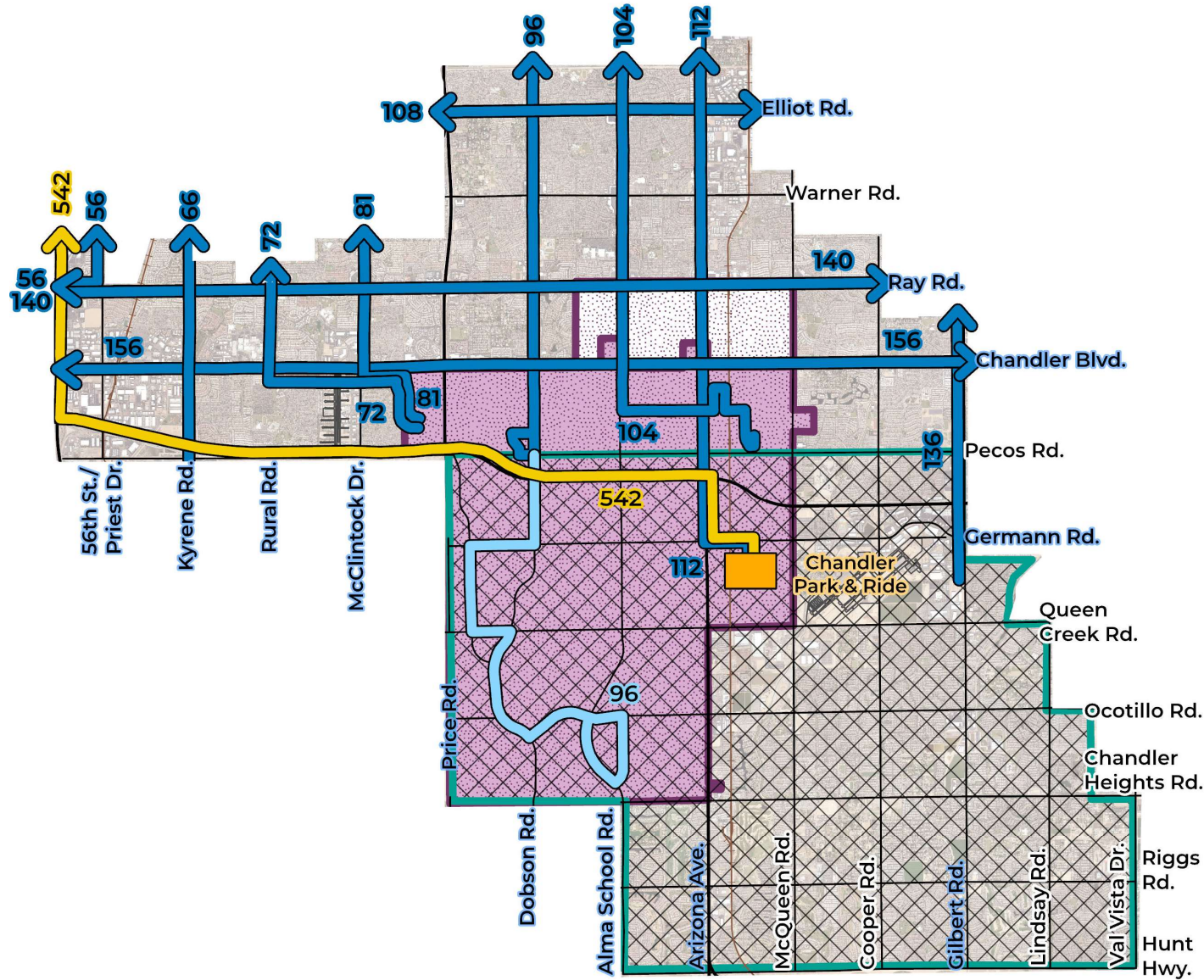


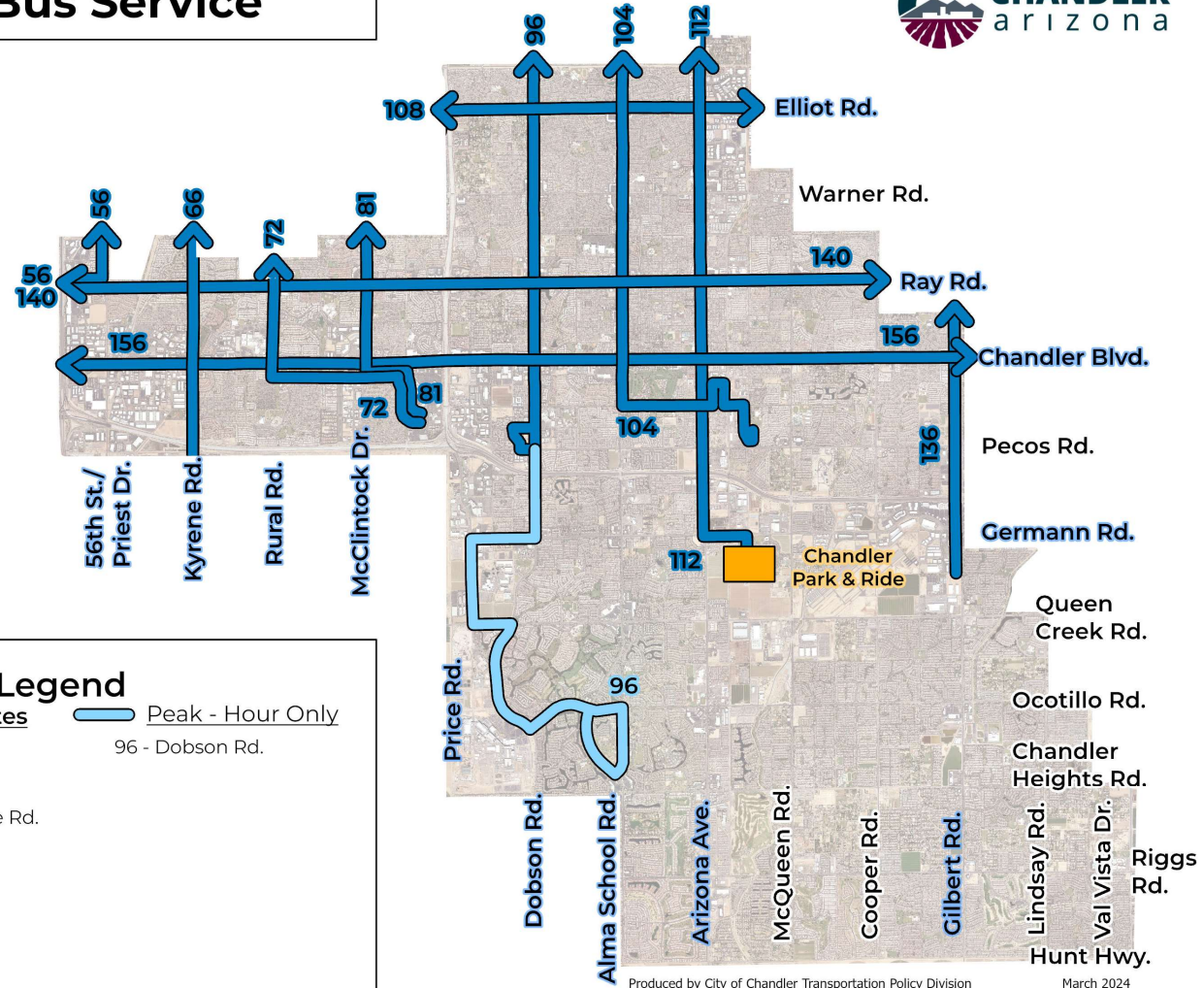
# Chandler Transit Services Update



Produced by City of Chandler Transportation Policy Division

March 2024

# Local Bus Service



## Legend

- |                                |                         |
|--------------------------------|-------------------------|
| <b>Local Bus Routes</b>        | <b>Peak - Hour Only</b> |
| 56 - 56th St./ Priest Dr.      | 96 - Dobson Rd.         |
| 66 - Kyrene Rd.                |                         |
| 72 - Rural Rd.                 |                         |
| 81 - McClintock Dr./ Price Rd. |                         |
| 96 - Dobson Rd.                |                         |
| 104 - Alma School Rd.          |                         |
| 108 - Elliot Rd.               |                         |
| 112 - Arizona Ave.             |                         |
| 136 - Gilbert Rd.              |                         |
| 140 - Ray Rd.                  |                         |
| 156 - Chandler Blvd.           |                         |

# Local Bus Service

## Ridership

- 590,000 annual boardings
- 1,800 bus boardings each weekday
- 77% of riders are employed, 16% are students and, 6% are retired\*
- Over 50% of trips are to or from work or school

## Fast Facts

- One of the most affordable public transportation options for daily commuters and city residents
- Highest annual ridership

\* Figures from Valley Metro's 2023 Origin and Destination Study



### Local Bus Service

There are 11 local bus routes on arterial streets in Chandler. Chandler bus routes extend to adjacent cities and make connections to other bus routes and light rail.

#### Service Details:

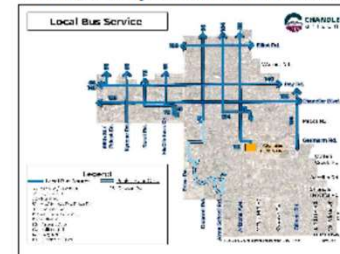
- Most service runs: M-F, 5:30 a.m. – 9:00 p.m. and Sat., 7:00 a.m. – 9:00 p.m. Limited Sunday service.
- Most buses run on 30-minute schedules
  - Arizona Ave. (weekday) and Chandler Blvd. (peak hours) run every 15 minutes
- Bus stops every ¼ mile on average

#### Fares:

- Full Fare (Ages 19–64)
  - 1-Day \$4.00
  - 1-Ride \$2.00

#### Ridership:

- 590,000 annual boardings
- 1,800 bus boardings each weekday
- 77% of riders are employed, 16% are students and, 6% are retired
- Over 50% of trips are to or from work or school



#### Key Highlights of Local Bus Transit:

- High capacity; reliable service
- Set routes and schedules; predictable
- Limited flexibility for on-demand travel

#### Local Bus Routes –

|                                 |                      |
|---------------------------------|----------------------|
| 56 – 56th St. / Priest Dr.      | 108 – Elliot Rd.     |
| 66 – Kyrene Rd.                 | 112 – Arizona Ave.   |
| 72 – Rural Rd.                  | 136 – Gilbert Rd.    |
| 81 – McClintock Dr. / Price Rd. | 140 – Ray Rd.        |
| 96 – Dobson Rd.                 | 156 – Chandler Blvd. |
| 104 – Alma School Rd.           |                      |



## Express Bus Service



- Legend**
-  Express Bus Route  
542 - Chandler Express
  -  Past Express Bus Route  
542 - Chandler/ Mesa Express



# Express Bus Service

## Ridership

- 14,000 annual boardings
- 55 bus boardings each weekday
- Most passengers are commuting to work or school (ASU DTPHX Campus)

## Fast Facts

- Chandler Park & Ride to Downtown Phoenix 28-mile direct trip
- Targets commuters
- Offers limited stops compared to Local Bus services



### Express Bus Service

There is one express bus route in Chandler, Route 542. It travels 28 miles, nonstop from the Chandler Park and Ride directly to Downtown Phoenix.

#### Service Details:

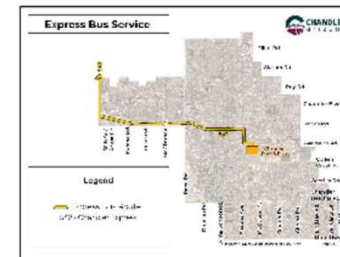
- Monday-Friday: 6:00 – 8:00 a.m. to Phoenix; 3:30 – 5:30 to Chandler
- Departs every 15–20 minutes
- The trip takes 45–55 minutes

#### Fare:

- Full Fare (Ages 19–64)
  - 1-Day \$6.50
  - 1-Ride \$3.25

#### Ridership:

- 14,000 annual boardings
- 55 bus boardings each weekday
- Most passengers are commuting to work or school (ASU DTPHX Campus)



#### Key Highlights of Express Bus Transit:

- Direct and fast commutes to downtown Phoenix
- Higher cost than standard bus service; value in time savings
- Limited service hours and destinations, focused on peak commute times to and from downtown Phoenix

Express Bus Route –  
542 – Chandler Park and Ride to DTPHX



# First-Mile, Last-Mile Program



## Overview

Receive a 50% discount on Lyft trips to and from eligible bus stops in service area.

## Activate Pass:

To activate your Chandler & Lyft: First-Mile, Last-Mile Program Pass, please follow these steps:

- Open the Lyft app on your mobile device.
- Tap the menu icon ☰
- Select Payment
- Scroll down and select Add Lyft Pass
- Enter the code: **ChandlerTransit**

## Program Rules

Either the trip origin or destination must be within 1/4 mile of one of the eligible bus stops.

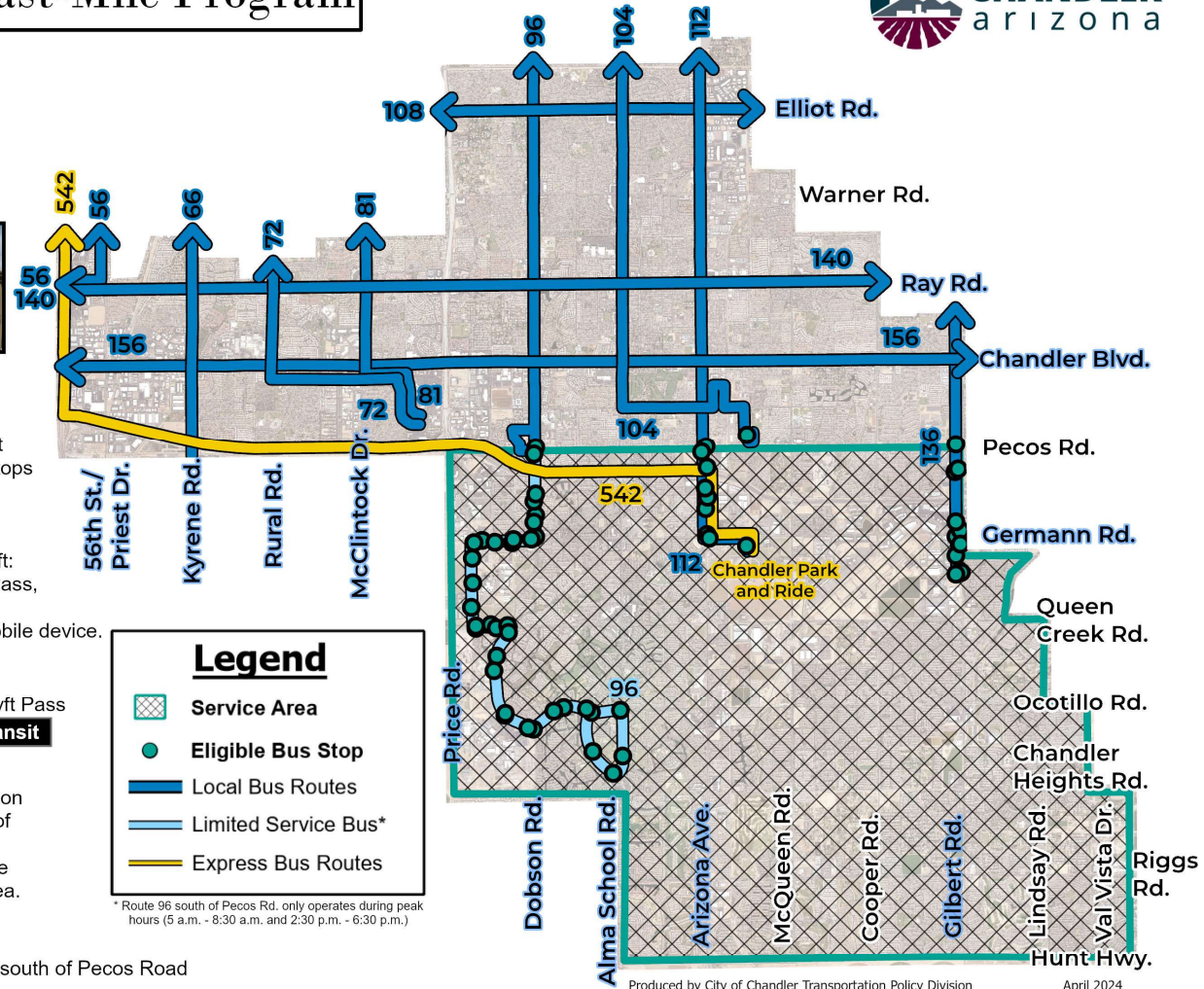
The other end of the trip may be anywhere within the service area.

## Eligible Bus Stops:

-All City of Chandler bus stops south of Pecos Road

-Bus stops on the northeast corners of Pecos and Dobson, Pecos and Arizona, and Pecos and Gilbert

-Bus stop on Morelos Street at Hamilton (southernmost stop on Route 104)



- 10,000 annual trips
- 24,000 total completed trips
- 420 total unique riders

- Addresses the lack of public transit in South Chandler
- Inexpensive city cost per trip
- City pays other 50% trip cost



## First Mile, Last Mile

Riders receive a 50% discount on Lyft trips to and from designated bus stops within the service area (south of Pecos Road).

First mile, Last mile was created to help riders who live a sizable distance from the closest bus stop making it difficult to access transit. FLMIL offers an affordable way to connect to the regional transit system.

## Service Details:

- Lyft operates 24/7 365 days a year
- Availability dependent on independent contractor driver availability
- Curb-to-curb service

**Fare:**

- Average trip cost \$5.47

**Ridership:**

- 7,000 annual trips
- Over 22,000 trips taken since implementation
- 40% of FMLM trips were located within the Chandler flex area



### Key Highlights of First Mile, Last Mile:

- Cost-effective connections to bus routes with 50% off Lyft rides
- Enhances access to public transit in south Chandler, where bus availability is limited
- Designed for convenience with easy transfer to major bus lines

**To activate your Chandler & Lyft:  
First-Mile, Last-Mile Program pass,  
please follow these steps:**

Open the Lyft app on your mobile device.

Tap the menu icon 

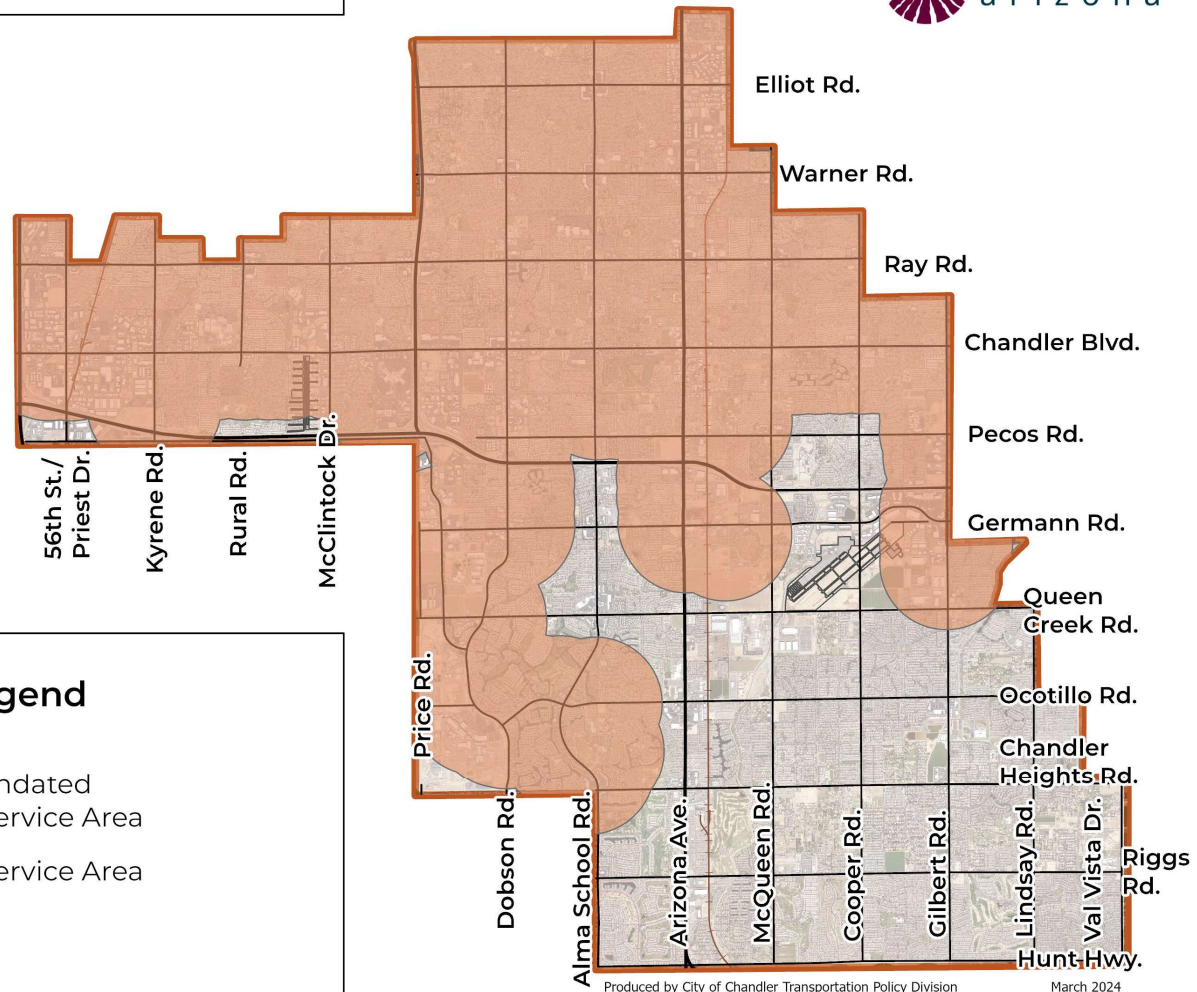
Select Payment

Scroll down and select Add Lyft Pass

Enter the code: ChandlerTransit



# Paratransit



## Legend

- Federally Mandated Paratransit Service Area
- Paratransit Service Area

# Paratransit

## Ridership

- 26,000 annual trips
- 145 unique riders per month
- ADA Certification Required

## Fast Facts

- Federally mandated within  $\frac{3}{4}$  mile of all fixed-route bus service
- Serves people with disabilities
- Highest city cost per trip



### Paratransit

ADA Paratransit is a shared ride, door-to-door service. This service is provided to people with disabilities who are unable to use fixed-route buses.

ADA Paratransit is federally mandated within  $\frac{3}{4}$  mile of fixed bus routes. Chandler goes beyond this requirement by providing citywide service.

#### Service Details:

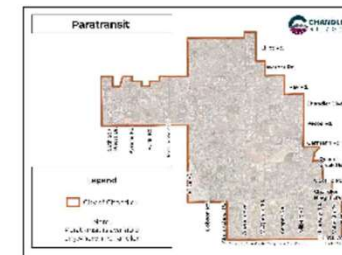
- Monday-Sunday 4:00 am to 1:00 am
- Door-to-door service
- Shared rides
- Reservations must be booked 1 to 14 days in advance

#### Fare:

- \$4.00 per trip

#### Ridership:

- 25,000 annual trips
- 145 unique riders per month
- These riders are required to go through Valley Metro's process for determining ADA eligibility.



#### Key Highlights of Paratransit:

- Door-to-door service for individuals with disabilities
- ADA-compliant; ensures accessibility
- Requires eligibility verification
- Flexible scheduling within service areas

#### Eligibility application process:

1. Fill out an ADA Paratransit application found on <https://www.valleymetro.org/accessibility/ada-paratransit/eligibility> or call (602) 716-2100 to request an application.
2. Complete the application and mail it with the signed Release of Information form, using the provided envelope.
3. Valley Metro will verify your disability with the listed professional(s).
4. Upon verification, you'll be contacted to schedule an in-person evaluation.
5. Free round-trip transportation to the evaluation is available if needed.

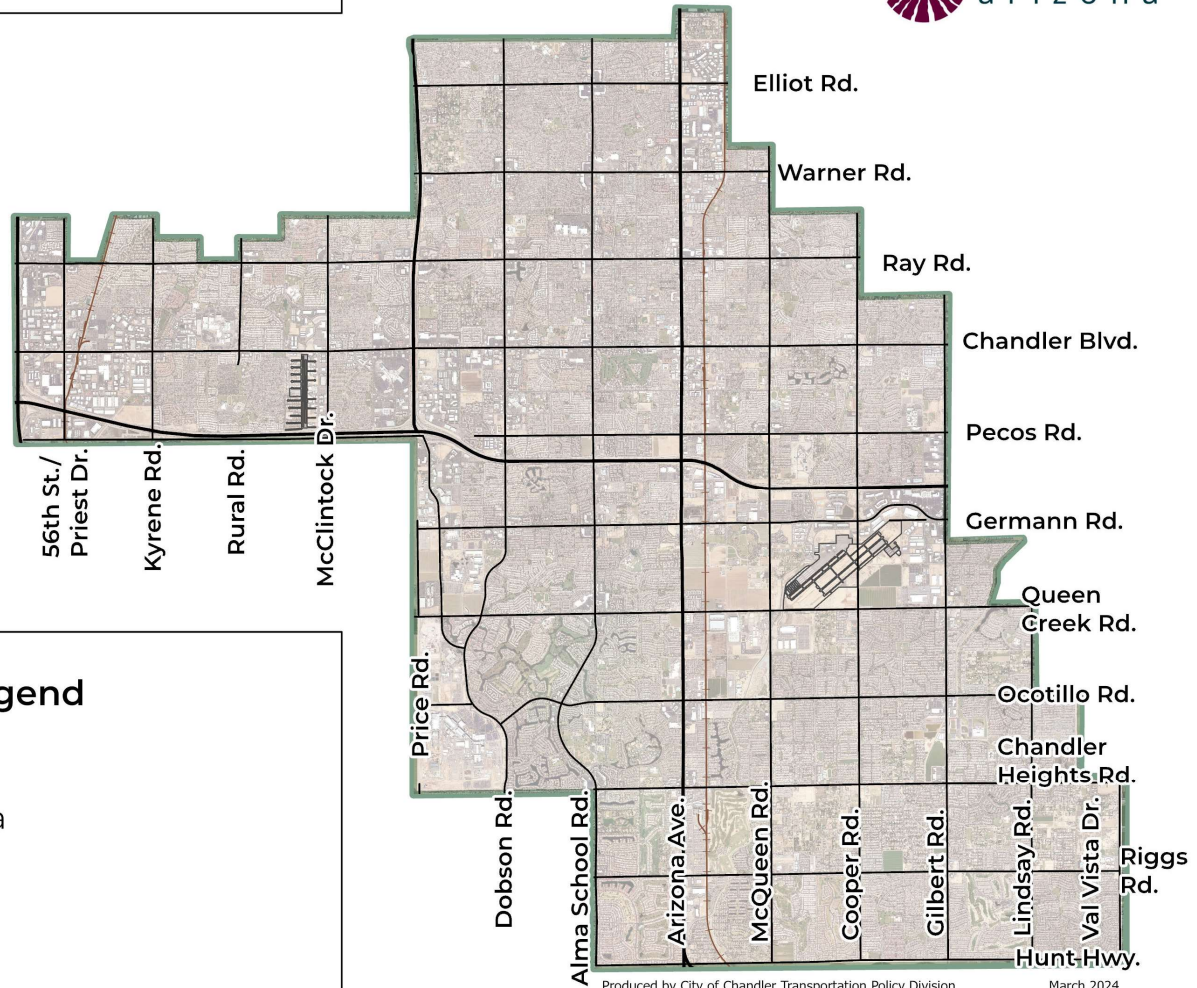


# RideChoice



RideChoice  
Service Area

## Legend



Produced by City of Chandler Transportation Policy Division

March 2024

# RideChoice

## Ridership

- 24,000 trips annually
- 170 unique riders per month
- Service is available to:
  - ADA Certified people with disabilities (78% of users)
  - Seniors age 65+ (22% of users)

## Fast Facts

- Available for ADA-certified people with disabilities and seniors age 65+
- Lower cost per trip than Paratransit



### RideChoice

RideChoice is for residents of Chandler who are ADA Paratransit certified with disabilities that prevent them from using fixed-route services and seniors age 65+.

*RideChoice provides trips through providers such as Uber, Lyft, taxis, and wheelchair-accessible vehicles.*

#### Service Details:

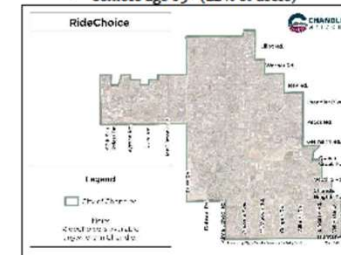
- 24 hours / 365 days a year
- Curb-to-curb service
- Non shared rides
- Same-day reservations accepted

#### Fare:

- \$3.00 for each trip up to 8 miles
- \$2.00 for any additional miles

#### Ridership:

- 24,000 trips annually
- 170 unique riders per month
- Service is available to:
  - ADA Certified people with disabilities (78% of users)
  - Seniors age 65+ (22% of users)



#### Key Highlights of RideChoice:

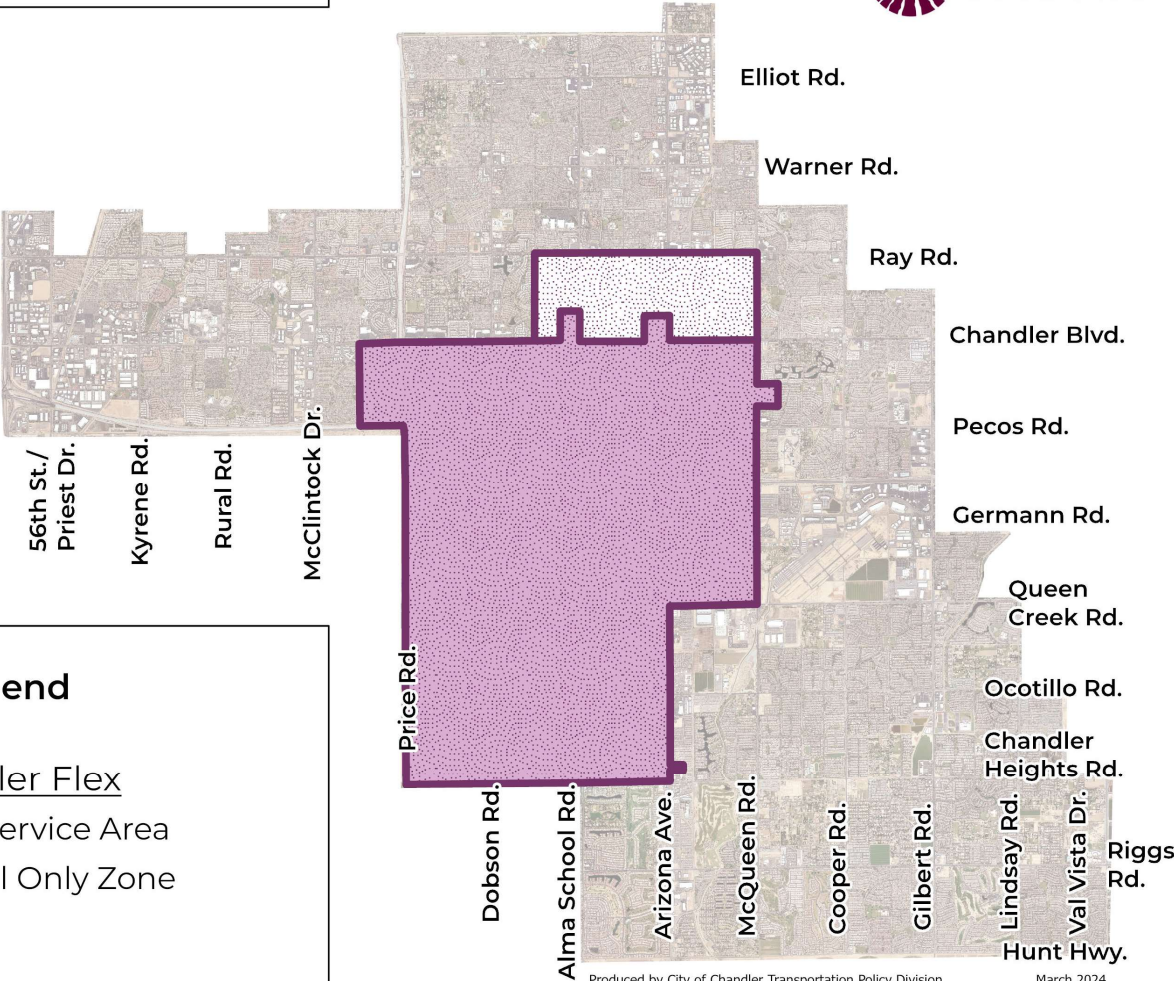
- Door-to-Door Service
- For ADA-certified residents and seniors 65+
- Direct trips on providers such as Uber
- 24/7 service, flexible booking, up to 20 trips/month.

Once you are eligible, call  
(602) 716-2111

for all your RideChoice needs. The RideChoice Call Center and service are available 24 hours per day, every day of the year, including holidays.



# Chandler Flex



## Legend

- Chandler Flex
-  Core Service Area
  -  School Only Zone

# Chandler Flex

## Ridership

- 36,000 annual trips
- 22,000 total unique riders
- 165 average daily riders
- 43% of trips begin or end at school

## Fast Facts

- On-demand microtransit
- Second-highest annual ridership



### Chandler Flex

Chandler Flex was launched in July of 2022 and is the city's on-demand shared ride service.

*Chandler Flex aims to bridge a gap between other public services such as the local bus, paratransit, and ride choice. It achieves this by providing a quick and affordable public transportation alternative.*

#### Service Details:

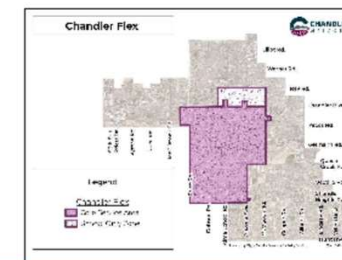
- Monday – Friday 5:30 am to 9:00 pm
- 15-minute average wait time

#### Fare:

- \$2.00 per ride
- Free for students (to and from school)

#### Ridership:

- 36,000 annual trips
- 22,000 total unique riders
- 167 average daily riders
- 43% of trips begin or end at school



#### Key Highlights of Chandler Flex:

- On-demand shared public transportation service.
- Book rides via mobile app or phone call.
- Ideal for commuting and accessing activities within the service zone.

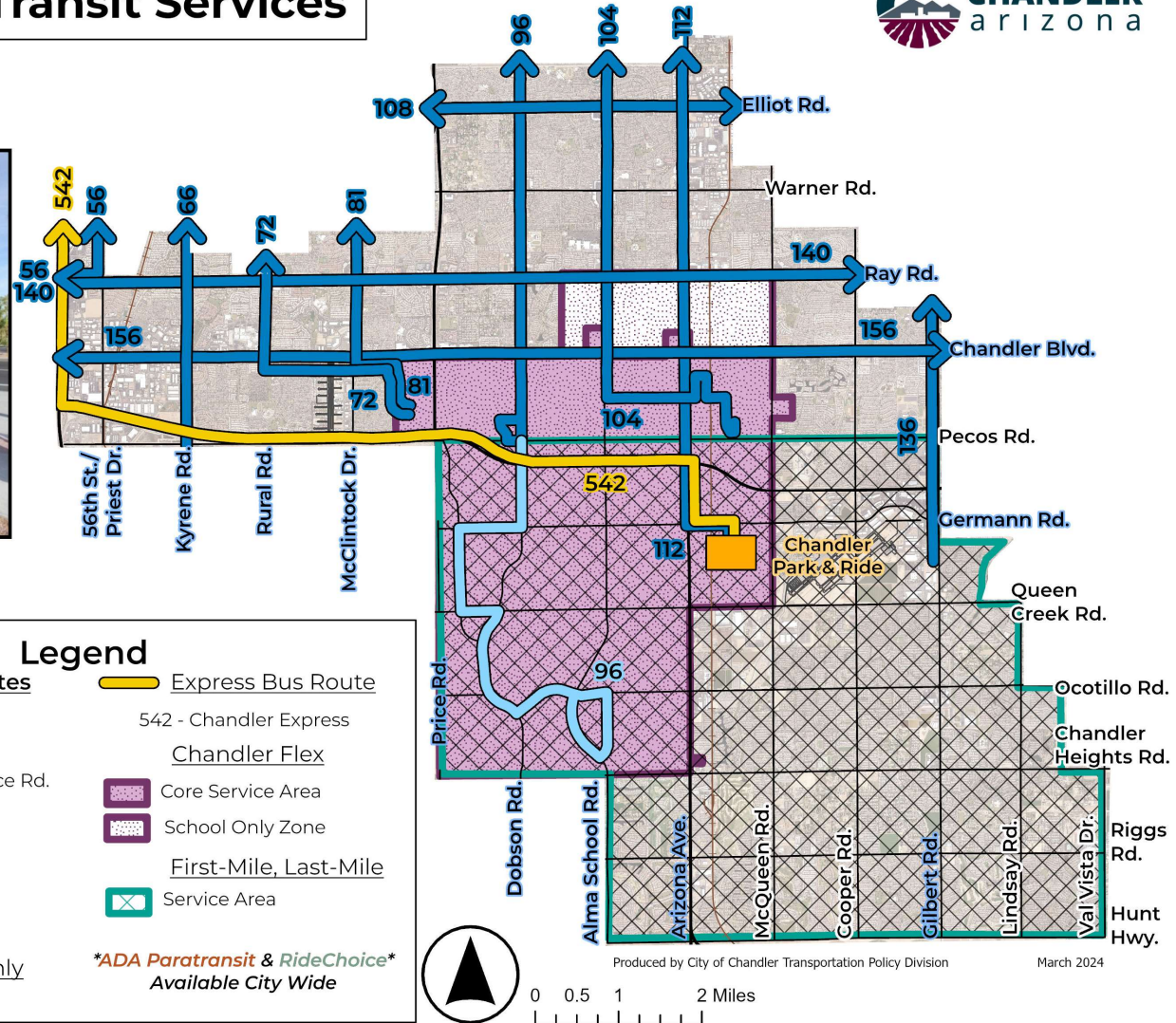
Scan to Download the Mobile app:



Or Call 602-932-0291 to book a ride!



# Chandler Transit Services



**Questions?**