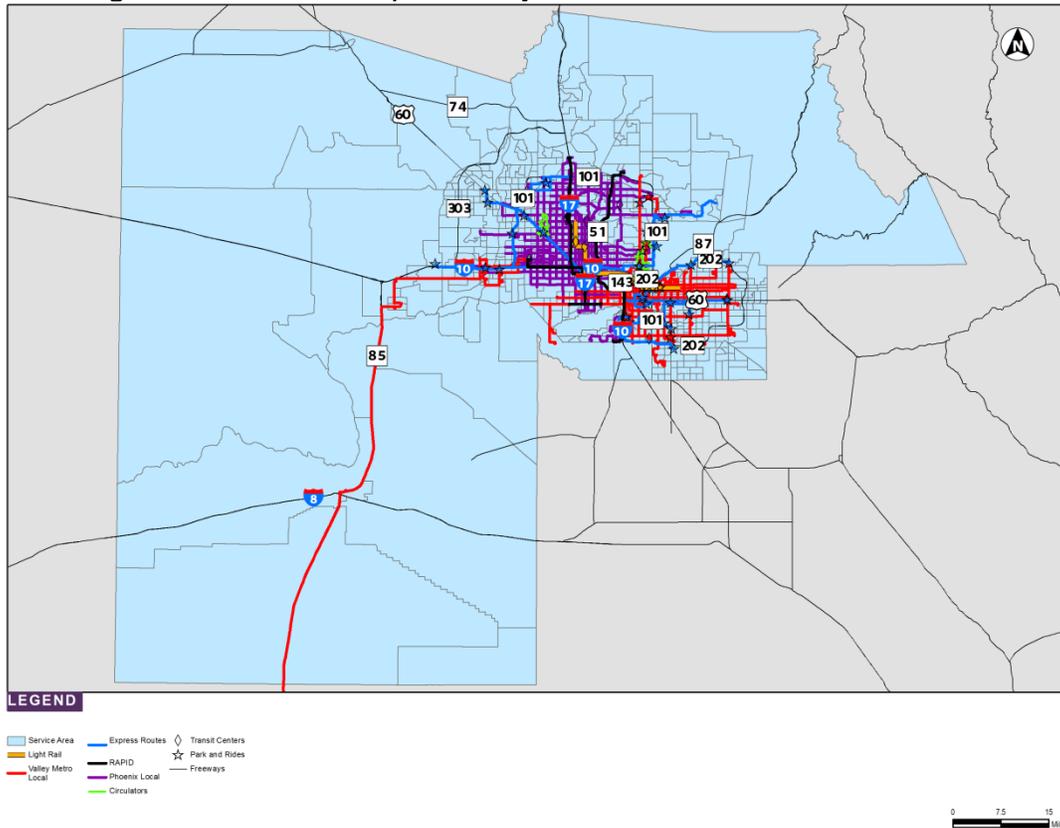
2.2 LEP Population Identification

FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, those who reported to the Census Bureau that they speak English "less than very well" were used to tabulate the LEP population for the transit service area.

Census 2000

U.S. Decennial Census 2000 provides information about English language proficiency within the Valley Metro service area. The census provides information on languages; recognizably this data is 15 years old and may not reflect the current state of the region. These data are available at the census block group and census tract level. There are 618 census tracts with one-half mile of fixed transit service. Figure 1 depicts the census tracts within the County. Census tracts encapsulated within the one-quarter mile buffer are also included in the estimates.

Figure 1: 2015 Maricopa County and Fixed Route Transit Service



The Census 2000 data include the number of persons ages 5 and above who self-identified their ability to speak English as “very well”, “well”, “not well”, and “not at all”. Table 1 shows English proficiency for the County and for Valley Metro’s service area using the Census 2000 data. The table shows that 12.1 percent of the population age 5 and over within the service area reported speaking English less than very well and is considered the overall LEP population. The census tracts within one-half mile of fixed route service have slightly higher population of LEP than Maricopa County.

Table 1: 2000 Census Data by Location

County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Maricopa County	2,832,694	2,148,696	355,963	328,035	11.6%
Census Tracts within ½ -mile fixed routes	2,651,705	1,986,112	344,003	321,590	12.1%

Table 2 displays the data on English language proficiency for the census tracts within one-quarter mile around the fixed route service population ages 5 years and above by the linguistic categories identified by the U.S. Census Bureau, which include Spanish,



Indo-European, Asian or Pacific Islander, and All Other Languages. Predominately the population self-identified as speaking English less than “Very Well” is of Spanish language group, encompassing 10.4 percent of the total population ages 5 years and over. Indo-European, Asian or Pacific Islander, and All Other Languages groups comprised 1.7percent of the population. Of all those speaking English less than very well, the Spanish group comprises 86.0 percent of the total population over age five with limited English proficiency.

Table 2: 2000 Census Data by Language Category

Language Category	Total Population Age 5 and Over	Speaks English				Percentage Less than Very Well
		Very Well	Well	Not Well	Not At All	
Total	2,651,705	344,003	133,047	113,289	75,254	12.1%
English	1,986,112	-	-	-	-	0.0%
Spanish	528,613	252,587	103,991	99,549	72,486	10.4%
Indo-European	66,605	47,582	12,276	5,667	1,080	0.7%
Asian or Pacific Islander	44,109	24,273	12,210	6,372	1,254	0.7%
All Other Languages	26,266	19,561	4,570	1,701	434	0.3%

The Census 2000 data also provide information on linguistically isolated households. “A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English and (2) speaks a non-English language and speaks English ‘very well.’ In other words, all members 14 years old and over have at least some difficulty with English” (Census 2000). In total, the Census 2000 Summary File 3 data identified 1,048,128 households. The entire membership of a linguistically isolated household would be considered LEP. Table 3 details those data for linguistically and non-linguistically isolated households by language category.

Table 3: 2000 Census Data by Linguistically Isolated Households

Language Category	Total Households	Isolated Households	Non-isolated Households	Percentage Isolated Households
Census Tracts 1/2 mile fixed routes	1,053,667	62,471	201,748	5.9%
English	788,723	-	-	-
Spanish	190,507	51,213	139,294	4.9%
Indo-European	40,883	5,161	35,498	0.5%
Asian or Pacific Islander	20,853	4,744	16,109	0.5%
All Other Languages	12,701	1,405	11,296	0.1%

Within the fixed route transit area 5.9 percent of households are considered linguistically isolated. Again, these are predominately Spanish households making up 4.9percent of the total. Remaining languages comprise 1.1percent of households that are classified as linguistically isolated.



Figure 2 shows a map depicting the concentrations of linguistically isolated households in census tracts within one-quarter mile of fixed route service. Most areas throughout the region are mixed, though there are a few pockets of Census blocks that have concentrations of linguistically isolated households, thus identified as persons with limited English proficiency.

American Community Survey

The American Community Survey (ACS) is a continuous nationwide survey conducted monthly by the U.S. Census Bureau to produce annually updated estimates for the same small area (census tracts and block groups) formerly surveyed via the decennial census long-form survey. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis. It is important to note that the ACS does not provide official counts of the population between each decennial census, but instead provides weighted population estimates.

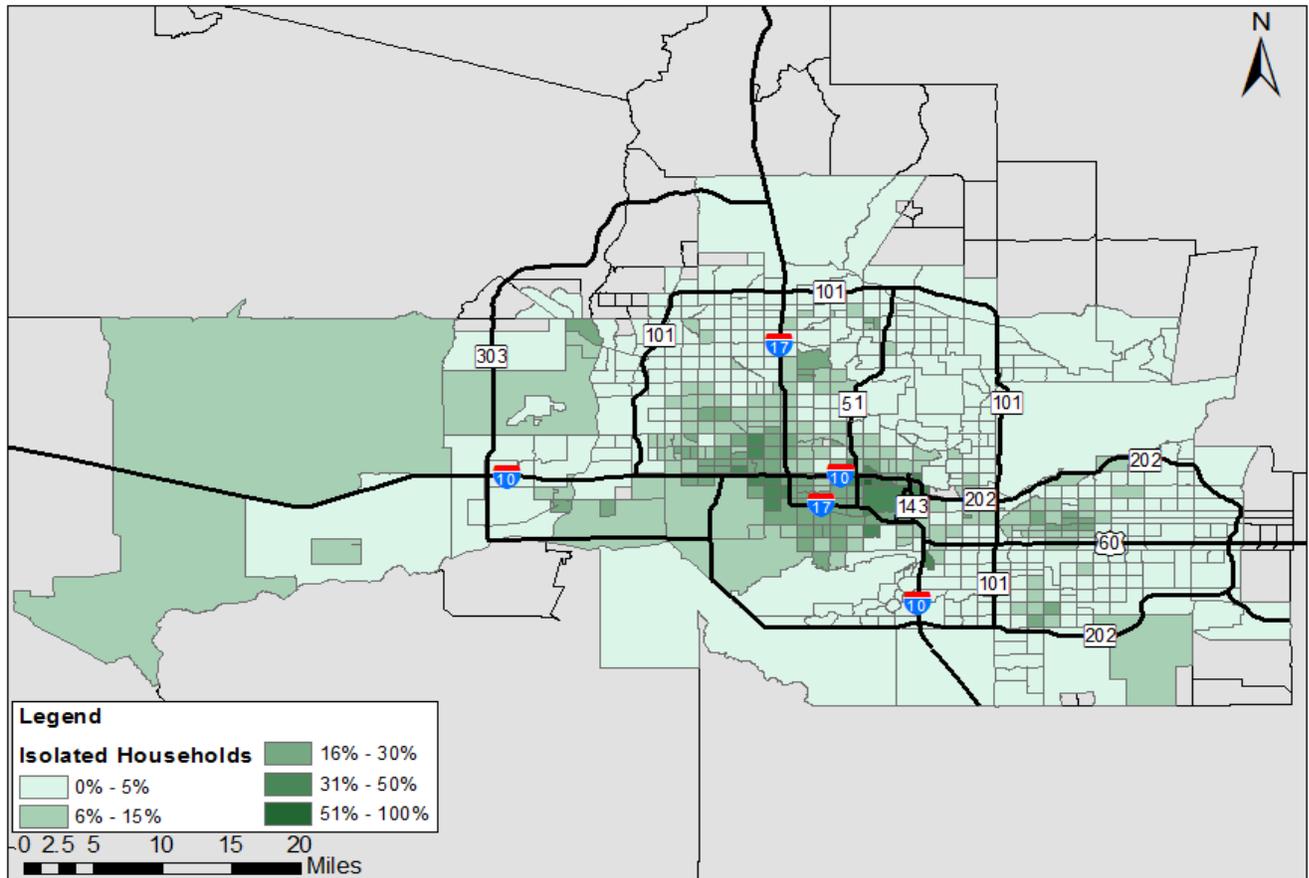
Figure 3 shows the census tracts within the ½ mile buffer of transit routes. Census tracts encapsulated within this area are included in the estimates though they may not be within a ½ mile of a fixed route.

Within this area, the most recent census data from the ACS 2013 data estimate the population age 5 years and older within the service area to be 3,051,428 with 340,076, or 11.1 percent, of the population is LEP; see Table 4.

Table 4: ACS 2013 Data by Location

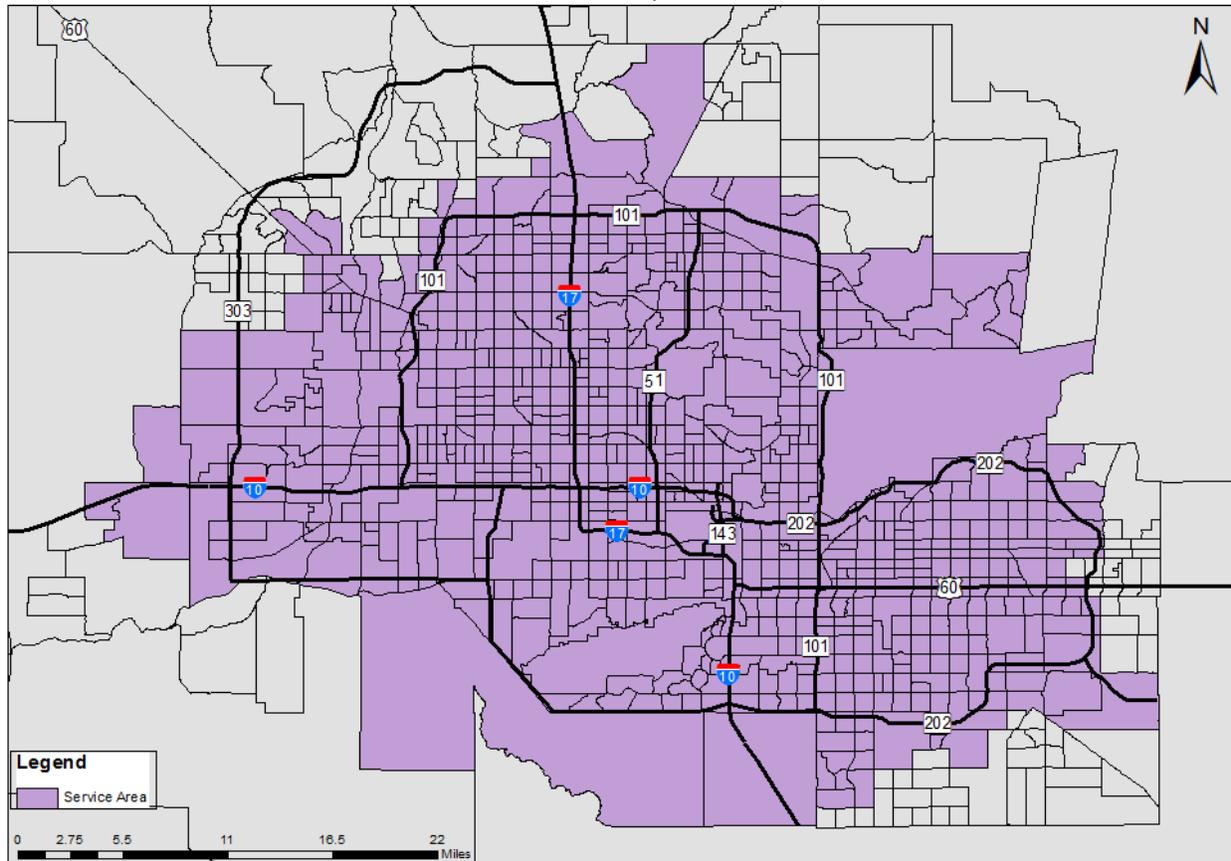
County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Maricopa County	3,610,510	2,660,946	589,679	359,884	10.0%
Census Tracts 1/2-mile fixed routes	3,051,428	2,171,136	540,216	340,076	11.1%

Figure 2: Census tracts with Linguistically Isolated Households



Source: Census 2000

Figure 3: 2015 Census Tracts within One-Quarter Mile of Fixed Route Service (ACS 2013)



Source: ACS 2013

The ACS data show 19 languages or language groups with 1,000 or more LEP persons. However, only one LEP population exceeds 5 percent of the total population of persons eligible to be served or likely encountered. Table 5 shows the populations that meet either of these thresholds using ACS 2013 population by language and ability, sorted by percentage of LEP population.

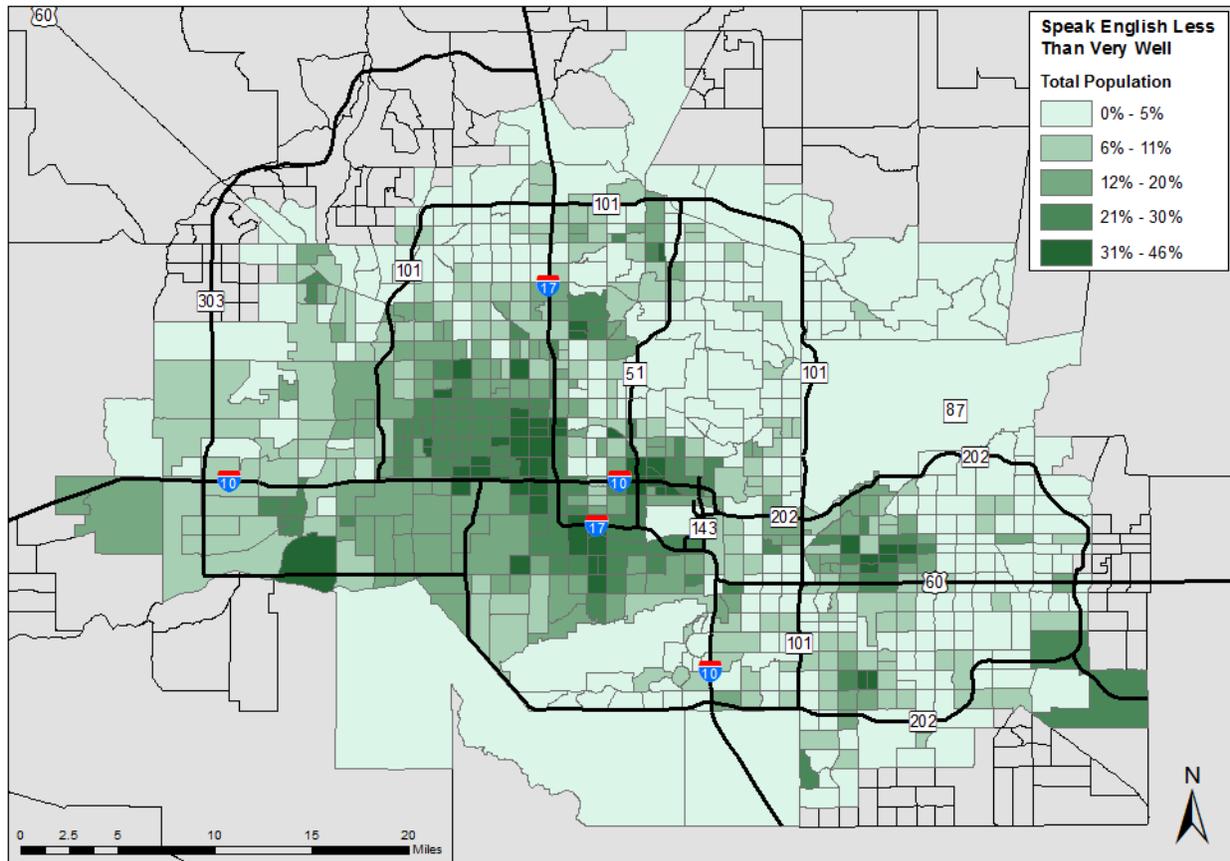
Table 5: ACS 2013 Data by Language within One-Quarter Mile of Fixed Route Service

Language	Speak English		Total Population	Percentage of Language LEP of Total LEP Population
	Less Than Very Well	Very Well		
All Languages	340,076	-	-	100%
Spanish	275,370	416,599	691,969	81.05%
Chinese	9,005	8,305	17,310	2.65%
Vietnamese	9,391	5,669	15,060	2.76%
Arabic	4,908	7,552	12,460	1.44%
Tagalog	4,114	8,918	13,032	1.21%
Other Asian	3,549	7,208	10,757	1.04%
African	3,301	4,485	7,786	0.97%
Korean	3,105	3,568	6,673	0.91%
Serbo-Croatian	2,833	4,177	7,010	0.83%
Other Languages	2,227	1,844	4,071	0.65%
Other Indo European	2,132	3,494	5,636	0.63%
Other Indic	1,894	3,989	5,883	0.56%
French	1,788	7,299	9,087	0.53%
Persian	1,788	2,821	4,609	0.53%
Other Pacific Island	1,278	3,037	4,315	0.38%
Russian	1,245	3,017	4,262	0.37%
Japanese	1,236	2,474	3,710	0.36%
Navajo	1,183	7,348	8,531	0.35%
German	1,199	9,624	10,823	0.35%

Within one-half mile of fixed route service, the majority (81%) of the LEP population is the Spanish speaking population; this is the only language group to exceed 5percent of the LEP population. The Spanish LEP population consists of 275,370 persons within the service area. Chinese and Vietnamese followed with 2.65percent and 2.76percent respectively, both were approximately 9,000 persons. There are 4,908 Arabic speaking LEP persons or 1.44percent of the LEP population. The fifth largest LEP population is Tagalog consisting of 4,114 people, or 1.21% of the LEP population within the service area.

Figure 4 shows a map depicting the concentrations of population speaking English Less than Very Well throughout the service area. Most areas throughout the region are mixed, though there are a few pockets of Census blocks that have concentrations of persons with limited English proficiency.

Figure 4: Population Speaking English “Less than Very Well”



3.0 FREQUENCY OF CONTACT WITH LIMITED ENGLISH PROFICIENT POPULATION (FACTOR 2)

The first step of the four-factor LEP needs assessment revealed that the largest language group was overwhelmingly Spanish; followed by Chinese, Vietnamese, Arabic, and Tagalog. Factor 2 is intended to assess the frequency with which LEP persons interact with Valley Metro programs, activities, or services. The USDOT “Policy Guidance Concerning Recipients ‘Responsibilities to Limited English Proficient (LEP) Person” (USDOT 2005) advises that:

Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed (emphasis added). The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.



The frequency of use was evaluated by assessing current resources, available data, and a short survey of transit employees.

3.1 Evaluation Methods and Data Sources

In an effort to determine the frequency that LEP persons interact with the agency, both quantitative and qualitative methods were used to analyze access to services. Anecdotal information regarding interactions with LEP persons, garnered through conversations with Valley Metro employees is also included in this section. More structured analysis is included using several sources of information:

- Transit Employee Survey
- Customer Service Interactive Voice Response (IVR) Call Log
- Transit Education Program
- Valley Metro Website Translation Data

Together these sources provide a picture of the interaction of LEP persons with programs, activities, or services provided by the agency.

3.2 Frequency of Contact Analyses

With about a quarter of the region speaking more than only English, Valley Metro recognizes the value of providing convenient and efficient information to transit riders. Understanding how often LEP persons are utilizing services will assist in serving customers better in the future with quality services, programs, and activities.

Transit Employee Survey

An employee survey was performed in an effort to determine how often those employees in contact with transit riders regularly encounter LEP persons. During late March and early April 2015, a voluntary survey of customer service and transit employees was conducted regarding the interaction with LEP persons and languages spoken. A copy of the survey instrument can be found as Appendix B. The Valley Metro Customer Service Representatives provide passenger assistance most commonly through email, but also via the phone. In addition, there are several Customer Service Representatives that are dedicated for fare sales, transit information, or are stationed at transit passenger facilities¹ to provide assistance to passengers. Employees surveyed were of one of the following locations:

- Customer Service Representatives (via Customer Assistance System, letter, phone, or email)
- Central Station Transit Center
- Ed Pastor Transit Center

¹ Facilities operated by the City of Phoenix or the City of Tempe

- Metrocenter Transit Center
- Sunnyslope Transit Center
- Tempe Transportation Center

In total 26 respondents provided information about their experiences. Approximately 70% of those surveyed were Customer Service Representatives employed at the Mobility and Customer Service Center.

When asked if representatives have had any requests for materials in another language, 31% responded yes they had encountered a request; see Figure 5. Of these, most interpretation or translation requests were for Spanish.

By cross-referencing the locations of respondents with responses that language assistance had been requested, only three locations had received requests: Central Station Transit Center (50% of requests), the Mobility and Customer Service Center (38% of requests), and Ed Pastor Transit Center (13% of requests).

Languages requested were predominately Spanish (55%) followed by French (18%). See Figure 6 for a full breakdown of the languages requested, including Japanese, Swahili, and Sa'ban.

Due to a low number of requests that had been received for materials in other languages the questions regarding frequency of requests shown in Table 6 were quite evenly spread.

Figure 5: Requests for Information or Materials in Another Language

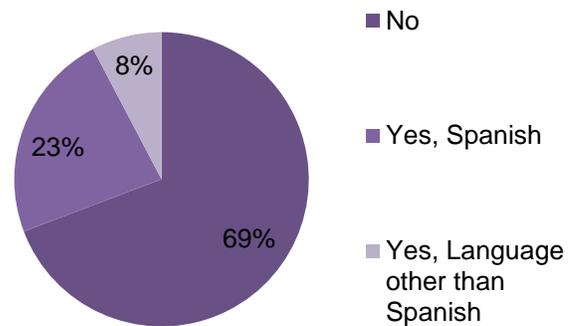


Figure 6: Chart of Requested Languages

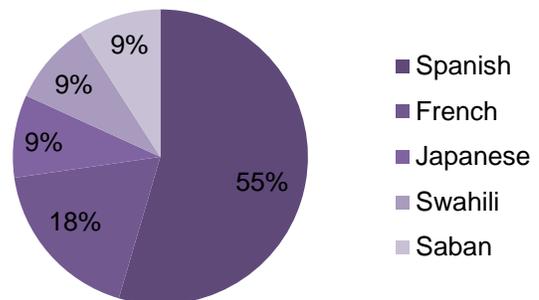


Table 6: Frequency of Requests Received

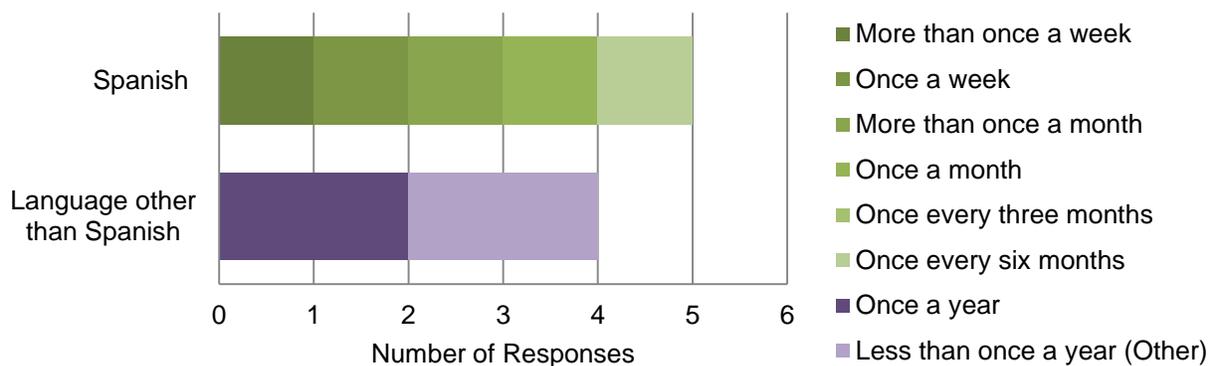
How often do you receive requests?	Number	Percentage
Once a week	1	11%
More than once a week	1	11%
Once a month	1	11%
More than once a month	1	11%
Once every six months	1	11%
Once a year	2	22%
Other	2	22%
TOTAL	9 ²	100%

Recognizing that 60% of language requests were for the Spanish language, the two write-in responses for “Other” provide some telling qualitative information. Those responses were:

- “French-every six months, Swahili only once ever”
- “Once in 19 years” -for Japanese

These responses were categorized appropriately and cross-referenced with the language requested. See Figure 7 for a comparison. Spanish was much more frequently requested than any other language. Additionally, languages other than Spanish were requested at a less frequent rate.

Figure 7: Language Requested by Frequency



This survey helped support that there are many languages encountered by transit professionals, yet Spanish is the most common and most frequent of those encountered.

Customer Service Interactive Voice Response (IVR) Call Log

The Customer Service Center updated the automated phone system mid-2014³ to establish the Interactive Voice Response (IVR) feature. With this expansion, the new

² One respondent provided two responses – the second being a write in under the “Other” response.

system is able to provide a log to which line callers have requested to be transferred. Available are six topic categories, each in English and Spanish for twelve options total. The topics available include:

- Americans with Disabilities Act (ADA)
- Customer Relations (CR)
- Light Rail
- Lost and Found
- Transit Information (TI)

This system allows Spanish-speaking callers to be automatically transferred to a bilingual representative reducing the time it takes to be served in the preferred language. Beyond being more convenient and helpful, this system also is more efficient by reducing the likelihood callers may be redirected to a bilingual representative. Currently, 12 bilingual customer service representatives are employed by Valley Metro. The new phone system prioritizes selection of Spanish calls received. Acknowledging that this is a truncated data set, Table 7 below shows the distribution of calls by option selected, followed by the sum of calls by language.

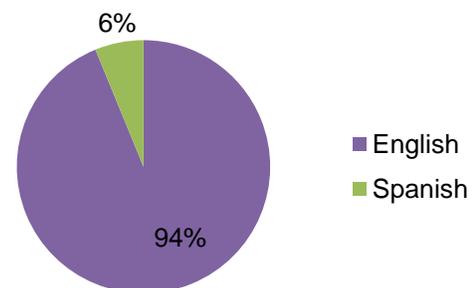
Table 7: Customer Service Call Log

	Total Calls	% of Total Calls
ADA-English	13,840	1.26%
ADA-Spanish	139	0.01%
CR-English	75,874	6.90%
CR-Spanish	371	0.03%
Light Rail-English	184	0.02%
Light Rail-Spanish	5	0.00%
Lost Found-English	5,073	0.46%
Lost Found-Spanish	22	0.00%
TI-English	936,408	85.16%
TI-Spanish	67,630	6.15%
English	1,031,379	93.8%
Spanish	68,167	6.2%
Total Calls	1,099,546	100.00%

Figure 8 shows a pie chart of the calls by language. Approximately 94% of calls were for English and 6% of calls were for Spanish. At the time of this report, 37 customer service representatives were currently on staff; of these, twelve are bilingual (32%).

When evaluating the customer service call logs, the bulk of calls received are through the

Figure 8: Customer Service Calls by Language



³ Data available July 2014 through April 2015



English phone lines with a small portion (6%) selecting a Spanish option.

Transit Education Program

Valley Metro has a Transit Education program that presents information to various groups to teach about public transit, benefits of transit, and how to use the system. Staff visit schools, present to new residents and refugee groups, and provide mobility training for senior citizens and persons with disabilities. Additionally, transit information and assistance is provided at community or special events including environmental fairs, transportation or vehicle days, career days, and more. This team also conducts general presentations by request to any group who wants to learn more about the transit system. For more-comprehensive training, monthly sessions are held at the Disability Empowerment Center and Glendale Adult Center.

Discussions with the program staff revealed some helpful anecdotal information. Typically, persons encountered spoke English fluently or well. The second most common language encountered was Spanish. Fifty percent of this team speaks Spanish and regularly provide information in Spanish.

Occasionally, presentations are made to various refugee groups. Due to the varied backgrounds of the participants, the hosting organizations generally provide necessary interpreters. Anecdotally, predominately Arabic and less often Burmese are the languages typically encountered during these presentations. However, it was noted that languages from around the world have been encountered through these group presentations.

Website Translation

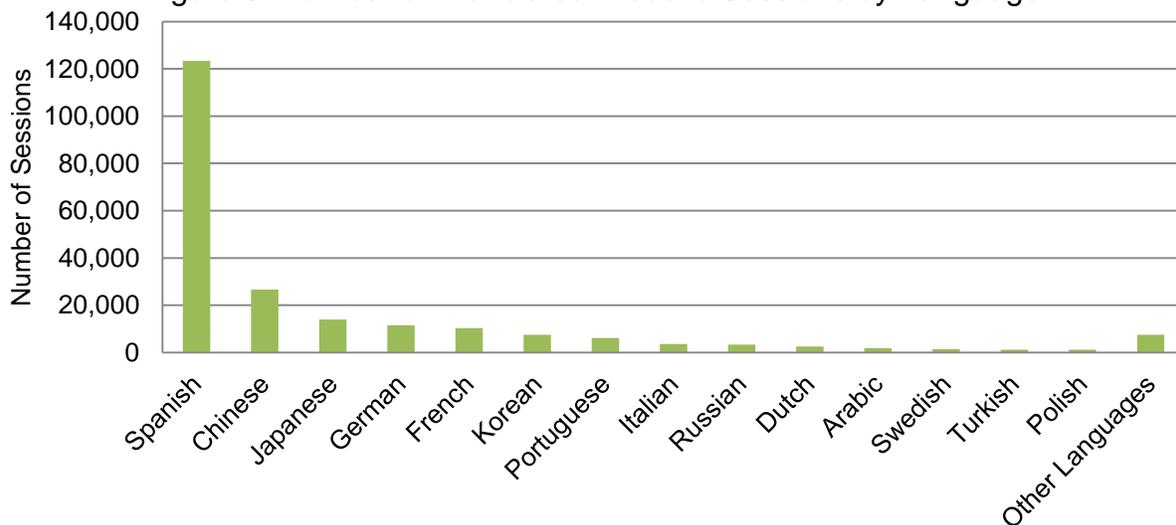
Apart from accessing information via transit employees whether by phone, email, in person or another method, many customers utilize the www.valleymetro.org website for information. The website is equipped with the Google Translate feature, which allows translation into 90 languages. Users have translated the Valley Metro website into 70 different languages using this feature. Approximately 99% of sessions were utilizing the default English setting. The remaining 1% was comprised of 69 other languages. Table 8 provides an itemization of the languages translated and the percentage of sessions. Note that only languages comprising at least 0.01% of total sessions are included below; a full table of entries is available in Appendix C.

Table 8: Website Sessions by Language⁴

Language	Number of Sessions	Percent of Total Sessions
Total	21,614,462 ⁵	100%
English	21,392,285	98.91%
Other Languages	222,177	1.03%
Language	Number of Sessions	Percent of Total Sessions
Spanish	123,377	0.57%
Chinese	26,684	0.12%
Japanese	13,950	0.06%
German	11,502	0.05%
French	10,316	0.05%
Korean	7,496	0.03%
Portuguese	6,225	0.03%
Italian	3,638	0.02%
Russian	3,303	0.02%
Dutch	2,576	0.01%
Arabic	1,822	0.01%
Swedish	1,483	0.01%
Turkish	1,221	0.01%
Polish	1,127	0.01%
Other Languages	7,457	0.03%

Once again, Spanish was overwhelmingly the most utilized language with the website translation service comprising 0.57% of sessions, followed by Chinese (0.12%), Japanese (0.06%), German (0.05%), and French (0.05%). See Figure 9 below for a chart of the number of translated sessions by language.

Figure 9: Number of Translated Website Sessions by Language



⁴ Valley Metro. (2015). Language [Data file]. Available from <http://www.google.com/analytics/ce/mws/>

⁵ There were 13,829 entries excluded from the analysis that did not have a valid ISO language code associated with the website visit; thus, entries were deemed invalid.



The website was translated to an additional 55 languages that each comprises less than 0.01% of the sessions; collectively these viewings attribute to 0.03% of all sessions. These languages include:

- Acoli
- Afrikaans
- Albanian
- Armenian
- Aymara
- Azerbaijani
- Bengali
- Bosnian
- Breton
- Bulgarian
- Catalan
- Croatian
- Czech
- Danish
- Esperanto
- Estonian
- Filipino
- Finnish
- Galician
- Georgian
- Greek
- Gujarati
- Hebrew
- Hindi
- Hungarian
- Icelandic
- Indonesian
- Irish
- Javanese
- Kannada
- Kanuri
- Latvian
- Lithuanian
- Macedonian
- Malay
- Malay
- Malayalam
- Marathi
- Navajo
- Norwegian
- Persian
- Pushto
- Romanian
- Serbian
- Slovak
- Slovenian
- Tagalog
- Telugu
- Thai
- Tonga
- Turkmen
- Ukrainian
- Vietnamese
- Walloon
- Welsh

Persons around the region utilize the website to gather information in languages from around the world using the Google Translate feature. The majority of translated sessions are for the Spanish language (0.57%).

Furthermore, many documents uploaded to Valley Metro's website are translated into Spanish since they are disseminated as paper materials to the public. Individuals may utilize these documents without translating the website into Spanish, but rather use the Google Translate feature. Some of these documents include project updates, route maps and schedules, instructions and applications for a Reduced Fair ID, service change information, policies, brochures, and forms.

Conclusion

The Factor 2 analysis revealed that there is regular contact between the LEP population and Valley Metro personnel. The Transit Employee Survey conducted revealed that 31% of all respondents had encountered an LEP person; of those who had encountered a request for assistance in another language, 55% of requests were for Spanish. The Customer Service Call Log, though limited, showed that a mere 6% of customers utilized one of the six Spanish options. Information from the Transit Education team qualitatively identified Spanish as the main language group, while there were also occasional encounters with Arabic-speaking populations. Finally, translation data from the Valley Metro website indicated 1.03% of sessions were translated; approximately half of which were translated to Spanish. The website was translated to 70 different languages. Overall, there is broad diversity within the Phoenix region that accesses regional transit services, however; these are predominately English and Spanish speaking individuals.

4.0 NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY OR SERVICE PROVIDED (FACTOR 3)

The third step in the four-factor LEP needs assessment is an evaluation of the importance of Valley Metro services to persons with limited English proficiency. The first component of the Factor 3 analysis is to identify critical services. Next, input received from community organizations was used to identify ways to improve these services for LEP populations. The U.S. Department of Transportation (USDOT) “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that:

The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual . . . providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.

With assistance from Valley Metro’s Community Relations and Marketing departments, a list of services provided was prepared and prioritized. The input from community organizations and LEP persons were incorporated to ensure views of the importance of services provided are adequately prioritized.

4.1 Services Provided

In cooperation with Valley Metro’s Communications and Operations departments, services currently provided to LEP persons were queried. Typically, materials in both English and Spanish are available on both bus and light rail services. Below is a list of available materials and services in Spanish that includes next bus and light rail specific services:

- Press Releases
- Public materials; including, but not limited to:
 - Route Scout (announcements on buses and light rail)
 - Ride Guide and Destinations Guide
 - Service changes materials

-
- Transit book
 - Website
 - Project updates
 - Title VI forms
 - Large special events materials (e.g. Super Bowl public materials)
 - Direct mailers or door hangers for targeted outreach
 - Ticket vending machines (Spanish and Braille)
 - Bilingual customer service staff
 - Email List Serv Messages
 - Bus specific services:
 - Car cards (on-board advertisements)
 - Bus signs (i.e. priority seating, caution signs, entry/exit, etc.)
 - Variable message sign that displays announcements on buses
 - Light Rail specific services:
 - LRT vehicle signage including priority seating, manners, and other train information
 - VMS Announcements on vehicles and at stations
 - System maps and auxiliary information
 - Operator call boxes on trains
 - Emergency call box at stations
 - Safe place notices

Critical Services

Public transit is a key means of mobility for persons with limited English proficiency. Of those services identified above, a subset of critical services was prioritized to ensure that those services imperative to utilize Valley Metro public transportation options are available to all users.

Basic trip information is available both printed and electronically in Spanish, including service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities. Also available in Spanish is information regarding how to utilize transit, manners, priority seating, caution signs, and exit locations on vehicles. Ticket vending is available in both Spanish and Braille. Emergency notification measures are also translated, including audio VMS⁶ Announcements on vehicles (bus and rail), operator call boxes, emergency call boxes, and Safe Place notices.

⁶ Variable message signs
Language Assistance Plan
07/27/2015
Page 20



Bilingual customer service representatives are available during regular call center hours. Representatives use the same procedures for comments and note that the inquiry was in Spanish so that a bilingual representative is assigned in any follow-up response if needed. Outside of customer service hours, the website is available for translation to most languages at any time. For public meetings and hearings, a Spanish translator is usually available; additional translators are available upon request or appropriate context. Typically, additional translation services requested are provided for American Sign Language through an on-call contract.

Community Outreach

Valley Metro conducted interviews with six community organizations that encounter various LEP populations. The organizations interviewed range from cultural adult centers to refugee services organizations.

Key findings from outreach effort:

- Public transportation is the main form of transportation to access jobs, medical appointments, social services, grocery shopping and school.
- Many of the organizations provide an orientation to transportation services and also provide free transit passes for employment searches.
- Two primary challenges with the public transportation system were voiced, which related to route location and schedule.
 - The schedule does not accommodate early morning or late night shifts.
 - The transit system does not travel to all locations, especially those on the outer reaches of the Phoenix metropolitan region.

Community Organizations Interviews

To garner insight on the use and role of Valley Metro services to the LEP populations within the Phoenix Metropolitan region, six community organizations were interviewed:

- Catholic Charities
- Friendly House
- Refugee Focus
- Arizona Immigration Refugee Services (AIRS)
- Chinese Senior Center
- Hope VI

Organizations were identified to ensure that a wide variety of cultural and language groups were reached over large service areas. These organizations indicated that they serve populations speaking a broad range of languages, including Spanish, Arabic, Somali, Chinese, Burmese and French.



Participating agencies were asked a series of questions from the FTA handbook “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (FTA 2007b). Organizations interviewed expressed needs of LEP populations regarding language assistance including:

- **System Map Information:** LEP populations have expressed a difficulty in understanding and familiarizing themselves with system maps.
- **On-Board Messaging:** LEP populations have expressed hardship in reading and understanding on-board signage/message boards as well as driver instructions.
- **Transit Service Information:** LEP populations have expressed the desire for information, such as how to ride and fare payment information, be communicated in an understandable format. Symbols could be used to communicate messages to a wider audience. Also, offering orientation to these populations, through their respective agencies, would familiarize them with the transit system.

5.0 CURRENT RESOURCES AVAILABLE AND THE COSTS TO PROVIDE LANGUAGE ASSISTANCE SERVICES (FACTOR 4)

The final step of the four-factor LEP analysis is an evaluation of the current and projected financial and personnel resources available to meet the current and future needs for language assistance. The first component of the Factor 4 analysis was to identify current language assistance measures and associated costs. The next step was to determine what additional services may be needed to provide meaningful access. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that:

A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, ‘reasonable steps’ may cease to be reasonable where the costs imposed substantially exceed the benefits.

Valley Metro has a strong commitment to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. Valley Metro currently does not break down all cost expenditures related to providing language assistance. Valley Metro will evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

5.1 Current Measures and Costs

Costs incurred by Valley Metro for the language assistance measures currently being provided include:

- Translation of materials
- Printing, advertising, or other marketing costs
- Interpretation services
- Staff costs associated with Title VI efforts in adhering to language assistance measures

Typically, an amount is embedded into the project costs by activity (logged under printing or other direct expenses) for translation and production of any materials. Agency wide there is a standing on-call contract for any interpretation needs. Any production costs are included in printing and public meetings budgets. Furthermore, there are bilingual employees that provide intermittent language assistance needs as part of their other duties. Specifically, the Public Relations team has two employees (33% of the department staff) that are bilingual. These employees may be assigned to prepare press releases or media events with Spanish-speaking publications in addition to their typical duties. These soft costs are not tracked, though most of the formal interpretation services are contracted.

Interpreters are contracted for public meetings or hearings to ensure that any language assistance needs are met so that public relations staff can focus on facilitating the event. All hearings are staffed with interpreters while public meetings are staffed depending on the anticipated number of persons reached and upon request. Valley Metro's current contract for interpreters at public meetings allow for approximately \$200 per meeting. Annually \$5,000-\$6,000 is spent for interpreters to staff meetings and public hearings for various projects and efforts. In addition, \$800-\$1,200 is spent annually for sign language interpreters at requested meetings and public hearings. Costs for translating and producing materials like meeting notices, display boards, news releases, and project update sheets are also budgeted annually; approximately \$14,000 - \$15,000. In total, approximately \$20,000 - \$25,000 is contracted out directly in support of language assistance services for interpreters, translation, and materials dependent on the projects and programs implemented each year.

Additional soft costs include other staff time utilized on an ad hoc or regular basis to provide translation or interpretive services. Over thirty percent of Public Relations and Customer Service Representatives are bilingual, servicing Spanish-speaking customers as well as English-speaking customers. Being bilingual is a preferred qualification when hiring customer service staff though not required. There are also bilingual employees



that may assist on an informal, ad hoc basis to communicate with LEPs in other departments.

5.2 Cost-effective Practices

Valley Metro will continue to evaluate ways to improve the cost-effectiveness and the quality of its language services. Additional strategies for saving costs or improving quality may include developing internal and external language services, with the opportunity to coordinate across multiple agencies in the region. Current measures practiced to ensure services are cost effective include:

- bilingual staff trained to act as interpreters and translators
- shared customer service center and other information for combined translation and interpretation resources
- some standardized common documents with transit and other public agencies
- translated vital documents currently posted on <valleymetro.org>

Strategies for consolidating the regional language assistance measures to achieve efficiencies may include:

- creating a one-stop LEP information center for Valley Metro employees
- surveying Valley Metro staff to determine any additional existing multilingual resources
- conducting outreach to various community organizations to secure volunteers for translation and interpretation services that are currently contracted or completed in-house
- consolidating contract services for oral and written translation to secure the most cost-effective rates

Valley Metro continues to use qualified translators and interpreters to uphold the quality of language assistance measures. Valley Metro strives to provide basic informational training for volunteer staff on its language assistance measures.

5.3 Additional Services and Budget Analysis

Valley Metro is committed to reducing the barriers encountered by LEP persons in accessing its services to the extent funding is available. While Valley Metro currently does break down contracted cost expenditures related to providing language assistance, expenditures of efforts for translation and interpretation completed in-house are less well documented. As part of the Language Assistance Plan, Valley Metro will better monitor efforts in the future. Valley Metro will further evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

The information received from community organizations provided some insight on additional services that may ease access for LEP persons to regional transit services.



The summary above portrays more insight of the interviews conducted. Services requested were centered on service expansions that included increased frequencies and later services at night. However, these would be greater improvements for consideration and prioritization of the system rather than specific services for LEP persons. Therefore, they were excluded here and assigned to the general public process for service requests.

Other requests included using more symbols to depict messaging and system routes. Audio messaging is also shown using VMS⁷ that could potentially show messaging in another language as well. The light rail system VMS currently shows messages in English and Spanish. Bus messaging is typically location data and in close proximity depending on stop locations. The feasibility and helpfulness of VMS translation should be evaluated.

As applicable, through the annual budget process, additional services requested or identified may be considered for implementation. In 2015, Valley Metro has shifted to a zero based budget that is approved by two appointed boards: Valley Metro Rail Board and the Valley Metro Regional Public Transportation Authority Board of Directors. Year by year the budget is developed as appropriate to the unique needs and demands of the agency at that point in time.

5.4 Projected Costs

Requests for added services include expanded symbols to understand how to use transit services, on-board messaging, and system map information. With a commitment to providing reasonable language assistance measures, Valley Metro will assess current symbolism used on vehicles, at station locations, and elsewhere to determine the sort of improvements that could be made so that the system is more easily understood visually. With expanded symbolism, it is expected that the need for enhancing the on-board messaging and system map information may be reduced. Furthermore, these could be incorporated into the regular updates of this information and signage. Biannually in coordination with the service changes, updated system maps are produced.

Other improvements would be considered after analyzing the staff costs, third party contract costs, and costs related to volunteer or community organization coordination. These would be evaluated in comparison with anticipated benefits to the LEP population. Other considerations may include operational issues and implementation time.

⁷ LINK stations, light rail stations and vehicles are equipped with VMS announcements; most fixed route vehicles are also equipped with VMS capabilities



6.0 LANGUAGE ASSISTANCE MEASURES

Valley Metro is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency.

6.1 Current Language Assistance Measures

As discussed earlier in this Language Assistance Plan, Valley Metro currently provides both oral and written language assistance. Oral language assistance includes bilingual customer service representatives, speaking Spanish. Additionally, Spanish interpreters are available at public meetings; sign language and other language interpreters are available as requested. On vehicles and at stations, VMS announcements are also in Spanish.

Written Spanish language assistance includes signage, press releases, list serv messages, service change materials, Title VI complaint forms, policies, and procedures. Additional translation of some vital documents is provided, such as schedules, maps, ride and destination guides, route scouts, and more. Meeting notices and public input surveys at public meetings are translated. The website is equipped with the Google Translate feature, which allows translation into 90 languages (www.translate.google.com). Fare vending machines provide Spanish and Braille translations as well.

Notices to the public of language assistance measures are typically provided side-by-side an English version of the document. For example, Ride Guide documents are provided in both English and Spanish and are available together wherever disseminated. Where available, documents are commonly printed on both sides with an English version and a Spanish version on each side of the paper. When calling into the customer service line, the interactive voice response system will ask if Spanish is the preferred language automatically prior to being connected with a representative.

6.2 Staff Training

Specific policies and procedures for interacting with LEP persons are not formally adopted on a standalone basis. These policies and procedures are in essence those for all customers and have been embedded into multiple documents (including the Title VI Plan, trainings, instructions, etc.).

Using the customer service center as an example, Spanish calls are assigned directly to a Spanish-speaking representative through the phone system. In the customer assistance system a note is made that the customer speaks Spanish so that if the query is not able to be responded to immediately, any response is assigned to another



bilingual representative. This training is implanted into general customer assistance staff training to ensure cost effective practices and efficient use of training resources. Title VI of the Civil Rights Act of 1964 is distributed to new employees and where applicable, employees are expected to know how to file discrimination claims based on race, color, or national origin. Additionally, there are related trainings available including quarterly Civil Rights Workshops, training sessions for conducting complaint investigations according to federal guidelines and streamlining the complaint investigative process.

Training for employees who regularly encounter the public may also include:

- Type of language services available,
- How staff and/or LEP customers can obtain these services,
- How to respond to LEP callers,
- How to respond to correspondence from LEP customers,
- How to respond to LEP customers in person, and
- How to document LEP needs.

Valley Metro continues to consider opportunities to provide quality services for LEP persons throughout the service area.

6.3 Future Language Assistance Services

With the development of subsequent Language Assistance Plans, it is expected that through the monitoring, evaluation, and update process that additional services continue to be identified and considered for feasibility of implementation. Valley Metro strives to serve LEP populations adequately with an equal opportunity to use transportation options available. Section 7 provides more information about the monitoring and update process of this plan.

7.0 MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

Triennially Valley Metro will review, monitor, and update this LAP. Feedback from agency staff and community members will be accepted throughout the year at the email address: TitleVICoordinator@ValleyMetro.org. Additional community feedback may be elicited during the update process. Internal monitoring will be conducted using the template provided from the FTA handbook “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (FTA 2007b). Using this checklist periodically, stations, vehicles, customer service, community outreach, and public relations are monitored.



Using this information, changes may be made to the language assistance plan recognizing any cost implications and resources available. Depending on this evaluation, language assistance measures may be expanded, modified or eliminated based on their effectiveness.

As the transit service area is modified through service changes, the demographics served will be reviewed to ensure that those high concentrations of LEP persons are reflected accurately in an effort to provide language assistance measures to areas with expanded transit services.

Throughout the monitoring period, Valley Metro will continue to follow the recommendations and use the resources provided by Executive Order 13166, FTA Circular 4702.1B, the USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Person” (USDOT 2005), and the FTA handbook “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (FTA 2007b). Valley Metro will be better able to apply the DOT LEP guidance’s four-factor framework and will continue to determine an appropriate mix of language assistance in the preparation of language assistance implementation plans.



APPENDIX A – FULL LIST OF LANGUAGES

ACS 2013 population by language and ability: cells shaded purple in this table meet either the 1,000 persons threshold or the 5% threshold of the total population of persons eligible to be served or likely encountered.

Language Category Group	Total Population	Percentage of Total LEP Population
All Languages Speaks English Less Than Very Well (LEP Population within Service Area)	331,981	-
Spanish	672,220	-
Spanish Speak English Very Well	403,157	-
Spanish Speak English Less Than Very Well	269,063	81.05%
French	8,757	-
French Speak English Very Well	7,023	-
French Speak English Less Than Very Well	1,734	0.52%
French Creole	402	-
French Creole Speak English Very Well	199	-
French Creole Speak English Less Than Very Well	203	0.06%
Italian	4,038	-
Italian Speak English Very Well	3,112	-
Italian Speak English Less Than Very Well	926	0.28%
Portuguese	2,374	-
Portuguese Speak English Very Well	1,840	-
Portuguese Speak English Less Than Very Well	534	0.16%
German	10,437	-
German Speak English Very Well	9,347	-
German Speak English Less Than Very Well	1,090	0.33%
Yiddish	230	-
Yiddish Speak English Very Well	223	-
Yiddish Speak English Less Than Very Well	7	0.00%
Other West Germanic	1,242	-
Other West Germanic Speak English Very Well	1,062	-
Other West Germanic Speak English Less Than Very Well	180	0.05%
Scandinavian	1,212	-
Scandinavian Speak English Very Well	1,100	-
Scandinavian Speak English Less Than Very Well	112	0.03%
Greek	1,518	-
Greek Speak English Very Well	1,163	-
Greek Speak English Less Than Very Well	355	0.11%
Russian	4,225	-
Russian Speak English Very Well	2,996	-
Russian Speak English Less Than Very Well	1,229	0.37%
Polish	3,034	-
Polish Speak English Very Well	2,389	-
Polish Speak English Less Than Very Well	645	0.19%



Serbo-Croatian	6,967	-
Serbo-Croatian Speak English Very Well	4,142	-
Serbo-Croatian Speak English Less Than Very Well	2,825	0.85%
Other Slavic	2,458	-
Other Slavic Speak English Very Well	1,721	-
Other Slavic Speak English Less Than Very Well	737	0.22%
Armenian	798	-
Armenian Speak English Very Well	660	-
Armenian Speak English Less Than Very Well	138	0.04%
Persian	4,439	-
Persian Speak English Very Well	2,731	-
Persian Speak English Less Than Very Well	1,708	0.51%
Gujarati	2,559	-
Gujarati Speak English Very Well	1,982	-
Gujarati Speak English Less Than Very Well	577	0.17%
Hindi	6,413	-
Hindi Speak English Very Well	5,620	-
Hindi Speak English Less Than Very Well	793	0.24%
Urdu	1,445	-
Urdu Speak English Very Well	1,086	-
Urdu Speak English Less Than Very Well	359	0.11%
Other Indic	5,834	-
Other Indic Speak English Very Well	3,960	-
Other Indic Speak English Less Than Very Well	1,874	0.56%
Other Indo European	5,459	-
Other Indo European Speak English Very Well	3,389	-
Other Indo European Speak English Less Than Very Well	2,070	0.62%
Chinese	16,907	-
Chinese Speak English Very Well	8,052	-
Chinese Speak English Less Than Very Well	8,855	2.67%
Japanese	3,682	-
Japanese Speak English Very Well	2,464	-
Japanese Speak English Less Than Very Well	1,218	0.37%
Korean	6,474	-
Korean Speak English Very Well	3,485	-
Korean Speak English Less Than Very Well	2,989	0.90%
Cambodian	1,126	-
Cambodian Speak English Very Well	577	-
Cambodian Speak English Less Than Very Well	549	0.17%
Hmong	8	-
Hmong Speak English Very Well	8	-
Hmong Speak English Less Than Very Well	-	0.00%
Thai	1,424	-
Thai Speak English Very Well	547	-
Thai Speak English Less Than Very Well	877	0.26%
Laotian	580	-
Laotian Speak English Very Well	266	-
Laotian Speak English Less Than Very Well	314	0.09%
Vietnamese	13,965	-



Vietnamese Speak English Very Well	5,125	-
Vietnamese Speak English Less Than Very Well	8,840	2.66%
Other Asian	10,615	-
Other Asian Speak English Very Well	7,085	-
Other Asian Speak English Less Than Very Well	3,530	1.06%
Tagalog	12,386	-
Tagalog Speak English Very Well	8,380	-
Tagalog Speak English Less Than Very Well	4,006	1.21%
Other Pacific Island	4,162	-
Other Pacific Island Speak English Very Well	2,899	-
Other Pacific Island Speak English Less Than Very Well	1,263	0.38%
Navajo	8,257	-
Navajo Speak English Very Well	7,078	-
Navajo Speak English Less Than Very Well	1,179	0.36%
Other Native North American	2,866	-
Other Native North American Speak English Very Well	2,504	-
Other Native North American Speak English Less Than Very Well	362	0.11%
Hungarian	856	-
Hungarian Speak English Very Well	611	-
Hungarian Speak English Less Than Very Well	245	0.07%
Arabic	12,259	-
Arabic Speak English Very Well	7,400	-
Arabic Speak English Less Than Very Well	4,859	1.46%
Hebrew	1,679	-
Hebrew Speak English Very Well	1,406	-
Hebrew Speak English Less Than Very Well	273	0.08%
African	7,284	-
African Speak English Very Well	4,016	-
African Speak English Less Than Very Well	3,268	0.98%
Other Languages	4,000	-
Other Languages Speak English Very Well	1,805	-
Other Languages Speak English Less Than Very Well	2,195	0.66%



APPENDIX B – TRANSIT EMPLOYEE INSTRUMENT



Language Assistance Program Survey 2015

*-denotes required question

*Name: _____

*Email Address: _____

*1. Location

- Customer Service Representatives (electronic, phone, email)
- Central Station Transit Center
- Ed Pastor Transit Center
- Metrocenter Transit Center
- Sunnyslope Transit Center
- Tempe Transportation Center

*2. Have you had any requests for information or materials in other languages?

- Yes
- No

If yes, please complete the remainder of the survey.

If no, thank you for your participation.

3. What language(s) have been requested?

4. How often do you receive requests?

- More than once a week
- Once a week
- More than once a month
- Once a month
- Once every three months
- Once every six months
- Once a year
- Other:

APPENDIX C – WEBSITE SESSIONS BY LANGUAGE

Language	Number of Sessions	Percent of Total Sessions
Total	21,628,079 ⁸	100%
English	21,392,285	98.91%
Other Languages	222,177	1.03%
Language	Number of Sessions	Percent of Non-English Sessions
Spanish	123,377	0.57%
Chinese	26,684	0.12%
Japanese	13,950	0.06%
German	11,502	0.05%
French	10,316	0.05%
Korean	7,496	0.03%
Portuguese	6,225	0.03%
Italian	3,638	0.02%
Russian	3,303	0.02%
Dutch	2,576	0.01%
Arabic	1,822	0.01%
Swedish	1,483	0.01%
Turkish	1,221	0.01%
Polish	1,127	0.01%
Czech	839	0.00%
Norwegian	771	0.00%
Danish	726	0.00%
Vietnamese	670	0.00%
Hebrew	645	0.00%
Hungarian	645	0.00%
Finnish	531	0.00%
Thai	335	0.00%
Slovak	309	0.00%
Greek	293	0.00%
Romanian	232	0.00%
Indonesian	217	0.00%
Bulgarian	173	0.00%
Catalan	122	0.00%
Croatian	110	0.00%
Slovenian	101	0.00%
Persian	93	0.00%
Filipino	89	0.00%
Serbian	84	0.00%
Afrikaans	76	0.00%
Lithuanian	67	0.00%
Ukrainian	66	0.00%
Latvian	53	0.00%
Icelandic	31	0.00%

⁸ There were 13,829 entries included that did not have a valid ISO language code associated with the website visit; thus the sum of languages will fall short.



Estonian	24	0.00%
Marathi	16	0.00%
Kanuri	15	0.00%
Hindi	10	0.00%
Tagalog	10	0.00%
Azerbaijani	8	0.00%
Breton	8	0.00%
Malay	8	0.00%
Pushto	8	0.00%
Telugu	8	0.00%
Walloon	6	0.00%
Bengali	5	0.00%
Esperanto	5	0.00%
Macedonian	5	0.00%
Navajo	5	0.00%
Albanian	4	0.00%
Malay	4	0.00%
Acoli	3	0.00%
Georgian	3	0.00%
Kannada	3	0.00%
Tonga	3	0.00%
Armenian	2	0.00%
Bosnian	2	0.00%
Galician	2	0.00%
Gujarati	2	0.00%
Irish	2	0.00%
Javanese	2	0.00%
Malayalam	2	0.00%
Turkmen	2	0.00%
Aymara	1	0.00%
Welsh	1	0.00%



APPENDIX D – COMMUNITY ORGANIZATION INTERVIEWS

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Hope VI

Summary:

Q. What geographic area does your agency serve?

A. There are housing locations between 7th Avenue and 19th Avenue on Buckeye and at 16th Street and Van Buren.

Q. How many people does your agency provide services to?

A. Between 745-800 people.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It fluctuates.

Q. What are the countries of origin from which your population has immigrated?

A. Mexico, China, Somalia, Iraq, other Arab countries, Ukraine, other African countries.

Q. Does your population come from an urban or rural background?

A. Varies.

Q. What are the languages spoken by the population you serve?

A. Spanish, Chinese (Mandarin and Cantonese), Arabic, Somali

Q. What is the age and gender of your population?

A. The majority is female ranging from children to elderly.

Q. What is the education and literacy level of the population you serve?

A. High school diploma or less. Most read at a 5th or 6th grade level.

Q. What needs or expectations for public transportation services has this population expressed?

A. The majority use public transportation.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes. Most residents know how to use the system. Bus passes are provided for employment searches.

Q. What are the most frequently traveled destinations?

A. The most frequently traveled destinations include doctor's appointments and the grocery store.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes, it can be difficult to use the transportation system, especially Dial-A-Ride, for doctor's appointments.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. Yes. School-age children use public transportation to get to school, seniors use it during the daytime, and for those that work it depends on their shift.

Q. What is the best way to obtain input from the population?

A. Emails, community events, flyers.

Q. Who would the population trust most in delivering language appropriate messages?

A. Case workers, family members, English-speaking children.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Arizona Immigration Refugee Services (AIRS)

Summary:

Q. What geographic area does your agency serve?

A. The agency provides services across metropolitan Phoenix.

Q. How many people does your agency provide services to?

A. 180 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has slightly increased.

Q. What are the countries of origin from which your population has immigrated?

A. Iraq, Burmese, Afghanistan, Somalia, Cuba, Congo.

Q. Does your population come from an urban or rural background?

A. It varies. The populations from Iraq and Afghanistan would have an urban background. Populations from other countries will a rural background.

Q. What are the languages spoken by the population you serve?

A. Arabic, Burmese, Spanish, French, Chin, Farsi, Somali.

Q. What is the age and gender of your population?

A. The agency serves males and females ranging from 4 months to 85 years old.

Q. What is the education and literacy level of the population you serve?

A. It varies. The average education level is early high school.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population has expressed that there needs to be increased night time service as well as increased frequency of bus service. They have also expressed a safety concern with riding the bus. The population is also uncomfortable with using maps and cannot understand the signage on the bus or the bus drivers.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

LAP Interview – Meeting Summary

Page 2 of 2

A. Yes. Some have training before they arrive while others learn about transportation services from their case worker.

Q. What are the most frequently traveled destinations?

A. Between home and the AIRS office or to their work location.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes. There is no service to north Scottsdale resorts or to the dairies on the west side.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. The likely users are young and male. Women tend to ride with family or in groups.

Q. What is the best way to obtain input from the population?

A. One on one contact, telephone.

Q. Who would the population trust most in delivering language appropriate messages?

A. Family members, other community members who have shared the same experiences.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Friendly House

Summary:

Q. What geographic area does your agency serve?

A. The agency provides services across Maricopa County, but mainly serves central and south Phoenix.

Q. How many people does your agency provide services to?

A. 15,000 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has decreased slightly.

Q. What are the countries of origin from which your population has immigrated?

A. Predominately Spanish-speaking countries as well as Middle East and African countries.

Q. Does your population come from an urban or rural background?

A. Urban.

Q. What are the languages spoken by the population you serve?

A. Spanish, Arabic, Burmese.

Q. What is the age and gender of your population?

A. The agency serves males and females age three to seniors.

Q. What is the education and literacy level of the population you serve?

A. No information available.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population has expressed a need to get to social services.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. No information available.

Q. What are the most frequently traveled destinations?

A. No information available.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. No information available.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. Yes. Some utilize carpooling, local buses, or walking for travel.

Q. What is the best way to obtain input from the population?

A. One on one communication, surveys.

Q. Who would the population trust most in delivering language appropriate messages?

A. Case managers, teachers, and staff.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Chinese Senior Center

Summary:

Q. What geographic area does your agency serve?

A. Mainly about three miles around the senior center, but the center does have people come from around metro-Phoenix.

Q. How many people does your agency provide services to?

A. About 1000 members.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. Increased.

Q. What are the countries of origin from which your population has immigrated?

A. Southern Asia, China, and Taiwan.

Q. Does your population come from an urban or rural background?

A. Urban.

Q. What are the languages spoken by the population you serve?

A. Chinese/different dialects of Chinese.

Q. What is the age and gender of your population?

A. The age is over 60 and the center sees an equal mix of males and females.

Q. What is the education and literacy level of the population you serve?

A. The majority of the population is educated.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population does not drive so they need public transportation services to get around.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes.

Q. What are the most frequently traveled destinations?

A. The most frequently traveled destinations are to the senior center and to home.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes, it is difficult to get to doctor's appointments.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. There is no difference.

Q. What is the best way to obtain input from the population?

A. The best way to obtain input is to use surveys or make announcements.

Q. Who would the population trust most in delivering language appropriate messages?

A. Staff at the senior center.

MEETING SUMMARY



Date: 5/29/15

Re: LAP Interview – Catholic Charities

Summary:

Q. What geographic area does your agency serve?

A. The agency serves central and northern Arizona. Refugee services are focused in Maricopa County.

Q. How many people does your agency provide services to?

A. The agency provides services to 5,000 - 10,000 people per year. The refugee program serves about 1,000 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has stayed the same.

Q. What are the countries of origin from which your population has immigrated?

A. It continually changes, but primarily the agency serves Arabic, Somali, and Spanish-speaking populations.

Q. Does your population come from an urban or rural background?

A. It is mixed. The population from Iraq has an urban background and the Somali population has a rural background.

Q. What are the languages spoken by the population you serve?

A. Spanish, Arabic, Somali, Swahili, and Burmese.

Q. What is the age and gender of your population?

A. There is a 55% male and 45% female ratio. The agency serves all ages.

Q. What is the education and literacy level of the population you serve?

A. It is mixed. The Iraqi and Cuban populations have a high school or college degree. The Somali population is less educated.

Q. What needs or expectations for public transportation services has this population expressed?

A. Public transportation is the main source of transportation for the refugee populations. One challenge is accommodating for light night shifts. It was suggested that if materials were to be translated into another language that it be Arabic.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes. The agency provides a bus and light rail orientation. It is the most popular program at the agency.

Q. What are the most frequently traveled destinations?

A. Most are traveling from the West Valley to the East Valley.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. No information available.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. No.

Q. What is the best way to obtain input from the population?

A. Community forums with professional interpreters.

Q. Who would the population trust most in delivering language appropriate messages?

A. Professionally trained interpreters.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Arizona Immigration Refugee Services (AIRS)

Summary:

Q. What geographic area does your agency serve?

A. The agency provides services across metropolitan Phoenix.

Q. How many people does your agency provide services to?

A. 180 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has slightly increased.

Q. What are the countries of origin from which your population has immigrated?

A. Iraq, Burmese, Afghanistan, Somalia, Cuba, Congo.

Q. Does your population come from an urban or rural background?

A. It varies. The populations from Iraq and Afghanistan would have an urban background. Populations from other countries will a rural background.

Q. What are the languages spoken by the population you serve?

A. Arabic, Burmese, Spanish, French, Chin, Farsi, Somali.

Q. What is the age and gender of your population?

A. The agency serves males and females ranging from 4 months to 85 years old.

Q. What is the education and literacy level of the population you serve?

A. It varies. The average education level is early high school.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population has expressed that there needs to be increased night time service as well as increased frequency of bus service. They have also expressed a safety concern with riding the bus. The population is also uncomfortable with using maps and cannot understand the signage on the bus or the bus drivers.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

LAP Interview – Meeting Summary

Page 2 of 2

A. Yes. Some have training before they arrive while others learn about transportation services from their case worker.

Q. What are the most frequently traveled destinations?

A. Between home and the AIRS office or to their work location.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes. There is no service to north Scottsdale resorts or to the dairies on the west side.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. The likely users are young and male. Women tend to ride with family or in groups.

Q. What is the best way to obtain input from the population?

A. One on one contact, telephone.

Q. Who would the population trust most in delivering language appropriate messages?

A. Family members, other community members who have shared the same experiences.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Refugee Focus

Summary:

Q. What geographic area does your agency serve?

A. The agency provides service across metropolitan Phoenix.

Q. How many people does your agency provide services to?

A. 800 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has stayed the same.

Q. What are the countries of origin from which your population has immigrated?

A. Afghanistan, Bhutan, Burma (Burmese, Chin, Karen), Congo, Cuba, Columbia, Eritrea, Ethiopia, Iran, Iraq, Somalia, and Sudan.

Q. Does your population come from an urban or rural background?

A. Both.

Q. What are the languages spoken by the population you serve?

A. Amharic, Arabic, Assyrian, Burmese, Chaldean, Chin (Haka, Matu, Khumi, Muzo, and Falam), Dari, Dinka, Dzongkha (Bhutanese), Farsi, French, Hindi, Karen, Kibembe, Kinya-rwanda, Kirundi, Kiswahili, Kunama, Lingala, Nepali, Oromo, Pashto, Spanish, Somali, Thai, and Tigrinya.

Q. What is the age and gender of your population?

A. The agency serves males and females from zero to 96 years old.

Q. What is the education and literacy level of the population you serve?

A. It varies. Some refugees have some schooling while others are college educated.

Q. What needs or expectations for public transportation services has this population expressed?

A. Public transportation services are needed. Free bus passes are also given out by the agency.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes.

Q. What are the most frequently traveled destinations?

A. Work, medical appointments, social services, home, grocery store, school.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes. There is no access to resorts in north Scottsdale or south to the casinos. Sometimes the closest bus stop is 20 minutes away. In addition, shifts do not match with the bus schedule. Also, there is difficulty accessing Mohave and 51st Avenue. Shifts at this employment location begin at 6 a.m. The current bus system limits accessibility to employers and can also create long commutes with workers trying to get there on time.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. Yes. Some may attend school; others may work or stay at home.

Q. What is the best way to obtain input from the population?

A. From case workers.

Q. Who would the population trust most in delivering language appropriate messages?

A. Case managers, community leaders.

ATTACHMENT B – 2010-2011 ON-BOARD TRANSIT SURVEY REPORT

ATTCHMENT C – PUBLIC INVOLVEMENT ACTIVITIES

ATTACHMENT D – EVALUATION OF VALLEY METRO FARE AND SERVICE CHANGES 2012 - 2014

- Title VI Assessment of the Valley Metro Fare Policy and Proposed FY 2013 Fare Change – August 2012
- Title VI Assessment of Proposed Service Changes for July 2013 – May 2013
- Title VI Assessment of Proposed Service Changes for January 2014 – November 2013
- Title VI Assessment of Proposed Service Changes for October 2014 – June 2014

ATTACHMENT E – TRANSIT SERVICE MONITORING REPORT

**ATTACHMENT F – BOARD OF DIRECTOR’S MEETING
MINUTES FOR 2015 TITLE VI UPDATE**