

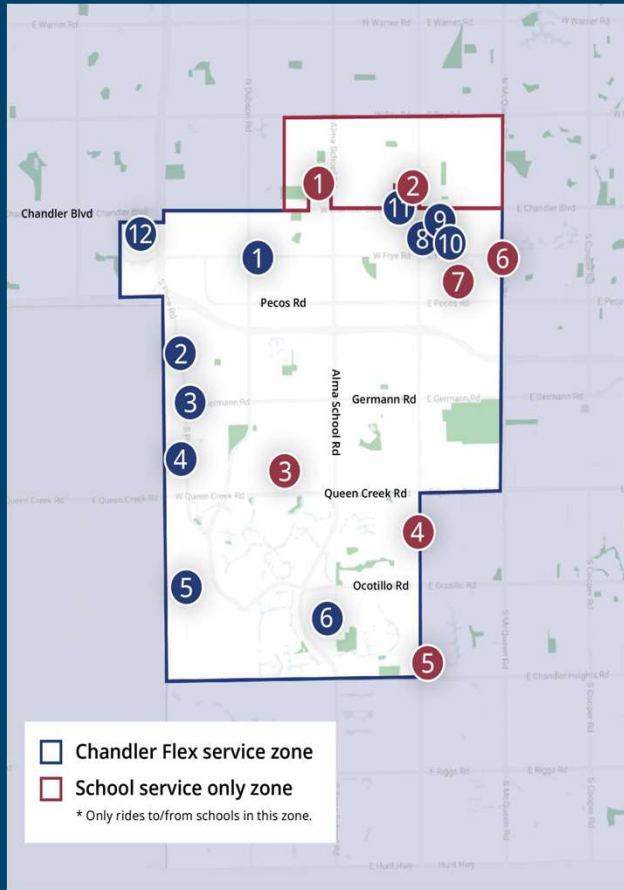


# Chandler Flex

**Nancy Jackson, Transportation Planning Coordinator  
City of Chandler**

# Chandler Flex Service

- Launched in July 2020
- 2-year contract with Via – turnkey service
- Funded by A for Arizona grant – \$2M
- 18 square miles of service area
- Operated Monday – Friday, 5:30am – 9:00 pm
- Fleet: 7 Hybrid Chrysler Pacifica, 3 are WAV
- Fare:
  - Single ride – \$2, Extra passenger – \$1
  - Student's trips to/from school – FREE
  - Seniors (65+) and WAV riders – \$1



## Popular destinations

- ① Chandler Regional Medical Center
- ② Northrop Grumman
- ③ Walgreens
- ④ Wells Fargo
- ⑤ Intel
- ⑥ Snedigar Park
- ⑦ Tumbleweed Park
- ⑧ City Hall
- ⑨ City Office Buildings
- ⑩ City Library
- ⑪ Center for Arts
- ⑫ Chandler Fashion Center

## Schools

- ① Arizona College Prep School
- ② Chandler High School
- ③ Bogle Junior High School
- ④ Hamilton High School
- ⑤ BASIS Chandler
- ⑥ Willis Junior High School
- ⑦ Hill Learning Academy at ICAN



# Chandler Flex Success

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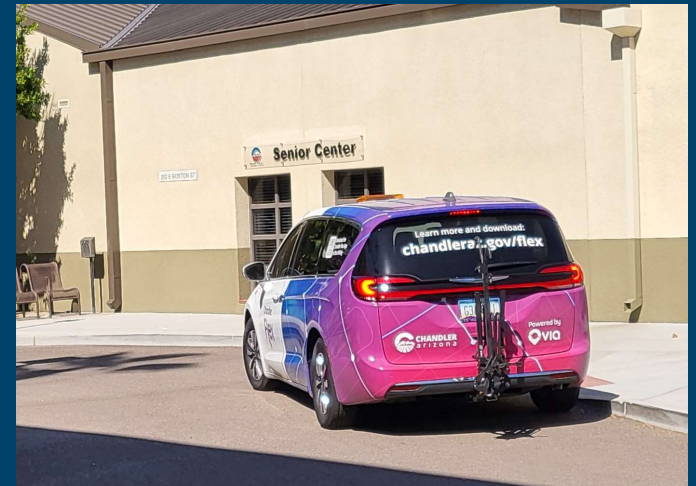
- 60,500+ rides in 18 months
- 4.9 ride rate (of 5)
- Providing a service to an area of Chandler with little to no public transit
- 60% of riders do not have access to a personal car
- Student Mobility



# Chandler Flex Lessons Learned

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- Turnkey still takes time
- Transition of Paratransit riders
- Optimizing service for non-school ridership
- Balancing demand with utilization and driver hours
- Monitoring ridership trends



# Chandler Flex Future

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- Prop 479
- Funding
  - Congressionally Directed Spending
  - ATTAIN grant
  - Local and ALF Funding
- Service area expansion





# Thank you!

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Questions?

# Casa Grande LINK Public Transit Service



## Successes

- Adapting to Service Needs
- Skyrocketed Ridership
- Community Interest and Support
- Transit Champions
- Nearly 85% are Rider App users
- Creating Opportunities and Independence
- Serving/Discovery of Transit Dependent Population
- Instant Acceptance and Highly Anticipated by Public
- Contractors Team including RideCo

## Lessons Learned

- Unknown Service Needs
- Starting from Ground Zero
- Creating Virtual Stops
- Unanticipated Rapid Growth
- Correcting Issues Quickly
- PAX Education
- Continual Outreach & Marketing

## Future of Service

- CARES Act funding for 2 to 2.5 years
- 5307 Funding
- Competitive Grant Funding
- Council Financial Commitment & Support
- Potential Ad Revenue
- Flexibility to Grow and Modify 5-Year Implementation Plan
- Reliable and Relevant
- Voucher Program



***“Just a Call, Click or Tap Away”***





# Service Parameters, Oversight and Community Engagement



## Service Parameters

- On Demand for General Public
- Shared Ride Service
- Curb-to-Curb Pickup and Drop Off
- Any Trip Purpose Allowed
- Accessible Vehicles
- Bike Racks hold up to 2 bicycles
- Downloadable Rider App
- Operates M-F, 7am to 7pm
- 6 Square Mile Service Area
- City Population 72K
- 3 Rev Vehicles at Max Use
- Connectivity w/CART regional service in southern Pinal County
- Live Dispatchers 7am to 7pm
- Travel Training available – *free*

## Operational Oversight

- Turnkey Operation
- 5-Year Contract
- RideCo Scheduling Solution
- City Provides Operations Center, Fuel, Bus Washing Facility & Covered Parking for Rev Vehicles and Staff
- Active Transit Advisory Committee



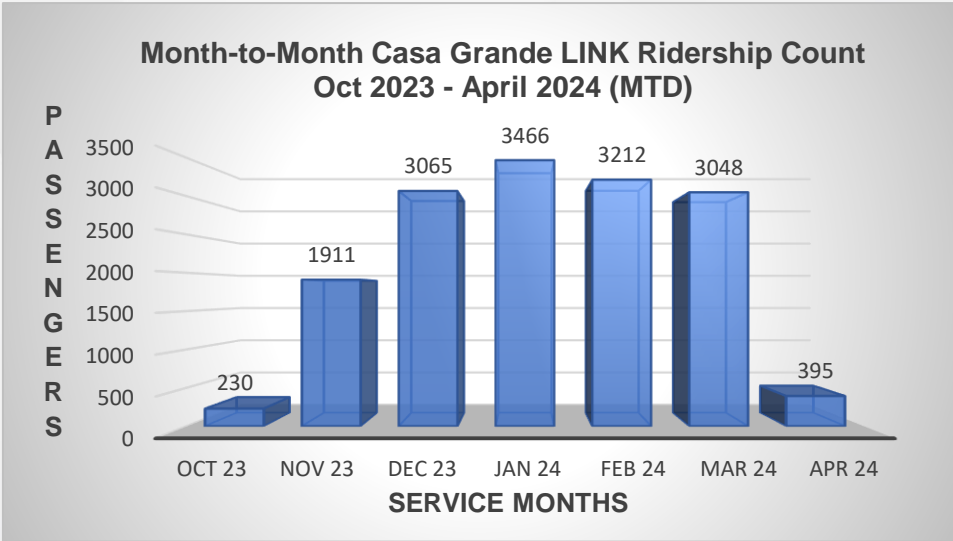
## Community Engagement

- Opportunities & Independence
- Serves numerous Training and Rehab Facilities
- Work closely with Social Services, Non-Profits, Active 55+ Centers, Mobile Home Parks & more





# Service Metrics – October 23, 2023 to March 29, 2024



**Average Ride Rating**

4.849

**On Time Performance**

98.9%

**Avg PAX p/Veh Hour**

3.85

**Avg Cost p/PAX Trip**

October	\$ 92.6
November	\$ 34.6
December	\$ 21.2
January	\$ 20.3
February	\$ 20.7
March	\$ 21.9

**% Shared Rides**

54%

Avg. Daily Passengers Completed

134

Passengers Per Vehicle Hour

3.8

Avg. Daily Rides Booked

140

User Conversion Rate

86.6%

Avg. Direct Distance

2.2 miles

Avg. Direct Duration (min)

6.4 mins

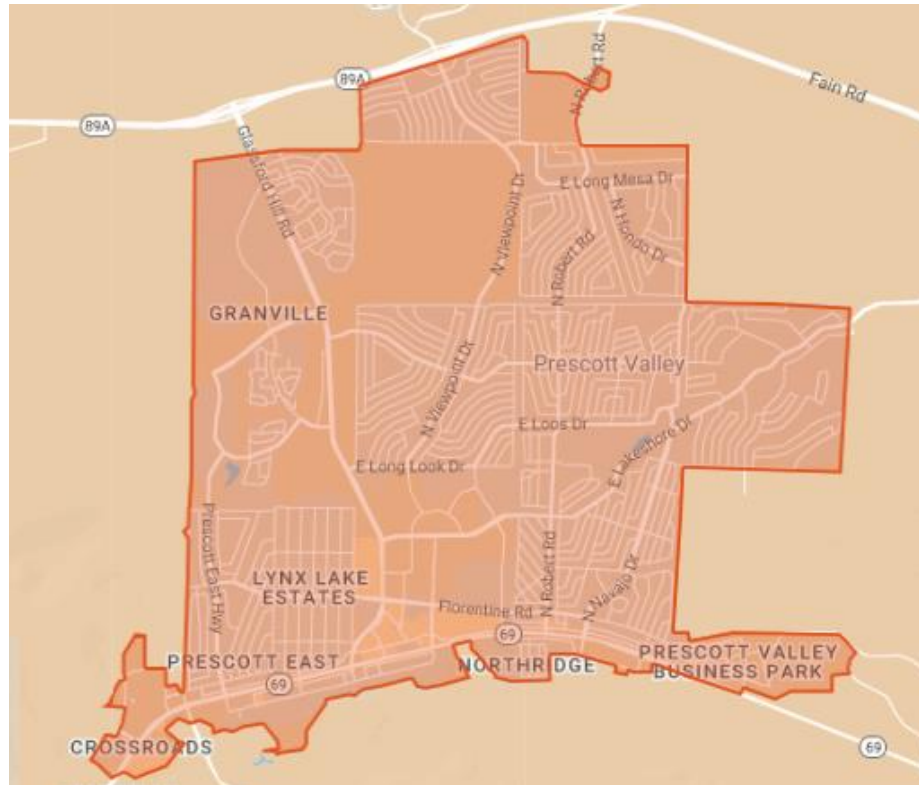


# Prescott Valley-Prescott Program Success

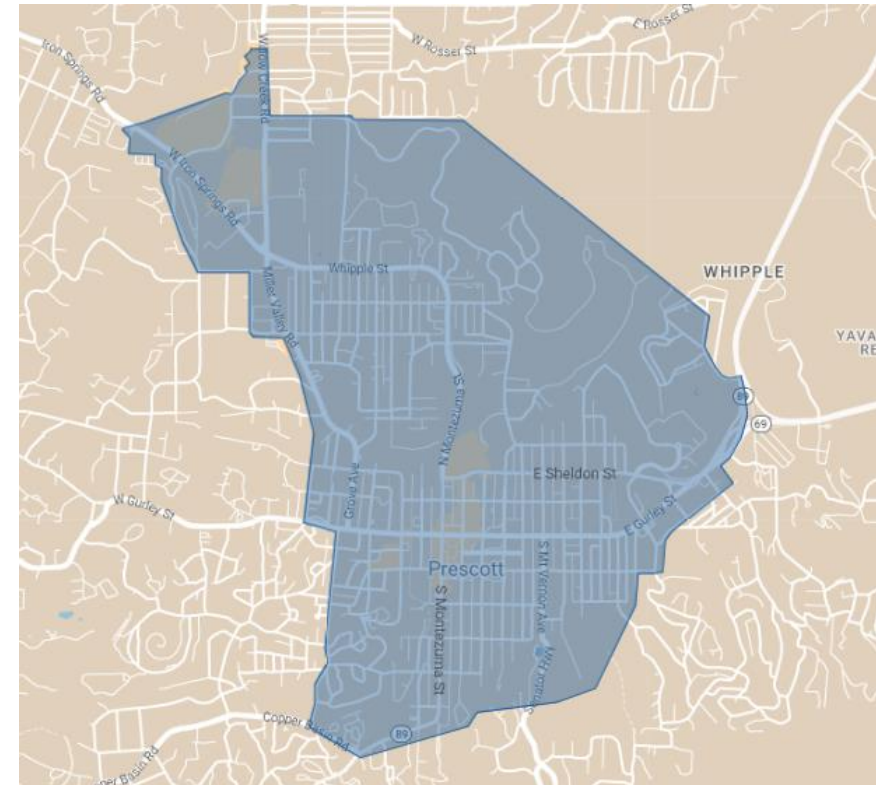
- Transit Plan Progress - Phase 2
- Improved Rider Experience & Accessibility
- Growing Ridership - No plateau




## Prescott Valley (Phase 1)

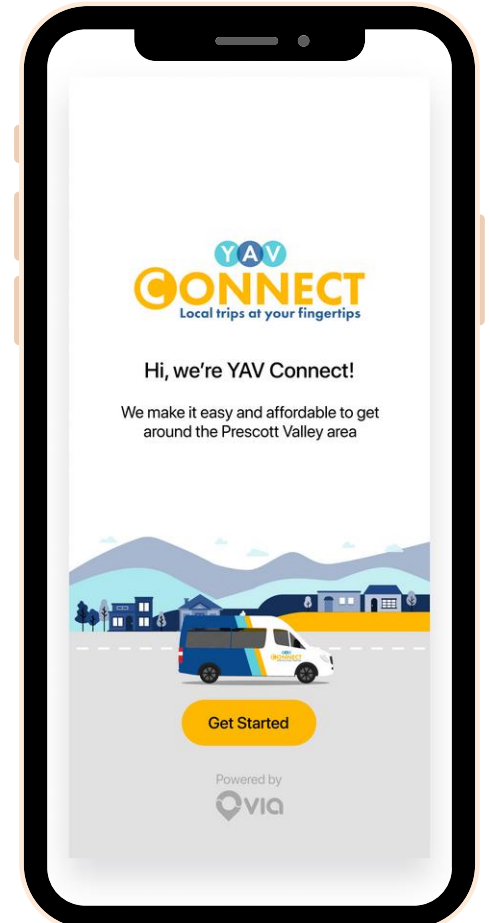


## Prescott (Phase 2)



# Lessons Learned

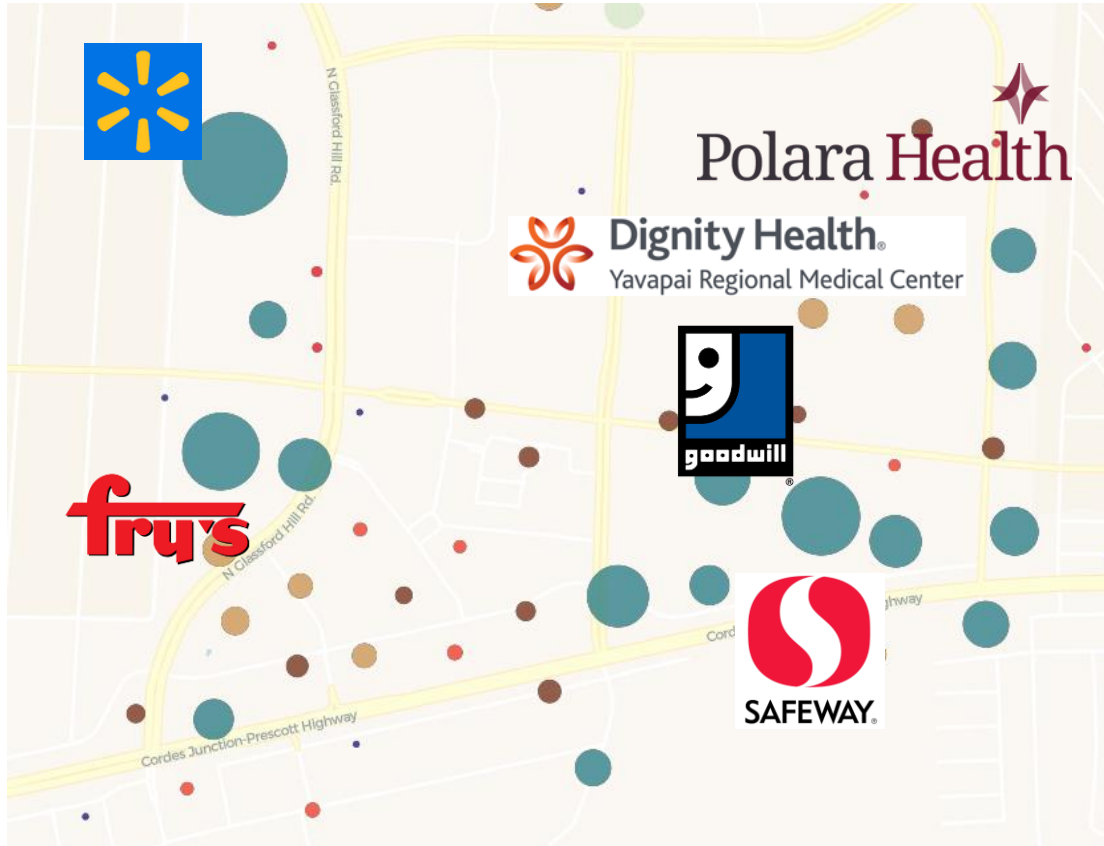
- **Customer Oriented**
  - Local area knowledge
  - Invested in the community
  - Easy to ride
- **Robust ITS Needed**
  - Data gathering
  - Option for virtual stops
  - Scheduling/Booking/Dashboard
- **On Demand**  **Pre-Bookings**
  - Both are part of the system





# Future Funding

- Local Government Partnerships
- Private/Public Partnerships



**CYMPO**

Central Yavapai Metropolitan Planning Organization



*Yavapai*  
COLLEGE



**VA**



U.S. Department of Veterans Affairs



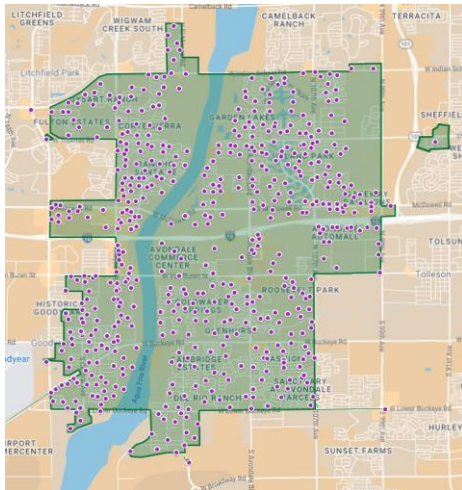
Prescott College

**CITY OF PRESCOTT**  
ARIZONA

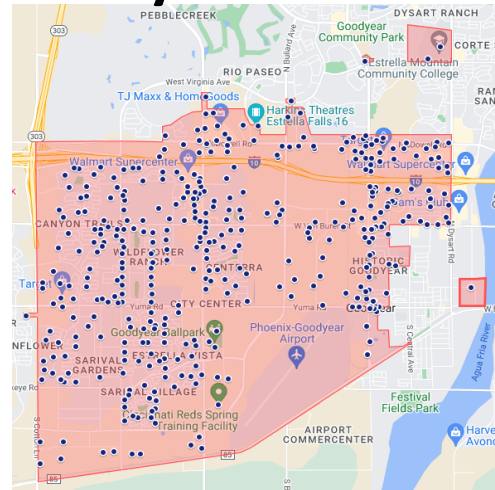
# Success of the Program



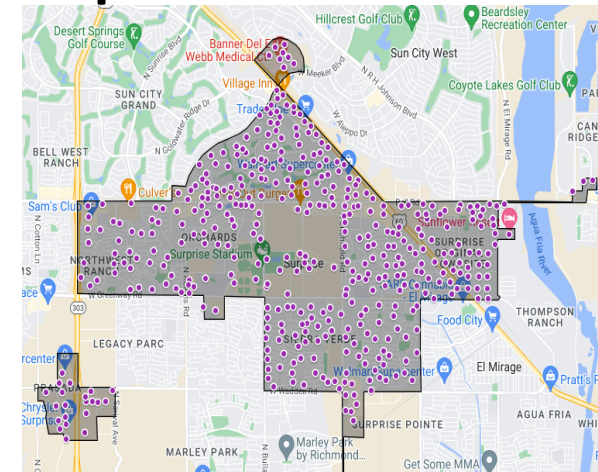
## Avondale



## Goodyear



## Surprise

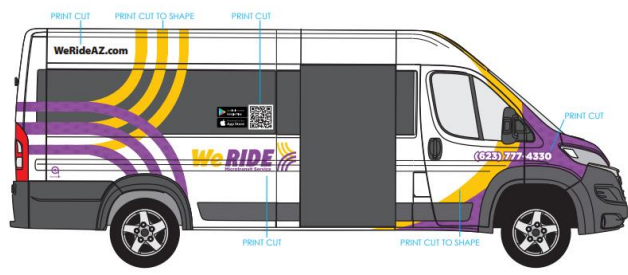


## Key Metrics

- Ridership Numbers (107,486 passenger trips) as of 4/2/24
- On-Time Performance (96.6%) & Total Trip Time (25.8 minutes)
- Improved Accessibility for Underserved Populations
- High User Satisfaction Rates (4.922+ out of 5.0)
- Subsidy per passenger (upper \$20's to low \$30's per trip)



# Lessons Learned



## Challenges during implementation and operation

- “No Plan Survives First Contact” – adapt and be flexible

## Key Lessons Learned

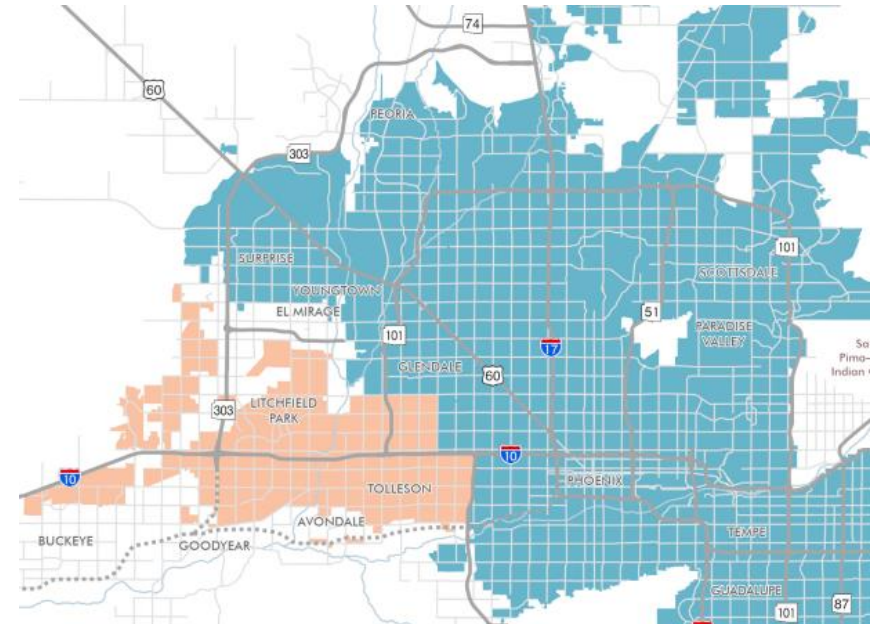
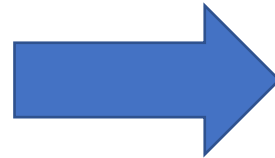
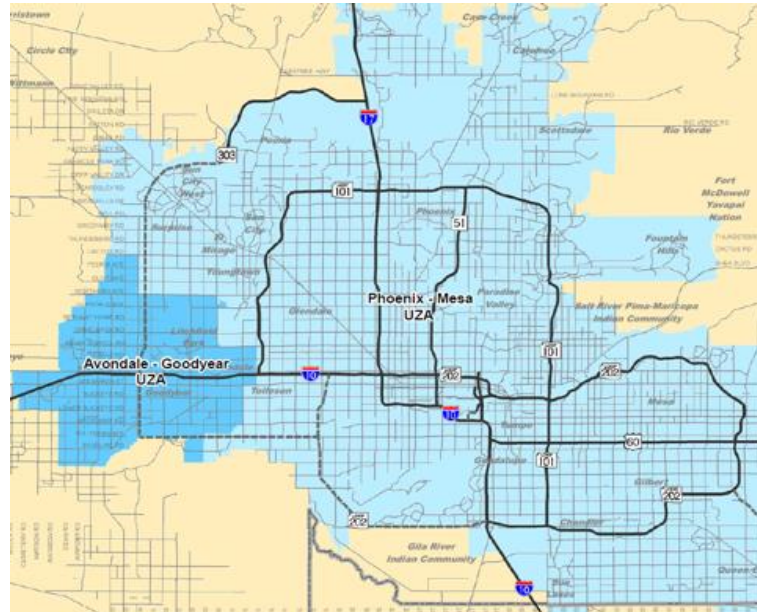
- Effective community marketing, outreach, and education
- Optimizing routing and scheduling algorithms
- Customer service is key – Our real ambassadors (drivers)
- Magic won’t happen overnight – System will evolve



# Future Funding

## Current Funding

- Avondale/Goodyear (local and federal)
- Surprise (local)



ELECTION DATE  
**November 5, 2024**  
for Proposition 479