Transportation Commission Regular Meeting

January 15, 2025 | 4 p.m.

Public Works and Development Services Building
South Atrium Conference Room
215 E. Buffalo St., Chandler, AZ
or via Webex access code 2663 741 2410



Commission Members

Chair David Heineking
Vice Chair David Lucas
Dean Brennan
Dan Henderson
Luis Heredia
John Repar
Molly Olsen

Pursuant to Resolution No. 4464 of the City of Chandler and to A.R.S. § 38-431.02, notice is hereby given to the members of the Transportation Commission and to the general public that the Transportation Commission will hold a REGULAR MEETING open to the public on Wednesday, January 15, 2025, at 4:00 p.m., at Public Works and Development Services Building, South Atrium Conference Room, 215 E. Buffalo St., Chandler, AZ. One or more Commission Members may be attending via Webex access code 2663 741 2410 or telephone.

Persons with disabilities may request a reasonable modification or communication aids and services by contacting the City Clerk's office at (480) 782-2181(711 via AZRS). Please make requests in advance as it affords the City time to accommodate the request.

Agendas are available in the Office of the City Clerk, 175 S. Arizona Avenue.

Transportation Commission
Regular Meeting Agenda - January 15, 2025

Call to Order/Roll Call

Unscheduled Public Appearances

Members of the audience may address any item not on the agenda. State Statute prohibits the Board or Commission from discussing an item that is not on the agenda, but the Board or Commission does listen to your concerns and has staff follow up on any questions you raise.

Consent Agenda

Items listed on the Consent Agenda may be enacted by one motion and one vote. If a discussion is required by members of the Board or Commission, the item will be removed from the Consent Agenda for discussion and determination will be made if the item will be considered separately.

Action Agenda

1. **July 17, 2024, Transportation Commission Meeting Minutes**
   Move Transportation Commission approve the Transportation Commission meeting minutes of the regular meeting of July 17, 2024.

2. **2025 Transportation Commission Meeting Schedule**
   Move Transportation Commission approve the 2025 Transportation Commission Regular Meeting Schedule.

3. **Title VI Implementation Plan for Transit Services – 2024 Update**
   Recommend approval of the Title VI Implementation Plan for Transit Services - 2024 Update

Briefing

4. **Traffic Studies Briefing - Raymond Huang, Traffic Studies Engineer**

5. **Prop 479 Briefing - Jason Crampton, Transportation Planning Manager**

Information Items

6. **January 2025 Project Status Update List**

Announcements/Member Comments

Calendar

The next scheduled meeting will be held on Wednesday, April 2, 2025.

Adjourn

CHANDLER arizona
Community of Innovation

Transportation Commission Policy **Government Relations & Transportation Memo No.**

Date: 01/15/2025
To: Transportation Commission
From: Sheri Passey, Management Assistant
Subject: July 17, 2024, Transportation Commission Meeting Minutes

Proposed Motion:

Move Transportation Commission approve the Transportation Commission meeting minutes of the regular meeting of July 17, 2024.

Attachments

July 17, 2024 Meeting Minutes

MINUTES OF THE TRANSPORTATION COMMISSION MEETING
City of Chandler, Webex Meeting

Wednesday, July 17, 2024, at 4:00 p.m.

CALL TO ORDER / ROLL CALL

Chair Heineking called the meeting to order at 4:00 p.m. Ms. Sheri Passey completed roll call. Quorum present.

Members in Attendance:
Chair David Heineking
Vice Chair David Lucas
Commissioner Molly Olsen
Commissioner John Repar
Commissioner Luis Heredia

Members Absent:
Commissioner Dan Henderson - excused
Commissioner Dean Brennan

Staff Members Present:
Jason Crampton, Transportation Planning Manager
Hezequias Rocha, Transportation Planning Program Coordinator
Sheri Passey, Recording Secretary, Management Assistant
Daniel Haskins, Principal Engineer
Dana Alvidrez, City Transportation Engineer
Alisa Doll, Signal Systems Engineer
John Knudson, Public Works & Utilities Director
John McFarland, Transportation Manager
Toni Smith, Marketing & Communications Manager
Cherie Stone, Government Relations Senior Program Manager

Webex Attendee's:
John Hall, ADOT
Kirk Kiser, ADOT
Lionel Goy, ADOT
Resident

Public Attendee's:
Carly Wakefield, Chandler Chamber of Commerce
Grant Thompon, Chandler Chamber of Commerce

SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES

None

CONSENT AGENDA

None.

ACTION AGENDA

1. **Approval of the Minutes of the Transportation Commission Regular Meeting of May 15, 2024.**

Chair Heineking Has everyone had an opportunity to review the minutes from the May 15, 2024, meeting?

Commissioner Repar Moved to approve.

Commissioner Olson Seconded.

Chair Heineking Asked. Any questions? Move to approve the minutes. All in favor say aye. Any opposed? None. Minutes approved. Motion passed 5-0 by **all Commissioner** members present.

BRIEFINGS

2. **Loop 202 (Price to Val Vista) Construction Update**

Chair Heineking The first briefing item is the Loop 202 Construction Update. Chair Heineking turned the time over to Mr. Jason Crampton, Transportation Policy Manager.

Mr. Crampton Mr. Crampton provided a Project Overview. ADOT will be managing the construction project to widen the Loop 202 between the Loop 101(Price Rd) and Val Vista Dr. The project will add two general purpose lanes in each direction between Loop 101 and Gilbert Rd, and one general purpose lane from Gilbert Rd. to Val Vista Dr. The project will also widen all exit ramps to two lanes and will

reconstruct the Arizona Ave on-ramps and bridge and widen overpass bridges. There will be a lot of traffic restrictions.

Background and Need: Loop 202 (Santan Freeway) is the main freeway serving Chandler and Gilbert. Maricopa County is one of the fastest growing regions in the U.S. This project will increase freeway capacity to alleviate congestion.

Stakeholders involved in the project include the Federal Highway Administration (FHWA), Arizona Department of Transportation – Central District (ADOT), and Maricopa Association of Governments (MAG). A lot of the funding comes through MAG, LCP the Freeway Lifecycle Program and part of the funding is federal, as well as from Prop 400. Other stakeholders include the City of Chandler and Town of Gilbert.

As previously mentioned, from Loop 101 to Gilbert Rd. there will be two general purpose lanes with a 10' outside shoulder and a 12' barrier. From Gilbert to Val Vista Rd. there will be one general purpose lane added. At the end of the project Loop 202 (Price to Gilbert) will have five general purpose lanes, along with an HOV lane and shoulders to the inside and out. From Gilbert to Val Vista the finished project will have four lanes without the HOV lane, but with the shoulder.

Crossroads/ADA Improvements: Reconstruct curb ramps, gutter and islands, mill and fill pavement improvements, extend/reconstruct sidewalks, install detectable warning strips, replace or install pedestrian push buttons and the transfer of Right-of-Way ownership to Chandler. This part is critical to the City of Chandler. Chandler will inherit some of the right-of-way on the cross streets. Currently ADOT owns all rights-of-way on cross streets approximately 100 feet to the north and 100 feet to the south. Chandler is going to be taking ownership of those rights-of-way which will be different for each cross street. However, on Arizona Ave. Chandler is taking approximately 700 feet and will be responsible for some maintenance activities. ADOT will be repaving the roadways, upgrading any issues with sidewalks, curbs, ramps and gutters to ensure the city is inheriting a road in new condition.

Landscape and aesthetics will be maintained, where feasible and the walling bridge aesthetics will match what is existing. Chandler is providing the funding for painting the aesthetic features, which have faded out since the original construction. Other major project elements include Diamond Grind Pavement instead of rubberized asphalt for sound mitigation. Diamond Grind has shown to

be effective with sound mitigation, has a longer life cycle and a better overall performance. Freeway lighting will be upgraded to LED and three sound walls will be added. Locations include east of McQueen on north side, east of McQueen on south side, and west of Val Vista Dr., south side of street. The wall height will vary between 12 and 14 feet high.

The Project Timeline for construction is mid-2024 to late 2027. Construction officially kicked off last weekend and included a closure. There will be impacts throughout the construction from now until late 2027 but ADOT will try and keep it to a minimum when/where possible.

Public expectations during construction include periodic overnight and weekend freeway restrictions and closures. The contractor is establishing their construction area so from now through September a freeway closure is planned. It will not be in both directions but will be either eastbound or westbound, but several closures are planned. The project will avoid restrictions during daytime peak travel, ramp closures, closures and lane restrictions on cross streets and during major events. There is a holiday moratorium in November and December to avoid freeway closures during that time.

There will be ramp closures up to 60 days at each ramp. Two consecutive ramps will not be closed in the same location. A major restriction is going to be on Arizona Ave. to rebuild the bridge. There will be overnight closures on Arizona Ave. under the bridge as well as on weekends. ADOT is working with the city to ensure those closures don't occur during major events like our Christmas Tree Lighting Parade and Ostrich Festival. Another major closure will be the interchange at the 101 and 202. The westbound 202 ramp to northbound 101 will be closed for up to 15 days and a separate 15-day closure for the southbound 101 to eastbound 202, which be closed for another 15-day period.

ADOT has a communication team who will provide notices to businesses and residents impacted in the immediate area of the loop. The City of Chandler is also going to supplement these outreach efforts. Toni Smith with our communications team is here as well.

Ms. Toni Smith, Marketing & Communications Manager Stated. The Communications and Public Affairs Department (CAPA) for the city is contracting with Macro Services who helps us with community outreach for a lot of our CIP projects. A meeting is scheduled on Monday to talk about what ADOT is doing and

how we can supplement their efforts. Some things that we have talked about is an insert into our utility bill in August, which reaches about 60,000 residents. We also have a list from Tax and License that has about 1,600 businesses and apartment complexes. Our boundaries are from the Loop101 to Gilbert Rd., and we also are working with our neighborhood team to get contacts for the HOA's in that area.

Initial postcards will be mailed (in English and Spanish) informing residents about the project. Chandleraz.gov (webpage) will have some information about the project and will provide a link to ADOT, and Macro Services will have a project hotline so, they will be able to field questions from residents. If something can't be answered, Macro Services will forward those to Jason or ADOT. They will also stay apprised of the project by attending regular meetings. Macro Services usually creates a newsletter to communicate major milestone, and postcards will be mailed to all lists for some of the scheduled off and on ramp closures to ensure they keep apprised and the city's social media will also be used.

Commissioner Repar Asked. Will ADOT be providing signage?

Mr. Crampton Responded. Yes, ADOT will provide digital message boards, but was uncertain how far in advance those will be provided.

Ms. Smith Added. Macro Services will also speak to any group requesting updates. The Tempe Chamber of Commerce and the Chandler Downtown Business Merchants have already asked for meetings.

Commissioner Olsen Suggested the use of Next Door and Facebook Neighborhood groups (like on talk to your friends). A lot of county agencies are using these platforms, which are very helpful.

Commissioner Heredia Suggested also reaching out to the high schools. You have people coming into Hamilton, Perry, Campo Verde they are all open districts with a lot of commuters.

Ms. Smith Confirmed they are working with the Chandler Unified School District and the communications director at the charter schools.

Mr. Crampton Wrapped up his presentation and thanked, Toni. The last slide presented reviewed the work zone and during construction all lanes will be reduced from 12 feet to 11 feet. Are there any comments or questions?

3. Traffic Engineering – Traffic Signals & Traffic Management Center

Chair Heineking Thanked Jason. The next item is our traffic engineering team.

Ms. Dana Alvidrez, City Transportation Engineer Introduced herself and Alisa Doll the Signal Systems Engineer who works with the city's intelligent transportation system. This is two-part series. Alisa is going to provide an overview of Traffic Management Center and at our next Transportation Commission meeting traffic engineering will talk more about the studies and what we do in our studies.

Ms. Alisa Doll, Signal Systems Engineer Thanked the Commission for allowing her to come and present on what they do at the Traffic Management Center (TMC). The team consists of three individuals, Ms. Doll and two signal technicians. Time was provided to write the answer to the question "How many signalize traffic signals are in Chandler?" The answer is 234 traffic signals and Vice Chair Lucas was the winner with the answer of 294.

Ms. Doll Continued her presentation. The goal of the TMC is to get all roadway users (vehicles, pedestrians and bicyclists) to and from their destinations as safely as possible and in a timely manner. This is done with the help of over 800 detection cameras and over 120 CCTV cameras.

Traffic signals are managed by a server room with 13 servers and the TMC is the hub for the entire city and traffic fiber network system. Everything from the city comes through the TMC. There is a wall with nine 52" video monitors that can view nine intersections at once in addition to what can be viewed on computer screens. There is a real time interactive traffic signal map of all traffic signals. The little dots represent an intersection, and they change colors depending on what's going on with those signals. Green means everything's good. Yellow indicates It just changed timing plans (i.e. changing from AM to midday). Gray indicates it is not connected to our network. There are a couple of signals that aren't connected to our network, but when the dot turns gray, we need to send out a tech to problem-solve. Red means it's flashing red, and something is wrong with the system. The two TMC technicians can see problems and access the system and will provide the field tech with information/knowledge about the issue so it can be resolved quickly.

Ms. Alvidrez Stated. From the TMC we can read time signals, change time signals and enhance our communications. Prior to this technology, it required someone to

go out to the signal and plug into the controller, which was time consuming. This communication system helps us to do more.

Ms. Doll Continued. The benefits of the TMC include being able to remotely download traffic signal timing plans and adjust them as needed/required (i.e. accidents, heavy traffic, incidents). We can monitor construction zones and other traffic issues by bring up problem intersection and adjust the timing when necessary (heavy left turners) for a short period of time. We are able to respond to citizen requests and concerns faster. A called was received just the other day - a driver had been sitting at a red light for five minutes. The technician was able to problem-solve and figure out the detection zone wasn't working. He was able to adjust the detection zone on the camera and get that phasing working and gave her a green light.

An unintended benefit is PD has been able to use the system. If there is an accident, the dispatch center can view the intersection and access the situation to determine if an ambulance, fire dept, or HAZMAT is needed.

We have been installing new FLIR video detection cameras throughout the city. They are visual traffic sensors and infrared cameras. There are two lenses, most cameras only have one. This second lens is the infrared lens. All of our traffic cameras are mounted either on the luminary masked arm or on the signal masked arm and they allow us to monitor traffic from the TMC. The infrared portion of the camera allows us to detect vehicles and bicycles. On a normal video detection camera environmental thing can disrupt/interfere with the lens. However, the infrared isn't affected by environmental factors (dust storms, shadows, headlights, etc.) which makes for better detection system.

The thermal (infrared) image must be set up in the video detection system. Protection boxes are drawn for each link (bicycle lane, through lanes and left turn lanes) and are labeled with numbers, which is considered the phasing. The slide shows protection boxes - some are white, some black with white and some black. Black means it doesn't detect anything, like a bicycle so that camera knows not to give a longer green time. No detection is done for right turn lanes. If a vehicle is detected in the left turn lane that camera knows to give them a left turn arrow and for how long. The black box extends into the bike lane and the right turn lane to detect bicyclists. A video was shown on how the operation of detection camera and boxes with phasing work in real time. A map was displayed with the different types of video detection cameras at the various intersections. Green dot indicates all the

new cameras. There are still a few Autoscope cameras that are in the process of being upgrading to the FLIR cameras with one or two projects remaining which will be updated within the next year.

A map of the CCTV cameras was shown, and these are the cameras PD is allowed to access. The images on the TV screens in the TMC are from these cameras. The camera inside the PTZ camera moves around. These are mounted up on signal masked arms. The green color dots indicate intersections with the PTZ cameras, and the black dots are intersections that don't have them.

Ms. Alvidrez Stated. PTZ stands for Pin Tilt Zoom. The other detection cameras that she talked about first are fixed because of the boxes we draw. Those need to stay put. These (PTZ) can look around the intersection, zoom in if needed and have more flexibility.

Vice Chair Lucas Asked. Are there other plans to share the detection video with PD because of the full visualization and depending on the PTZ may not be working during an incident?

Ms. Alvidrez Replied. They can see it but tend not to like those as much. We recently added a couple more CCTV's cameras per their request.

Vice Chair Lucas Asked/clarified. That is just live video, no recording?

Ms. Alvidrez Replied, correct.

Ms. Doll Continued. Demonstrating the zoom capabilities on the camera (360 degrees) and the zoom on the camera is as far as a half mile.

Ms. Alvidrez Added. On construction projects we can zoom in to make sure the setup is correct or determine if we need to get somebody out there.

Ms. Doll Continued. She discussed how the traffic signal timing plans are developed. The city has been divided into four timing zones. Turning movement counts is collected which includes right and left turns in all four directions and for all intersections for the zone being retimed. The intersection geometrics and speed data are entered into Synchro which is what the model is called. Synchro then provides a base timing plan that we adjust to fit the actual traffic flow. We take that plan and invest it as needed. It is field tested by driving the entire network to make sure it hits

all the different timing plans. Notes are taken on what may need to be altered – adding time or taking it away. They will come back and adjust, if necessary and repeat the driving process until we believe we have the best plan.

Each year we retime one of the four zones. So, every four years these zones are retimed, but that doesn't mean that we don't adjust timing on the zones in the off year. If an issue comes to our attention, we will adjust the timing in the other zones as necessary.

Ms. Alvidrez Added. Particular attention is given if there is a new development, redevelopment or construction that would change the traffic pattern in that location, even if it's outside the zone.

Ms. Doll Continued. Synchro also develops Time Space Diagrams. These Time Space Diagrams let us know if a car is driving down the road, how many red lights or green lights are they going to catch. The Time Space Diagram on the X axis shows the actual time for the traffic signal (green or red light). The Y axis is the distance of a car driven between the different intersections. Does anyone have any questions?

Commissioner Repar Asked. How is that filtering down as far as vehicle recognition for balancing traffic to live priorities between emergency vehicles versus other vehicles? Do they perform some adjustments to the signaled lights for emergency vehicles or prioritization of emergency vehicles getting through an intersection, for example a police car versus a fire engine?

Ms. Doll Responded. We have preemption devices on fire trucks only. It's not a detection they push a button to change the light for them. Police do not have the preemption device.

Commissioner Repar Stated. The testing site he visited was reading off the vehicles.

Ms. Alvidrez Responded. We have been looking at some of the GPS units out that can recognize vehicles and we have been talking with City of Mesa. There are aspects they like about it but also challenges. The option of going to GPS is something we are considering, primarily for fire.

Commissioner Repar Commented. It's been some years, but it was an impressive demonstration. But it's not filtering out anywhere – what we are getting out of it? The GPS have some communication back and forth with the emergency vehicles. However, they have not advanced enough to provide the best route to take.

Ms. Alvidrez Responded. The system that routes them to emergencies, the GPS kind of ties in with that and we could turn that light green as they approach.

Vice Chair Lucas Asked. Have you noticed the traffic increasing at a lot of intersections where you have to accommodate the longer walk times? Are there fewer cycle lines to increase to be able to accommodate for that? Or do you have different cycle lines based on the time of day?

Ms. Doll Asked for clarification. Were you first asking about pedestrians?

Vice Chair Lucas Replied. In general, in order to accommodate the wider intersections, etc.

Ms. Doll Replied. No, we have adjusted the geometrics in the system. We do some special adjustments at certain intersections. Example, we have an elderly lady who walks to Walmart almost daily off Pecos. We went out and timed her and provided an additional 43 seconds if she pushes the button twice. We have another resident who is almost legally blind. She walks to work along Ocotillo, and we have installed audibles at intersections. Most intersections are built out.

Vice Chair Lucas Asked. Do you tend to run coordination all day or do you have free of off-peak times?

Ms. Doll Replied. Generally, we are always coordinating. We do run free during construction or on weekends where ADOT improvements/construction closes areas down.

Ms. Alvidrez Added. We have several times a day – AM, midday, PM, school times, church plans, and off-peak plans. Even though they run coordinated, there's several alternatives depending on location.

Ms. Doll Continued her presentation. Changing the timing of one traffic signal affects every signal around it. For any intersection being changed we must consider the timing impact at the one-mile intersections as well as our minor

intersections (intersections between every mile). Traffic volumes must also be considered.

Traffic Fiber Network: Almost all of our traffic signals are connected by fiber. There is a 10-year master plan for our fiber networks. Currently, we have over 80 miles of traffic fiber. A map was displayed with little dots (representing intersections), and loops. These fiber loops are the redundancy in our system to maintain communication with our signals. If we lose our fiber connectivity – the traffic signal still works, but we lose remote communication from the TMC and must send a tech out to fix it.

John Knudson, Public Works and Municipal Utilities Director Stated. An incident where a contractor cut through our fiber resulted in our master fiber plan. Our initial fiber optic system was built by the traffic division, and funded through grants and whatever funding could be scraped up. Now our fiber optic system is fully funded and managed because it is critical to the operation of the city not only for our traffic signals, but running our phones, computer systems and connecting facilities.

Ms. Doll Continued. Traffic Signal Cabinet: The cabinet is the controller and contains the components and the switch that enables us to talk to the signal. If there is a problem in this cabinet the signal probably is not working. Does anyone have any questions?

Commissioner Heredia Asked. What is the future in this to moderate this environment. Are you getting data from Waymo on traffic? Anything we are doing for future planning?

Ms. Doll Replied. I would like to get a system that can download a lot of the information from the controllers with diagnostic data (i.e. why did the signal go down, etc.) but they are cost prohibitive. Those platforms are upwards of $80,000 a year. There are other companies that use different kind of technologies for counting. We are looking into other technology, unfortunately all that technology is expensive.

Ms. Alvidrez Added. We are testing some of those counters right now. They have not proven very accurate against actual counts. So, we continue to test while technology improves. Other things being considered are cameras using AI that evaluate near misses, things that will help with safety. We are always changing and

looking for new technology. But technology is changing quickly, is cost prohibitive or may not prove beneficial for Chandler.

Commissioner Heredia Asked. What about all the data Waymo collects?

Ms. Alvidrez Responded. One thing I would like to work with Waymo on is their data where there are sight issues (example a tree in front of a stop sign or a low hanging branch, etc.) or areas that do not have a clear line of sight, which is data their cars collect. I would like to receive that data so we can make those corrections. Problems include getting data in the right format, the amount of data and the manpower to make it something useful. We have the same issue with some of our other vendors. How do we take all this data that is out there and utilize it to help us improve safety, efficiency, or liability.

Commissioner Heredia Commented. There is a point that you are going to have to build efficiency, and this has cost saving in many different ways. I was in Taiwan the beginning of June and they are doing a lot in detecting, traffic mitigation and use of drones. But they were doing some interesting stuff.

Ms. Alvidrez Responded. We have not extended to drones yet for anything we are working on.

Mr. Knudson Asked for staff to talk about the advancement/progress of specific cars. For example, Mercedes and Volvo offer interactivity between the car and the traffic light system and anticipate the light and adjust its speed accordingly or suggest a travel speed.

Ms. Alvidrez Responded. There are certain vehicles that have technology, called Vehicle to Infrastructure Technology. They can take the information from our traffic controller and use that data to estimate the timing of the light by suggesting a speed. But they don't actually use the data directly, it is estimated.

Mr. Knudson Asked. Didn't one of the manufacturers request to get access to our real time data so cars could directly communicate?

Vice Chair Lucas Commented. It's a company called TPS. When I was working for City of Tempe, they were trying get access to our system and the city attorney did not allow it.

Ms. Alvidrez Responded. We don't necessarily mind sharing data, but from a legal standpoint, we need to complete a legal process due to liability. The other issue is different companies asking for the data in different formats. We would want to push it out in one format, in one place and give manufactures access should they sign a disclosure. This is not a current priority but may come in the future.

Commissioner Repar Commented. Makes you wonder that if you can control pollution by making cars that don't have to stop for a light, maximizing fuel efficiency all the time. There is all this data/information out in the world and how can you sum it all up?

Ms. Doll Asked. Any other questions?

Vice Chair Lucas Commented. You mentioned earlier about the partnership with PD and allowing them to use your CCTV cameras. Are you sharing access with other groups like barricading or utility group?

Ms. Doll Responded. Yes, we have folks in utilities, barricading and streets, especially the office staff who receive many phone calls/questions. They have access to view it. Anyone not in PD must have a business reason, we have a Council approved policy, and they must sign a waiver.

Mr. Knudson Commented. The Fire Department Emergency Operations Center also has access. The Public Works Utilities Department is going to be building an operations center and conference room at our water plant as part of an expansion. That will be a super conference room with screens and cameras. That access has not been approved yet but having a department operations center where all our SCADA systems are lit up and we visibility.

Ms. Doll Continued. Any other questions? We are building a new TMC. We are just starting initial design. As you will see the current TMC is fairly small and outdated. The new facility is in the CIP. Construction is a year out.

Mr. Lionel Goy, ADOT Raised his hand online and asked. I'm Lionel, Goy. I'm one of the two ADOT employee's that will be administering the Loop 202 project. Are there any additional communication measures we could do to make ensure our detours to our mainline closures that re-route onto the city streets are well communicated? We have weekly project construction meetings with the contractor. Stakeholders such as the local government are invited to attend. We also have

monthly transportation system management meetings and there is our Community Relations and Public Information team. Are there any other ways we can ensure our detours for our mainline closures go smoothly in terms of traffic management onto the city streets?

Mr. Crampton Responded. I believe those weekly meetings will be critical and if you can have summaries from those weekly meetings for individuals who can't attend that would be helpful. But let us circle back with our team and get back to you.

Chair Heineking Asked. Are there any other questions on the presentation? Very informative, thank you very much. There will be a tour of the TMC available after the meeting. We will push through the agenda and then adjourn and go on the tour.

4. **Information Items**

Mr. Crampton Spoke. Mr. Chairman, Dan Haskins will touch on a couple of projects unless there are any questions you or others may have.

Mr. Dan Haskins, Principal Engineer Presented. Chandler Heights Phase Two, from McQueen to Gilbert. East of Cooper we are finishing paving July 26th, and moving onto manholes, striping and starting pump kits for that section. West of Cooper there is some asphalt we have to test because it is a federal project. If it passes, we will move forward with paving at the top lift on August 8th. That's contingent on everything for the subgrade passing.

Next project Chandler Heights Phase Three, which is Gilbert to Val Vista. This is also a federal job. We had a pre-bid meeting yesterday and answered a lot of questions and develop some excitement about the project. We wanted to show and walk through the federal guidelines and requirements with the contractors on federal projects. Bid is opening on August 8.

The Lindsay Road Project: We moved that project back because we are still working on acquisitioning Right-a-Way. A few of the residents are in the county so it takes a little longer on those acquisitions. We are not pushing to get Lindsey Road going because we want to get Chandler Heights Phase Three to a point where we know what's going on. But we expect Linsday to bid May 2025 and construction starting in January of 2026.

The Ray and Dobson Project: We are getting 60% comments in August. A public meeting is tentatively scheduled around September 16th. Notifications will be sent. Thats all the major projects. Does anyone have any questions on these projects or any other projects?

Mr. Crampton Briefed. Frye Road Protected Bike Lanes, we are wrapping up all design efforts and packaging everything up to get to ADOT to get our federal funding in line and get that project obligated so that we can move toward the construction phase. Construction will probably begin in early 2025.

Mr. Knudson Briefed. We have a very large wastewater project on Price Road that impacts traffic for the next year and a half. The relining of a 66" wastewater main sewer pipe underneath the median on Price Rd. This sewer main carries about 2/3 of the city's wastewater volume. We will have different traffic configurations one- and two-lane closures, northbound, southbound and alternating back and forth over this time frame. This project is required because we are losing a wastewater facility out on the Gila River Indian Reservation in 2027.

MEMBER COMMENTS/ANNOUNCEMENTS

Chair Heineking Asked. Questions? None. Member Announcements? None.

CALENDAR
Next meeting will be held on Wednesday, September 18, 2024.

Meeting was adjourned. 5:18 p.m.

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David Heineking, Chairman Sheri Passey, City of Chandler

CHANDLER arizona
Community of Innovation

Transportation Commission Policy Memo No. **Government Relations & Transportation**

Date: 01/15/2025
To: Transportation Commission
From: Sheri Passey, Management Assistant
Subject: 2025 Transportation Commission Meeting Schedule

Proposed Motion:

Move Transportation Commission approve the 2025 Transportation Commission Regular Meeting Schedule.

Attachments

2025 Proposed Transportation Commission Regular Meeting Schedule

Pending approval. Will be placed on the January 15, 2025 meeting.

Tentative 2025 Meeting Schedule
Transportation Commission
Date of Meeting Approved: ~~November 20, 2024~~ January 15, 2025
Staff Liaison Contact Name/Ext#: Sheri Passey, Ext. 3403

Day of Week	Date	Time	Location: Bldg. Name/Conf. Room Name/Street Address	Type of Mtg: Study/Regular/ Retreat
Wednesday	Jan 15, 2025	4:00 p.m.	Public Works and Development Services Bldg. – South Atrium Conference Rm – 215 E. Buffalo St.	Regular
Wednesday	April 2, 2025	4:00 p.m.	Public Works and Development Services Bldg. – South Atrium Conference Rm – 215 E. Buffalo St.	Regular
Wednesday	May 21, 2025	4:00 p.m.	Public Works and Development Services Bldg. – South Atrium Conference Rm – 215 E. Buffalo St.	Regular
Wednesday	July 16, 2025	4:00 p.m.	Public Works and Development Services Bldg. – South Atrium Conference Rm – 215 E. Buffalo St.	Regular
Wednesday	September 17, 2025	4:00 p.m.	Public Works and Development Services Bldg. – South Atrium Conference Rm – 215 E. Buffalo St.	Regular
Wednesday	November 19, 2025	4:00 p.m.	Public Works and Development Services Bldg. – South Atrium Conference Rm – 215 E. Buffalo St.	Regular

Transportation Commission Government Relations & Transportation Policy Memo No. TP25-08

Date: 01/15/2025
To: Transportation Commission
From: Hezequias Rocha, Transportation Planning Program Coordinator
Subject: Title VI Implementation Plan for Transit Services – 2024 Update

Proposed Motion:

Recommend approval of the Title VI Implementation Plan for Transit Services - 2024 Update

Background/Discussion

Title VI is a Federal statute and states 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 program or activity receiving Federal financial assistance.” This statement applies to the City of Chandler’s transit program. This plan update is required to assure full compliance with Title VI. The last update was made in 2021. In this update the following changes were made:

- Updates to the Public Notice to reflect contact information changes.
- Title VI complaint forms were updated.
- The Public Participation plan was updated to reflect 2022 through 2024 service changes and outreach for current plans.
- The Limited English Proficiency Plan was updated to reflect new census data.
- The section on the non-elected committee membership table was updated to reflect new census data and changes to Transportation Commission membership.
- The service and fare change section was updated to reflect changes that were made to routes since the last Title VI plan update in 2021 and Valley Metro's new fare system.

Attachments

TP25-08 Memo
Title VI Plan - 2024 Update

Memorandum **City Manager's Office - Memo No. TP25-08**

Date: November 20, 2024

To: Transportation Commission

Thru: Joshua H. Wright, City Manager
Ryan Peters, Strategic Initiatives Director
Jason Crampton, Transportation Planning Manager

From: Hezequias Rocha, Transportation Planning Program Coordinator

Subject: Title VI Implementation Plan for Transit Services – 2024 Update

Recommendation: Staff recommends that the Transportation Commission recommend approval of the Title VI Implementation Plan for Transit Services - 2024 Update.

Background/Discussion: Title VI is a Federal statute and states 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 program or activity receiving Federal financial assistance." This statement applies to the City of Chandler's transit program. This plan update is required to assure full compliance with Title VI. The last update that was made was in 2021. In this update the following changes were made:

- Updates to the Public Notice to reflect contact information change.
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- Service and Fare change section was updated to reflect changes that were made to routes and fare system since the last Title VI plan update in 2021 and Valley Metro new fare system.

Proposed Motion: Recommend approval of the Title VI Implementation Plan for Transit Services - 2024 Update.

Attachments: Title VI Implementation Plan for Transit Services - 2024 Update

CHANDLER arizona
Community of Innovation

Title VI Implementation Plan for Transit Services

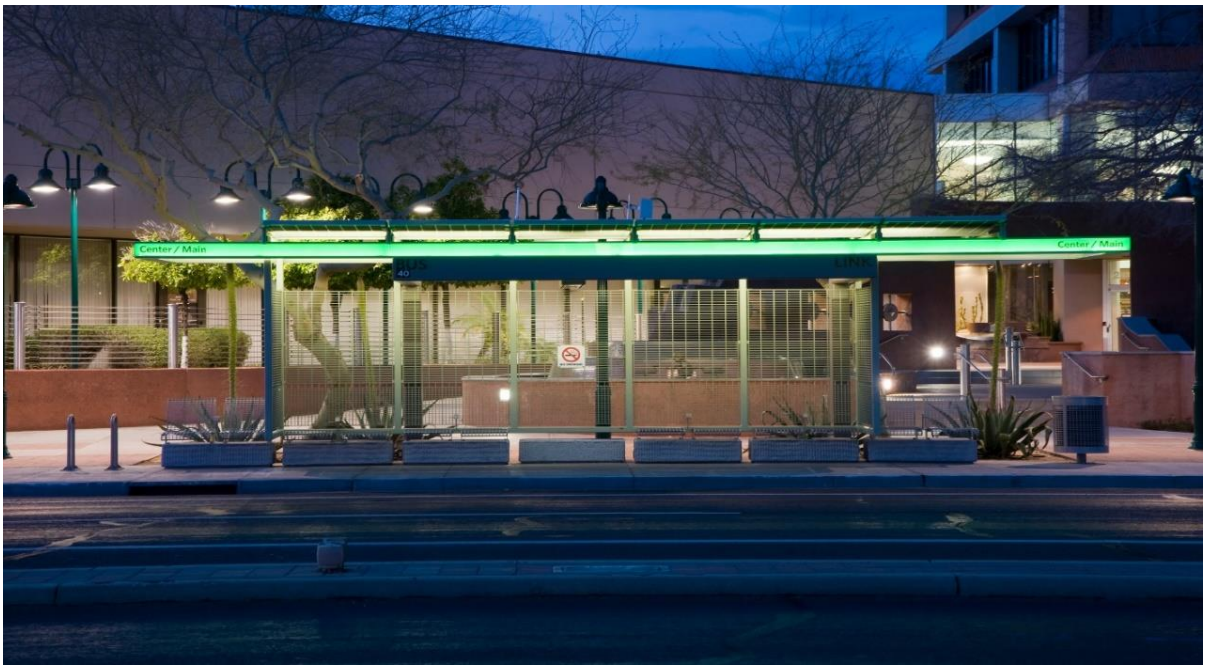
February 1, 2025-January 31 2028





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Title VI Policy Statement

The City of Chandler policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI states 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 otherwise subjected to discrimination" under any City of Chandler sponsored program or activity. There is no distinction between the sources of funding.

The City of Chandler also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, the City of Chandler will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the City of Chandler distributes Federal-aid funds to another entity/person, the City of Chandler will ensure all subrecipients fully comply with City of Chandler Title VI Nondiscrimination Program requirements. The City Manager has delegated the authority to Jason Crampton, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

_____

Joshua Wright, City Manager

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI
City of Chandler

The City of Chandler operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Chandler.

For more information on the City of Chandler's civil rights program, and the procedures to file a complaint, contact Hezequias Rocha at 480-782-3440, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email transit@chandleraz.gov; or visit our administrative office at 175 S. Arizona Ave. For more information, visit chandleraz.gov/transit

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.

If information is needed in another language, contact 480-782-3300. Para información en Español, llame: Hezequias Rocha, 480-782-3440.

The above notice has been posted in the following locations: Chandler City Hall, 175 S. Arizona Ave.; Chandler Park and Ride, 2100 S. Hamilton St.; Chandler Transit Center, 3334 W. Frye Road.; and any FTA funded transit vehicles.

This notice is posted online at www.chandleraz.gov/transit

Title VI Notice to the Public - Spanish

La notificación al Público Sobre los Derechos Bajo el Título VI
City of Chandler

La Ciudad de Chandler *(y sus subcontratistas, si cualquiera)* asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provistos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre el programa de derechos civiles, y los procedimientos para presentar una queja de la Ciudad de Chandler, contacte Hezequias Rocha, 480-782-3440, (las personas con discapacidades auditivas puedan marcar 7-1-1); envíe un correo electrónico a transit@chandleraz.gov, o visite nuestra oficina administrativa en 175 S. Arizona Ave. Para obtener más información, visite chandleraz.gov/transit

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

La notificación anterior ha sido publicada en los siguientes lugares: Alcaldía de Chandler, 175 S. Arizona Ave.; Chandler Park and Ride, 2100 S. Hamilton St.; Centro de Tránsito de Chandler, 3334 W. Frye Road.; y cualquier vehículo de transporte público financiado por el FTA.

Esta notificación está publicada online en www.chandleraz.gov/transit

Title VI Complaint Procedures

The City of Chandler contracts with Valley Metro to provide all transit service in Chandler. The City relies on Valley Metro customer service to process and investigate Title VI complaints. See the below Valley Metro Title VI Complaint Procedures.

Title VI Complaint Procedures
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 or City of Phoenix 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 or directly with the City of Phoenix. This antidiscrimination protection also extends to the activities and programs of Valley Metro's and City of Phoenix's third-party Transit Service Provider (TSP) contractors. Valley Metro and the City of Phoenix use the Customer Assistance System (CAS) to capture all complaints received for the regional transit system. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

To submit a complaint online, visit the Valley Metro Title VI Complaint website.

Complaints can also be submitted in writing using the Title VI complaint form, or by calling Customer Service at (602) 253-5000, TTY: (602) 251-2039. Completed and signed forms should be mailed to:

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

The compliant form is located on Valley Metro's Civil Rights website.

To file a complaint directly with the City of Phoenix:

Attention: Title VI Coordinator
City of Phoenix Public Transit Department 302 N. 1st Avenue, Suite 900
Phoenix, AZ 85003
Email: PHXTransitEO@phoenix.gov
Phones: (602) 262-7242
City of Phoenix - Title VI Notice

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

Procedures for Tracking and Investigating Title VI Complaints

Complaints received by Valley Metro Customer Service representatives or by the City of Phoenix Title VI Coordinator will be documented and assigned to the appropriate Transit Service Provider (TSP) (operator or administrator of the service) responsible for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). The TSP has 30 days to investigate each complaint. If more information is needed to resolve the case, the TSP may contact the complainant and request additional information. Complainants must provide additional information within 10 days of the request, or the complaint may be deemed undeterminable and will be administratively closed. Cases may also be administratively closed if a complainant informs Valley Metro or the City of Phoenix that they no longer wish to pursue the complaint. Requests to close a complaint can be requested by phone, email or in writing (see contact information above). Complaints may be administratively closed for non-responsiveness by the complainant.

Following the investigation, all complaints shall be concluded with a determination entered in the CAS system. The determination entry shall state the investigation determined the complaint was valid, invalid, or undeterminable. If the investigation determines the alleged Title VI complaint violations of race, color or national origin discrimination are valid, a detailed corrective resolution to remedy the situation shall be provided to the complainant. If the investigation results determine there was no alleged Title VI discrimination based on race, color or national origin, the case will be closed. The complainant shall be notified of the investigation results in the manner identified (email or phone). A complainant can appeal the decision within 60 days of notification of the investigation results. Appeals must be submitted to Valley Metro or the City of Phoenix.

All Title VI complaints and investigations are reviewed by Valley Metro, the Customer Service Administrator (CSA), and City of Phoenix staff.

For more information on Valley Metro's Title VI Program and procedures by which to file a complaint, contact the Title VI Coordinator at (602) 322-4514.

For more information on the City of Phoenix's Civil Rights Program and the procedures by which to file a complaint, contact the Title VI Coordinator at (602) 262-7242.

Requesting Information

Note: To request information in alternative formats, please contact Customer Service at csr@valleymetro.org or phone: (602) 253-5000 or City of Phoenix (602) 262-7242, TTY: (602) 251-2039

Tracking a Title VI Compliant

As complaints are received, they are logged into the CAS system. Within 24 to 48 hours of logging the complaint, Valley Metro CSA assigns the complaint to the appropriate TSP for investigation and documentation.

The TSP has 30 days to complete their investigation, including obtaining additional information needed from the complainant to investigate or to resolve the case. The investigator will follow the complaint process, and once the investigation is concluded, the case resolution will be documented in the CAS.

The CAS system is programmed to notify the CSA if a complaint has not been responded to within the required time frame. Upon system notification, the CSA will send out a reminder notice to the appropriate TSP that the case is not yet resolved or closed out.

Once the case has been resolved the complainant will receive a response in the manner identified.

Valley Metro and the City of Phoenix monitors the process monthly to ensure Title VI complaints are fully investigated, adequately documented, and that the complainant was responded to in the manner requested. Should an inaccuracy be found, Valley Metro and/or the City of Phoenix will work with CSA and the appropriate TSP to reopen the complaint for further investigation until resolution or completion.

Investigating a Title VI Complaint

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

STEP ONE: The TSP will review the complaint information entered into CAS by Valley Metro Customer Service staff. Any new issues identified during the investigation should also be documented in CAS.

STEP TWO: Interviews and collections of facts.

- TSP identifies respondents to interview, if needed.
- TSP interviews respondents identified and documents details from the interviews in CAS.
- Investigate every "issue" (stated in the "statement of issues noted in step one).
- Separate facts from opinions. "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:

• Complainant
• Operator
• Radio/Dispatch/OCC reports
• Maintenance staff
• City Transit staff
• Witnesses
• Other transit employees

The TSP identified, collects, and reviews other information and/or documents that provide facts for the investigation. Any applicable information is to be documented in CAS. Documents to review can include:
• GPS tracking software and programs
• Maintenance records
• Spotter reports
• Video (camera) and/or audio recordings
• Courtesy cards
• Incident reports (supervisor, transit police, fare/security inspectors)
• Route history
• Other documents deemed appropriate by the TSP

STEP THREE: TSP documents pertinent regulations, rules, policies, and procedures that apply to the investigation in CAS under the case number assigned.

Pertinent regulations, rules, policies, and procedures may include:
• Title VI requirements
• Company rules and procedures
• Valley Metro and City of Phoenix policies and service standards
• Contractual requirements

STEP FOUR: Complaint Determination.
• TSP compares each fact from "findings of fact" to the list of regulations, rules, etc.
• TSP makes a fact-based determination of alleged violation(s).

STEP FIVE: Description of resolution for each valid violation.
• TSP describes specific corrective actions for each violation found
• TSP documents follow-up action, if applicable
• TSP documents the complaint resolution in CAS TSP

Complaint Resolution(s):

• Must include specific complaint resolutions for each valid violation noted.
• Document a follow-up action plan, where applicable.
• If no valid violations are found, note policies, procedures, etc. reviewed during the investigation and with transit operator.
• Documented complaint information should always include staff initials, title, and dates.

Response to Customer

TSP will respond to the Customer in the manner identified and will document the response provided in CAS under the case number assigned.

Procedimientos de Quejas del Título VI

¿Qué es el Título VI?
El Título VI es una sección del Decreto de los Derechos Civiles de 1964 que requiere que "ninguna persona en los Estados Unidos deberá, basándose en su raza, color u origen nacional, ser excluida de participar en, ser denegada de los beneficios de, o verse sujeta a discriminación bajo cualquier programa o actividad recibiendo asistencia financiera federal."

¿Cómo registro una queja?
Cualquier persona que crea que ha sido excluida de la participación en, se le hayan denegado los beneficios de, o de otra manera se haya visto sujeta a discriminación ilegal bajo cualquier servicio, programa o actividad de Valley Metro o de la Ciudad de Phoenix, y crea que la discriminación se basa en raza, color u origen nacional, puede registrar una queja formal con el Servicio al Cliente de Valley Metro o directamente con la Ciudad de Phoenix. Esta protección antidiscriminatoria también se extiende a las actividades y los programas de los contratistas terceros Proveedores de Servicios de Transporte (TSP por sus siglas en inglés) de Valley Metro y la Ciudad de Phoenix. Valley Metro y la Ciudad de Phoenix usan el Sistema de Asistencia al Cliente (CAS por sus siglas en inglés) para capturar todas las quejas recibidas por el sistema regional de transporte. Cualquier queja de este tipo debe registrarse dentro de los 180 días del presunto acto discriminatorio (o de la última vez que haya ocurrido).

Para enviar una queja en línea, llene la forma de quejas en línea en la página web de denuncia del Título VI de Valley Metro.

Las quejas también se pueden registrar por escrito usando la forma de quejas del Título VI, o llamando a Servicio al Cliente al (602) 253-5000, TTY: (602) 251-2039. Las formas llenas y firmadas se deben enviar por correo postal a:

Regional Public Transportation Authority
4600 East Washington Street, Suite 101
Phoenix, AZ 85034
Correo electrónico: csr@valleymetro.org
Teléfono: (602) 253-5000 TTY: (602) 251-2039

La forma de la queja se encuentra en nuestro sitio web.

Para registrar una queja directamente con la Ciudad de Phoenix:
Attention: Title VI Coordinator
City of Phoenix Public Transit Department
302 N. 1st Avenue, Suite 900
Phoenix, AZ 85003
Correo electrónico: PHXTransitEO@phoenix.gov
Teléfono: (602) 262-7242
Ciudad de Phoenix - Aviso de Titulo VI

Los individuos también pueden registrar quejas directamente con la Administración Federal de Transporte (FTA por sus siglas en inglés) dentro de un período de tiempo de 180 días:

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

Servicio al Cliente
Las quejas recibidas por los representantes de Servicio al Cliente de Valley Metro o por el Coordinador del Título VI de la Ciudad de Phoenix serán documentadas y asignadas al Proveedor de Servicios de Transporte (TSP por sus siglas en inglés) (operador o administrador del servicio) apropiado responsable de la investigación en conformidad con los estándares federales (28 CFR Parte 35 y Circular 4702.1B de la administración FTA). El proveedor TSP tiene 30 días para investigar cada queja. Si se necesita más información para resolver el caso, el proveedor TSP puede ponerse en contacto con el/la reclamante y solicitar información adicional. Los reclamantes deben proporcionar la información adicional dentro de los 10 días posteriores a la solicitud o la queja puede considerarse indeterminable y se cerrará administrativamente. Los casos también se pueden cerrar administrativamente si un/a reclamante informa a Valley Metro o a la Ciudad de Phoenix que ya no desea continuar con la queja. Las solicitudes para cerrar una queja se pueden hacer por teléfono, por correo electrónico o por escrito (vea arriba la información de contacto). Las quejas se pueden cerrar administrativamente si el/la reclamante falle en responder.

Después de la investigación, todas las quejas deberán ser concluidas con una determinación ingresada al sistema CAS. La entrada de la determinación deberá indicar que la investigación determinó que la queja era válida[1], inválida[2] o indeterminable[3]. Si la investigación determina que las presuntas infracciones de la queja bajo el Título VI de discriminación por raza, color

[1] Válida: basadas en los hechos, vinculante, aceptable, ejecutable

[2] Inválida: nula e inválida, inaceptable, inejecutable

[3] Indeterminable: incapaz de llegar a una decisión, asentada, o solucionada; no es determinable

o origen nacional son válidas, se deberá proveer al/la reclamante una resolución correctiva detallada para remediar la situación. Si los resultados de la investigación determinan que no hubo una presunta discriminación bajo el Título VI basada en raza, color u origen nacional, el caso se cerrará. El/la reclamante deberá ser notificado/a de los resultados de la investigación en la forma identificada (correo electrónico o teléfono). Un/a reclamante puede apelar la decisión dentro de los 60 días siguientes a la notificación de los resultados de la investigación. Las apelaciones se deben enviar a Valley Metro o a la Ciudad de Phoenix.

Todas las quejas e investigaciones del Título VI son revisadas por Valley Metro, el Administrador de Servicio al Cliente (CSA por sus siglas en inglés), y el personal de la Ciudad de Phoenix.

Para más información sobre el Programa del Título VI de Valley Metro y los procedimientos para registrar una queja, llame al Coordinador del Título VI al (602) 322- 4514.

Para más información sobre el Programa de Derechos Civiles de la Ciudad de Phoenix y los procedimientos para registrar una queja, llame al Coordinador del Título VI al (602) 262-7242.

Solicitando Información

Nota: Para solicitar información en formatos alternativos, por favor comuníquese con Servicio al Cliente en csr@valleymetro.org o por teléfono: (602) 253-5000 o con la Ciudad de Phoenix al (602) 262-7242, TTY: (602) 251-2039

Rastreando Una Queja del Título VI

A medida que se van recibiendo las quejas, éstas son ingresadas al sistema CAS. Dentro de 24 a 48 horas de registrar la queja, el administrador CSA de Valley Metro asigna la queja al proveedor TSP apropiado para su investigación y documentación.

El proveedor TSP tiene 30 días para completar su investigación, incluyendo la obtención de la información adicional necesaria del/la reclamante para investigar o para resolver el caso. El investigador seguirá el proceso de quejas, y una vez que concluya la investigación, la resolución del caso se documentará en el sistema CAS.

El sistema CAS está programado para notificarle al administrador CSA si una queja no ha sido contestada dentro del plazo requerido. Tras la notificación del sistema, el administrador CSA enviará un aviso de recordatorio al proveedor TSP correspondiente de que el caso aún no se ha resuelto o cerrado.

Una vez resuelto el caso, el/la reclamante recibirá una respuesta en la forma identificada.

Valley Metro y la Ciudad de Phoenix monitorean el proceso mensualmente para asegurar que las quejas del Título VI se investiguen a fondo, se documenten adecuadamente, y se le

conteste al/la respondiente de la manera solicitada. En caso de que se encuentre un error, Valley Metro y/o la Ciudad de Phoenix trabajarán con el administrador CSA y el proveedor TSP apropiado para volver a abrir la queja para una investigación adicional hasta su resolución o finalización.

Investigando Una Queja del Título VI

Cada reporte de investigación documentado del Título VI debe abordar cada uno de los "Cinco Pasos de Investigaciones Federales" que se encuentran en 28 CFR, Parte 35 y la Circular 4702.IA de la administración FTA. Los siete pasos son:

PASO UNO: El proveedor TSP revisará la información de la queja ingresada al sistema CAS por el personal de Servicio al Cliente de Valley Metro. Cualquier nuevo asunto identificado durante la investigación también se debe documentar en el sistema CAS.

PASO DOS: Entrevistas y recolecciones de los hechos.

- El proveedor TSP identifica a los respondientes a ser entrevistados, si es necesario.
- El proveedor TSP entrevista a los respondientes identificados y documenta los detalles de las entrevistas en el sistema CAS.
- Se investiga cada "asunto" (indicado en la declaración de asuntos que se indica en el paso uno).
- Se separan los hechos de las opiniones.

El/la "respondiente" no se limita al/la conductor/a del vehículo de transporte. El/la "respondiente" se define como cualquier fuente de información que pueda contribuir a la investigación, tal como:

- Reclamante
- Conductor/a
- Reportes de radio/despacho/OCC
- Personal de mantenimiento
- Personal de Transporte de la Ciudad
- Testigos
- Otros empleados de transporte

El proveedor TSP identifica, recopila, y revisa otra información y/o documentos que provean los hechos para la investigación. Cualquier información aplicable se debe documentar en el Sistema CAS. Los documentos por revisar pueden incluir:

- Software y programas de rastreo GPS
- Registros de mantenimiento
- Reportes de observador "Spotter"
- Grabaciones de video (cámara) y/o audio

- Tarjetas de cortesía
- Reportes de incidentes (supervisor, policía de transporte, inspectores de pasajes/seguridad)
- Historial de la ruta
- Otros documentos que el proveedor TSP considere apropiados

PASO TRES: El proveedor TSP documenta las regulaciones, reglas, normas, y procedimientos pertinentes que sean aplicables a la investigación en el sistema CAS bajo el número de caso asignado.

Las regulaciones, reglas, normas y procedimientos pertinentes pueden incluir:

- Requerimientos del Título VI
- Reglas y procedimientos de la compañía
- Normas y estándares de servicio de Valley Metro y la Ciudad de Phoenix
- Requerimientos contractuales

PASO CUATRO: Determinación de la queja.

- El proveedor TSP compara cada hecho de "hallazgos de hechos" con la lista de regulaciones, reglas, etc.
- El proveedor TSP hace una determinación basada en hechos de la/s presunta/s infracción/es.

PASO CINCO: Descripción de la resolución para cada infracción válida.

- El proveedor TSP describe las acciones correctivas específicas para cada infracción que haya sido encontrada
- El proveedor TSP documenta la acción de seguimiento, si es aplicable
- El proveedor TSP documenta la resolución de la queja en el sistema CAS

Resolución/es de Quejas del Proveedor TSP:

- Debe incluir resoluciones específicas a las quejas para cada infracción válida anotada.
- Documentar un plan de acción de seguimiento, cuando sea aplicable.
- Si no se encuentran infracciones válidas, anotar las normas, los procedimientos, etc. revisados durante la investigación y con el/la conductor/a de transporte.
- La información documentada de la queja siempre debe incluir las iniciales del personal, el título, y las fechas.

Respuesta al/la Cliente

El proveedor TSP le contestará al/la Cliente de la manera identificada y documentará la respuesta provista en el sistema CAS bajo el número de caso asignado.

Title VI Complaint Forms

TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro or City of Phoenix 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 via email at *csr@valleymetro.org*.

SECTION 1: CUSTOMER INFORMATION

First Name:_____ Last Name:_____
Address:_____
City:_____ State:_____ Zip:_____
Home Phone:_____ Cell Phone:_____
Email:_____ Preferred method of contact: ☐ Phone ☐ Email

SECTION 2: INCIDENT INFORMATION

Date of Incident:_____ Time of Incident:_____ ☐ AM ☐ PM City:_____
Incident Location:_____ Direction of Travel:_____
Route #:_____ Bus/Light Rail/Streetcar #:_____
Service Type: ☐ Local Bus ☐ Express/RAPID ☐ Circulator/Connector ☐ Light Rail ☐ Streetcar ☐ Dial-a-Ride
Operator Name:_____
Operator Description:_____
What was the discrimination based on *(Check all that apply)*: ☐ Race ☐ Color ☐ National Origin ☐ 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. You may also attach any written materials or other information relevant to your complaint.

Have you filed this complaint with the Federal Transit Administration (FTA)? ☐ Yes ☐ No
If yes, please provide information about a contact person at the FTA where the complaint was filed:
Name:_____ Title:_____
Address:_____ Phone:_____

Have you previously filed a Title VI complaint with this agency? ☐ Yes ☐ No
Signature and date required below:

Signature_____
Date_____

City of Phoenix | VALLEY METRO

FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por Valley Metro o la Ciudad de Phoenix o por cualquiera de sus proveedores de servicios y cree que la discriminación fue basada en su raza, color u origen nacional, puede registrar una queja formal ante el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con el Servicio al Cliente llamando al 602.253.5000 (TTY: 602.251.2039) o por correo electrónico a *csr@valleymetro.org*.

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

Nombre:_____ Apellido:_____
Domicilio:_____
Ciudad:_____ Estado:_____ Código Postal:_____
Teléfono del Hogar:_____ Teléfono Celular:_____
Correo Electrónico:_____ Método preferido de contacto: ☐ Teléfono ☐ Correo Electrónico

SECCIÓN 2: INFORMACIÓN SOBRE EL INCIDENTE

Fecha del Incidente:_____ Hora del Incidente:_____ ☐ AM ☐ PM Ciudad:_____
Ubicación del Incidente:_____ Dirección del Viaje:_____
Ruta #:_____ Autobús/Tren Ligero/Tranvía #:_____
Tipo de Servicio: ☐ Autobús Local ☐ Express/RAPID ☐ Circulador/Conector ☐ Tren Ligero ☐ Tranvía ☐ Dial-a-Ride
Nombre del/la Operador/a:_____
Descripción del/la Operador/a:_____
¿En qué se basó la discriminación? *(Marque todo lo que sea aplicable)*:
☐ Raza ☐ Color ☐ Origen Nacional ☐ Otro_____

Explique lo más claramente 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 (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, por favor use el reverso de esta forma. Usted también puede adjuntar cualquier material por escrito u otra información relevante a su queja.

¿Ha usted registrado esta queja ante la Administración Federal de Transporte (FTA por sus siglas en inglés)? ☐ Sí ☐ No
Si contestó Sí, por favor provea información sobre una persona de contacto en la administración FTA donde se registró la queja:
Nombre:_____ Título:_____
Domicilio:_____ Teléfono:_____

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia? ☐ Sí ☐ No
Firma y fecha requeridas abajo:

Firma_____
Fecha_____

City of Phoenix | VALLEY METRO

Title VI Investigations, Complaints and Lawsuits

Description/ Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
Lawsuits				
1)				
Complaints				
1) Discrimination	03/02/2022	Customer got on the bus. The fare box didn't work, and they asked the driver "I don't have to pay?" and the driver said: "sit down so you can use your white privilege". He never said that to anyone else, just to customer. They had another incident with this driver previously and reported it. He discriminated against them. Customer wants this escalated.	Closed	DVR shows no data for the specified date and location. Marked as undetermined. Customer was called about the complaint. They requested compensation and to speak with a manager. Customer Service Manager was informed. No further action.
2) Attitude	06/12/2024	The driver was rude telling customer to go [expletive] themselves and telling them to go back to India with their strong accent. Customer wants a call back.	Closed	Per the footage, the complaint is considered invalid. The actions described are not observed. The operator never cursed or made any derogatory comments about race, country, or accent.

☒ The City of Chandler has not had any Title VI investigations, or lawsuits in 2021-2024.

City of Chandler Public Participation Plan



The City of Chandler is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, the City of Chandler made the following community outreach efforts over the past three years. Example documentation of some of these public outreach efforts is included in *Attachment 1: Public Outreach Efforts*.

ROUTES 96, 156 AND 541 CHANGES

The City of Chandler enacted service changes to three of the fixed bus routes serving the city. The changes and public outreach efforts include:

- Route 96 – The city considered the removal of peak-hour service on this route south of Pecos Road. Valley Metro's public outreach strategies were used to gather riders' and residents' feedback about making this service change. The feedback received was against the removal of the service. The city decided to keep the current peak-hour service for route 96 south of Pecos Road.
- Route 156 – For this route, the city planned to increase frequency during peak-hour service and similar outreach efforts as done for Route 96, following Valley Metro's plans. The public feedback was favorable to the increased service levels during peak-hours which the city enacted in October 2021.
- Express Route 541 – The cities of Mesa and Chandler shared services for this express route to downtown Phoenix. The City of Mesa proposed removing this service completely. Like in the previous examples, Valley Metro's public outreach practices were applied and based route ridership (taking public feedback into account), both Mesa and Chandler removed Route 541 in 2022.
- Express Route 542 – Valley Metro surveyed this route riders during fall 2024 as part of an effort to understand if the current Express Route schedule met their needs. Based on survey responses, the City of Chandler decided to maintain the current schedule since there were minor adjustment requested, but the demand could likely also continue to be met with current schedule and Valley Metro's proposed changes could cause reduction on expected level of service and intervals between trips.

Besides following Valley Metro's lead for public outreach efforts, the City of Chandler also made sure that when decisions to make service changes were made, the public was informed through notices posted in bus stops and the city's website. These notices were posted in advance of any change to allow the public time to plan future trips accordingly. Additionally, when service reductions were planned, the city posted notices at bus stops during public outreach periods to make sure passengers were well informed of their opportunities to provide feedback on potential route changes.

CHANDLER/GILBERT AIRPARK FLEXIBLE TRANSIT STUDY

The Chandler Airpark Flexible Transit Study identified the alternatives available for transit services which flexibly serve the unique layout and needs of west central Gilbert and east central/southeast Chandler. This study focused on flexible, on-demand modes like micro transit and flex route circulator service. The public was engaged through Transportation Commission meetings and targeted outreach at the Chandler Family Bike Ride. The study team also solicited public feedback to gauge interest in micro transit generally, and preferences on specific service aspects such as wait times, fares, with an online survey.

ARIZONA AVENUE SHARED USE PATH STUDY

This study helped in the potential development of a shared-use path along the eastern side of Arizona Avenue from Ray Road to the Northern boundary of the City of Chandler. The purpose is to enhance accessibility for all non-motorized users along the Arizona Avenue corridor by creating a continuous sidewalk that can improve connectivity between other cities and accessibility of multimodal mobility options since Arizona Avenue is designated as a high-capacity transit corridor by the City of Chandler Transportation Master Plan and currently has Chandler's best bus service (15-minute headways). The city conducted outreach and sought public feedback at the Chandler Family Bike Ride.

PEDESTRIAN CONNECTIVITY STUDY

The Pedestrian Connectivity Study aims to provide a strategic plan for developing sidewalk infrastructure in areas that currently lack such amenities. The primary goals include:

- Conduct a comprehensive inventory of the existing sidewalk network.
- Engage the public and stakeholders through an inclusive outreach effort.
- Analyze and prioritizing sidewalk infrastructure needs based on data from inventory and survey result.
- Establish a framework to guide future investments.

Once the community input is collected, the city will analyze the data alongside demographic, zoning, transit facilities access, and Census information. This analysis will help prioritize improvements and redevelopment strategies for sidewalks.

VALLEY METRO PUBLIC PARTICIPATION PLAN

As the operator for all Chandler funded transit service, Valley Metro plays an important role in the public outreach for transit planning and service changes in Chandler. Please see the Valley Metro 2021 Title VI Program to see the full Valley Metro Public Participation Plan. A copy of Valley Metro's Public Participation Plan is provided in Attachment 3.

ACTIVE TRANSPORTATION STUDIES/PROJECTS

The City of Chandler conducted many active transportation plans. Active transportation systems include bike lanes, sidewalks, and multi-use trails. These systems help create vibrant communities and provide many benefits like safe, comfortable, convenient, reliable, efficient, and affordable ways for people to get around, including enhancing access to public

transportation to road users. As part of the active transportation studies different forms of public participation were employed, they include:

- Public Meetings
- Community Mailers and Flyers
- Presentations to the Transportation Commission
- Presentations at Public Events and Meetings
- Website updates on the development of the studies and designs

VALLEY METRO FARE MODERNIZATION PROJECT

Valley Metro is adopting a new fare technology and expanding options for riders to purchase fare and more easily access their transit system. In 2024, riders can purchase fare on their mobile device or through a reloadable fare card and scan or tap that fare on new fare readers throughout the system. Both options are an account-based system where riders can add funds, track transaction history, view account balances and more. Valley Metro held multiple Town Hall meetings during the transition period during summer 2024 and continue to schedule fare pop-up events to answer riders' questions about the new fare system. Valley Metro also created an entire Fare Technology Modernization website with resources for riders to access and get their questions answered.

OTHER BUS SERVICE CHANGES

With any proposed bus service change, Valley Metro conducts a thorough public outreach process, including multiple public meetings and a public hearing. Please see the Valley Metro Public Participation Plan for more details on Valley Metro's public outreach process. Additionally, Chandler staff assists with the process by conducting rider surveys for major service changes and by posting notices on bus stops.

Public Meetings:

(1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the public. This may include scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.

(2) When a public meeting or public hearing is focused on a planning study or program related to Chandler or the Southeast Valley, the meeting or hearing is held within Chandler or the Southeast Valley.

(3) Public meetings are held in locations accessible to people with disabilities and at least one public meeting in a series is located near one or more transit routes.

City of Chandler

Limited English Proficiency Plan

CHANDLER arizona
Community of Innovation

The City of Chandler has developed the following Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City of Chandler services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the City of Chandler's extent of obligation to provide LEP services, the City of Chandler undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

1. The number or proportion of LEP persons eligible in the City of Chandler service area who may be served or likely to encounter City of Chandler transit program, activities, or services.

According to the American Community Survey, 97.2% of Chandler households are not considered a Limited English-Speaking Household. Approximately 1.2% of Chandler's population speaks Spanish and is considered a Limited English-Speaking Household. Approximately 1.7% of Chandler's population speaks some other language and is considered a Limited English-Speaking Household.

City of Chandler Limited English Proficiency Population

	Estimate	Percent of Total
Total City of Chandler Households	104,419	100.0%
Speak English	76,393	73.2%
Speak Spanish:	13,250	12.7%
Non-Limited English-Speaking Household	12,054	11.5%
Limited English-Speaking Household	1,196	1.2%
Speak other languages:	14,776	14.2%
Non-Limited English-Speaking Household	13,014	12.5%
Limited English-Speaking Household	1,762	1.7%

Source: U.S. Census Bureau, 2022: American Community Survey 5- year Estimate

These statistics show that there is a considerable small but somewhat significant number of Spanish speaking households that are considered to have limited English proficiency. While there are some speakers of other languages that have limited English proficiency, the combined number of all other languages is less than that of Spanish speakers, indicating a much more significant need for communication in English and Spanish than other languages.

Valley Metro's Language Assistance Plan within the Valley Metro Title VI Program provides a broader and more in-depth analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit services are residents of other cities in the Phoenix metro area.

1. The frequency with which LEP individuals come in contact with City of Chandler transit services.

Approximately 6.3% of all workers speak a language other than English but do not speak English very well. Approximately 1.8% of public transportation commuters do not speak English "very well".

LEP Among Public Transportation Commuters in Chandler

	Estimate	Percent of Total Workers	Percent of Public Transportation Commuters
Total Workers in Chandler	148,161	100%	N/A
Commuted by Public Transportation	777	0.5%	100%
Speak only English	582	75.5%	74.9%
Speak Other Language:	195	24.5%	25.1%
Speak English "very well"	181	18.3%	23.3%
Speak English less than "very well"	14	6.3%	1.8%

Source: U.S. Census Bureau, 2022: American Community Survey 5- year Estimate

These results show a small proportion of public transportation users that speak another language while speaking English less than "very well". Given the fairly high proportion of Spanish speakers in Chandler overall that speak English less than "very well", however, there may still be a need to provide Spanish language communications for Chandler residents and public transportation users.

Additionally, Valley Metro's Language Assistance Plan provides a broader analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit service are residents of other cities in the Phoenix metro area.

The nature and importance of the program, activities or services provided by the City of Chandler transit to the LEP population; and

1. The transit system is important to the LEP population, and communications regarding the transit system is equally important.

For this factor of the 4-factor analysis, Chandler is relying on Valley Metro's analysis. Please see the Valley Metro 2021 Title VI Program to see the Valley Metro analysis.

2. The resources available and overall costs to provide LEP assistance.

The City of Chandler funds transit service, which is operated by Valley Metro. Since Valley Metro is the sole operator of Chandler bus service, Chandler relies on Valley Metro to conduct most communications with passengers of Chandler-funded bus service. Thus, most of the resources and costs associated with this outreach are outlined in Valley Metro's Language Assistance Plan.

Language Assistance Plan

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

The City of Chandler has multiple bilingual employees, including an employee in the Transportation Policy Division, that can assist Spanish-speaking residents. All notices posted at bus stops are in English and Spanish. When the City holds public meetings relating to transit, the City posts an advertisement in the local Spanish newspaper. Additionally, the City has bilingual staff available at the meeting.

Valley Metro is the operator for all Chandler-funded transit services, and thus, the City of Chandler relies on Valley Metro's assistance in reaching out to LEP individuals. Please see the Valley Metro Title VI Program to see the full Valley Metro Language Assistance Plan. A copy of Valley Metro's LEP Plan is provided in Attachment 4.

Safe Harbor Provision

The City of Chandler complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

(1) Title VI Notice
(2) Complaint Procedures
(3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

(1) Notices of free language assistance for persons with LEP
(2) Notice of Non-Discrimination and Reasonable Accommodation
(3) Outreach Materials
(4) Bus Schedules
(5) Route Changes
(6) Public Hearings

Non-elected Committees Membership Table

A subrecipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Membership of Committees, Broken Down by Race

	City of Chandler Population	Transportation Commission
Non-Hispanic White	64.10%	71.4%
Hispanic/ Latino	21.20%	14.3%
African American	5.80%	0%
Asian American	11.80%	0%
American Indian	1.90%	0%
Hawaiian/ Pacific Islander	0.20%	0%
2 or more Races	11.60%	0%
Other	4.60%	0%
Non-Disclosed	0%	14.3%

Chandler Population Source: U.S. Census Bureau, 2022 American Community Survey 5-Year Estimates

City Staff has established a Board and Commission Recruitment Plan outlining the City's approach to fill vacancies on the City's various Boards and Commissions, including the Transportation Commission. This Plan specifies that the City's outreach messages will include a statement that "Chandler is an equal opportunity organization that welcomes all residents to apply and engage in their community". Additionally, the Plan indicates that the city will advertise in Asian and Hispanic periodicals.

Although the Board and Commission Recruitment Plan is subject to amendment, the current version (as of December 2021) of the plan is provided in Attachment 2.

Monitoring for Subrecipient Title VI Compliance

The City of Chandler does NOT have subrecipients and does NOT monitor subrecipients for Title VI compliance.

Title VI Facility Equity Analysis

A sub recipient planning to acquire land to construct certain types of facilities must not discriminate based on race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

The City of Chandler has no current or anticipated plans to develop new transit facilities covered by these requirements. Since the City’s last Title VI Program Update (2021), the City of Chandler has not constructed any facilities that meet the criteria for a facilities equity analysis.

Regional System Wide Standards and Policies

The City of Chandler worked with Valley Metro and other cities in developing regional Transit Standards and Performance Measures (TSPM). The regional TSPM specifies a minimum service level to be provided by regional bus service, including span of operation, service frequency, and bus stop spacing. Additionally, the TSPM specifies performance measures that each bus route should aim to achieve, including passenger boardings, fare recovery, and on-time performance. Services not meeting performance measures or greatly exceeding performance measures are closely monitored to determine if improvements or expanded services are needed. The TSPM also lays out guidelines for establishing new service, including the establishment of criteria to determine prioritization of fleet distribution for new transit services. TSPM criteria for new and existing service place an emphasis on first providing service to 'transit-dependent' population – households with one or zero automobiles and households below the poverty line.

The complete TSPM can be found at the Valley Metro TSPM Website.

Distribution of Transit Amenities

Transit Amenities refer to fixed items of comfort and convenience available to the general riding public such as shelter placement, lighting at the bus stop, signage, benches, and trash can placement. The City of Chandler is responsible for the provision, monitoring and maintenance of shelters, bus stop signs, benches and other amenities located in Chandler. The following sections briefly summarize the City's policies or standards that govern the deployment of amenities on the City's transit system. Chandler policy is to review and ensure amenities are placed within the City without regard to race, color, national origin, or income considerations.

The City of Chandler currently owns approximately 384 bus stops with nearly 80% of those have shaded structures as part of the bus stop features. An additional 15% of bus stops have seating without a shade structure. Many of the City's bus stops without shade structures have nearby trees that provide some shade.

The City of Chandler also has a program that incorporates advertising kiosks in the bus stop shelter design at certain locations based on third-party advertising vendor determinations of market. Those advertising revenues paid to the City go back into the transit program and pay for things such as bus stop cleaning and maintenance, replacement of aging bus stop infrastructure, and provision of new amenities at bus stops.

General Bus Stop Placement and Amenity Considerations

- Understand the physical requirements of buses
    - Adequate curb space for ADA and mobility device ramp operations
    - Adequate sidewalk clearance for pedestrian and bicycle traffic on sidewalk
- Bus stops located by ¼-mile spacing
    - Mid-block stops are located near local street intersections for ease of crossing the street safely
    - Major arterial intersection bus stops are located far-side of the intersection for traffic flow purposes
    - Bus bays (or bus pullouts) are located far-side of the intersection, when possible, based on available right-of-way and the number of lanes of traffic
    - Bus stops are in higher visibility areas at locations that minimize safety hazards at driveways, visibility for adjacent properties, and facilitate the transfer to cross routes.
- Bus stop amenities historically have been prioritized by ridership. When right-of-way exists and physical conditions permit, high and moderate ridership bus stops will have shade structures and other amenities.

    - All bus stops and amenities must comply with the ADA compliance and accessibility requirements.
    - Signage – All bus stops shall feature signs mounted in a uniform manner to identify the area as a stop and provide readable and accurate information.
    - Schedules – All bus stops with shade structures include bus schedules. Additionally, many bus stops without amenities include bus schedules.
    - Benches – Ridership figures are used to determine seating requirements while the built environment often dictates seating options.
    - Trash Can Placement – Trash cans are placed at all sheltered bus stops and some bus stops with benches as needed.
- Bus stop placement, amenities and upgrades must consider ADA compliance and accessibility requirements.
- ADA considerations are a major factor in the City's bus stop maintenance program. Since November 2018, Chandler has brought 50 bus stops up to compliance.
- Recent trends in the increasing homeless population have made bus stops a common location for homeless encampments and general use. The city has strived to create a comfortable environment for transit users while addressing the homeless use of the bus stop in a compassionate manner.
- Related to the provision of bus stop amenities is increasing occurrence of vandalism. Gang tagging, trash, damage to amenities, and the destroying of lighting are common at our bus stops. The city has a dedicated cleaning, maintenance, and repair program for all bus stops. A significant portion of that budget addresses the ongoing upkeep of the existing bus stops in order to maintain a certain level of security, comfort, and cleanliness.

<u>Bus Shelter Designs</u>

Chandler staff and its contractor have worked to create a variety of bus shelter designs and sizes to accommodate a varying degree of ridership and site conditions.

- Transfer locations – Where space permits, Chandler installs its large bus shelter design at locations where passengers transfer from one bus route to another. At these locations, it is typical for five or more passengers to be waiting for the bus at the same time. As a result, a larger shade structure with more seating is needed in order to assure that a large number of passengers can simultaneously benefit from the amenities.



Typical Large Shelter

- Other bus stops – The City installs large or medium sized bus shelters at other high and medium use bus stops. Chandler places smaller shelters at low to moderate use bus stops. At all bus stops with shelters, the city strives to install a shelter that will provide shade throughout most of the day. This is achieved by placing seating on each side of a middle shade screen or on the north side of a rear shade screen. Chandler staff worked with its contractor to develop a lower-cost, small bus shelter that will provide shade from every angle while discouraging sleeping at bus stops.



Typical Medium Shelter



Small Shelter

Service and Fare Changes

Service Changes
The City of Chandler made changes to the following routes since the last Title VI update:

> **Route 156 – Chandler Blvd** – Added high frequency service during peak hours.
> **Route 541 Express –** Route was removed due to the decrease in ridership following rider behavior changes after the COVID-19 pandemic.

All service changes that equate to a change of greater than 25% of the route's existing service levels are evaluated to determine whether these changes have a discriminatory impact. Valley Metro conducts Title VI analysis on these service changes on behalf of the City of Chandler. Additionally, public meetings and public hearings are held to gather public feedback on these changes.

Please see the Valley Metro Title VI Program for more details on this Title VI analysis.

Fare Changes
There have been no fare changes since this Title VI Program was last updated. Any future fare changes will need to follow the public outreach and equity analysis as outlined in Valley Metro's Title VI Program.

Please see the Valley Metro Title VI Program for more details on Title VI analysis related to fare changes.

ITEM 4

Transportation Commission **Development Services Memo No.**

Date: 01/15/2025
To: Transportation Commission
From: Raymond Huang, Traffic Signals Engineer
Subject: Traffic Studies Briefing - Raymond Huang, Traffic Studies Engineer

Background/Discussion

Briefing only. Traffic Studies presentation by Raymond Huang

Attachments

Traffic Studies Presentation

Traffic Studies Team

Development Services| November 20, 2024
Transportation Commission Meeting

CHANDLER arizona



Transportation Engineering Group

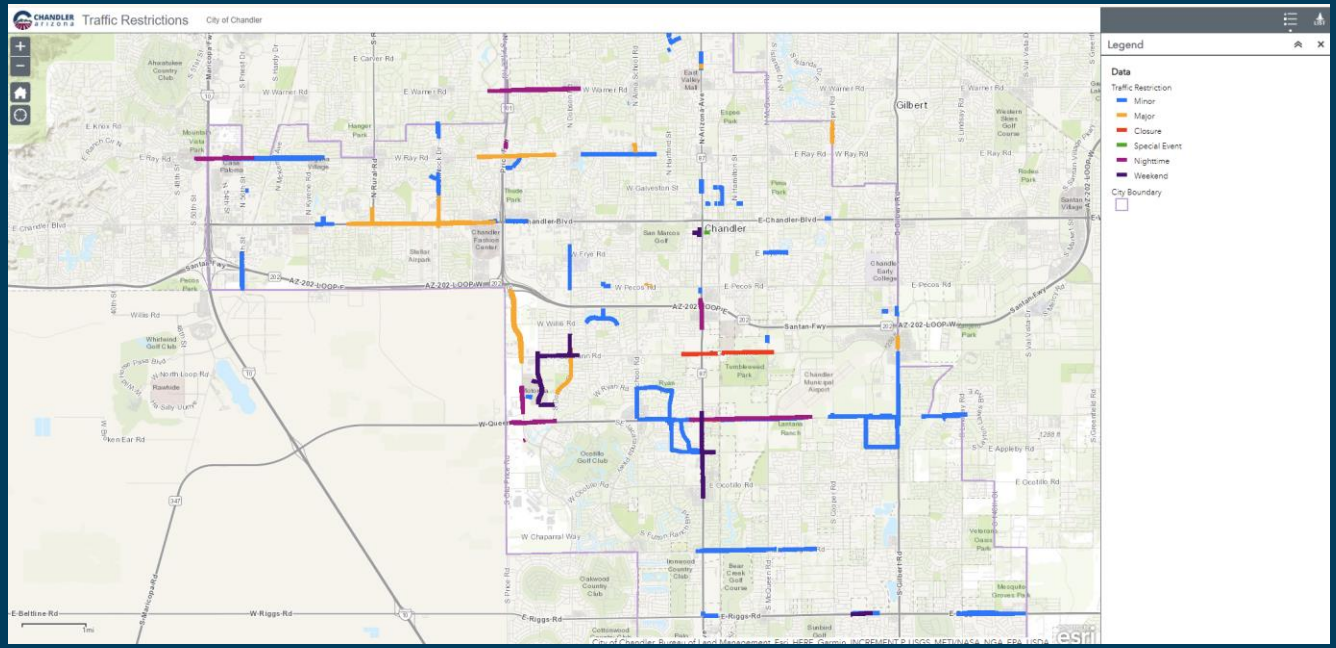




What do we do?

1. Temporary traffic control. Review, issue permit, and inspection.
2. Traffic studies, signal warrant study, traffic calming study, etc.
3. Traffic crash study, annual traffic report, etc.
4. Review development project and CIP project.
5. School traffic-related projects, school zones, safe to school, etc.
6. Special events and block party permit.

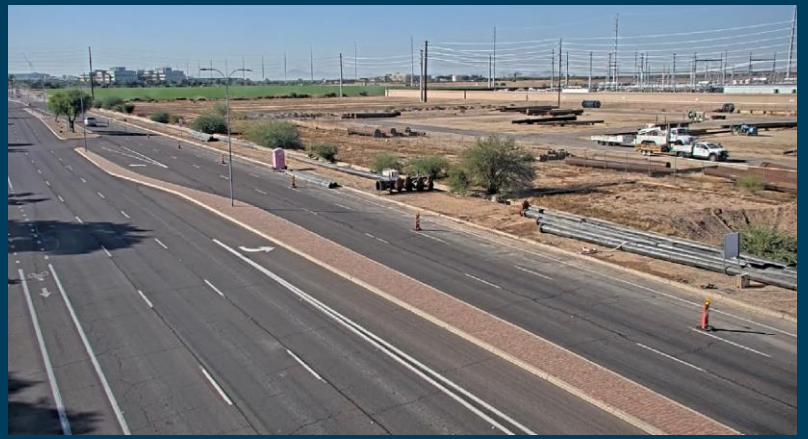
Temporary Traffic Control



https://gis.chandleraz.gov/trafficrestrictions/

Temporary Traffic Control





Why is that no one working in the work zone?

1. It is NOT a work zone.
2. Works may be underground.
3. Waiting for the next phase of the project.

Traffic Studies

Data collection





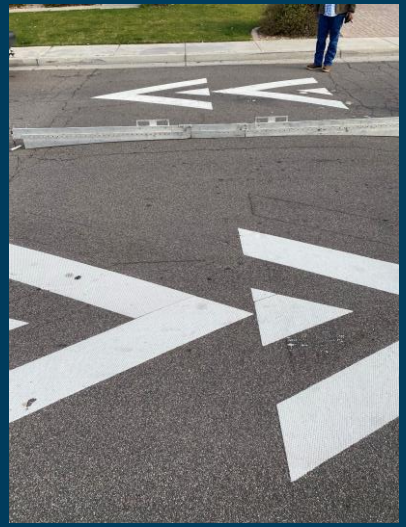
Signal warrants study



Traffic calming devices

Qualification for traffic calming devices

- Local street
- Traffic volume
- Excessive speed
- Widely supported by the community



Traffic crash study

Agencies	Number of Crashes[2]				Population[3]	Accident Rate[4]
	Fatal	Injury	PDO	Total		
Arizona	1,197	37,075	83,975	122,247	7,497,004	16.3
Maricopa County	647	25,456	61,134	87,237	4,585,871	19.0
Chandler	17	1,017	2,531	3,565	281,107	12.7

Project development review



School traffic safety





Special event and block party







Questions

ITEM 5

Transportation Commission Government Relations & Transportation Policy Memo No.

Date: 01/15/2025
To: Transportation Commission
From: Sheri Passey, Management Assistant
Subject: Prop 479 Briefing - Jason Crampton - Transportation Planning Manager

Background/Discussion

Briefing only. Prop 479 presentation by Jason Crampton.

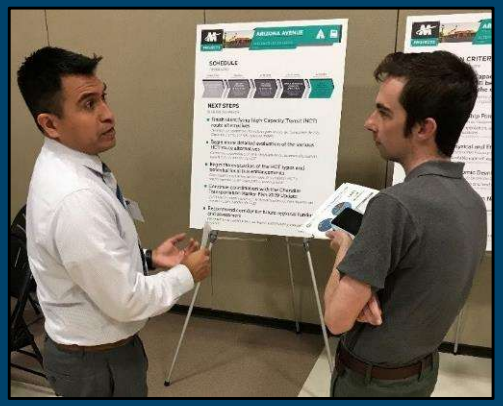
Attachments

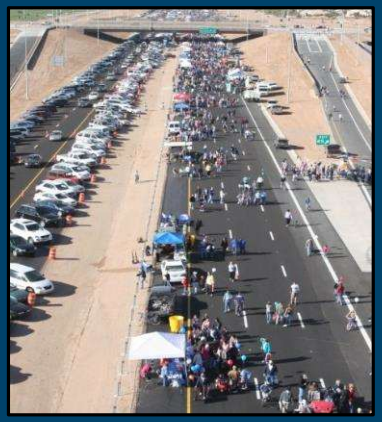
Prop 479 Chandler Projects





Proposition 479
Chandler Projects







Investment Plan: By the Numbers

331 new freeway/ highway lane miles

134 new HOV lane miles

1,000 new or improved arterial lane miles

43 new or improved traffic interchanges

19 new DHOV or system interchange DHOV ramps

3 new or improved system interchanges

HELPS SUPPORT

11.9 miles of new light rail

28.3 miles of BRT (bus rapid transit)

4.4 miles of new streetcar

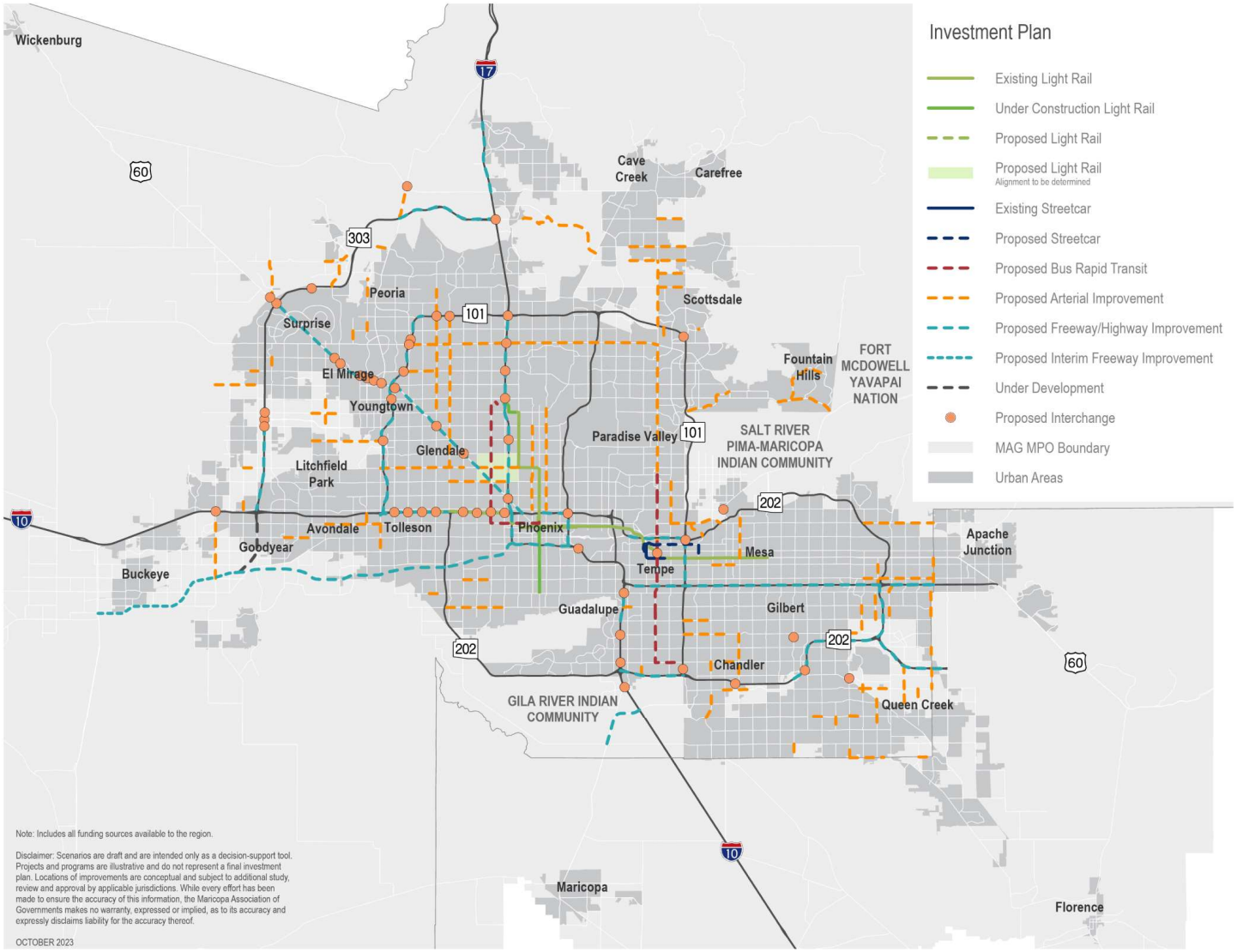
Program Investments	
Nonmotorized Infrastructure	$800,000,000
Air Quality	$160,000,000
Arterial Intersection	$400,000,000
Arterial Rehabilitation	$500,000,000
Arterial Widening	$300,000,000
Emerging Tech	$250,000,000
ITS	$600,000,000
Safety	$200,000,000
TDM Expansion	$250,000,000



Funding Source	20 years
Sales Tax (1/2 Cent)	**$14.9 b**
ADOT HURF	$2.0 b
MAG FHWA Formula Funds	$2.9 b
MAG FTA Formula Funds	$2.3 b
ADOT FHWA Formula Funds	$6.0 b
Total	**$28.2 b**

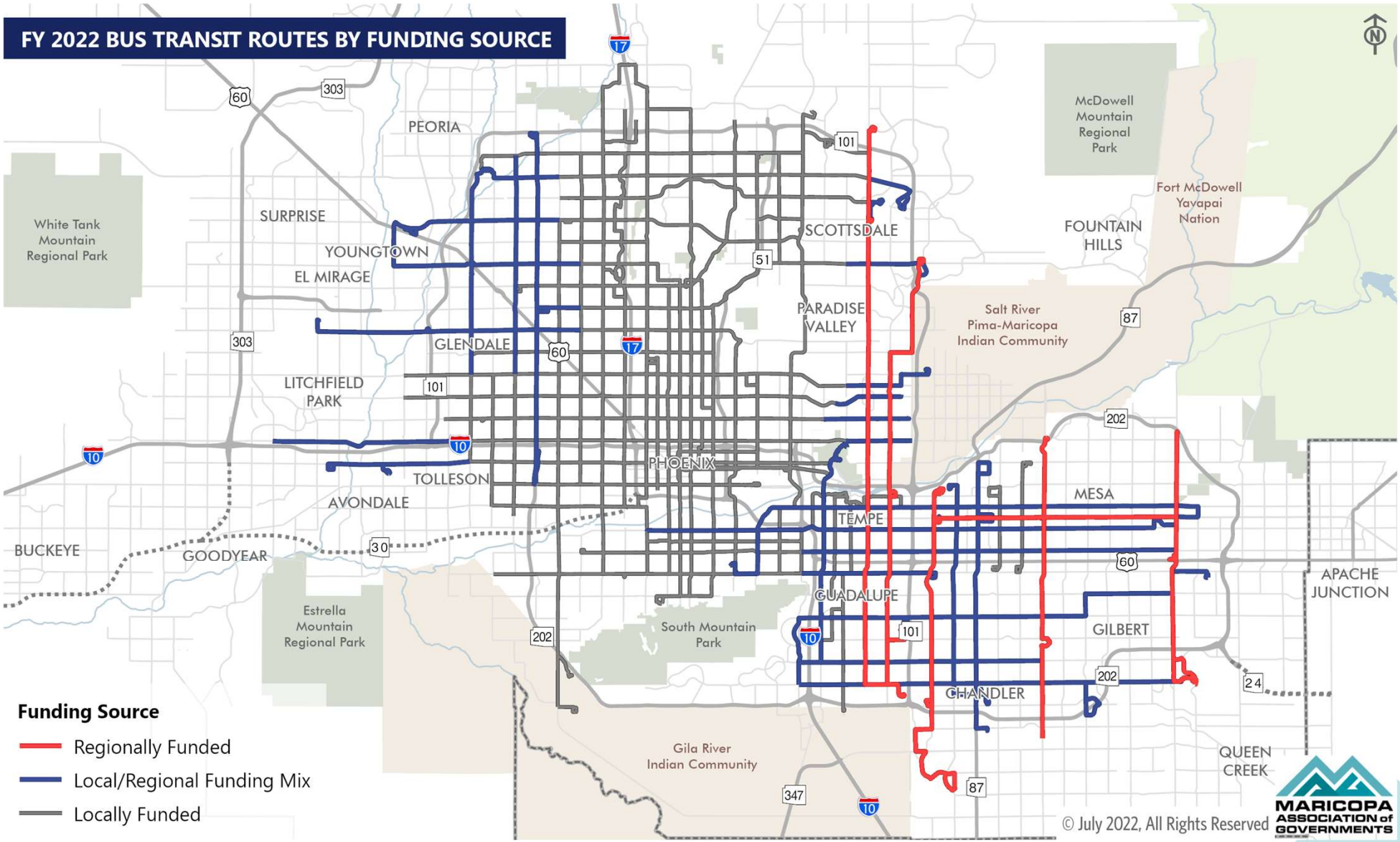
ARTERIAL AND FREEWAY OVERVIEW

- 91 Arterial Projects
- Construction of SR 30
- Completion of SR 24
- Completion of Loop 101 and Loop 202
- Improvements to interchanges across the region



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FY 2022 BUS TRANSIT ROUTES BY FUNDING SOURCE



Funding Source

- Regionally Funded
- Local/Regional Funding Mix
- Locally Funded

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MARICOPA ASSOCIATION of GOVERNMENTS

Proposition 400

- Bicycle and pedestrian improvements
- Air quality (street sweepers & paving of unpaved roads)
- Intelligent transportation systems (ITS)

Proposition 479

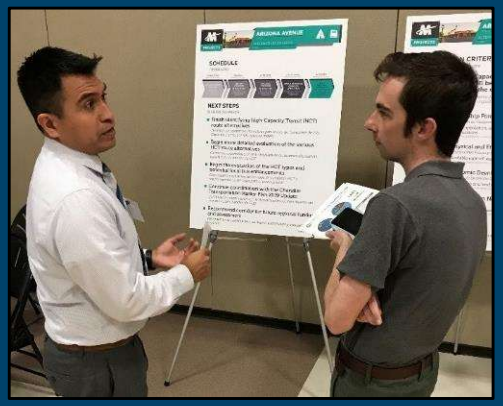
- Nonmotorized infrastructure
- Air quality (street sweepers and paving of unpaved roads)
- Arterial rehabilitation
- Arterial widening
- Emerging technologies
- Intelligent transportation systems (ITS)
- Intersection improvements
- Safety

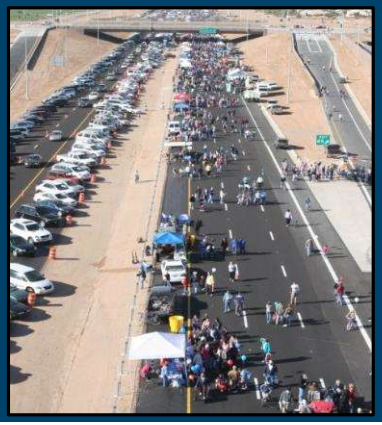
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Proposition 479
Chandler Projects







Prop 400 - Southeast Valley

- New Freeways/ Widenings:
  - South Mountain 202
  - SR-24
  - Loop 101
  - Loop 202
  - I-10
  - US-60





- Arterial Streets:
  - 99 Different Projects (30 in Chandler)
- 30 Bus Routes: $800 Million to East Valley ($130 Million in Chandler)
- Light Rail in Tempe and Mesa

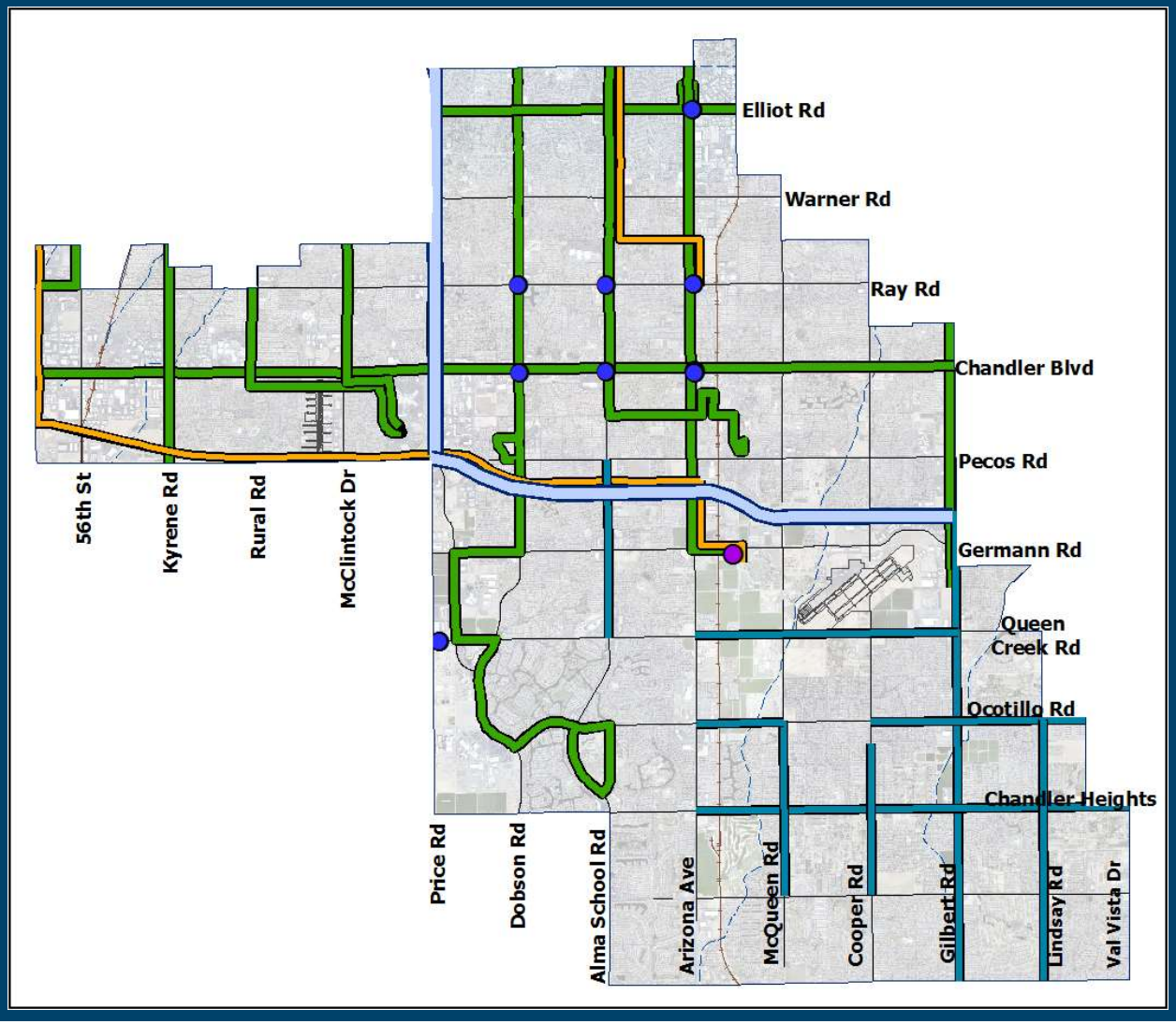
Prop 400 – Chandler's Projects

Roadway

- Freeway Widening
  - -Loop 202
  - -Loop 101
- Arterial Widening
  - -Gilbert Rd.
  - -Queen Creek Rd.
  - -Ocotillo Rd.
  - -McQueen Rd.
  - -Chandler Heights Rd.
  - -Cooper Rd.
  - -Lindsay Rd.
  - -Alma School Rd.
- Intersection Widening
  - -Elliot/ Arizona
  - -Ray/ Dobson
  - -Ray/ Alma School
  - -Ray/ Arizona
  - -Chandler/ Dobson
  - -Chandler/ Alma School
  - -Chandler/ Arizona
  - -Queen Creek/ Old Price

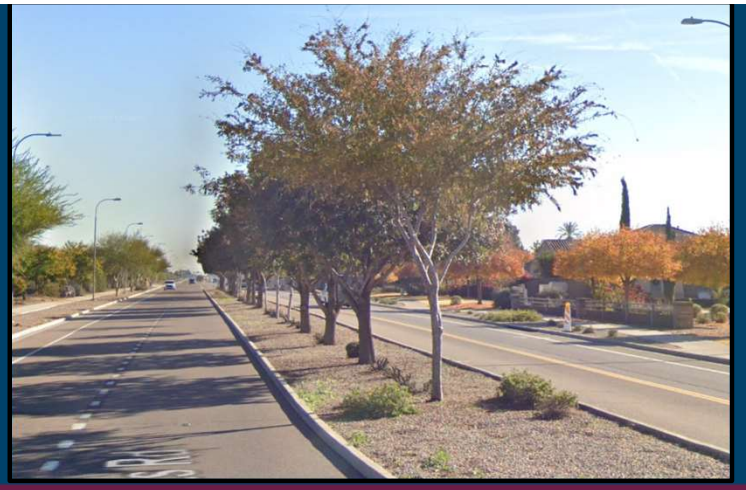
Transit

- Local Bus Routes
- Express Bus Routes
- Park and Ride







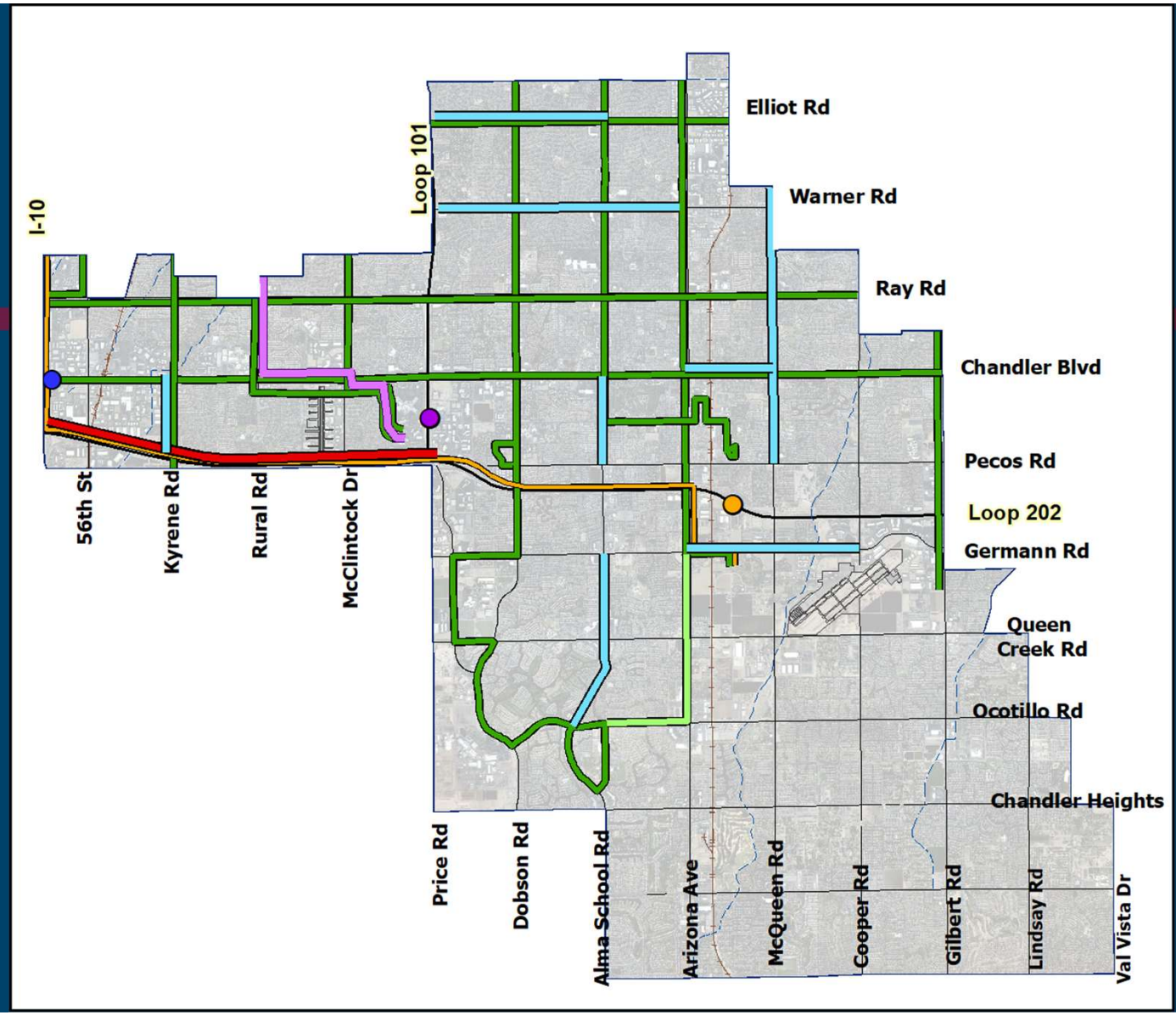


Proposition 479





Projects in Chandler





Questions and Comments





ITEM 6

Transportation Commission Government Relations & Transportation Policy Memo No.

Date:	01/15/2025
To:	Transportation Commission
From:	Sheri Passey, Management Assistant
Subject:	January 2025 Project Status Update List

Background/Discussion

Information only.

Attachments

January 2025 Project Status List

Transportation Project Status - January 2025

ROADWAY AND TRAFFIC PROJECTS	Designer	Contractor	Status	Comments	PROJECT COST ESTIMATE ($MILLIONS)
ST1614 **Chandler Heights Road** Improv. [McQueen Road to Gilbert Road for two through lanes each direction]	Kimley-Horn	Granite Construction Co	Construction underway. Contractor is working on punchlist. Completion scheduled for Winter 2024.	Federal funds	$20.90
ST1804 **Chandler Heights Road** Improv. [Gilbert Road to Val Vista Drive for two through lanes each direction]	Kimley-Horn	Sunland Asphalt	Construction to start January 2025.	Federal funds	$9.80
ST2001 **Lindsay Road** Improv. [Ocotillo Road to Hunt Highway for two through lanes in each direction]	Kimley-Horn	tbd	Design in progress. Bid scheduled for Spring 2025.	Federal funds	$27.20
ST2007 **Hamilton Street** Improv. [Appleby Road to Carob Drive]	Nfra Consultants	Redpoint	Construction underway.		$5.20
ST2009 **Dobson Road** Improv. **at Intel Driveways** #1 and #4 [Price Rd / Market Pl to Chaparral Way]	Premier	DCS Contracting	Construction complete. Close out in process.	Funded by 20% from Intel and 80% from State TPT per ARS 42-5032.02	$0 City Cost (Intel Funded)
ST2012 **Arterial Congestion Monitoring** [Install data collection devices at major intersections, and use data to map traffic congestion and mobility.]	Y.S. Mantri & Assoc.	CS Construction	Construction completion anticipated late to mid January 2025.	Grant funds	$1.30
ST2103 Intersection Improv. at **Ray Road and Dobson Road**	Kimley Horn	tbd	Design underway. Construction anticipated Fall 2026.	Grant funds & local funds	$11.85
ST2112 **Alley Rehab** PM10 Dust Emissions Reduction 2 (FMA Areas 16, 25,39, and 40)	Premier / Olsson	Cactus Asphalt	Construction underway.	Federal funds	$2.90
ST2110 **Chandler Video Detection Cameras**	Y.S. Mantri & Assoc	TCI	Construction complete. Close out in process.	Federally Funded	$2.10
ST2209 **Chandler Local Detection and Communication Systems** (Replaces existing video detecting cameras with new video cameras)	Kimley-Horn and Associates	CS Construction	Construction complete. Close out in process.	Federally Funded	$0.50
ST2210 **Chandler ICM Detection and Communication Systems** (Replaces existing video detecting cameras near freeways with new video cameras)	Kimley-Horn and Associates	CS Construction	Construction complete. Close out in process.	Federally Funded	$0.60
ST2301 **Armstrong Way and Hamilton Street Improvement** (Improves the south half of Armstrong Way and the west half of Hamilton Street)	EPS Group, Inc.	tbd	Design underway. Construction tentatively scheduled Summer 2025.		$2.00
ST2303 **Cooper Road - Insight Loop Extension** (Connects Cooper Road to Insight Way & Emmett Dr intersection)	Aztec	tbd	Design underway.		$9.30
ST2309 **Alma School Road Germann Rd to Queen Creek Rd** (widening Alma School Road from Germann Road tro Queen Creek Road)	Olsson Associates	tbd	Design is currently ot 60%		$11.30
ST2310 **Alley Rehab PM10 Dust Emissions Reduction Phase 3** (FMA Areas 6, 24, 26, 27)	Premier / Olsson	tbd	Design underway.	Federally Funded	$3.50
ST2403 **McQueen Road Improvements - Warner Road to Pecos Road Study** (Study to widen McQueen Road in three phases from Warner Road to Pecos Road)	Kimley-Horn and Associates	tbd	Design Study only	Study is Locally Funded, Project will be Federally Funded and Design starts in FY 27-28	$84.00
PEDESTRIAN, BICYCLE, AND TRANSIT PROJECTS	**Designer**	**Contractor**	**Status**	**Comments**	**PROJECT COST ESTIMATE**
ST2106 **Frye Road Protected Bike Lanes** [Paseo Trail to San Marcos Elementary School]	TY Lin	Granite Construction Co	Study completed by Y2K. Design complete. Construction in early 2025.	$13.5 Million grant awarded for construction and $650,000 for design.	$14.00
TP2202 **Kyrene Branch and Highline Canal Shared Use Paths**	Kimley-Horn	tbd	95% Design. Right-of-Way in Process. Construction in early 2026.	Federal grants have been awarded to fund study, design and construction.	$4.50
Ashley and Paseo Trails Connection	Y2K Engineering	tbd	Study completed by Y2K. 95% Design. Right-of-Way in Process. Construction in mid-to-late 2025.	Study was federally funded. Construction and design are locally funded.	$1.00
Arizona Avenue Shared Use Path Study	Y2K Engineering	tbd	Study being finalized. Analyzes feasibility of expanding 4'-6' sidewalks to a 10'-12' shared use path on Arizona Avenue between Ray Road and the Western Canal.	Federally funded study.	$0.10
Pedestrian Connectivity Study	Y2K Engineering	tbd	Study being finalized. Creates a sidewalk inventory and develop a plan to address gaps in sidewalks.	Locally funded study.	$0.10
Paseo Trail Riggs Road Crossing	Kimley Horn	tbd	Study to develop preliminary design for a Paseo Trail crossing of Riggs Road and construction of the path between Riggs Road and Hunt Highway.	Awarded $60,000 federal grant for study.	$0.06
Roadway Safety Action Plan	tbd	tbd	Comprehensive study to analyze and develop recommentations to address road safety for all roadway users.	Awarded $560,000 Safe Streets for All grant to complete study (with 20% local match)	$0.70
Chandler Flex	NA	Via	Completed Airpark Area Flexible Transit Study. Began minor implementation of study recommendations through a two square-mile expansion between Arizona Ave. and McQueen Rd. and Queen Creek Rd. and Chandler Height Rd. and opened the school-only zone (north of Chandler Blvd.) to all trip types.	Awarded $2 Million grant for project startup and two years of operations. Awarded $1 Million congressionally-directed spending grant to continue operations.	$1.3 Annually