



GREATER GILA COUNTY TRANSIT FEASIBILITY AND IMPLEMENTATION STUDY



Technical Working Group Meeting #2
June 27, 2017

Agenda

- Introductions
- Study Background and Purpose
- Survey of Transit Service Providers
- Existing Conditions
- Preliminary Transit Demand Analysis
- Public and Stakeholder Outreach
- Next Steps and Action Items

Study Background

CAG's 2015 Regional Transportation Plan identified the need to:

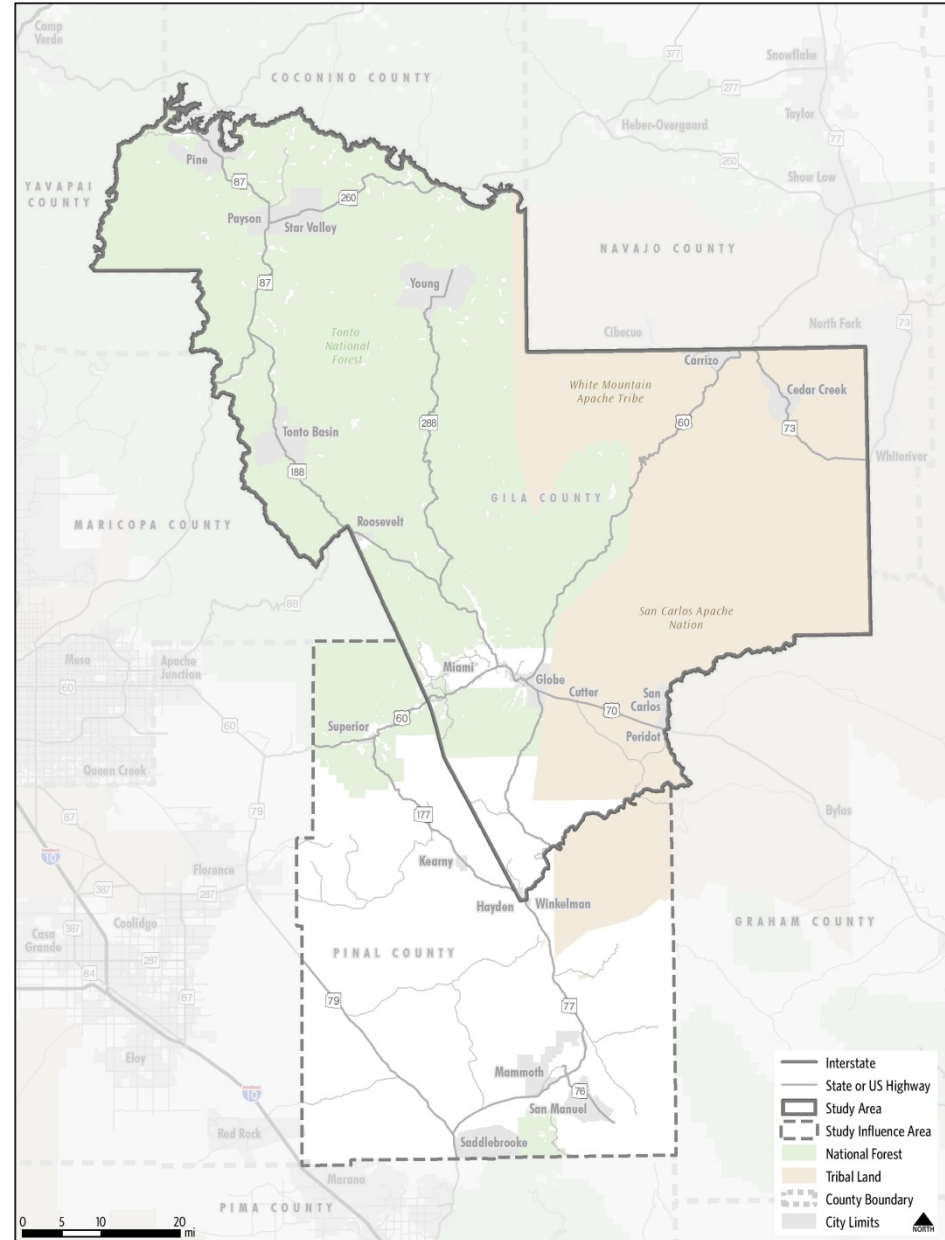
- Provide residents in Gila County with improved transit services
- Connect rural areas in the CAG region to Maricopa and Pinal counties

Study Purpose

- Assess the current transit environment in the region
- Identify the needs, travel alternatives, and unmet transit demand
- Identify duplication or service overlaps; develop strategies to improve coordination among existing services
- Conduct a Feasibility Study:
 - Verify the need for transit service and establish community support
- Develop an Implementation Plan, if needed
- Identify and improve efficiencies by using existing transit resources

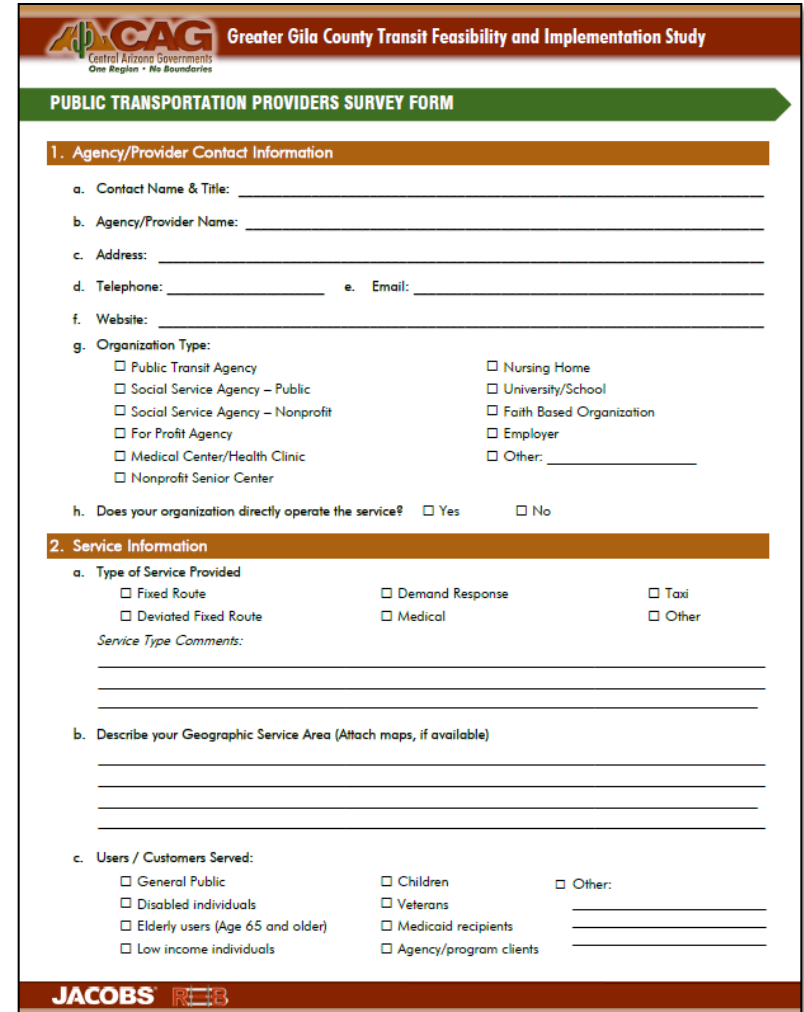
Study Area

- Gila County
- Major populated areas include:
 - Payson-Star Valley
 - Globe-Miami
 - Superior
 - San Carlos-Peridot
 - Hayden-Winkelman
 - White Mountain Apache Tribe



Transit Service Provider Survey

- Telephone surveys were conducted with 17 service providers
- Survey collected information on:
 - Types of services provided
 - Fleet information
 - Funding and revenue sources
 - Issues, constraints, needs
 - Future plans



1. Agency/Provider Contact Information

a. Contact Name & Title: _____

b. Agency/Provider Name: _____

c. Address: _____

d. Telephone: _____ e. Email: _____

f. Website: _____

g. Organization Type:

<input type="checkbox"/> Public Transit Agency	<input type="checkbox"/> Nursing Home
<input type="checkbox"/> Social Service Agency – Public	<input type="checkbox"/> University/School
<input type="checkbox"/> Social Service Agency – Nonprofit	<input type="checkbox"/> Faith Based Organization
<input type="checkbox"/> For Profit Agency	<input type="checkbox"/> Employer
<input type="checkbox"/> Medical Center/Health Clinic	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Nonprofit Senior Center	

h. Does your organization directly operate the service? Yes No

2. Service Information

a. Type of Service Provided

<input type="checkbox"/> Fixed Route	<input type="checkbox"/> Demand Response	<input type="checkbox"/> Taxi
<input type="checkbox"/> Deviated Fixed Route	<input type="checkbox"/> Medical	<input type="checkbox"/> Other

Service Type Comments: _____

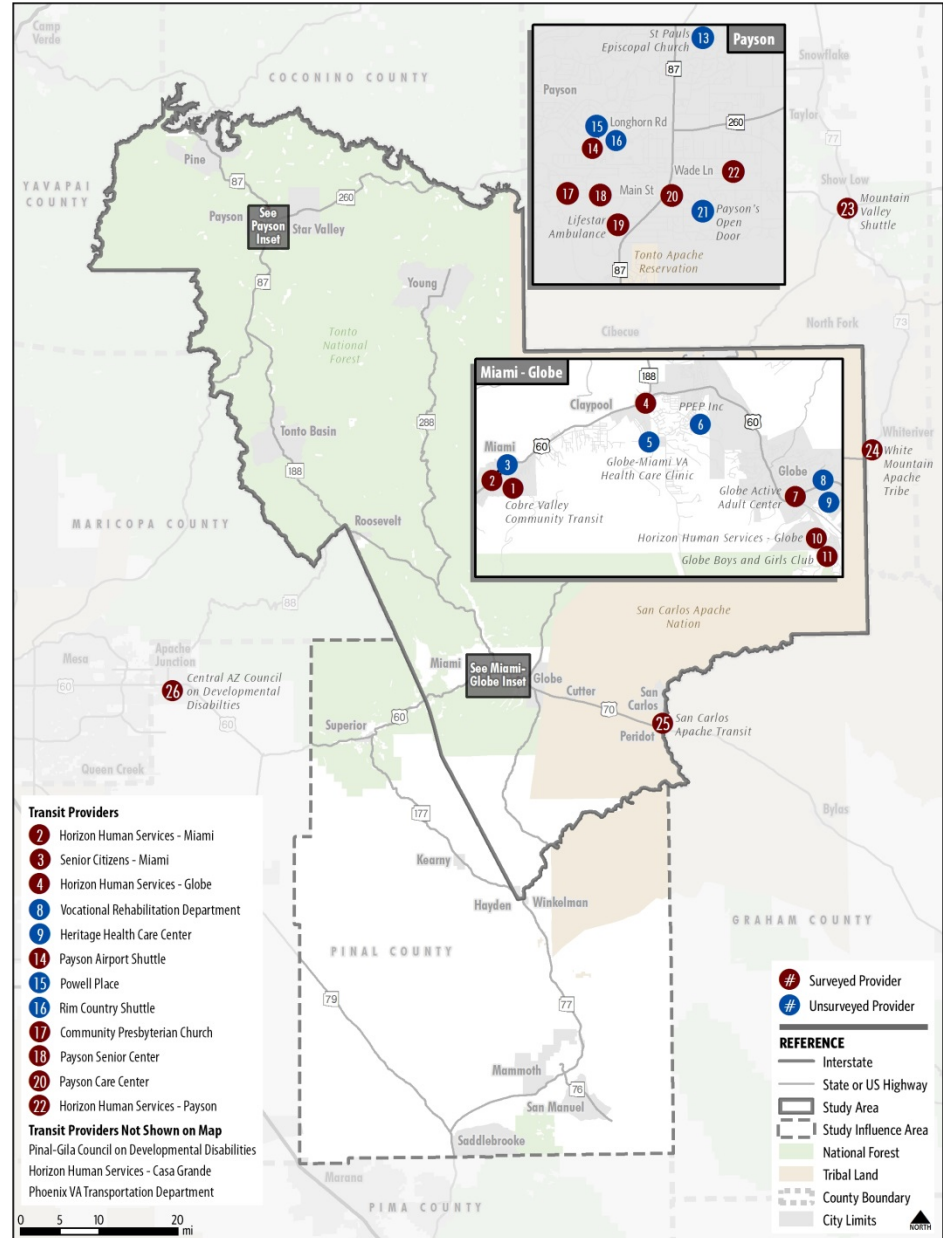
b. Describe your Geographic Service Area (Attach maps, if available)

c. Users / Customers Served:

<input type="checkbox"/> General Public	<input type="checkbox"/> Children	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Disabled individuals	<input type="checkbox"/> Veterans	_____
<input type="checkbox"/> Elderly users (Age 65 and older)	<input type="checkbox"/> Medicaid recipients	_____
<input type="checkbox"/> Low income individuals	<input type="checkbox"/> Agency/program clients	_____

Service Providers

- ~ 30 service providers
 - Payson: 6
 - Miami: 2; Globe: 4
 - Horizon Health and Wellness: 5 locations
- 4 providers have fixed routes
- 4 providers located outside of study area boundary: *Show Low, Apache Junction, Casa Grande, and Phoenix*
- 3 transit providers have service to the Phoenix area (Sky Harbor, VA Hospital)



Survey Results: Service Provider Type

Public Transit Agency

- Cobre Valley Community Transit
- San Carlos Apache Nnee Bich'oo Nii
- White Mountain Apache Tribe's Fort Apache Transit Connection

Social Service Agency – Public

- Globe Active Adult Center
- Globe Boys and Girls Club
- Phoenix VA Transportation Department
- Central Arizona Council

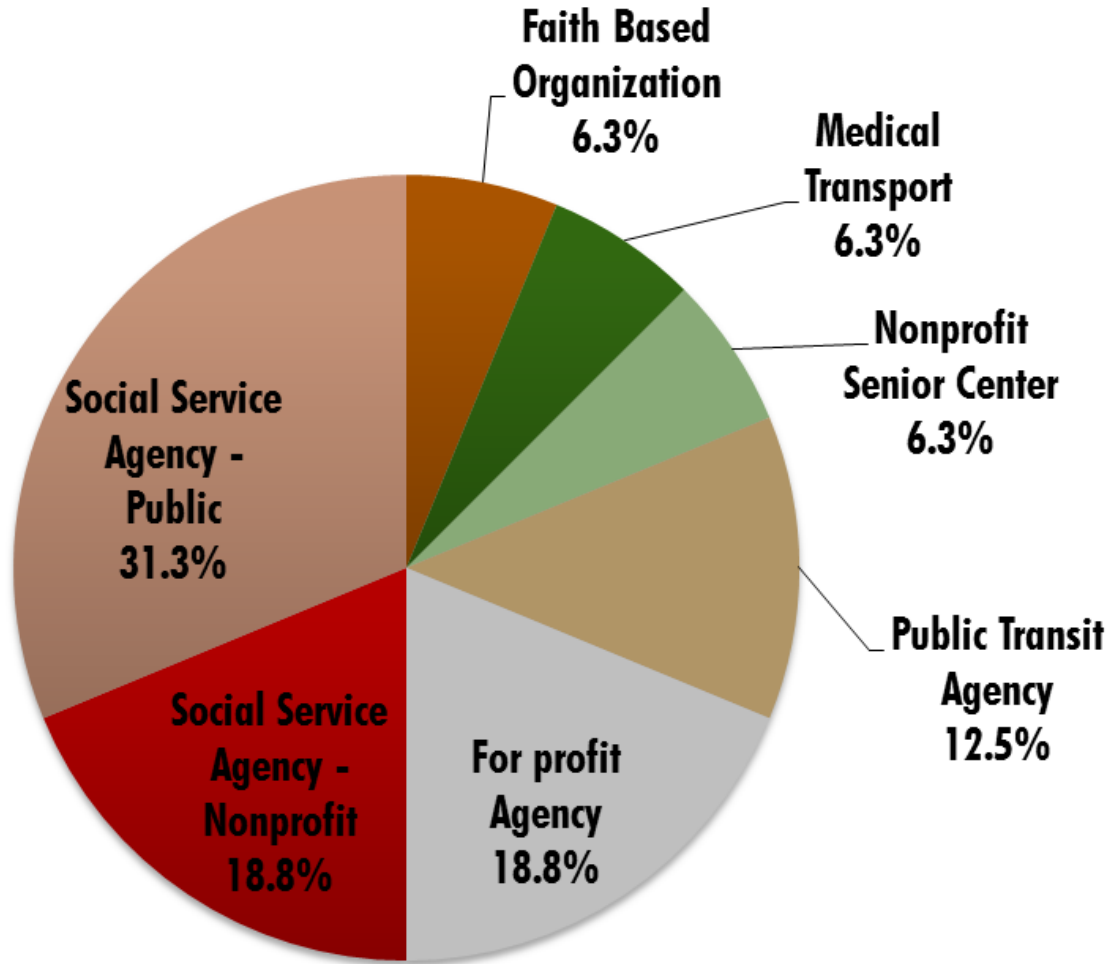
Other (Medical, Private, Faith)

- Community Presbyterian
- Payson Care Center
- Lifestar Ambulance
- Mountain Valley Shuttle
- Payson Airport Shuttle

Social Service Agency – Non-Profit

- Horizon Health and Wellness
- Payson Senior Center

Survey Results: Service Provider Type*

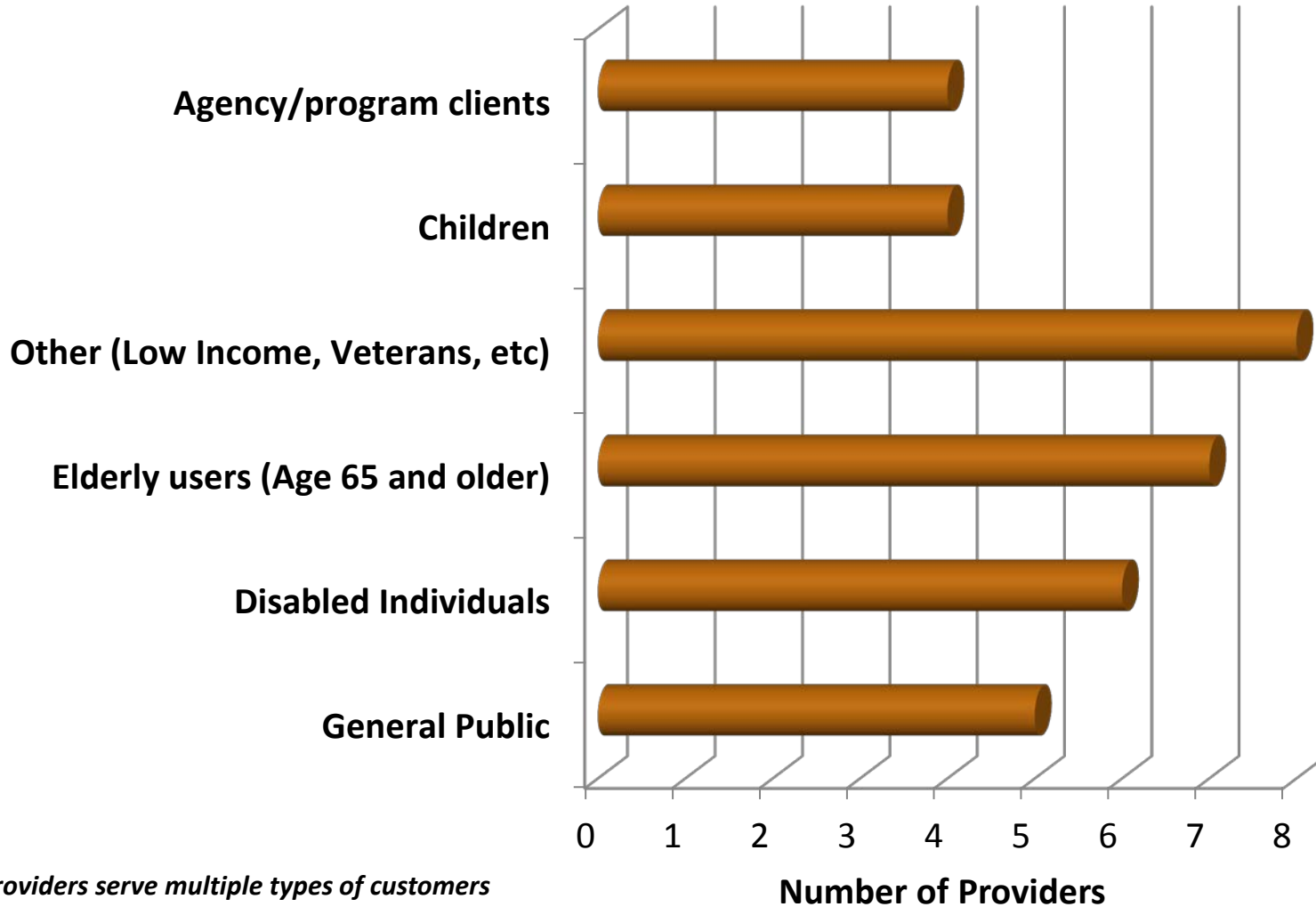


*Data illustrates completed surveys as of June 2017 and may not necessarily represent the study area in its entirety.

Survey Results: Service Area and Major Providers

Globe - Miami Area	Payson Area	San Carlos - Peridot	Cibecue - Whiteriver	Regional	Statewide
Cobre Valley Community Transit	Community Presbyterian Church	San Carlos Apache Transit	Fort Apache Connection (White Mountain Apache Tribe)	Payson Airport Shuttle	Horizon Health and Wellness
San Carlos Apache Transit	Payson Senior Center			Mountain Valley Shuttle	
Globe Boys and Girls Club	Lifestar Ambulance			Phoenix VA Transportation Department	
Globe Active Adult Center	Payson Care Center			Central AZ Council on Developmental Disabilities	
Miami Senior Center				Pinal - Gila Council for Senior Centers	

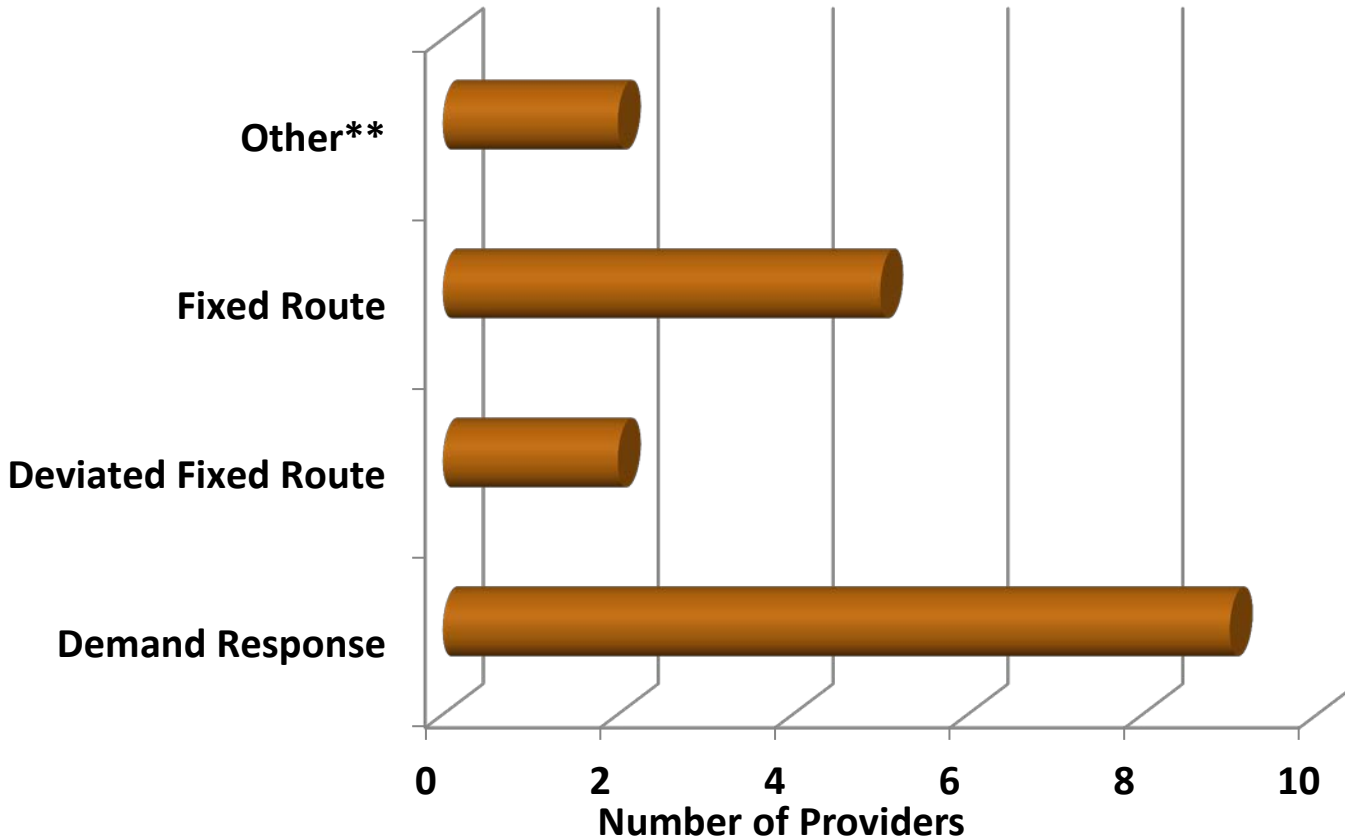
Survey Results: Type of Customers Served*



Many providers serve multiple types of customers

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Survey Results: Type of Service Provided*

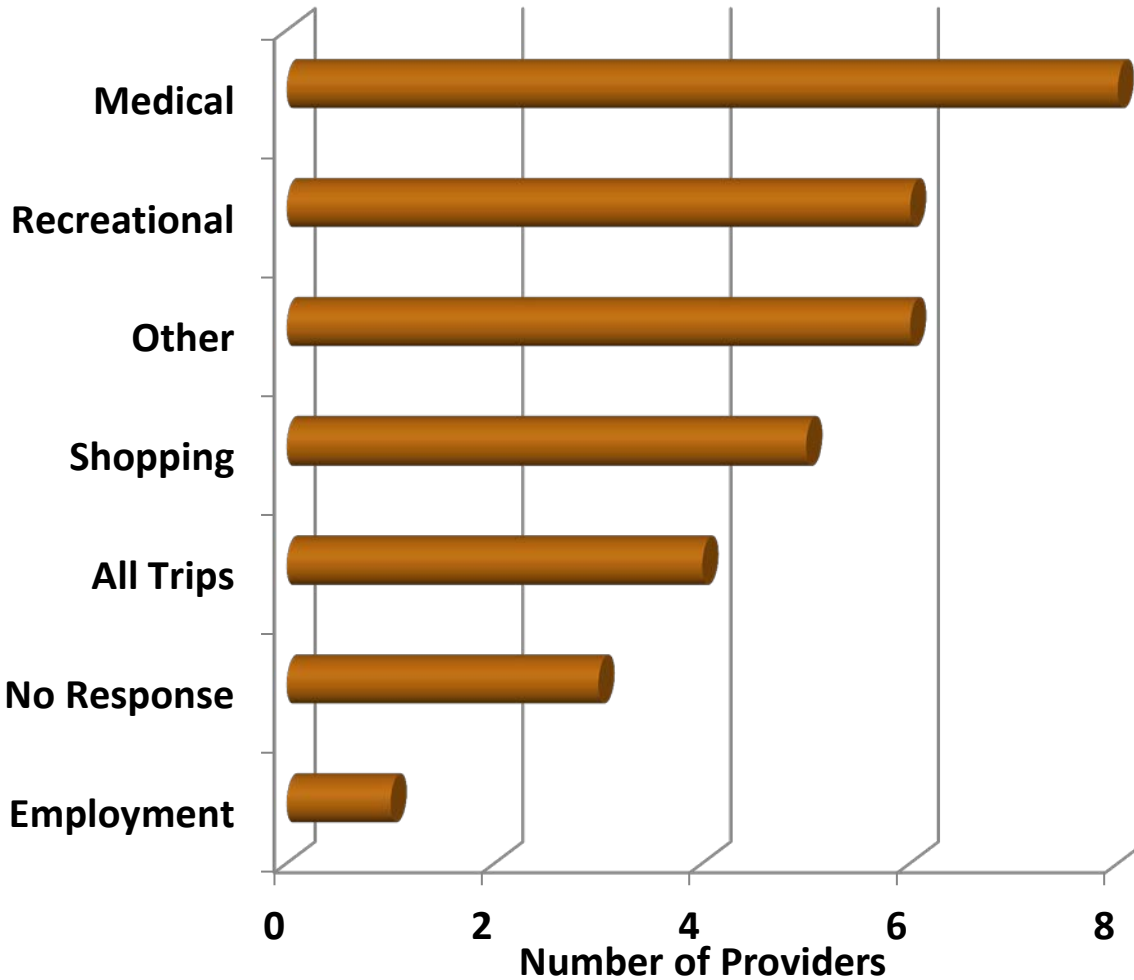


Many providers offer multiple types of services

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*** Other: 1) Boys and Girls Club Vehicle is used to pick up student participants after school and take to Club. Also to take participants home. Vehicle is also used for field trips. 2) Horizon Health and Wellness takes enrollees to activities*

Survey Results: Type of Trips Served*

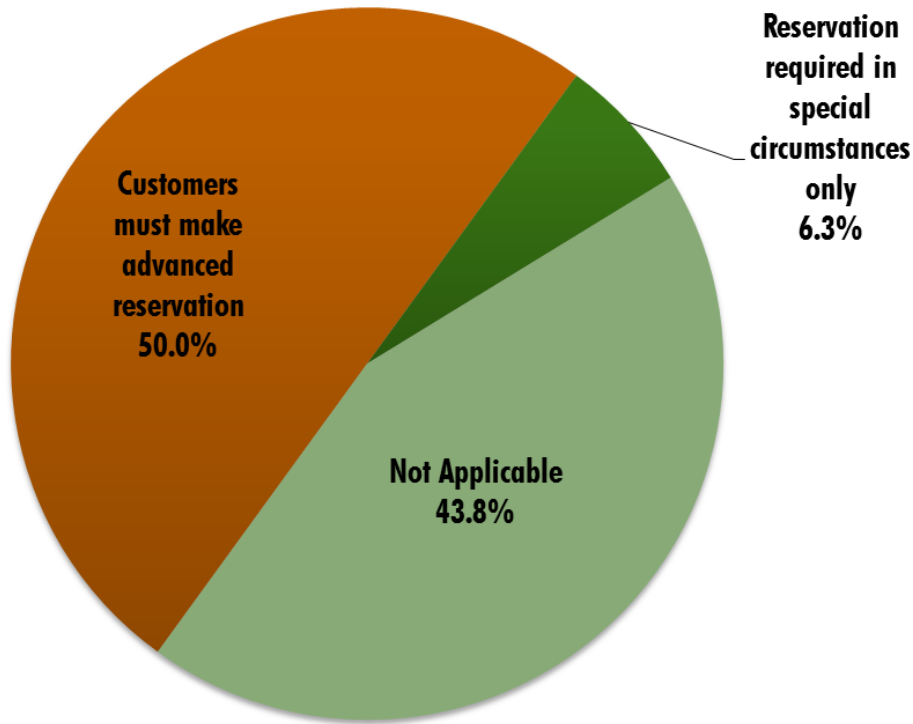


- Other trip locations served include airports, schools, church daycare, and prisoner transport
- Nnee Bich'o Nii operates special trips to Wal-Mart, State Fair in Phoenix, and seasonal acorn picking
- WMAT's Fort Apache Transit Connection schedule is designed for commuting to and from work

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Many providers serve multiple types of trips

Survey Results: Reservation Requirements*

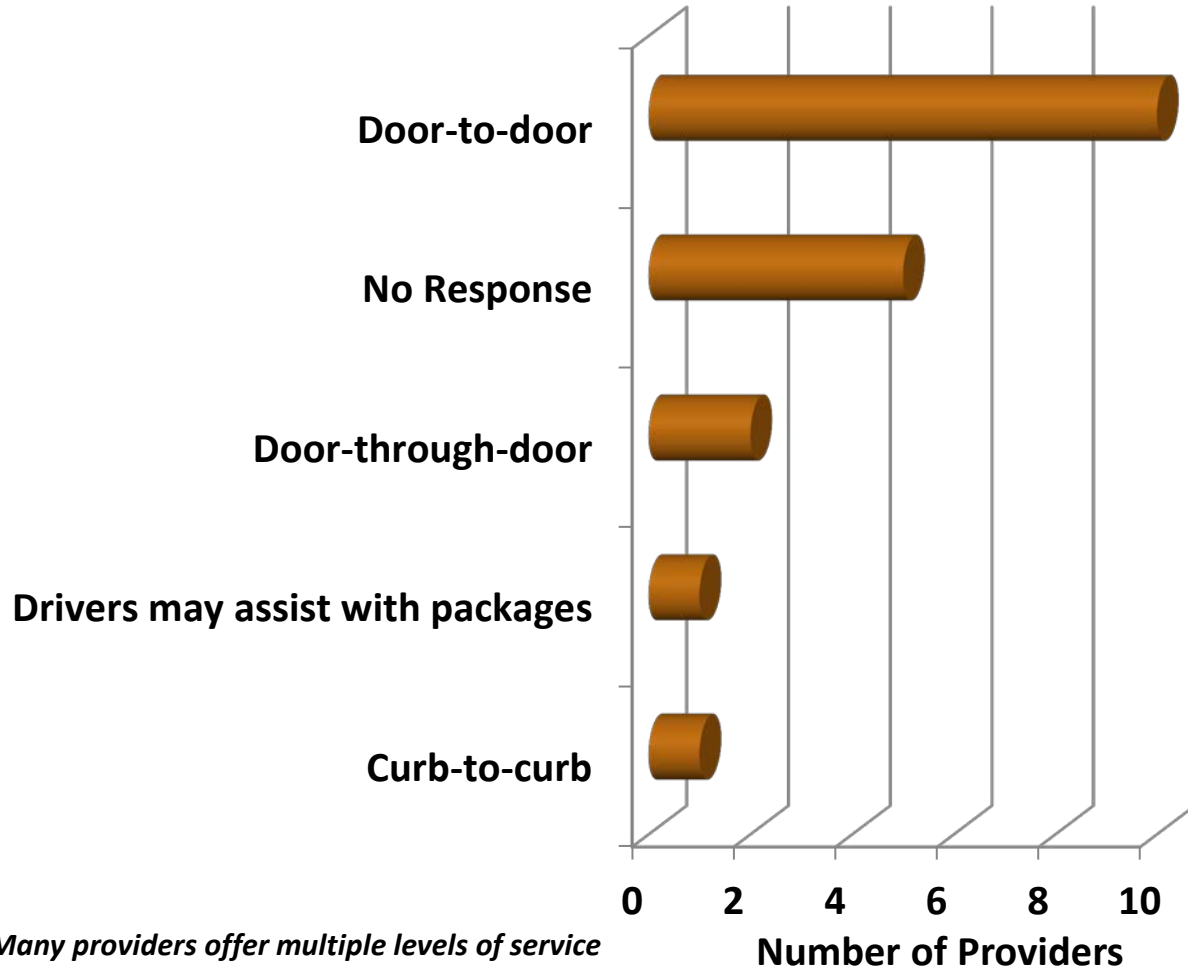


Demand Response service and advance reservation requirements:

- All reservations can be made by phone
- Majority are able to fulfill all trip requests received
- Payson Senior Center – refers riders to local taxi service for unfulfilled requests

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Survey – Level of Service Provided*

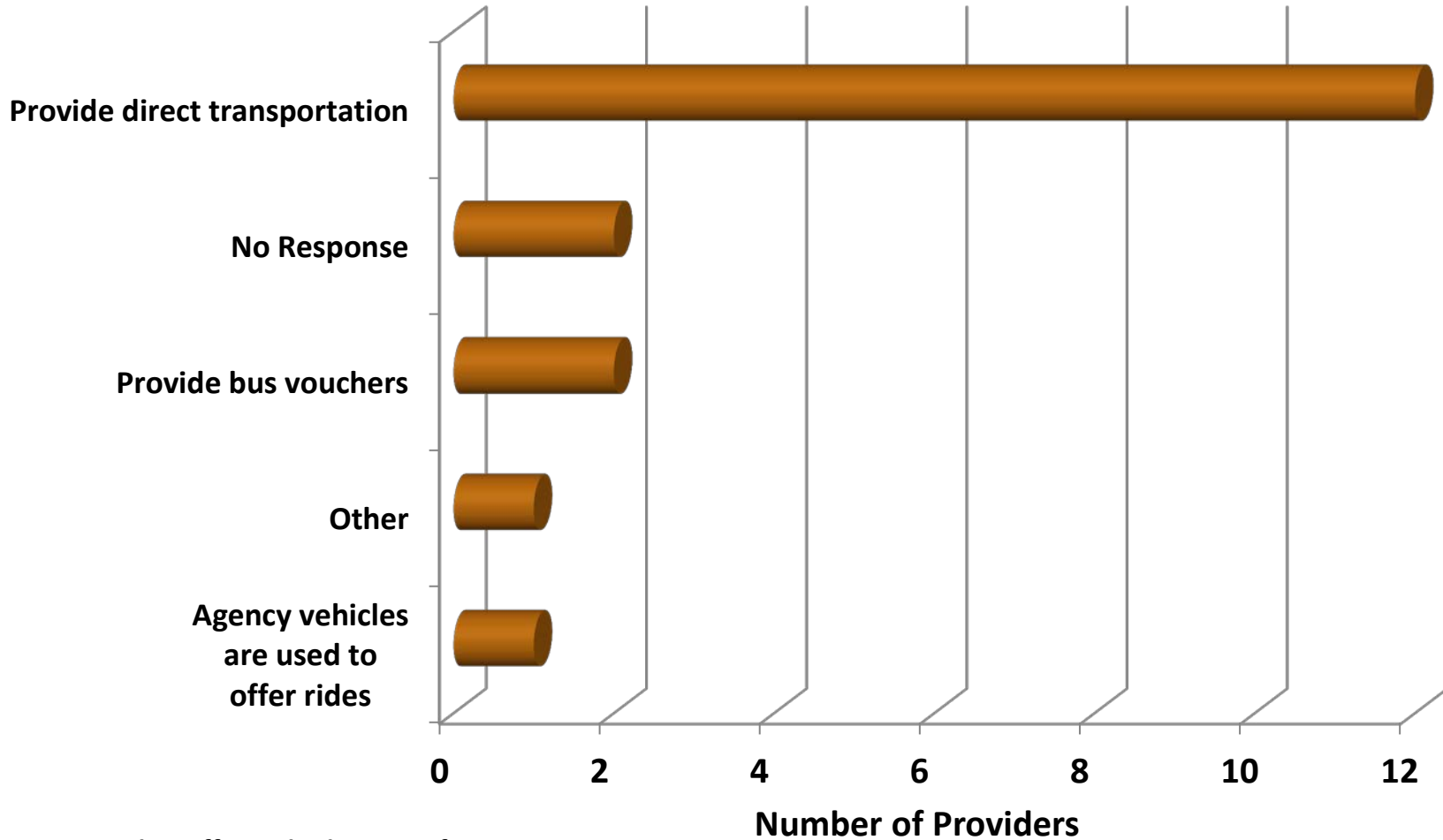


- Most common destinations include employment centers, medical, church, general shopping, schools, and airports

Many providers offer multiple levels of service

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Survey Results: Transportation Assistance*



Many providers offer multiple types of transportation assistance

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Survey Results: Service Information*

Service Routes and Schedules

- Avg. Time Service Begins: Between 6AM and 8AM
- Avg. Time Service Ends: Between 3PM and 4:30PM
- Avg. Frequency: About 30 trips per day

Time and Days of the Week

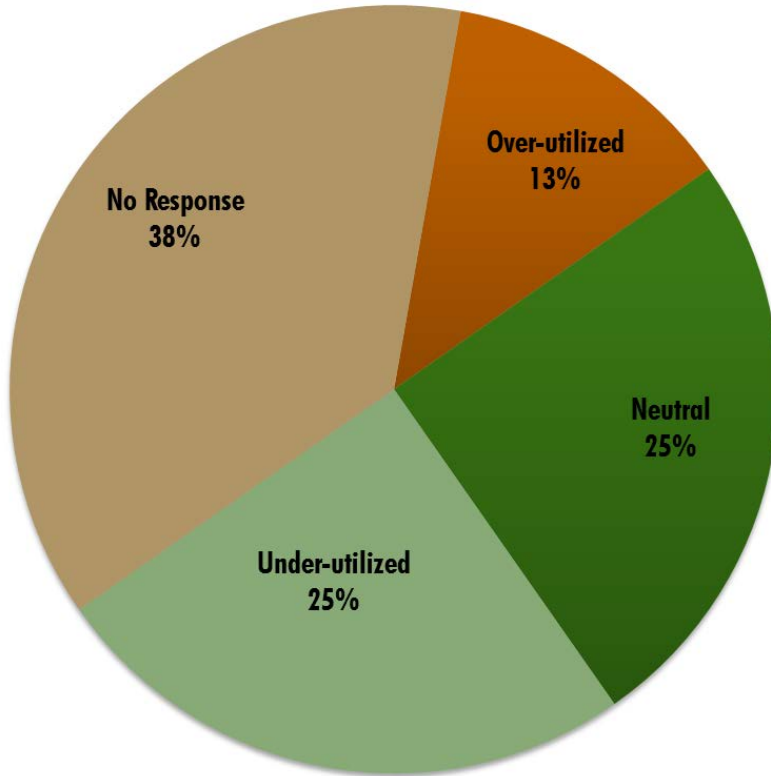
- Most services provide on-demand transportation for the majority of the day, and week

Reservations

- Calls to reserve transportation should be made between 48 hours and 12 hours for most services

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Survey Results: Service Utilization*



Do you feel your service is under-utilized or over-utilized?

- **Over-utilized:** Too many users for available vehicles
- **Under-utilized:**
 - name confusion
 - need marketing assistance
 - most trips are made with just one or two passengers

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Survey Results: Ridership*

Annual Ridership

- Ranges from about 500 to 33,000
- **Globe Boys and Girls Club:** 63 riders per day in the summer
- **Community Presbyterian:** 8-10 students a day
- **Payson Senior Center:** Was 9,000, due to cutbacks now 7,000
- **Pinal-Gila Council for Senior Citizens:** 32,292 (496 individuals)
- **Central Arizona Council and Horizon Human Services:** over 1,000 wheelchair trips a year

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Survey Results: Fleet Information*

- **Largest Fleet:** San Carlos Apache Nnee Bich'oo Nii with 22 vehicles
- Vans are the most common vehicle type
- **Total fleet vehicles**
 - Vans – 35
 - Sedan – 13
 - Bus – 11
 - Ambulance – 7
 - Minivan – 6
- 46% of vehicles are **more than 5 years old**
- 55% of vehicles are **in state of good repair**

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Survey Results: Fleet Information*

Agency	Vehicle Type	Total Number of	Wheelchair Accessible	Vehicle Age				Vehicle Condition		
				< 1 year	2-3 years	3-5 years	> 5 years	Very Good	Good	Poor
Globe Boys and Girls Club	Van	1	0	0	0	0	1	1	0	0
Central Arizona Council	Van	1	1	0	0	0	1	1	0	0
Central Arizona Council	Minivan	1	0	1	0	0	0	1	0	0
Community Presbyterian	Bus	2	1	0	0	0	2	0	2	0
Globe Active Adult Center	Van	2	2					2	0	0
Horizon Human Services	Van	8	3	2	2	2	2	4	3	1
Horizon Human Services	Minivan	4	0	1	5	1	0	1	2	1
Horizon Human Services	Sedan	8	0	1	4	3	0	1	7	0
Lifestar Ambulance	Sedan	1	0	0	0	0	1	1	0	0
Lifestar Ambulance	Ambulance	7	0	5	0	0	2	2	7	0
Payson Airport Shuttle	Van	1	0	0	0	0	1	1	0	0
Payson Airport Shuttle	Sedan	2	0	0	0	0	2	1	1	0
Payson Care Center	Bus	1	1	0	0	0	1	0	1	0
Payson Care Center	Van	1	1	0	0	0	1	0	1	0
San Carlos Apache Nnee Bich'o Nee	Van	16	0	2	0	0	14			
San Carlos Apache Nnee Bich'o Nee	Bus	4	0	0	2	2	0			
San Carlos Apache Nnee Bich'o Nee	Sedan	2	0	0	0	0	2			
Payson Senior Center	Bus	2	2	0	1	0	1	1	1	0
Payson Senior Center	Van	1	0	0	0	0	1	1	0	0
Payson Senior Center	Minivan	1	1	0	0	1	0	1	0	0
Phoenix VA Transportation Department	Van	2	2					0	2	0
White Mountain Apache Tribe	Bus	2	2	2	0	0	0	2	0	0
Mountain Valley Shuttle	Van	2	0	0	1	0	1	0	1	0

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Survey Results: Funding and Revenue Sources*

- The most commonly received funding sources are City of Globe, Town of Miami, FTA Section 5311 (via ADOT), and Gila County
- Fare practices vary greatly between agencies. Suggested donations to \$70
- **Globe Boys and Girls Club:** \$25 Annual Membership , \$25 fee
- **Cobre Valley Transit:** \$1 regular fare; \$0.50 reduced fare
- **Globe Active Adult Center:** Suggested donation of \$0.50
- **Payson Airport Shuttle:** \$70 per person one way, upcharge for early morning and late-night pickups
- **Payson Senior Center:** Suggested donation of \$5 for roundtrip

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Survey Results: Service Coordination*

**Cobre Valley Community
Transit**



SCAT Nnee Bich'o Nii

**Globe, Payson, Hayden
Senior Centers**



Pinal-Gila Council for Seniors

Horizon Health and Wellness



Coordinated Training

Lifestar Ambulance



Hospitals/Fire Departments

Payson Airport Shuttle



Hospitals

Payson Senior Center



**Payson Care Center, Rim
County Health, Hospital**

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Survey Results: Service Coordination*

**White Mountain Apache
Tribe**



**SCAT Nnee Bich'oo Nii and City
of Show Low**

Miami Senior Center



**Cobre Valley Community
Transit; Pinal-Gila Council for
Seniors**

SCAT Nnee Bich'oo Nii



**Cobre Valley Community
Transit, White Mountain**

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Survey Results: Future Plans*

- 56% of providers have plans for expansion
- **Globe Boys and Girls Club**
 - Grant application to Freeport-McMoran for additional van
- **Cobre Valley Community Transit**
 - Transit center at senior center in Miami
 - **Cutback:** Southwest Gas Stop
- **San Carlos Apache Nnee Bich'ó Nii**
 - Service to Tucson
 - Implement "Copper Corridor" service (Globe - Winkelman - Superior - Miami - Globe)

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Survey Results: Future Plans*

- **Payson Airport Shuttle**
 - Exploring airport shuttle service from the Globe-Miami
- **Phoenix VA Transportation Department**
 - Reviewing options for service to San Carlos and White Mountain Tribal areas
 - Plan to hire more drivers
- **White Mountain Apache Tribe**
 - Seasonal connection with Nnee Bich'oo Nii August
 - Expand service to five Western communities
 - Implement Cibicue - Show Low service via US 60

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Survey Results: Unmet Needs*

- **Cobre Valley Community Transit**
 - Shelters at key stops
 - More stops in Claypool
 - Restructure fares and schedule
 - Need stops at Taco Bell, AM/PM, close to hotels; serve high school; and weekend service
 - Need standardized fair break-points
- **Mountain Valley Shuttle**
 - Need more business
 - Would like to better maintain vans

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Survey Results: Unmet Needs*

- **San Carlos Apache Nnee Bich'oo Nii**
 - Regional Dispatch Center. Explore feasibility of Gila Transit Authority similar to that implemented in Pinal County
- **Community Presbyterian**
 - Public transit in Payson
- **Payson Senior Center**
 - Service to Pine, Strawberry, Mesa de Caballo, Young
 - Service to transport medical patients seeking treatment

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Survey Results: Unmet Needs*

- **White Mountain Apache Tribe**
 - Transportation division headquarters at Whiteriver airport
- **Pinal-Gila Council for Senior Citizens**
 - Connecting services to/from fixed route pick-up stops
- **Central Arizona Council**
 - Have to take vehicles to Arizona Bus Sales for wheelchair lift maintenance
- **Globe Active Adult Center**
 - Need service to take persons to doctors appointments, shopping, etc.

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Slide - 29

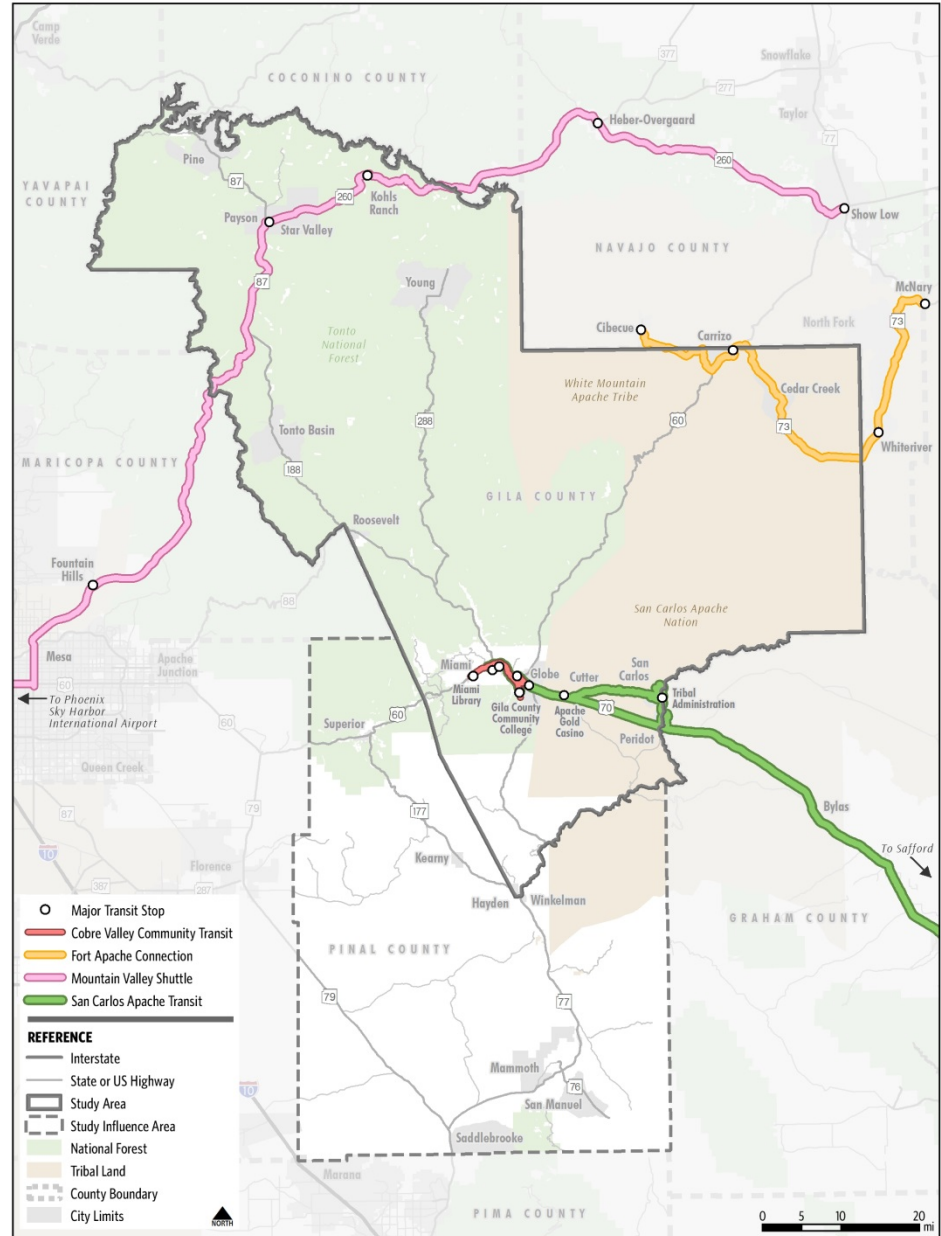
Service Routes

Mountain Valley Shuttle

- **Daily routes:** Show Low along SR 260 through Heber to Payson then South on SR 87 to Fountain Hills, Mesa, and Sky Harbor
- 11 Stops

Fort Apache Connection

- Connects Cibecue to McNary along Indian Route 12, US 60, and SR 73
- 11 stops on two routes (Cibecue: 7 stops) (McNary: 5 stops) (share one stop)
- **Cibecue route:** Cibecue to Whiteriver (Tribal Executive Office)
- **McNary Route:** Tribal Executive Office (Whiteriver) to McNary
- **Operating Hours:**
 - 5:30 am to 8 am and 5 pm to 7:30pm



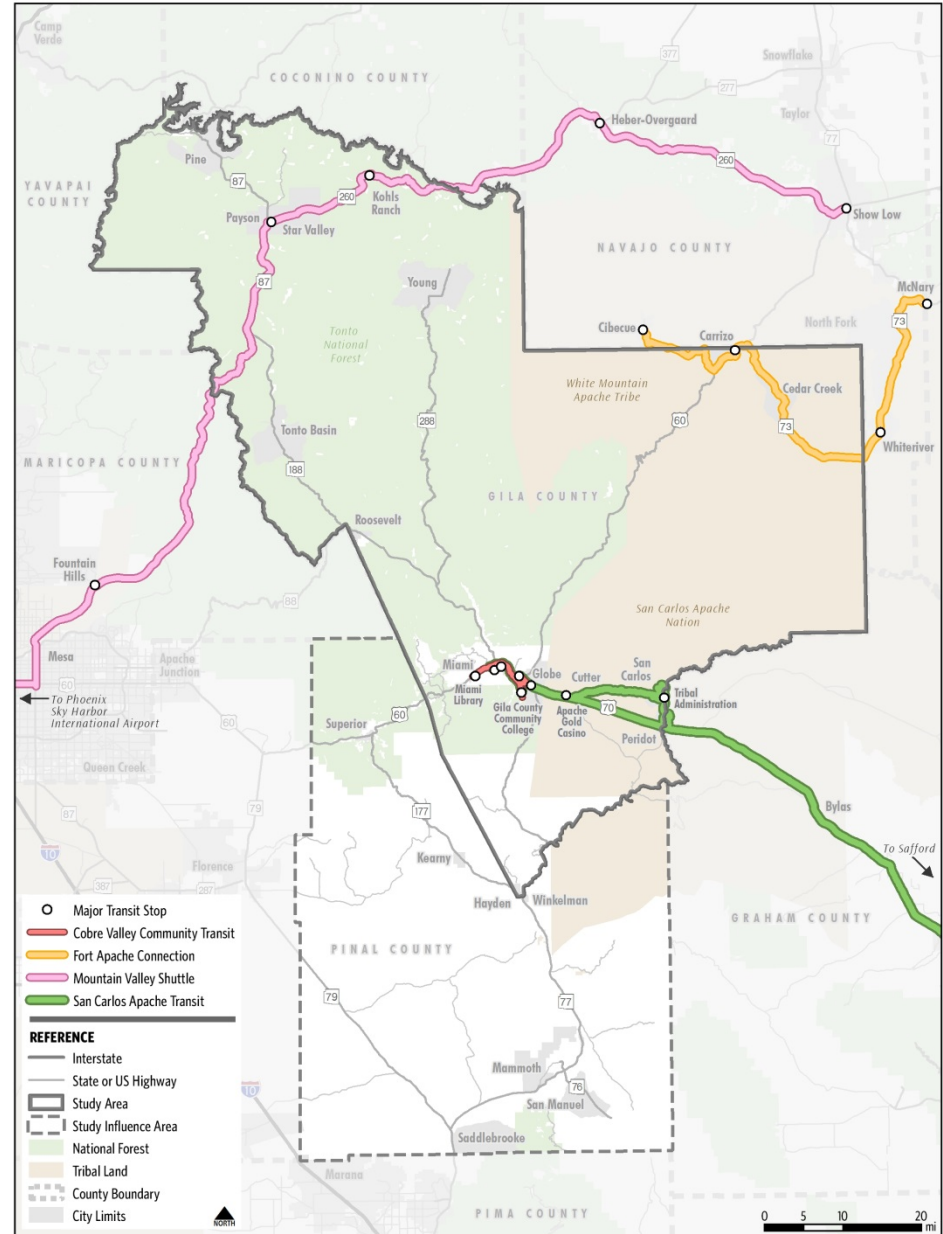
Fort Apache Connection Transit



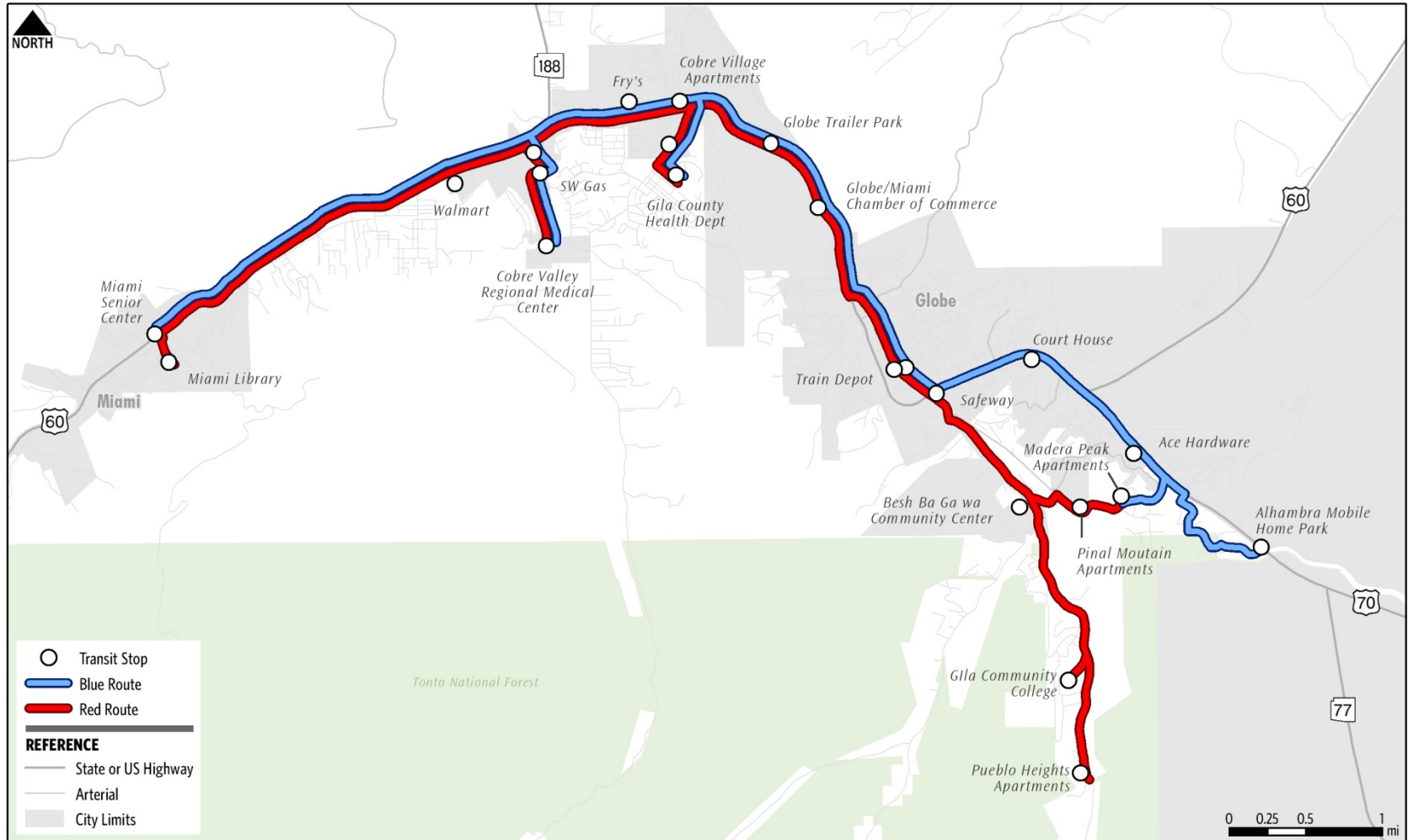
Service Routes

Cobre Valley Transit

- **Two routes** (red and blue) between Miami and Globe
- Routes provide a loop (Red route goes EB and Blue route goes WB bound)
- **Operates:** Monday-Friday
- Connects to San Carlos Apache Transit at Walmart, Train Depot, and Gila Community College
- **Top destinations:** Walmart, Fry's, Hospital, Train Depot
- Also offers Dial-a-Ride



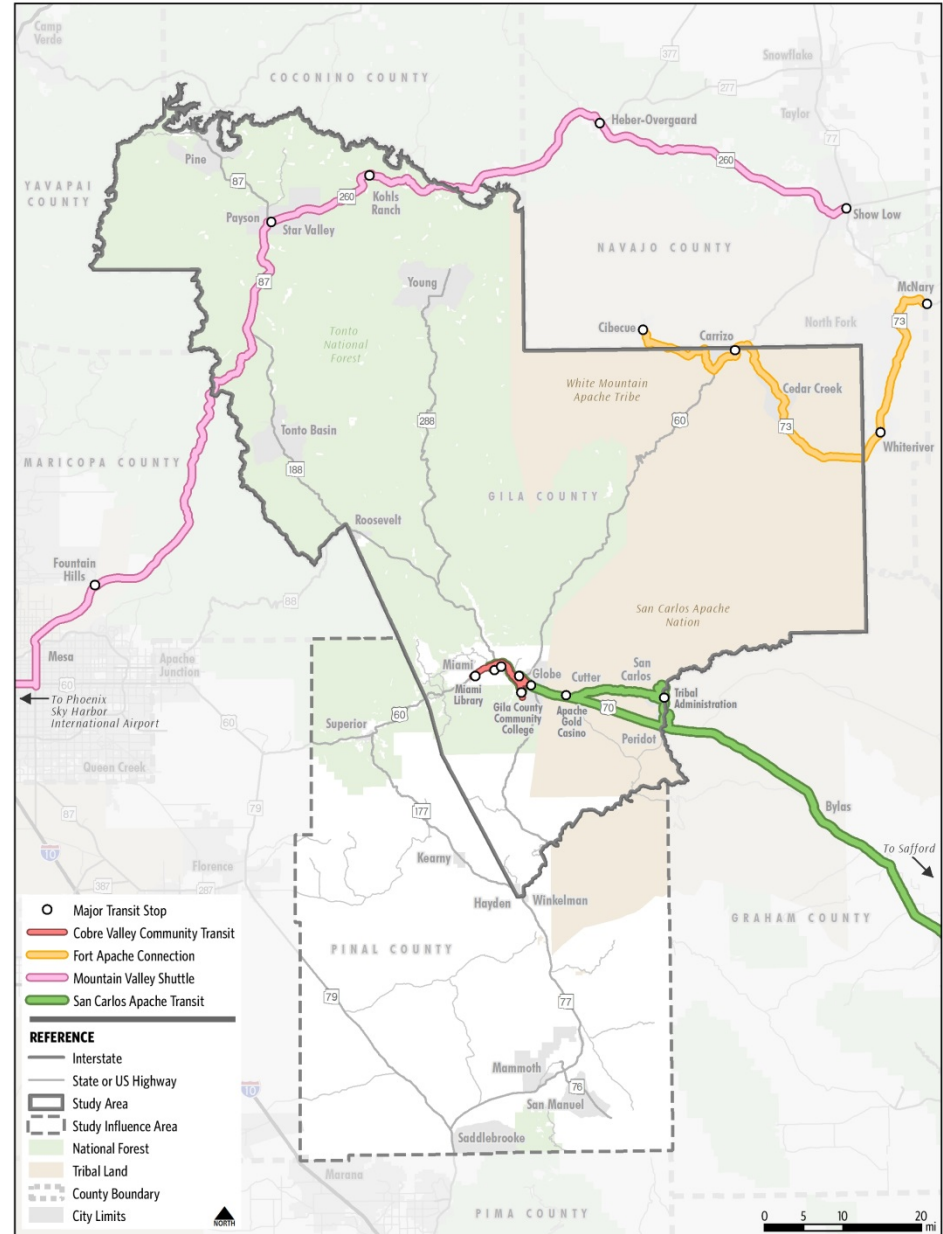
Cobre Valley Transit



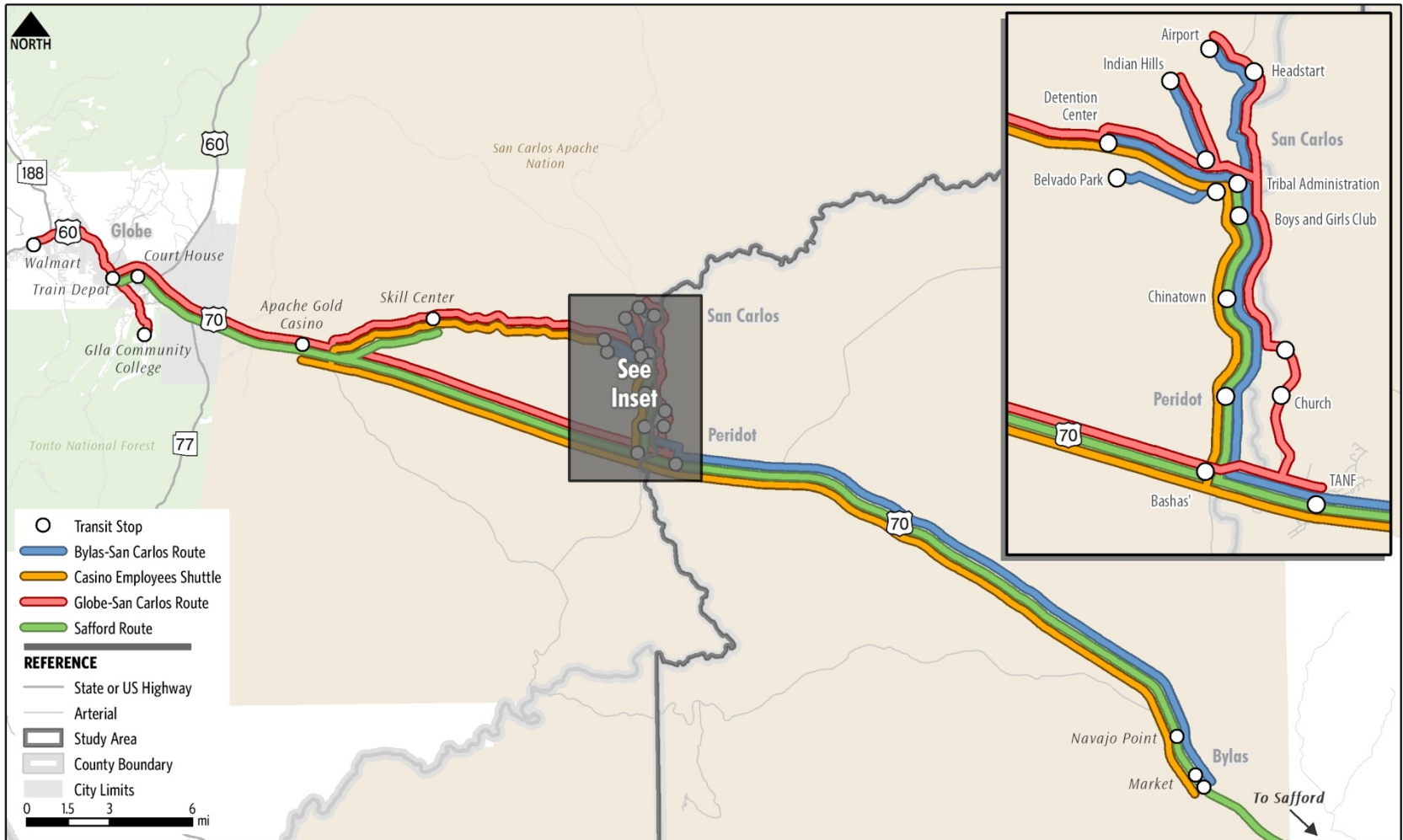
Service Routes

San Carlos Apache Transit

- 4 routes
- **Service Routes:** between Globe, San Carlos, Peridot, and Safford
- All routes meet in San Carlos
- **Top Destinations:** Safford Walmart, Casino, Globe Train Depot, Morenci Mines



San Carlos Apache Transit

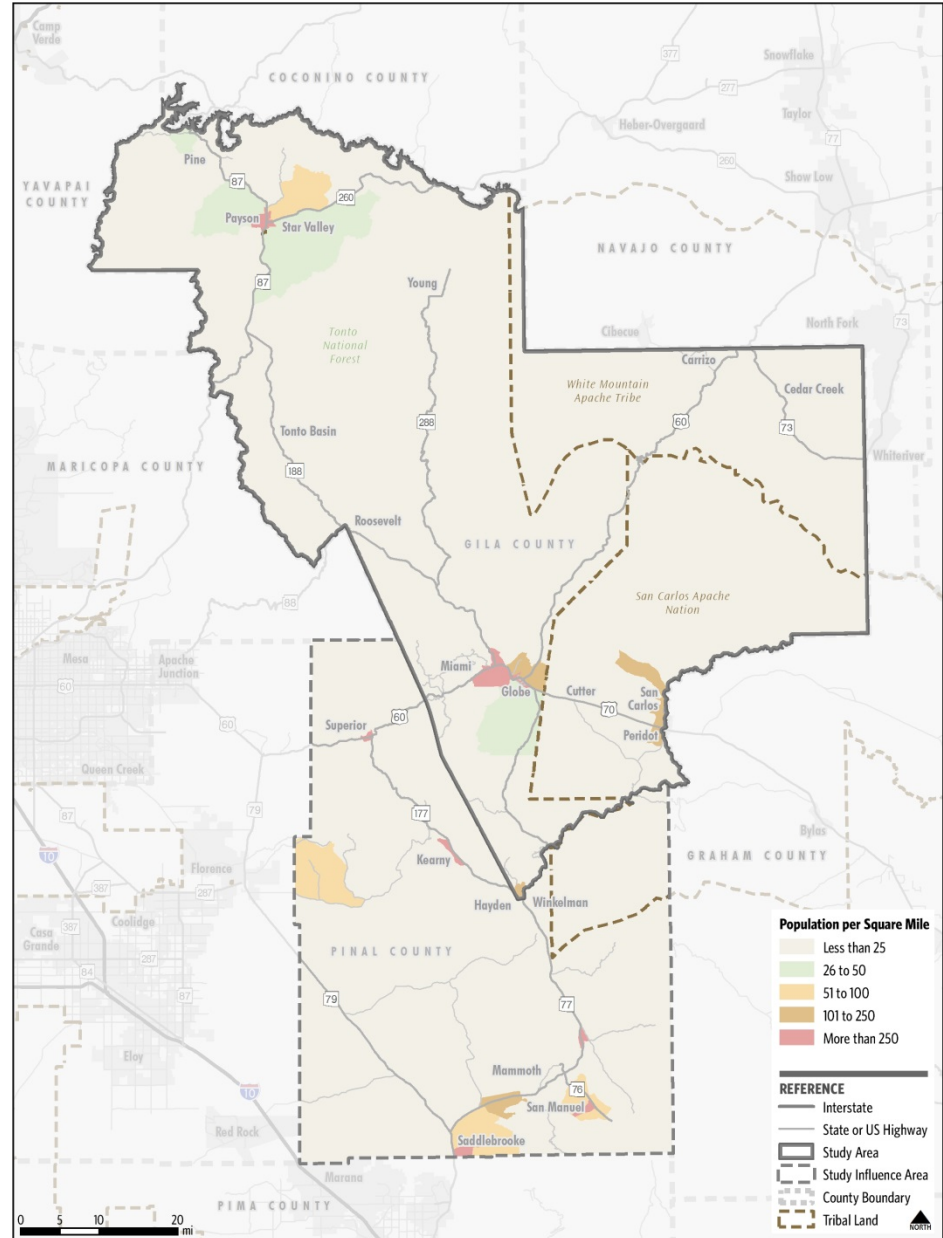


Study Area Population

	Population
Payson - Star Valley	17,338
Globe - Miami	9,482
San Carlos Apache Nation	10,512
Gila County	53,165
Study Influence Area	90,986

Source: American Community Survey 2011-2015

- **Areas with highest population densities:** Payson-Star Valley and Globe-Miami
- **Areas with moderate population densities:** San Carlos-Peridot and Hayden-Winkelman

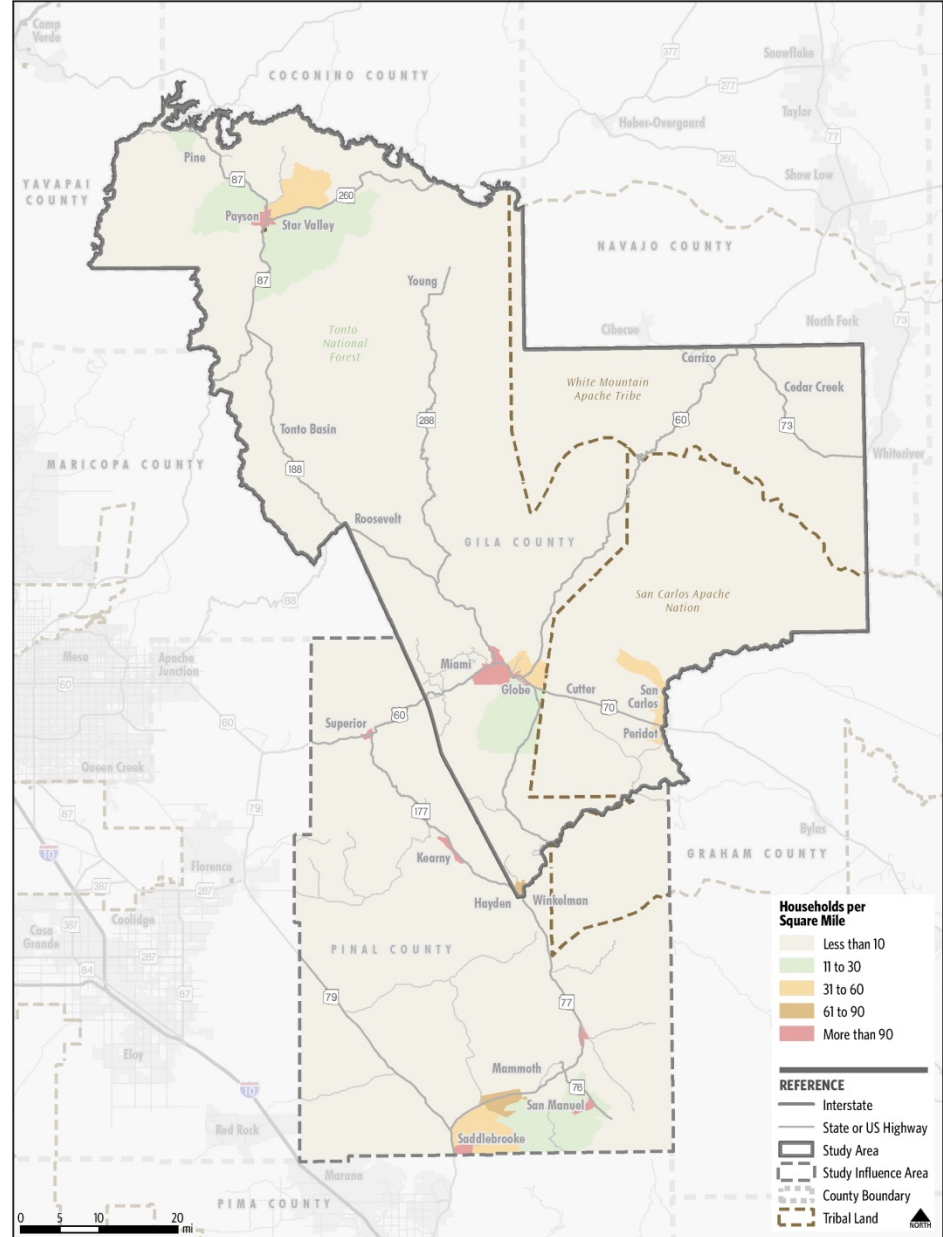


Housing Units

	Total Housing Units	Occupied Housing Units	Percent Occupied
Payson - Star Valley	10,563	7,707	73%
Globe - Miami	4,344	3,633	84%
San Carlos Apache Nation	2,811	2,330	83%
Gila County	32,952	20,909	63%
Study Influence Area	50,000	34,424	69%

Source: American Community Survey 2011-2015

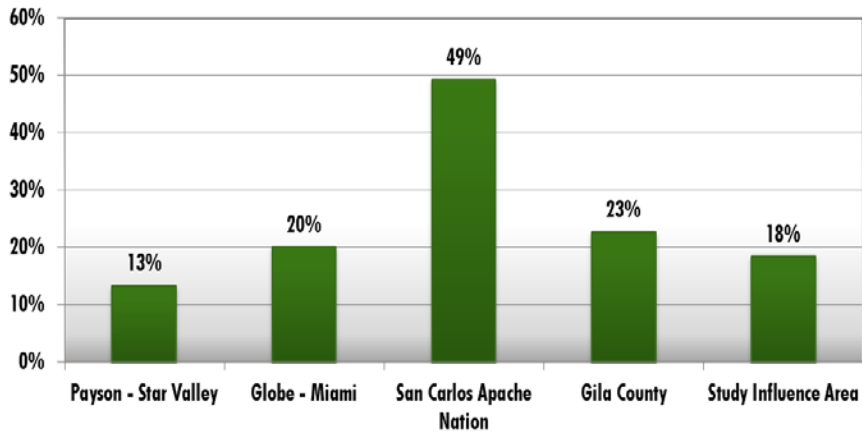
- **Areas with highest housing densities:** Payson, Globe-Miami, Hayden-Winkelman
- **Areas with moderate population densities:** Peridot and Star Valley



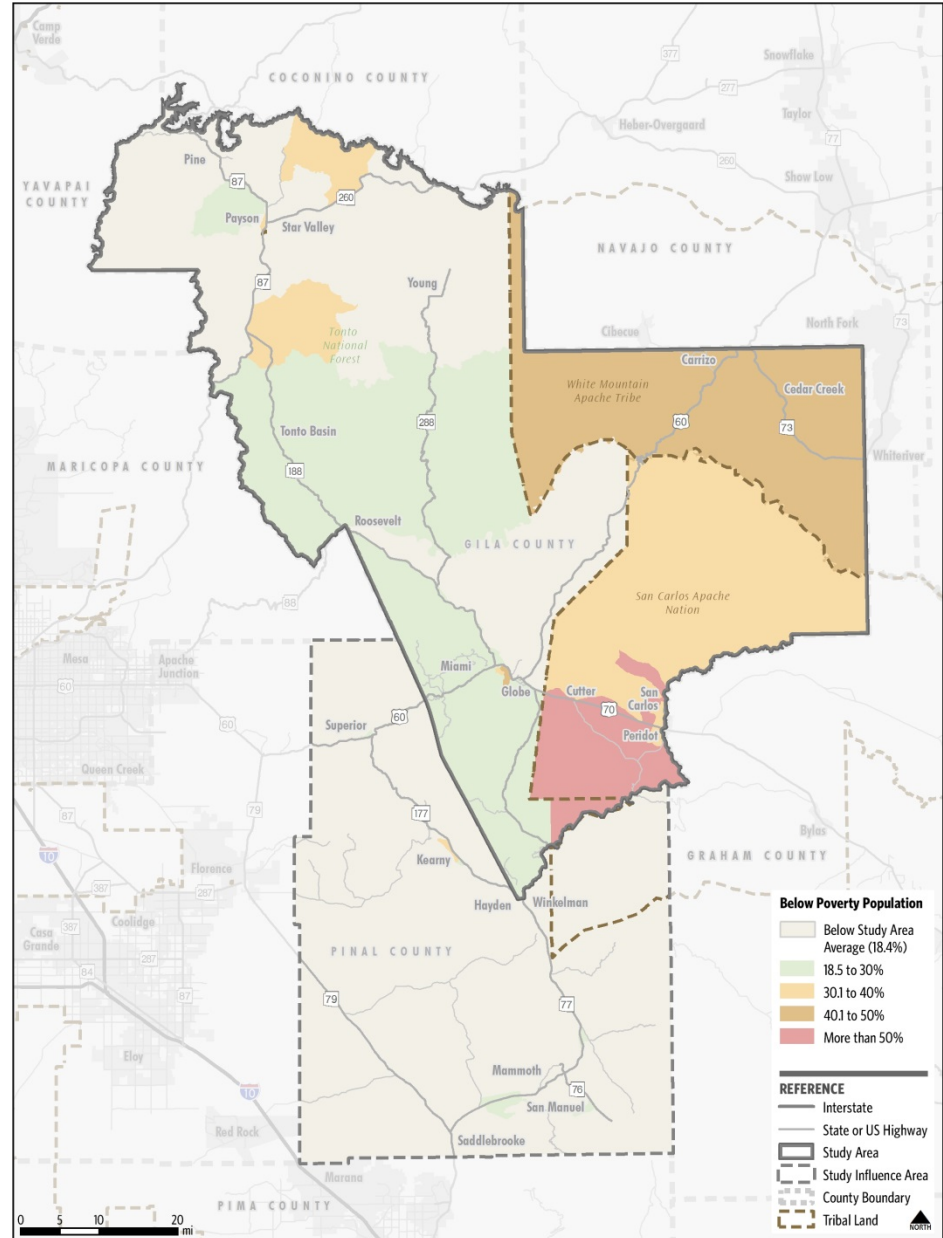
Below Poverty Population

	Below Poverty	
	Population	Percent
Payson - Star Valley	2,270	13%
Globe - Miami	1,828	20%
San Carlos Apache Nation	5,125	49%
Gila County	11,839	23%
Study Influence Area	15,672	18%

Source: American Community Survey 2011-2015



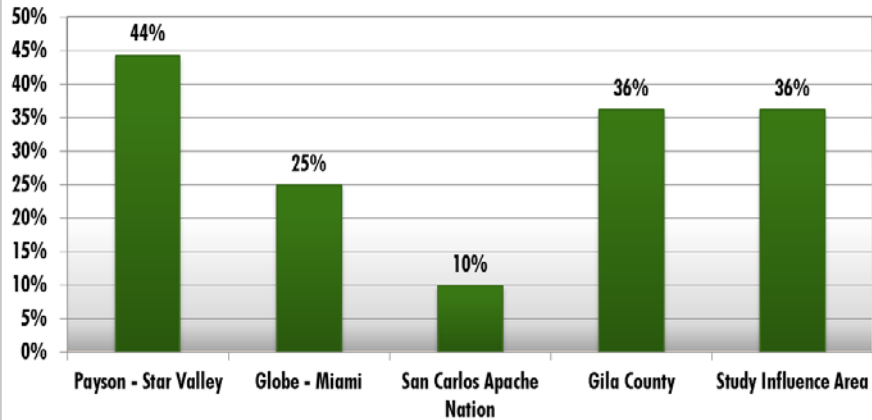
- **Arizona Average: 18.2%**
- **Nationwide Average: 15.5%**



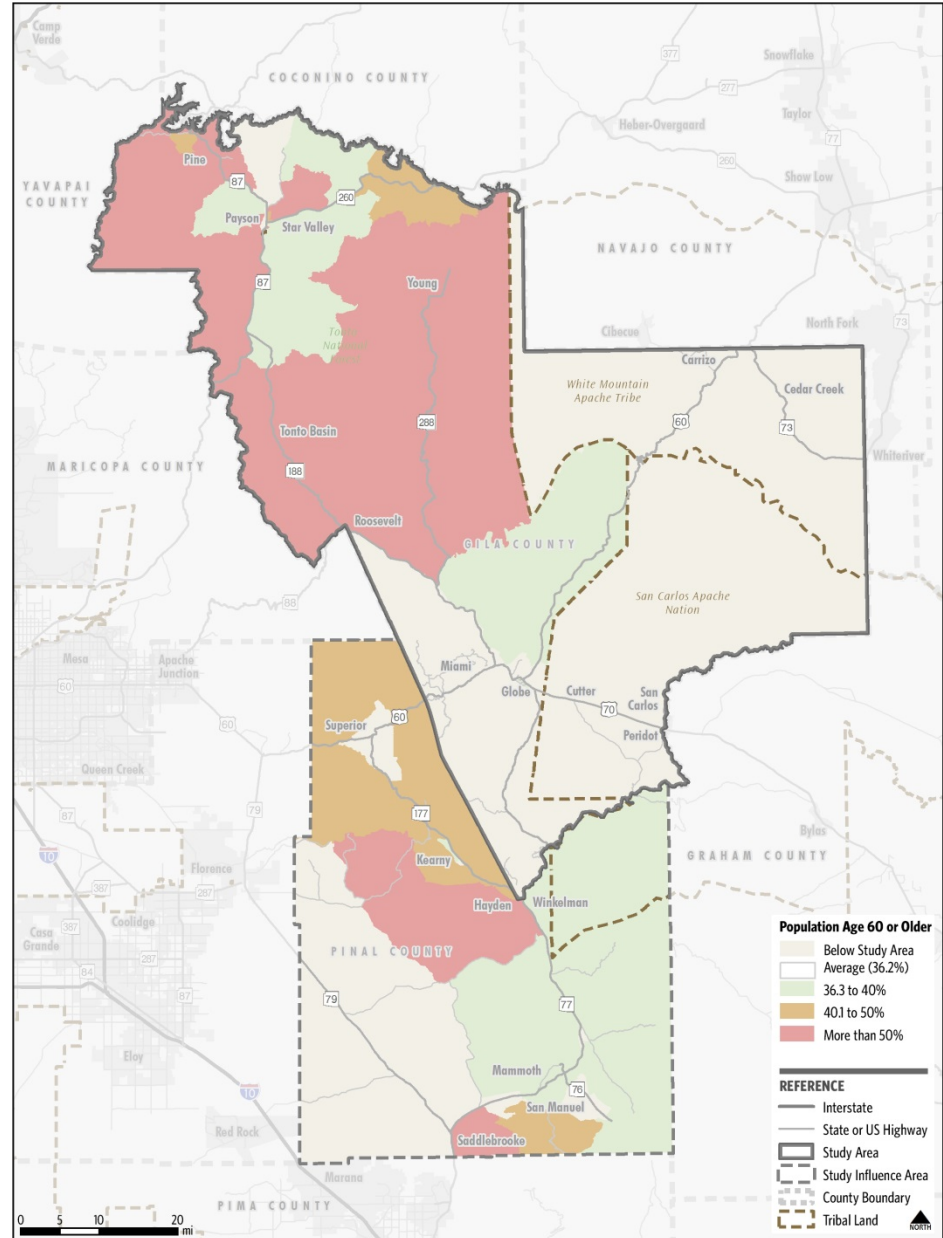
Elderly Population

	Age 60 and Older	Percent
Payson - Star Valley	7,671	44%
Globe - Miami	1,033	25%
San Carlos Apache Nation	1,042	10%
Gila County	17,627	36%
Study Influence Area	32,861	36%

Source: American Community Survey 2011-2015



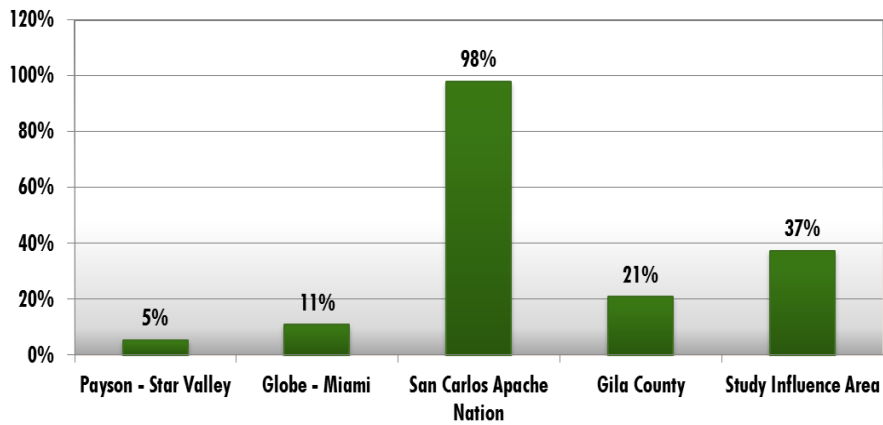
- **Arizona Average: 21.1%**
- **Nationwide Average: 19.9%**



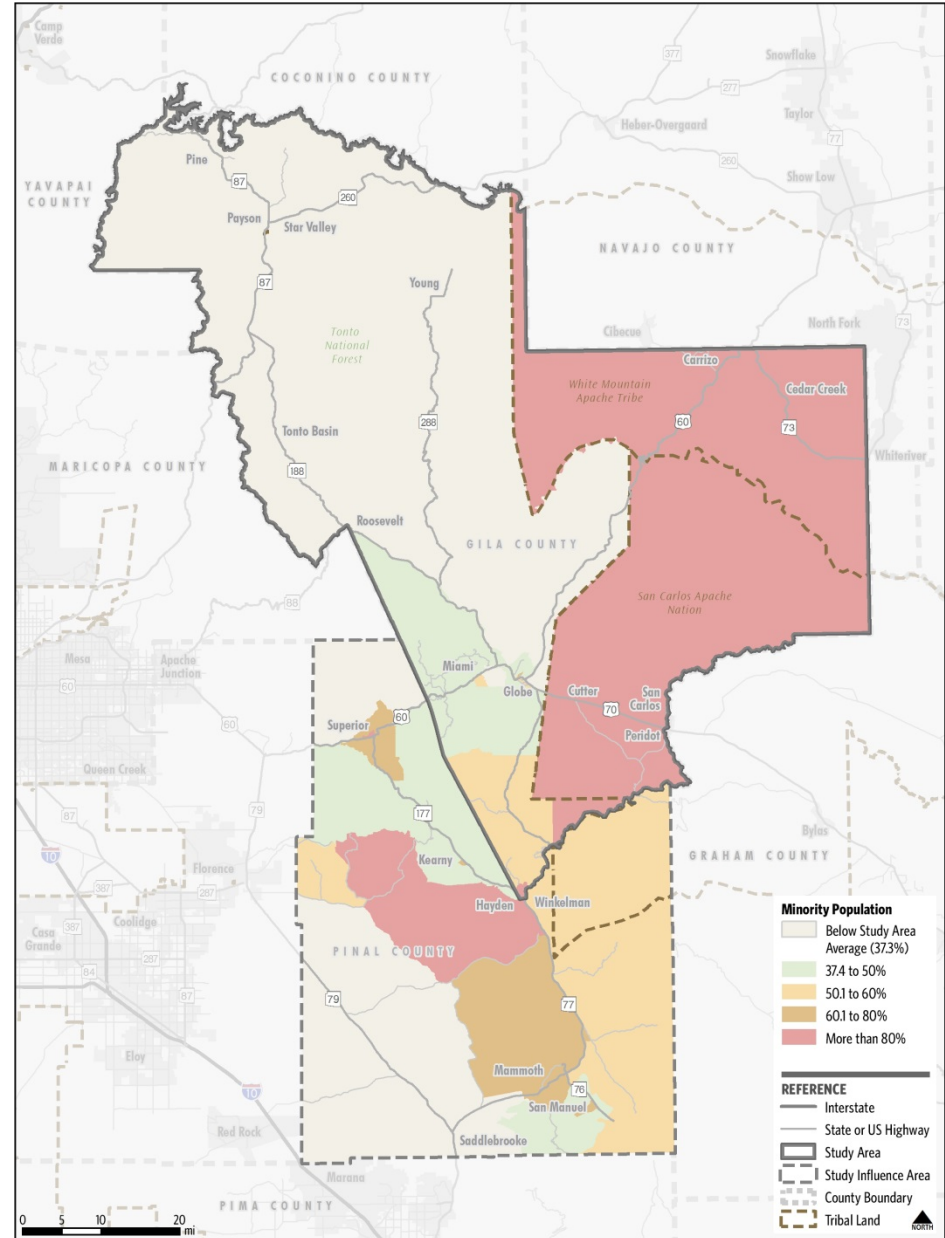
Minority Population

	Minority Population	Percent
Payson - Star Valley	924	5%
Globe - Miami	1,033	11%
San Carlos Apache Nation	10,304	98%
Gila County	11,088	21%
Study Influence Area	33,944	37%

Source: American Community Survey 2011-2015



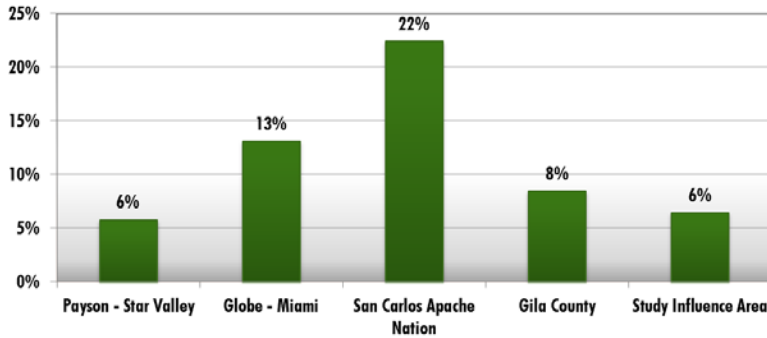
- **Arizona Average: 43.5%**
- **Nationwide Average: 37.7%**



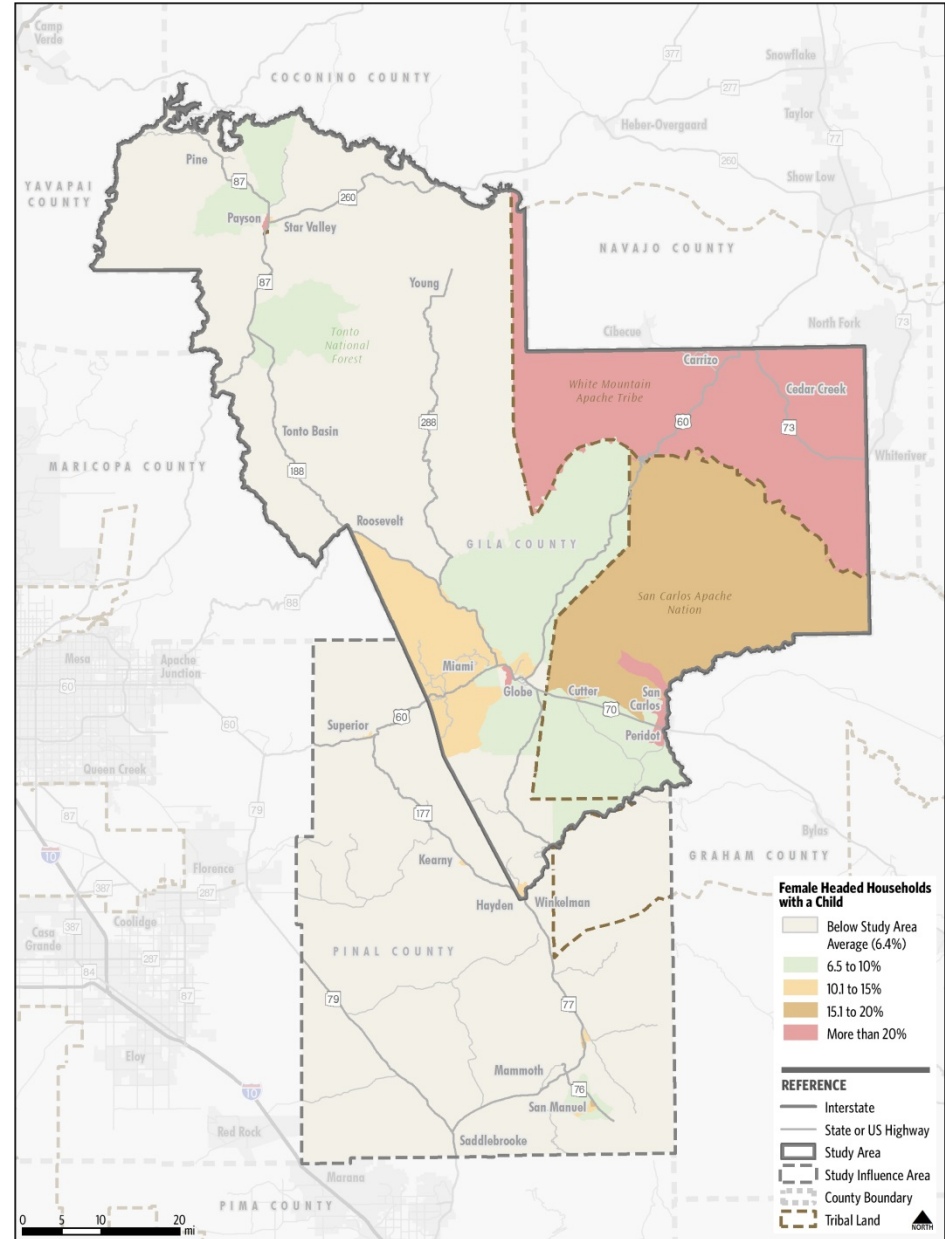
Female Headed Households With Children Present and No Husband

	Female Headed Households	Percent
Payson - Star Valley	444	6%
Globe - Miami	475	13%
San Carlos Apache Nation	522	22%
Gila County	1,767	8%
Study Influence Area	2,219	6%

Source: American Community Survey 2011-2015



- **Arizona Average: 8.6%**
- **Nationwide Average: 8.3%**

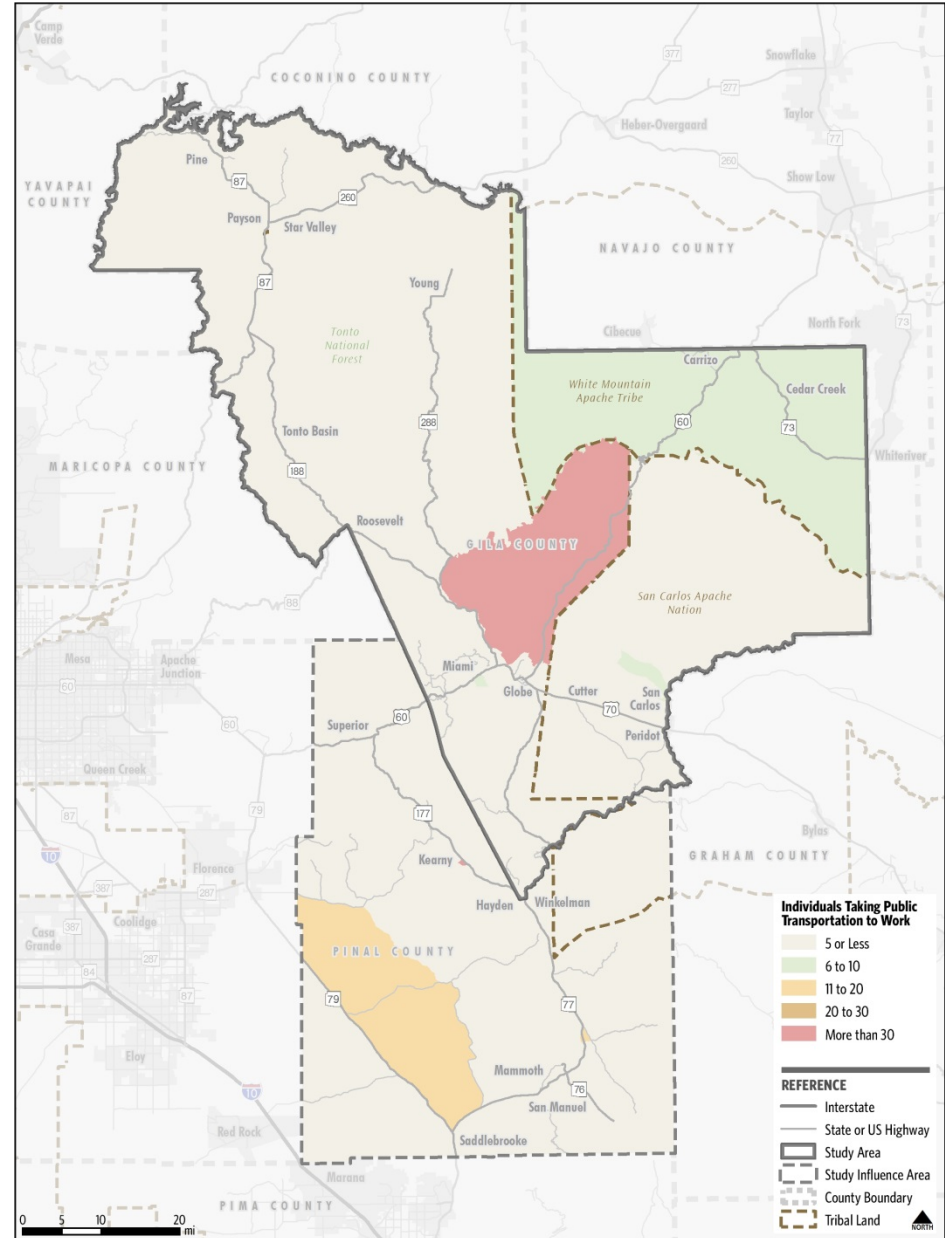


Transportation to Work

	Payson - Star Valley	Globe - Miami	San Carlos Apache Nation	Gila County
Drove alone	4,626	3,010	1,503	13,560
Carpooled	496	535	343	2,003
Public transportation	0	10	41	70
Bicycle	0	19	0	19
Walked	15	198	172	547
Worked at home	365	83	86	845
Other	74	106	143	379

Source: American Community Survey 2011-2015

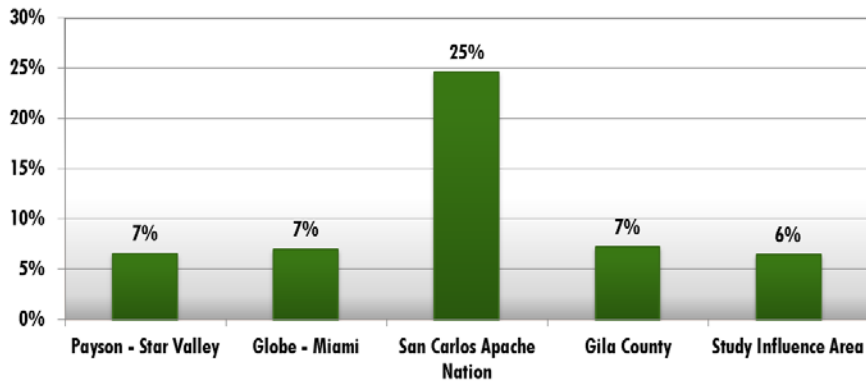
- Significant percentage of people does not use transit as a means of transportation to work
- **High current transit use include:**
 - San Carlos Apache Nation
 - Globe



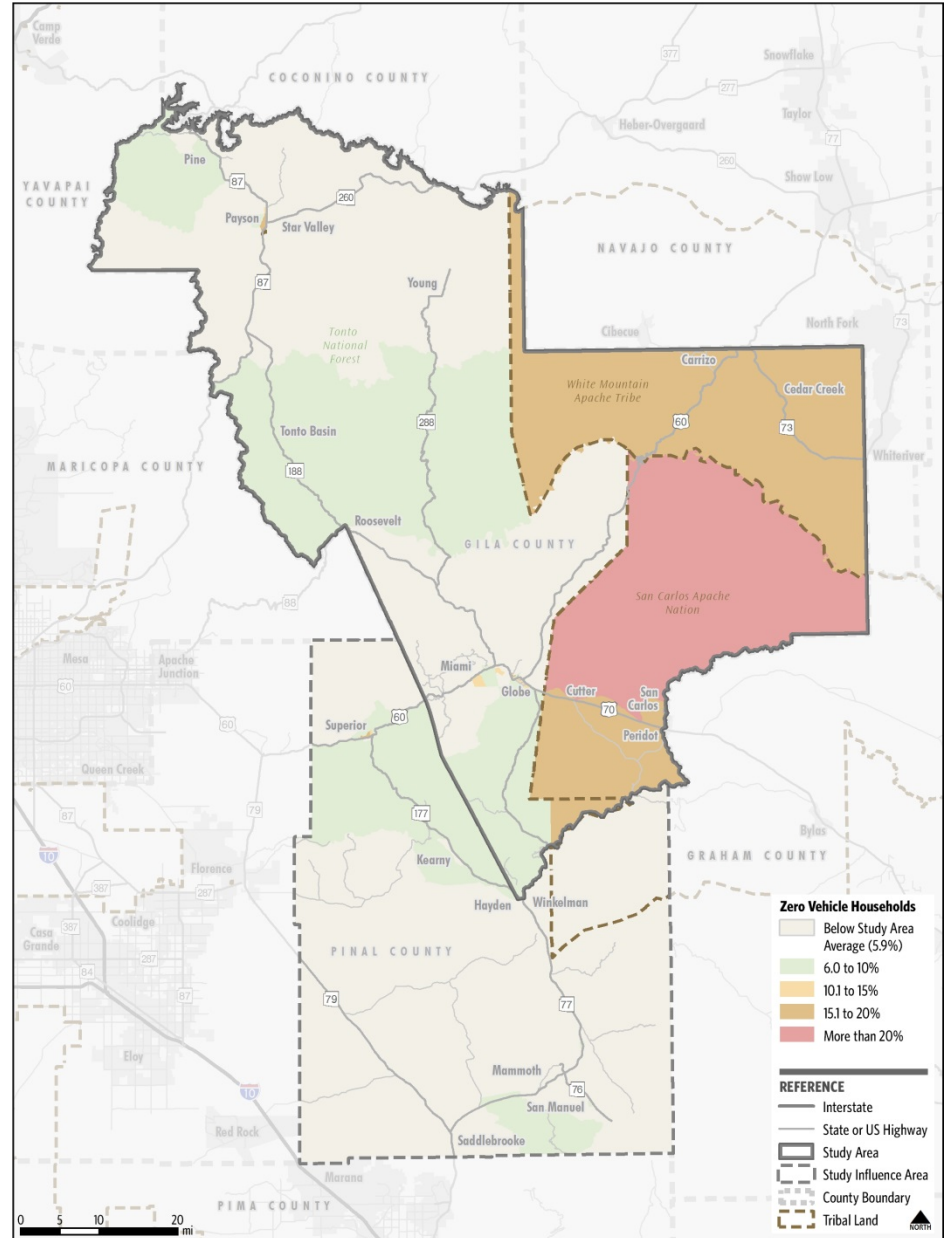
Zero Vehicle Households

	Household with No Vehicles	
	Present	Percent
Payson - Star Valley	507	7%
Globe - Miami	254	7%
San Carlos Apache Nation	574	25%
Gila County	1,507	7%
Study Influence Area	2,031	6%

Source: American Community Survey 2011-2015



- **Arizona Average: 6.9%**
- **Nationwide Average: 9.1%**

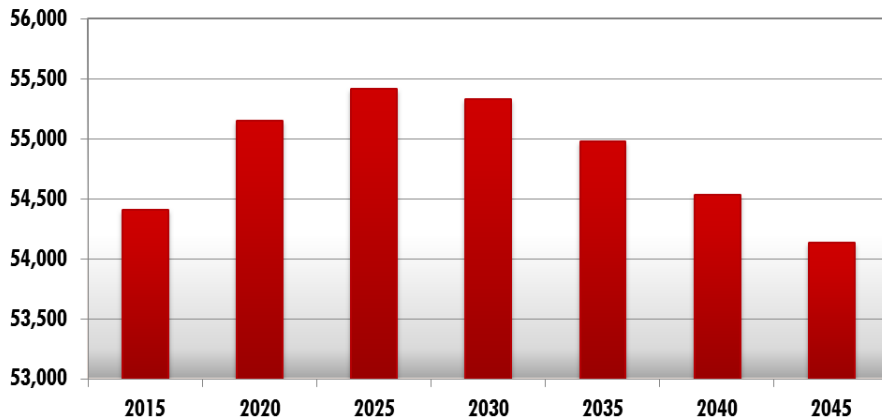


Population Projections

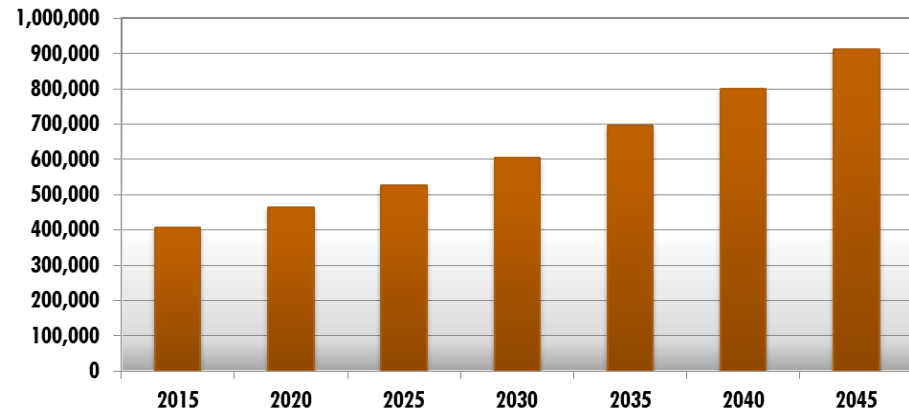
Population Projections	Gila County		Pinal County	
	Population	% Change	Population	% Change
2015	54,406	1.4%	406,468	14.0%
2020	55,145	0.5%	463,463	13.9%
2025	55,416	-0.2%	527,859	14.6%
2030	55,327	-0.6%	604,767	15.2%
2035	54,976	-0.8%	696,739	14.9%
2040	54,531	-0.7%	800,707	14.9%
2045	54,134		913,287	14.1%

Source: Arizona Office of Economic Opportunity

Gila County



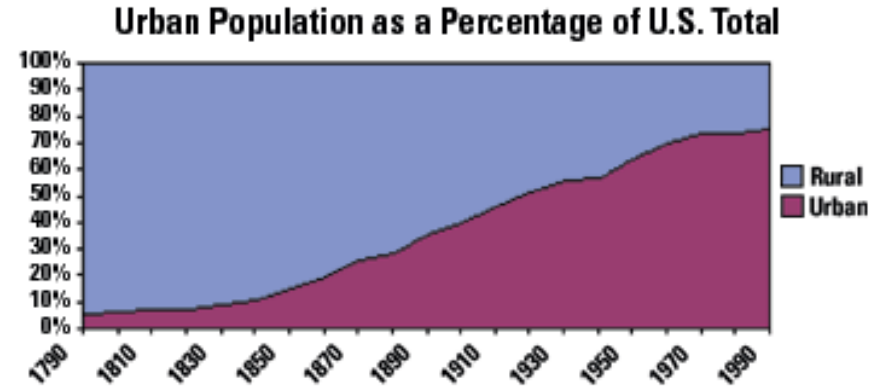
Pinal County



Transit Trends, Benefits, Challenges & Opportunities

Rural Transit Trends

- Nation is urbanizing
- Arizona one of the most urbanized states
- Rural America older and more poverty-stricken than in 1980
 - Younger adults migrating to urban areas
 - Contain disproportionately high numbers of seniors
 - Health care transportation primary mode

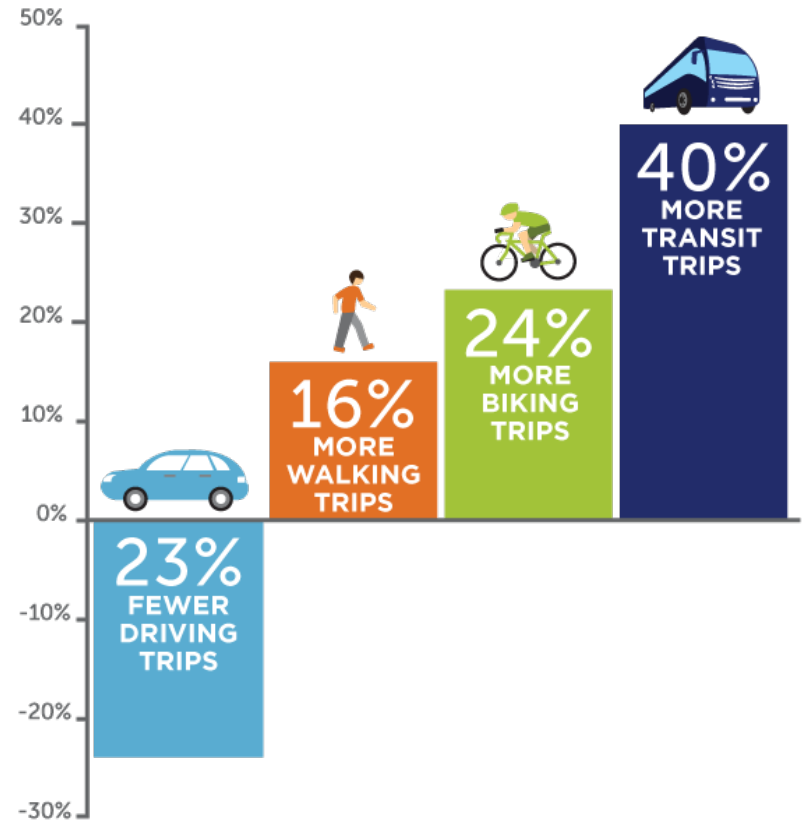


Rural Transit Trends

- Nature of rural areas rapidly changing
 - 60 percent of the nation's rural population lives in areas directly adjacent to urban regions
 - self-contained small towns have been replaced by a more regional structure
- Intercity transportation options in rural America are declining
 - Tribal areas seek to build transit systems and infrastructure to meet their citizens' growing mobility demands

Millennials are Traveling Differently

- Millennials are willing to rely upon non-driving modes of transportation more heavily if presented with good options
- Sees public transportation as a means of socializing (digitally)
- Thinks public transportation offers a good “community” feel
- Millennials care about the environment and attribute public transportation to a better environment

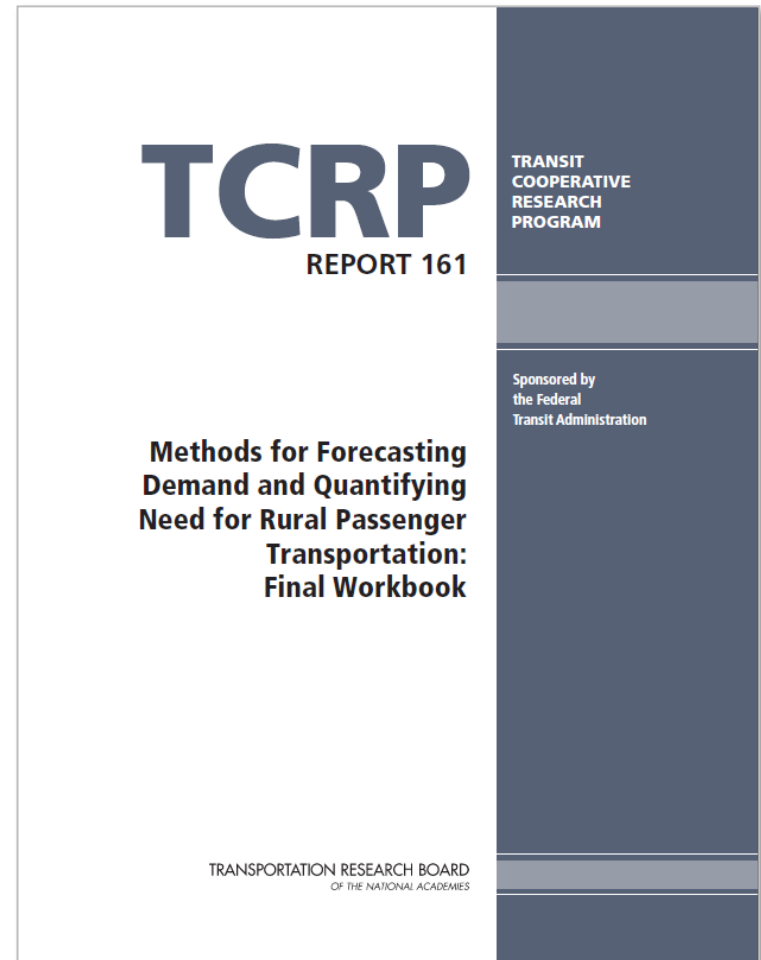


Rural Transit Challenges and Opportunities

- Internet, GIS combine to facilitate access to services
 - Riders can use phone applications to learn of upcoming departures and plan accordingly
- Rise of On-Demand Mobility
 - Need to explore the potential for more “micro-transit” in rural areas
- Renewed Private Sector interest in Transit
 - Potential for public-private partnerships

Transit Needs and Demand

- Identify the need for public transit services and annual ridership (i.e. demand)
- Analysis includes:
 - Number of people likely to need passenger transportation
 - Number of person trips required by individuals without personal vehicles



Number of Persons Likely to Need Passenger Service

Persons residing in households with income below the poverty level



Persons residing in households owning no automobile



Total persons in need of passenger transportation service

TCRP Report 161 Variable	Gila County	Globe-Miami	Payson-Star Valley	San Carlos Apache Tribe
Persons residing in households with income below the poverty level	11,839	1,828	2,270	5,125
Persons residing in households owning no automobile	2,994	462	928	1,466
Total persons in need of passenger transportation service	14,800	2,300	3,200	6,600

American Community Survey Tables B17001 and B08201, 2011-2012 5-Year Estimates
 Transit Cooperative Research (TCR) Program Report 161 – Method for Forecasting Demand
 and Quantifying Need for Rural Passenger Transportation

Person Trips

$$\begin{array}{ccccc}
 \text{Number of} & & & & \\
 \text{Households having} & \times & \text{Mobility Gap} & = & \text{Need (one-way} \\
 \text{No Car} & & \text{(0.80)} & & \text{trips per day)}
 \end{array}$$

- **Mobility gap:** difference between # of trips per day made by persons with one person vehicles and those that do not own a vehicle
- **Mobility gap:** based on *2009 National Household Travel Survey*
- Estimate of need using the mobility gap method is typically greater than the number of trips actually observed on rural passenger transportation systems
- Much of the remaining trip-based mobility gap is likely filled by friends and relatives

Person Trips

Number of Households having No Car  **Mobility Gap (0.80)**  **Need (one-way trips per day)**

TCRP Report 161 Variable	Gila County	Globe-Miami	Payson-Star Valley	San Carlos Apache Tribe
Total Households without Access to Auto	1,507	254	507	574
Arizona Trips Per Capita On Transit	0.80			

Total Transit Need

Daily One Way Trip	1,210	200	410	460
Annual One-Way Transit Trips	363,000	60,000	123,000	138,000

*American Community Survey Tables B17001 and B08201, 2011-2012 5-Year Estimates
 Transit Cooperative Research (TCR) Program Report 161 – Method for Forecasting Demand
 and Quantifying Need for Rural Passenger Transportation*

Transit Demand



TCRP Report 161 Variable	Gila County	Globe-Miami	Payson-Star Valley	San Carlos Apache Tribe
Population Age 60 and Older	17,627	2,362	7,671	1,042
Mobility Limited population age 18 to 64	1,586	150	589	208
Residents of households having no vehicle	2,994	462	928	1,466
Non-program related passenger transportation demand	51,600	6,700	21,400	5,600

American Community Survey Tables B01001, B17001 and B08201, 2011-2012 5-Year Estimates
 Transit Cooperative Research (TCR) Program Report 161 – Method for Forecasting Demand and Quantifying
 Need for Rural Passenger Transportation

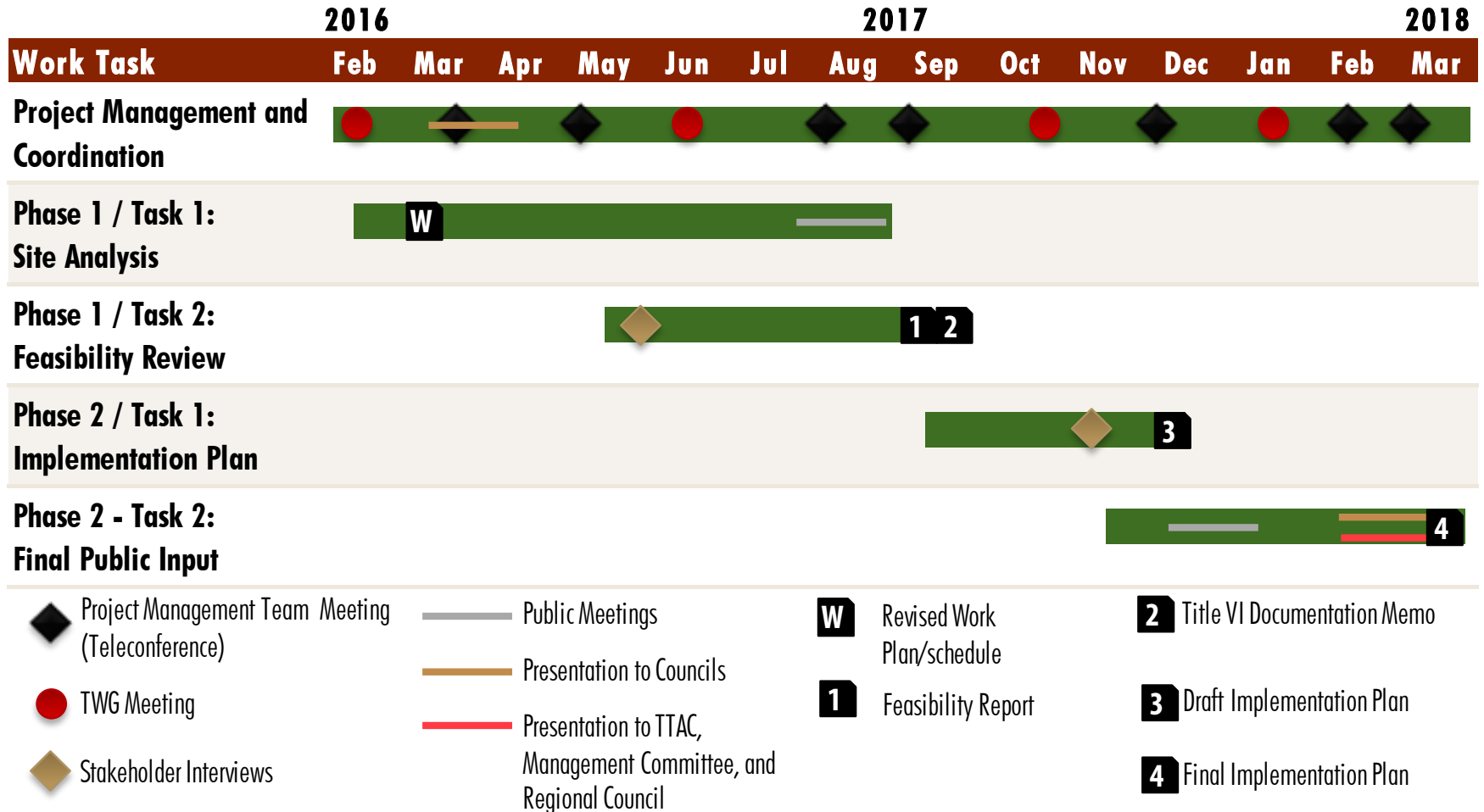
Commuter Demand

- Utilizing results of the upcoming travel survey, commuter can be identified



Public Outreach Discussion

Schedule and Timeline of Milestones



*Thank
you.*

*Bernadette and
the San Carlos
Apache Tribe
for your
hospitality*