

Meeting: VMAAG (Valley Metro Accessibility Advisory Group) Meeting

Date: Thursday, June 27, 2019

Time: 2:30 to 4:00 p.m.

Location: Valley Metro, Mobility Center, 4600 E. Washington Street,

Suite 101, Papago Conference Room, Phoenix, AZ 85034

Call-in Number: 602.744.5840 / Conference ID: 7792#

Please note for all the presentations referenced in this meeting summary, please go to the Valley Metro website and visit our VMAAG page by clicking on this link: WILL PUT PRESENTATION ONLINE.

1. Welcome and Introductions – Ron Brooks, Manager of Accessible Transit Services, Agency Business and Technical Services Division, Valley Metro

* Ron Brooks called the meeting to order at 2:30 p.m. and the members, staff, and public introduced themselves. Please reference the attached sign-in sheet for attendees.

1. Invitation for Comments from the Public – No comments were made.
2. Review of May 23, 2019, VMAAG Meeting Summary – No comments were made.
3. Waymo RideChoice Pilot Update – Ron Brooks – Manager of Accessible Transit Services, Agency Business, Technology and Services Division

* Ron Brooks did a presentation regarding the program.

**Questions/Comments:**

Lynn Houston: Are autonomous vehicles programmed to pull over for sirens?

Carol Ketcherside: Yes, they have a 360° view of the world and it has the ability to see things 300-yards away.

Lynn Houston: Would they pick-up on sirens if the police were pulling them over?

Ron Brooks: Waymo’s computer stores images of everything they are going to encounter in their environments. The vehicles have been driving on the Chandler Streets and highways for years now and undoubtedly have encountered those issues.

If you are or know people who would qualify for RideChoice, we are looking for participants. We would like to have a large demographic of those with disabilities. The more people we can get involved the better the data will be. The most recent WAYMO letter attached.

1. Transportation for Seniors and People with Disabilities in Unincorporated Areas of Maricopa County – Ron Brooks, Manager of Accessible Transit Services, Agency Business, Technology and Services Division

* Ron Brooks did a presentation previously presented at Maricopa County Meetings.
* Ron Brooks: We have gone to three areas within the county to let the public know about the process and this is a presentation that we brought. What is happening in the entire service area and let you know and be aware of these proposed changes and see how complicated these situations are.

1. Paratransit Operating Policies and Procedures – Arleen Schenck, Paratransit and RideChoice Operations Supervisor, Accessible Transit Services Department, Agency Business, Technology and Services Division

* Arleen Schenck did a presentation regarding the existing and new policies and procedures.

1. Development of Standards for Large Print Documents and Correspondence – Ron Brooks, Manager of Accessible Transit Services, Agency Business, Technology and Services Division

* Ron Brooks did a presentation about the process to develop standards and implementation for large print documents.

1. Accessible Transit Services Updates – Ron Brooks, Manager of Accessible Transit Services, Agency Business, Technology and Services Division

* Ron Brooks did a presentation discussing the statistics.

1. Other Items and Announcements – All

A colleague of Ron Brooks’ in St. George, Utah sent him a sign for him to gather feedback. The sign is made of metal, with braille writing, and has a spinning feature.

These signs will be posted at stops and the bus drivers can see it from 3/4 of a mile away.

As the sign was passed around the room, attendees provided feedback and asked how the sign spins, visibility to the drivers, and whether or not the type of resin used to build it would get to hot/cold too to touch in inclement weather.

1. Next Meeting – There will not be a July meeting, the next meeting will be held August 22, 2019, 2:30 to 4:00 p.m., Valley Metro, Mobility Center, 4600 E. Washington Street, Suite 101, Papago Conference Room

Ron Brooks: We have been reserving the board room that seats 80 and are averaging ten attendees, which includes staff. The reason this meeting was held at the Mobility Center instead of the 101 building Board Room was to do a test, and we may do a survey amongst members, to see if we should move it permanently to this location. A consensus was taken in the room and it was decided to change the meeting venue and begin holding VMAAG meetings at the Mobility Center.

Howard May: The Mobility Center is harder for the visually impaired to find and likes downtown better.

Ron Brooks: Downtown location may be better, but the sound system is never adequate.

Lynn Houston: Likes it at Mobility Center.

Mary Hartle: It is more difficult to hear at the Mobility Center on the phone than the downtown.

Emanuel Caddy: Downtown is harder to get picked up by Phoenix Dial-a-Ride and that’s why he has been calling in rather than coming in person.

Membership:

Ron: We are going to start enforcing VMAAG meeting attendance rules.

John Federico: In regard to membership, some were a 3-year term. Will we be recruiting?

Ron Brooks: Some terms are expiring and we will get with everyone who’s eligible to ask for all to continue and there will be some vacancies.

Howard May: Will you let us know via letter?

Ron Brooks: Yes.

Lynn Houston: My three years are up.

Bus Location Announcements:

Howard May: I am happy that we have new announcements on the buses. They stopped asking me, “Where do you get off”.

Ron Brooks: Personally, if I need a particular stop, I will ask driver.

Howard: They should ask.

John Kelley: The new system on buses now announces every stop.

Howard May: I have a card that I sent to customer service about this.

John Kelley: There are still some flaws we are working on and it’s a very large database.

Ron Brooks: Why every stop?

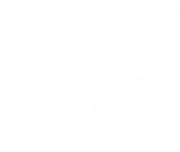
Howard May: What is the mandate to be called out?

Ron Brooks: They leave some flexibility major stops and transport area stops where transfers to other modes of transit occur. Ron recommended every mile and as the bus turns or changes direction.

1. Adjournment – Meeting was adjourned at 3:50 p.m.

Pursuant to ADA requirements, Valley Metro will provide reasonable accommodations for this meeting upon request. Reasonable accommodations may include materials in an alternate format, a sign language interpreter, or other accommodations which will enable people with disabilities to fully participate in the meeting. To request a reasonable accommodation, please contact Lisa Scott at least three business days prior to the meeting date by email or phone: [lscott@valleymetro.org](mailto:lscott@valleymetro.org) or 602.716.2117.

Attachment: WAYMO letter dated July 22, 2019



**Earn up to $600 in incentives for your participation in a unique research study on the future of transportation!**

July 22, 2019

Name

Address

City, AZ Zip

Re: **Valley Metro invites you to join our RideChoice Pilot with Waymo**

Dear Potential Pilot project participant:

Valley Metro and Waymo have partnered to pilot a self-driving on-demand ride service as an option in the RideChoice offering, and you’re invited to participate in this research opportunity and provide feedback. **You will receive $100 when you sign up and complete your first trip as part of the study. And you can earn up to $600 in total over the duration of the study!**

With the same $3 flat fare, you can use an application on your phone to hail a Waymo to take you to lots of places in the East Valley.

This is a pilot and research study, so your involvement and feedback are critical to understanding how Waymo can supplement your transportation needs.

**EXPRESS INTEREST NOW** via [**www.ridechoicewaymo.com**](http://www.ridechoicewaymo.com)or [**www.ridechoicewaymo.org**](http://www.ridechoicewaymo.org)**.** It takes less than 2 minutes to sign up and qualify to earn your first $100 as soon as you take your first ride as part of the study. Should you require more information after filling out the interest form, please contact **Denise Silva, Arizona State University at**[**denise.silva@asu.edu**](mailto:denise.silva@asu.edu?subject=Waymo%20Valley%20Metro%20Expression%20of%20Interest%20Form)**or 480-727-3613.**

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Thank you for your interest!

Valley Metro and Waymo Teams

**Frequently Asked Questions**

**What is Waymo?**

* Waymo is a self-driving technology company with a mission to make it safe and easy for people and things to move around. We’re determined to improve transportation for people around the world, building on technology developed in Google’s labs since 2009. For more information, visit [**www.waymo.com**](http://www.waymo.com).

**Where can I ride?**

* You can go wherever you’d like in the Waymo service territory. Waymo goes to most residential and commercial areas in the East Valley: north of W Chandler Heights Road, south of Broadway Road, west of Mesa Drive/McQueen Road, and east of 48th Street.

**What does this cost?**

* For the purposes of the Ride Choice pilot, your fare would be $3 for each trip.

**Will there be a person in the driver’s seat?**

* Today, Waymo cars in the early rider fleet have a Waymo trained driver in the car to watch over the car and leave feedback for the engineers.

**How will I receive the incentive amount for study participation?**

* The incentive amount will be provided in the form of pre-paid Visa gift cards. The gift cards will be mailed to your home address through the duration of the pilot as you fulfill the requirements of the study. You will receive the first $100 gift card as soon as you agree to participate and complete your first trip as part of the study. Additional gift cards will be mailed to you at regular intervals during the study. Individuals who successfully complete all steps and requirements of the study can earn up to $600 in total.

**I signed up, what’s next?**

* You’ll hear from Waymo and Valley Metro to start taking next steps to get the application and get riding.

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**Sign-In Sheet**

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| **Committee Members, Agency and Valley Metro Staff** | | | | | |
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