



Meeting Summary
VMAAG (Valley Metro Accessibility Advisory Group) Meeting
Thursday, January 28, 2021
WebEx / 2:30 – 4:00 p.m.

VMAAG Members

Present

Mary Hartle
John Federico
Michele Stokes
Toni Young

Not Present

Kathryn Chandler
Katie Griffith
Howard May
Jean Moriki

Valley Metro Contractors

Jhashe Holloway, Transdev
Brenda Kreitinger, MTM
James Rosa, MTM

Public Participants

DeDe Gaisthea, MAG
Hezquias Rocha, MAG
Tina Sohl
Tony Sohl
Mitchell Willard

Valley Metro Staff

Guillermo Gonzalez
Joe Gregory
Steve Henry
Brittany Hoffman
Becky Johnson
Lee Ann Jones
Carol Ketcherside
Nichole Myers
Omar Peters
Larry Sanchez

Lisa Scott
Wyatt Skar
Peter Valenzuela
Scott Wisner
Tom Young
Aaron Xaevier

-
1. Welcome and Introductions – Tom Young, Manager, Accessible Transit Services, Agency Business and Technical Services, Valley Metro

This is our first advisory group meeting of calendar year 2021. I hear a lot of people say that they're glad to see 2020 gone, but with this being January 2021, I'm almost coming up on my 1st year here, so I would say 2020 was a good year for me getting to join Valley Metro and enjoying this program here in the Valley. With that brief introduction, I might ask Lisa to go ahead and perform a member roll call.

2. Member Roll Call – Lisa Scott, Administrative Assistant II, Accessible Transit Services, Agency Business and Technical Services, Valley Metro
Attendees listed above.

Tom Young – Before we go to the comments from the public. I was scheduled to do a presentation for another group having to do with trying to get some walk-in Covid 19 vaccination sites in the area for people that are transit dependent. I will be here at this meeting until about 3:00 p.m. and at that point I will have Wyatt Skar takeover for the rest of the meeting.

The next item on our agenda is the invitation for comments from the public.

3. Invitation for Comments from the Public – Members of the public are invited to provide comments on any item not on the agenda. Each speaker is limited to two minutes, and comments must be relevant to the accessibility of Valley Metro programs and services.

Tom Young – If there is any person that is here from the public that would like to provide comments on any item that is not on the agenda, now's the time. Each comment is limited to 2 minutes and we ask that your comments be relevant to the accessibility of the Valley Metro programs and services. Is there anybody that would like to address the group at this time? Okay, I'm going to take silence means that nobody from the public has comments at this point, so the next item on our agenda is the review of the October 29th meeting summary. Has everybody had an opportunity to review it and are there any comments or changes?

4. Review of October 29, 2020 VMAAG Meeting Summary – All

Mary Hartle – I'd like to say, first of all, that this is an excellent summary of the meeting and it gave a lot of good information and it helps you remember what happened at the meeting. I was wondering if it might be possible to take the ridership numbers out of the minutes, or maybe not so much as to take them out, but send them to us in advance of the meeting in which they will be discussed. I find it hard to just listen to numbers and think it's easier to digest them if I can read them by myself. So that's just one suggestion I want wanted to make to see if it might be possible to get them sent out when the meeting agenda, summary, and presentation out before the next meeting. I don't know if Wyatt has a comment.

Tom Young – Mary, this is Tom and we'll definitely work on that and try to get them closer to going out at the same time.

Mary Hartle – Thank you very much.

Tom Young – Any other questions or comments on the meeting summary for October 2020? Okay, hearing none, let's go ahead and move into the first presentation where Aaron's going to go over our April 2021 service changes. Aaron, the floor is yours.

5. April 2021 Service Changes – Aaron Xaevier, Planner II, Service Planning, Capital and Service Development, Valley Metro

Thank you. I'm a service planner with Valley Metro and have been with them a few years. I'll just go over some changes that we're planning for this upcoming April 2021 service change.

Route 108—Elliot Road and 48th Street – We are going to be reducing frequency in Phoenix to hourly on Saturdays and Sundays and this will match the Tempe service.

Route 72—Scottsdale Rural Road – We will have a change of alignment at the Tempe Transit Center that currently serves a deviation off of Rural Road to the west and goes down University Drive and up College Avenue to serve that location which provides a light rail connection. The deviation will be taken away and the route will run along Rural Road and passengers will still be able to make connections with light rail at the University and Rural stop and several regional and local connections, as well as at the Tempe Transit Center including University and several Orbits.

Route 520, 521, 522—Tempe Express – There is a suite of changes occurring for the Tempe expresses. There are currently three routes serving different places in the north, central and south Tempe. In accordance with certain suggestions that were made with regional planning and commuter bus planning, the routes will be consolidated and the 520 in North Tempe will be going away and the 521 and 522 will be streamlined. The 521 instead of making local stops east of Mill Avenue, it will be continuing on Route 60 and go down McClintock to serve the McClintock and Baseline Park-n-Ride directly and will no longer serve the many local stops in Tempe as it once did.

In a similar fashion Route 522 will be eliminating local service along Elliot and Warner Roads on 48th Street and come off the I-10 at Elliot to serve the Park-n-Ride by the Tempe Sports Complex.

Route 32—32nd Street – This will also have a route change. It currently runs down 40th Street from University Drive to Baseline Road going east to Priest Road. The connection along Baseline will be taken away and the route will go from University Drive to Baseline Road on 40th Street and turnaround there.

Michelle Stokes [chat room] – Do we know the number of riders with a disability that may be impacted?

Aaron Xaevier – We do not have numbers at this moment, but we could look into that. We do a Title VI analysis that deals with minority and populations, but we can count up wheelchair data related to the boardings along these specific alignments. Michelle, regarding your chat room question, I will coordinate with Lisa Scott to provide the group with information about group homes and assisted living facilities that will be impacted by these changes.

Mary Hartle – I'm sorry, I cannot understand what you were saying. I have a hearing loss and tried to increase the volume and it does not seem to help.

Aaron Xaevier – We will be providing the group, as there was a request from Michelle Stokes, to show the group homes and facilities that are along the corridors that are being impacted. We can provide that information and will coordinate with Lisa to get that information to the group. Does that work for you Mary? We will send that information through email or another way.

Mary Hartle – Email would be best. Thank you.

Route 40—Main Street – This will also have an alignment change that will be reduced at its western edge. It currently runs down Main Street from Mesa into Tempe to Price Road and it will be cut back to stop and turn around at the Sycamore Transit Center just east of Dobson Road. So that will eliminate redundant service along the light rail corridor.

Route 50—Camelback Road – This will be extended in Scottsdale. Currently, it turns around by the intersection of Camelback and Scottsdale Roads. It will be taking over a section of corridor from a circulator route and extend all the way to Scottsdale Community College and make special trips to cover Mohave Middle School to the north, between Jack Rabbit and McDonald Roads off of Granite Reef Road.

Aaron Xaevier – **Route 68CM—68th Street and Camelback Road** – The Camelback Road change will be done in tandem with the change to Route 68 Street and Camelback Road route. There's a local circulator route that will take over the service to Scottsdale Community College by 92nd Street and Chaparral Road.

¹**Route 514—Scottsdale/FH Express** – This is another alignment change in the city of Scottsdale, the Scottsdale/Fountain Hill Express to downtown Phoenix. We have relocated it at its northern end and it will no longer serve Fountain Hills and the Fountain Hills Park-n-Ride. All the alignment along Palisades Boulevard and Shea Boulevard up to Pima Road where we have the Mustang Transit Center. That route portion will be eliminated and it will only run from Scottsdale Road and the rest of the route will remain unaffected.

ZOOM—Avondale/Goodyear Circulator – Here is the ZOOM circulator route in Avondale and Goodyear. It will have a few minor deviations added to the southern half at the southeast portion by 107th Avenue and there will be a small loop added along Van Buren Street.

Brittany Hoffman – Aaron, the deviation along 107th Avenue is not happening. We are only doing the detour to the Adult Resource Center on Riley Drive.

Aaron Xaevier – Okay and I apologize for that, but we get ongoing changes to these routes as they happen and as the cities adjust them or push them back. Thank you, Brittany, for updating me. So, the only change for the **ZOOM—Avondale/Goodyear Circulator** will be the in the southwest on

¹ **Joe Gregory** – The PowerPoint that I sent over still included the Route 514. I just want to make sure everyone understands the 514 will not be changing in April. We're planning on potentially changing it in October, but it will stay the same from April through October.

Riley Drive by Dysart and Buckeye Roads and it will be a small deviation.

Mary Hartle – I have a general question about these changes. Are they being made in response to decreased ridership because of COVID or other considerations? If they're being made because of COVID, I'm wondering if you plan to increase the service back after we're out of this pandemic.

Aaron Xaevier – That's a good question and it is a mix of a couple of things. This route changed, particularly with the ZOOM, to serve a new portion of the community that was not COVID related. Others like Route 72, by taking out that deviation has actually gone back and forth in the background because of the on-time performance issues that was created serving the busy area by the university. By making a deviation that provides a connection it can get by not making the deviation at all. So, that did save some money and defrayed the lingering issue of potential revenue losses or revenue uncertainty. There's a mix, a bit of downsizing the service relative to the demand and the potential revenue losses, but it also has to do with things in the background with new communities that needs addressing as well.

Carol Ketcherside – I'm going to jump in a little bit and add to your answer for Mary. We have made alterations to some of our service because of COVID, but that's not really what Aaron's is talking about. For example, we have reduced the number of express trips that we're running right now, but those are temporary changes that we've made under an emergency circumstance which is COVID. The light rail train, for example, is running at every 15 minutes right now instead of every 12 that is also an emergency response to the situation of COVID. Those are not reflected in our permanent service changes, because they are emergency temporary changes. We don't know how long they will last, but when we don't need them anymore, they will go away. I think that it's more accurate to characterize the things that Aaron's talking about right now as regular changes that we would have been making anyway. We are always looking for ways to better serve, to more efficiently serve, and to respond to changing things that are that are out there in the community as new facilities open up, facilities that have closed down where nobody's going there anymore and this is something, we do every 6 months. So, the answer to your question is two-fold as there are COVID changes out there, but these are not really them. Do you agree Aaron with that? You've been closer to this process, but I just wanted to shed some light on that very good question.

Aaron Xaevier – Yes that is it.

Toni Young – I have a question that's similar to Mary's, but a little bit different. So, when you're making these permanent route changes in non-pandemic times, is ridership one of the things that you guys look at when considering the changes? And if so, how are you measuring ridership now with the ridership being low because of the pandemic?

Aaron Xaevier – It's a good question. Ridership does factor in and there is always a lot of factors. Sometimes communities are growing and the political establishment tries to get more service to that area. But often times they look to ridership to see what's the highest demand, what are we doing that's working, what are we doing that's not working, and how can we make it better. Even before COVID hit we often measured ridership within the system against itself. It was more of a relative measure than absolute measure. So even when everything goes down, we still know these routes are performing better versus other routes. There's the element of knowing ridership is better in a certain corridor versus another. We know it's better on Thomas Road than Lower Buckeye and know it has higher ridership, so we right-size the service in accordance with that. Even though we know the numbers are not where they used to be a year ago, it's almost more of a relevant question for when we plan for the future. Where do we think the numbers are going to be, do we look to where we are now, or do we look to pre-COVID times? We would like to think obviously that pre-COVID times are more representative, so we still lean on those numbers as we look forward. Did that answer your question?

Toni Young – Somewhat, yes.

Aaron Xaevier – It is a bit of a tricky situation because it has been unprecedented in terms of the way that things have fallen and it's happened all around the country to varying degrees. We generally have found that we're about in the middle of the path in terms of losses, but it's obviously a pretty dynamic situation and we are all playing it by ear. It's just making sure that the customer is being served and the service that we have is still generally responding to the demand that we are seeing.

POGO—Peoria-On-The-Go – This is a system of 3 circulators that was going to replace a previous route in Peoria as a local circulator, however, this change will no longer be happening in April. But just too briefly summarize. This was essentially 3 different routes that were going to be operating at a fairly low frequency of 1 hour and 15 minutes to 2-hour frequencies on Friday through Sunday. It was mainly geared toward events and recreational uses which are obviously not occurring at this time because of the pandemic, so they decided to push this from April to next October.

April 2021 Schedule and Due Dates – The schedule for the entire service change process and the public outreach timeline has been completed. We went to public outreach in November and early December and went to the Board in January and got approved.

Coming up in February, we have our 1st proofing meeting for the transit book and another round 2 weeks later. The outreach for everything is finalized and will go out about mid-April and the service changes will go into effect April 26.

Does anyone have any further questions on the changes? Hearing none, I want to thank you all for your time and consideration. If you need to get in touch with me, Lisa will be a good contact for that. Thank you.

6. Arizona Avenue Alternative Analysis – Peter Valenzuela, Planner I, Service Planning, Capital and Service Development, Valley Metro

Good afternoon everybody, thank you for having me today to talk a little bit about the East Valley Studies.

This study we're wrapping up this year, hopefully in the next couple of weeks, and today I'll go over the study we started almost two years ago.

The purpose of the study was to look at ways to improve connectivity and enhance mobility and lay the groundwork for future regional transportation funding opportunities for the city of Chandler. First, we looked at various indicators for Chandler's multi-modal needs. Some of the main takeaways from the projected data indicated that there are the population increases as well as employment increases, correlating with an increase of congestion in the study area. As you can see with the increase in travel time by car and the daily one-way trips in the study area. We then began our AA, which consisted of evaluating transit types, the route options, and then potential station locations. From this evaluation, we then provide a recommendation for an optimal mode and corridor and, of course, we have public outreach throughout the entire analysis.

Public involvement was a process implemented throughout the AA. It was carried out with our Web page. We did an online survey, there was email outreach to stakeholders, as well as social media applications and updates. As I mentioned, we had in-person meetings and workshops (pre-Covid). We began the AA in 2019 defining the purpose and need and then identifying the alternatives which, in this case, were developed from the recommendations from the Chandler Transportation Master Plan update. From there, we evaluated these alternatives and we are currently wrapping up in the next couple of weeks.

The larger encompassing evaluation criteria were compromised of cost, ridership, potential physical and engineering constraints, efficiencies for transportation, and land use and economic development, but there were many subcategories that got evaluated and then put into these larger criteria. They included things like connections with future high capacity transit, environmental impacts, the potential for transit oriented development, operating efficiencies, and publicly support housing opportunities, just to name a few. So, this analysis was more extensive than what's being shown here.

We evaluated high-capacity transit for our route alternatives and for the study we focused on the potential impacts for rail and Bus Rapid Transit (BRT) specifically. In this study, we evaluated rail as a hybrid mode of street car and light rail where the vehicle will move in its own guideway for large portions of the corridor with stops spaced more like a light rail would be until it reaches the downtown area where then it operates in mixed traffic more like street car. The way we evaluated BRT was as if it had an exclusive guideway. We also analyzed BRT with Business Access Transit (BAT) semi-exclusive guideways. I'll talk a little bit more about that in a minute. Here are the three corridors that we analyzed during the two-year analysis. It was Arizona Avenue, Chandler Boulevard and Price Road and these are the mode cross-section concepts you can see for rail and exclusive guideway. We looked at BRT as an exclusive guideway and also with those BAT lanes, that I mentioned earlier, they run along the side of the curb way.

Based on an analysis, we summarized that alternative one, being Arizona Avenue, was established as the overall highest performing alternative for both modes actually for rail and the BRT compared to the other two alternatives. This is looking at the things I mentioned earlier - the overall encompassing evaluation criteria like ridership potential, transit access, physical and engineering constraints, line use and economic development, potential cost, and transportation efficiencies.

With Arizona Avenue, aside from performing better through the criteria evaluation, it also has the greatest potential to connect to both proposed future high capacity transit projects like the proposed Fiesta District Project and existing high capacity transit as you can see at the north end there. Then these are some renderings of what potential station areas) can look like. This is the rail option on Arizona Avenue at Pecos Road. This is an exclusive guide way and then it's very similar station design for BRT. This is the exclusive gateway version, again at Arizona Avenue and Pecos Road.

Currently, our next steps for Arizona Avenue AA is our coordination with other regional high capacity transit projects like the Fiesta District HCT project. Currently the leading alternative rates are just under the federal funding threshold, so we do have recommendations. The next step would be to focus some ways to improve the federal funding competitiveness through improvements to local transit routes that support Arizona Avenue and implement more transit-supportive land use policies. We're also preparing for future regional funding opportunities, exploring those options, and we're going to the Valley Metro Board with the recommendations from this analysis hopefully in March.

Flexible Transit Study

While we were evaluating and examining connectivity and mobility in Chandler, the city proposed an adjoining study to examine new transit options along Price Road so we initiated a companion study which was the flexible transit study. Aaron Xaevier led the effort on that study and I'll briefly go over that as it did spur from this Arizona Avenue AA. The initial examination revealed high demand with the new employment center along Price Road, but peak hour service to ride proved to be difficult and this is where the study explored textbook options. In terms that most people are familiar with, it's comparable to Uber or Lyft. It's on-demand service hailed by a phone or a mobile app with real time tracking and it takes you from where you are to the point you want to be. It differs in that it only functions within a zone that is near fixed route transit that compliments that service and rides are intended to be shared with the fixed fare, so you have micro-transit and flex routes.

Flex routes run along a route with scheduled stops and they park for on-demand within a fixed radius of that route. Micro-transit is an on-demand service set within a zone and it connects to transit so it's meant to be more supplemental.

The process for this study is to first define a service area within the study area outlining the operating characteristics like pick up and drop off locations and pair pricing and then estimate the capital cost, operating cost, and potential funding. With those inputs, some modeling is conducting along the stakeholder outreach and peer research to form a pilot route recommendation. Currently the flexible transit schedule is in the develop and analyze phase. We are hoping to wrap up early to mid-2021 this year which would coincide roughly with the Arizona Avenue AA study. This is basically the overall look at the Arizona Avenue, Price Road and Chandler Boulevard study.

Does anybody have any questions?

Carol Ketcherside – There was a question in the chat that I just answered. Which was, “Will the flexible transit vehicles be accessible?” And the answer for everybody's benefit is yes, absolutely they would be. There's another question in the chat, Peter.

Peter Valenzuela – Maybe Aaron might have a little bit more information. It says, “How much would the cost of flexible transit in comparison to other services be?”

Aaron Xaevier – Currently, when we cost our services out, we do it by mile and flexible transit service is a little bit different. It does it by hour. I guess to have an apples and apples comparison, it's pretty comparable to the costs that we spend per passenger on a lower performing local route.

Carol Ketcherside – Aaron, I'm going to guess that Michele's [Stokes] is talking about the fare. Michelle, is that what you're asking about? She says yes.

Aaron Xaevier – The fares would be comparable to fixed route service, so usually a few bucks, \$2 or \$3 dollars, on way or the other.

7. Paratransit and RideChoice Updates – Wyatt Skar, Paratransit & RideChoice Program Supervisor, Accessible Transit Services, Agency Business and Technical Services, Valley Metro

Paratransit Updates

Just looking at the Paratransit Performance Metrics starting in July, we are in our fiscal year right now and the one-way trips have steadily been increasing. I won't read off every number for you, since there is a lot of data, with the exception December. They went down in November from one-way trips of 19,246 to 18,684 trips in December and this was an expected ridership decrease for the holidays. As we move into February, we see trips starting to increase. The overall trip on time performance's goal is to be greater than 94% and December they ended at 94.1, and November at 93.2%. The rest of the months are about 94-95%. The goal for valid complaints per 1000 is to be 2 or less and they've been holding that statistic pretty good and in December they were at 1.17. Complaints per 1000 in November ended at 1.92, so they have been improving there also.

This is a common slide we do a lot and just want to go over what their average weekday ridership compares to the previous years. I know there's a lot of numbers here, so I'll just hit a couple of the highlights. For instance, in November 2020 average ridership was 837, whereas back previously they were at 1,526. Then in December we saw a slight decrease, which we were expecting because of the holidays, showing the average weekday ridership dropped to 756 and it was previously at 1,555. Overall, we've been slowly seeing, as we go through the year, an increase in the average.

This is the average for Saturdays and it is kind of the same story. Through the months we have

slowly seeing it increase size this fiscal year. We did see a decrease in November and December as expected for the holiday season. November the average Saturday ridership was at 354 and then December it dropped slightly to 345 where previously we were sitting around about 624 and 614.

Now that average for paratransit riders Sundays. Basically, you see the same story total increasing with a slight decrease through the holidays in December. November had a 272 average where before we're at 482 and then December we're at 268 average for the previous year we're at 483. This is kind of gives you an idea as we've come through the COVID the ridership is slowly picking up.

A couple of paratransit updates. We did get our first batch of new vehicles delivered. They are StarCraft E350 and are going through the equipment installation. Currently 17 vehicles have been placed in service and you might see them out there on the road. They are the 800 series if you look at the vehicle numbers. We do have 8 currently that are waiting on a replacement part from Ford and we are not sure how long that will be with the COVID because Ford is pretty backed up on their parts right now.

This is a quick picture of the new vehicles. So far, we've had a lot of good comments, both from drivers and passengers. The ride is a lot smoother, if you have not had a chance to ride in one. I've taken rides a few times and I like that you can actually talk and hear each other in these vehicles while you are driving with AC and everything on.

RideChoice Updates

The RideChoice Performance Metrics for the 1-way trips have been slightly increasing through the months and in October they were at 10,955 and November and December had a slight drop, as expected as we moved through the holidays, totaling 10,881 and 10,294.

On time performance we are keeping a match, compared to what paratransit trends are, that we set of an unofficial goal of 94% or more. They've been holding a pretty good and getting better and in October they are up at 96.9% on time and in November they did drop to 92.5% and then December they were back at 95%.

Valid complaints are less than four complaints per 1000 trip and they've been holding that pretty good showing November at 2.11 and December at 2.76.

Wyatt Skar – Michele Stokes asked if Valley Metro received COVID-related funds to help support services. I'll just read Carol Ketcherside answer, "Yes, Valley Metro received federal funds from the CARES act which were used across the region to shore up our operating expenses. There was recently another wave of a federal COVID relief funding and Valley Metro will also be receiving funds from that. These funds have gone a very long way in helping Valley Metro put special equipment and planning in place. The new act is called Corona Response and Relief Supplemental Appropriations Act (CRRSAA)."

Then Michelle asked what happened in November when the percentage dropped down to 92.5? A little later I have a quick analysis on compliance and talk about a call center and Uber related issue.

The weekly averages for RideChoice we did the same as we saw with Paratransit. The numbers have been slowly increasing with the averages slightly dropping in December for the holidays. In November they had 451 showing the previous year at 648 and December's average was 404 and the previous year was at 665. Saturday average, basically the same story with the holidays, November was at 255 average trips per Saturday and last time they were at 392 and December was at 270 with previous year at 391.

Sunday is kind of interesting and we saw increase. We saw a slight dropped in November to 156

average where last year was 269, but in December the Sunday trips average went up to 171 when the previous year was at 291.

A few RideChoice Updates. There has been a change in the transportation providers. Those who may recall at end of November TotalRide has pulled out of the program. This was a result with their parent company. TotalRide's previous parent company was Total Transit and they were bought out by National Express and they have decided to phase out this part of their process. If you haven't noticed, they are slowly disappearing on roads. In response, we brought in a couple of other transportation providers such as Health Lift, Safewing and Sharif Joes and we've actually been getting some good reviews on them. We currently have 14 active transportation providers.

Michelle, to answer your question about what brought their performance down is Uber has been experiencing a text messaging issue. Generally, those who ask for Uber will receive a text message so they can know their driver's vehicle and link to a map to find out where they are. This year T-Mobile and Sprint merged and changed their name to T-Mobile. When they did their system updates it started blocking all Uber numbers. So, what happened was the text messages were not getting through to the customers and the customers weren't sure what vehicles they should be looking for and were not ready when the vehicle came up. This caused a lot of customers to miss their vehicles which hurt the on-time performance. Uber is working with T-Mobile and Sprint to resolve this and there's been some resolutions, but unfortunately, they are not being too forthcoming with the whole process and are just letting us know they're working on it. They recommend to customers who have T-Mobile Sprint to call them and request that Uber numbers be unblocked for their line. This is working for some customers, but not all. We do not understand why it is only working for some customers and they are not being forthcoming with the whole process. But we're working through and we're seeing less and less of it though. I say this is actually kind of a good sign one because there's always been some question of how many people will use the text messages and the tracking and it showed us a lot are going to be using it.

Valley Metro's IT Department did complete testing of the apps just before the holidays including the phone app and online portal. We are actually in the process and were hoping to have this out a couple of months ago, but a couple of issues came up with the user agreement policy agreement before we could send it over to the app stores. We are wrapping that up this week and hopefully this will be completed tomorrow. Once it's completed, we will send it over to the Apple App and Google Play stores and then start rolling it out. The web portal is basically ready and can be used, but we're doing the marketing roll out along with the app so we are not hitting everybody with different things. We will get it all together at once and I said the full rollout is February, which is next week, so it is coming soon. App stores are generally taking 24 to 48 hours to process. The Apple App store told us that they might take a little longer because they are short-staffed, but hopefully once we get this out you will start seeing marketing for these apps.

I wanted to give you a list, as requested, of our 14 different transportation providers broken down who has ambulatory and who has wheelchair vehicles. Then we have a couple like JM Med Trans that primarily only operates in the Surprise and Sun City area. MO MedTrans works in the East Valley mainly and have started placing a couple of vehicles out in the Surprise/Sun City area. They're kind of dipping their toes to see how it's going to go out there them. Sharif Joes Transport are working more in the Southeast area and are located in Queen Creek. He comes to other areas to help. The rest of the providers are county-wide. I won't go through the entire list, but if anybody needs this list, we can email it out. Currently, this list goes out to any new customers.

Mary Hartle – I had a question about the accessibility of the web portal and I think I brought up this question in October, but never got an answer whether it's accessible to people who use screen readers to hear what's written on their computer screen.

Wyatt Skar – Yes Mary, I remember that and they are doing some updates to certification and few

things that we noted. I was going to wait to make sure those went through and they had all their update and corrections made and then will get it over to you. I will probably know a lot more tomorrow after our technical meeting with IT tomorrow and after that I can start sending this out to our group test groups.

Mary Hartle – Okay, thank you Wyatt.

Wyatt Skar – You're welcome Mary.

Are there any other questions or comments?

8. Comments by Members and Announcements – N/A

9. Next Meeting – February 25, 2021 from 2:30 p.m. to 4:00 p.m.

10. Adjournment

I would like to thank everybody, all the presenters, the public and our board. If you have any more questions, you are more than welcomed to reach out to us. With that, if there are no other questions, we will adjourn for today.