



City of Glendale Transit Fare Review

STUDY OVERVIEW

APRIL 2017

Introduction

As part of the city's ongoing efforts to effectively deliver quality transit services to Glendale residents, Glendale Transit is in the process of conducting a review of current ride fare structure for Glendale Dial-A-Ride and Glendale Urban Shuttle (GUS) public transportation services and is seeking community feedback on proposed fare adjustments slated to take place in the late summer or early fall time frame, pending City Council approval.

Why is a fare review important?

- Continue to effectively deliver quality transit services to Glendale residents
- Achieve greater consistency among regional partners
- Anticipate and provide for future needs

The proposed fare adjustments outlined in the Transit Fare Review study, undertaken in response to City Council direction, are the first fare adjustments to be implemented since 1991. They include the elimination of fares for all passengers on GUS, a \$1 increase in one-way fare on the city's Dial-A-Ride for senior, ADA/disabled and junior passengers (age 6-13)

and an increase in one-way fare for the general public (age 14-64) from \$2 to \$5. Free fare for children age 5 and under will continue under the proposed ride fare structure plan.

Background

Glendale Dial-A-Ride began operation in 1975 as part of the city's expanding transportation program and the first publicly owned and operated transportation service of its kind in Arizona. Launched initially as a six-month pilot demonstration project, the city contracted with a private provider to offer general public transit service between Glendale's downtown, low-income housing areas and Glendale Community College.

Starting with just two vans, the program serviced a 3.5 square-mile area and provided one-way trips for 1,570 passengers during its first year of operation. In 1977, the city assumed operation of the Dial-A-Ride program and has continued to expand service over the years in response to growing public demand for convenient, low-cost public transit.

Transit Fare Review Website & Online Survey: www.glendaleaz.com/Transit

Glendale Transit Services

Dial-A-Ride

Dial-A-Ride service is available to the general public with a citywide service area of 55 square-miles, offering same-day pickup with limited reservation capabilities. In FY 2015-16, the city's Dial-A-Ride system provided one-way trips for 74,256 passengers.

Local ADA Paratransit Service

In addition to providing service to members of the general public (age 0-65+), Glendale Dial-A-Ride service offers ADA paratransit service to eligible persons certified through the Valley Metro Regional Public Transportation Authority (RPTA). The enhanced service provides disabled persons more flexibility than non-ADA service by operating extended hours outside of regular Dial-A-Ride service hours, advanced reservations, and door-to-door service. ADA-certified riders have the option of choosing ADA paratransit service at a higher fare or same-day service for a reduced fare.

Regional Paratransit Service

Glendale Transit also participates in regional ADA paratransit service in partnership with the RPTA. Under this program, ADA-certified residents of any Valley Metro partner city may request service. Riders are charged a flat \$4 one-way fare for this service and the remaining trip fare balance is paid for by the rider's city of residency.

Glendale Urban Shuttle - GUS

GUS service, surpassing 90,900 passengers during the past fiscal year, provides transit service to local destinations. GUS 1 and 2 run a 6.3-mile route in opposite directions between 67th and 52nd avenues and from just south of Glendale Avenue to Northern Avenue. The nearly 10-mile GUS 3 route runs between 53rd and 65th avenues, just south of Northern Avenue to just north of Peoria Avenue. Connecting transfers between all routes are available at the 55th Avenue/Northern Avenue bus stop.

Here's how you can get involved!

To learn more about the Transit Fare Review
Visit the Transit Fare Review webpage and take the online public comment survey at:
www.glendaleaz.com/transportation
Email fares@glendaleaz.com.
Public comment can also be submitted by calling Transit Services at 623-930-3500.
Comments will be recorded and entered into the public record.