



## **Proposed October 2020 Public Transit Service Changes**

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Proposed October 2020 Public Transit Service Changes

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Prepared By:

Leanne Shipley

1                   JESSICA PARKS: All right everyone, we're  
2 going to get started here in just one second. We want  
3 to make sure this is sharing correctly.

4           All right. Well thank you for attending the Proposed  
5 October 2020 Public Transit Service Changes. My name is  
6 Jessica Parks, and I am the Community Outreach  
7 Coordinator for our service changes, twice a year,  
8 through Valley Metro.

9           Just a few tech tips here. Your microphone is  
10 currently muted. You can ask questions and give input  
11 using the controls on your screen. So if you look at  
12 the bar for the webinar, you should be able to see there  
13 is a question field. You can enter a question for us  
14 throughout the broadcast.

15           We are also taking comments. This is a public  
16 hearing, and there is a couple different ways that you  
17 can do that. You can make a comment through that  
18 question box. We will be going through and clarifying  
19 questions at this time, or you can put it into the chat.

20           This broadcast is also available and the slides are  
21 in the handout section. There is a PDF with all of our  
22 slides today, if you prefer to print them out and take  
23 any kind of notes or if you want to keep a copy for your  
24 own records.

25           So a little bit on our agenda today. We are going to

1 be going over the service change process before we  
2 launch into a list of our fixed-route proposed service  
3 changes and go over any opportunities for public input  
4 and questions and comments at that time. Then we will  
5 transition into our Paratransit Proposed Service  
6 Changes, go a little bit into the public outreach plan  
7 that we've already completed and the opportunities for  
8 further input, as well as some additional questions.

9 So a little bit here about the service change  
10 process. Our public outreach period is conducted  
11 May 4, 2020, through June 5, 2020. So that is now. We  
12 are going to continue comment through the first week of  
13 June with board action anticipated in August of 2020.  
14 And it's important to note here that all of our Valley  
15 Metro funded or operated services require our Board of  
16 Directors' approval. Where any kind of City of Phoenix  
17 funded or operated service requests go through Phoenix  
18 City Council approval. Any approved changes would go  
19 into effect on October 26, 2020, unless otherwise noted.

20 So a little bit about why we do service changes.  
21 Service changes are considered twice a year, and we make  
22 those changes based on a growing valley. As the valley  
23 grows and changes, our public transit system also needs  
24 to grow and change so we can most effectively and  
25 efficiently serve our residents and our riders.

1 Service changes are determined a few different kinds  
2 of ways. First, Valley Metro takes a look at any kind  
3 of regional changes that need to happen. So that way  
4 the cities can better connect to each other. We also  
5 take in our city partners feedback, as they will have  
6 the best knowledge of their city residents and their  
7 needs, and they will have the most knowledge about how  
8 their city is growing and changing.

9 We also listen to our riders and the public. If  
10 riders have an opinion on how a change is going or a  
11 change they would like to see, we are always excited to  
12 hear about that so we can make changes to better serve  
13 you.

14 A little bit about our public outreach plan this  
15 year. Our public comment period opened May 4th, to  
16 June 5th, again. We are having some --

17 Can everybody hear me okay? Just to double check.  
18 You can just check in the chat box. Just want to make  
19 sure everybody is -- okay, perfect.

20 All right. Our public comment period, again, is open  
21 May 4, to June 5, 2020. And our City of Tempe, we had a  
22 virtual Orbit Earth meeting yesterday at 5:30. So if  
23 you were able to make that, we went into much greater  
24 detail on the Orbit Earth change.

25 This webinar hearing is running until -- well, until

1 we get through all of our slides to be quite honest.  
2 But we will be taking questions and make sure that we  
3 answer what we can through the end of today.

4 All right. So we're going to move into our  
5 fixed-route and circulator service proposed changes.  
6 But first, bringing in our Valley Metro Service Planning  
7 Manager, Joe Gregory, to speak about that.

8 But first, we're actually going to go and launch a  
9 poll to get an idea about who we have in our audience  
10 today. Again, thank you so much those of you who are  
11 attending. We're very excited to have you. If you could  
12 let me know where in the valley you currently are, that  
13 helps us get an understanding of who is in our audience  
14 today.

15 All right. Pretty even. An interesting split  
16 between the northwest valley, north and central Phoenix  
17 and the southeast valley.

18 And, Patricia, thank you for letting me know that  
19 apparently hearing on the phone is a bit hazy. I'll try  
20 and speak a little bit louder and make that a little bit  
21 easier on you.

22 Okay. Going to be closing up the poll now. Thank  
23 you, those who responded. And it looks like we have  
24 northwest valley, north central Phoenix, northeast  
25 valley, and the southeast valley all represented today.

1 All right. So Joe, I'm going to go ahead and hand  
2 this over to you.

3 JOE GREGORY: Hi, everyone. Thank you for  
4 joining us today for our public hearing. We'll be going  
5 over the Proposed October 2020 Service Changes. Again,  
6 just to remind you that these are proposed and that we  
7 are really seeking your input on these changes, because  
8 they really help us to understand the preferences and  
9 the needs of the riders.

10 So I'm just going to kind of go through very high  
11 level, and then we'll go through each of the proposed  
12 service changes individually.

13 So we have a few service increases here that are  
14 being proposed. One on Route 136 on Gilbert Road, and  
15 one on Route 41, Indian School Road. And then route  
16 modifications to Route 62 on Hardy Drive, Route 108 at  
17 Elliot Road and 48th Street, the Tempe Flash, and the  
18 Tempe Orbit Earth, which serves the north Tempe area.  
19 Kind of north of the Rio Salado. Also we have Peoria on  
20 the Go, POGO. That's a service replacement, and we'll  
21 get into the details of that. And then there will be  
22 some more discussion later about the Paratransit service  
23 changes.

24 So the first is Route 41, Indian School Road. This  
25 would extend the trips in Scottsdale. They currently --

1 there's some trips that currently turn around at  
2 56th Street in Phoenix, but these would extend them  
3 through Scottsdale, through the end of the line to match  
4 the Phoenix service expansion from 5:00 a.m. to midnight  
5 on Route 41.

6 Route 62, this is Hardy Drive. This would change the  
7 route for southbound trips to travel along Ash Avenue  
8 instead of Farmer Drive to maintain consistency with  
9 northbound trips. Currently southbound trips travel on  
10 Farmer Avenue and northbound trips travel on Ash Avenue.  
11 This change would run both directions on Ash Avenue and  
12 is being made possible by infrastructure improvements to  
13 some of the intersections in association with the  
14 building of Tempe Streetcar.

15 Next one is Route 108. This would modify the route  
16 to remove the deviation along San Marcos Place, Chilton  
17 Drive, and Arizona Avenue. As you can see on the map  
18 that's there, it's the small little loop, little purple  
19 loop that's right next to Arizona Avenue. Currently the  
20 route serves that loop in both directions on every trip.  
21 This would eliminate that loop, and the route would stay  
22 on Elliot Road during that time.

23 Route 136, Gilbert Road. In Chandler and Gilbert  
24 this would extend evening service until 9:00 p.m. on  
25 weekdays and Saturdays where currently there is no

1 evening service that late. And they currently just kind  
2 of stay in Mesa. But this would extend it into Chandler  
3 and Gilbert to a little bit later in the night.

4 And then Tempe Flash. So it would modify the route.  
5 It would serve Lot 59 and additional ASU centers a  
6 little bit more directly. And then modify the runtime  
7 to run every ten minutes until 6:00 p.m. and then  
8 15 minutes after 6:00 p.m. And also note that this  
9 service change would not be on the regular schedule.  
10 This would be happening in August to coincide with the  
11 beginning of the ASU fall term.

12 As you can see here on this map, it would quite  
13 substantially change the routing of Tempe Flash. It  
14 would keep the connection with the Tempe Transportation  
15 Center, but then it will also serve Lot 59 more directly  
16 and directly inside the campus using McAllister Avenue  
17 and then serve Apache and Spence Avenue east of Rural  
18 Road.

19 And Tempe Orbit Earth would also be a small  
20 modification. So instead of using Mill Avenue to travel  
21 across Rio Salado, it would use Rural Road. So this  
22 would modify the route to travel along Rio Salado  
23 Parkway to Rural Road to better serve activity centers  
24 at Rural Road and Playa Del Norte. Two stops at Curry  
25 Road and Mill Avenue. The intersection there would be

1 eliminated, but there would be additional stops along  
2 Rio Salado in order to pick up the people there.

3 And then Peoria on the Go, this is the POGO service  
4 in Peoria. So the current configuration is that it runs  
5 Monday through Friday from 6:00 a.m. to 6:00 p.m., and  
6 it's basically one big bidirectional route. It runs  
7 both directions in kind of a big circle, and it runs  
8 every 30 minutes. This would change it to a pilot. It  
9 would have five additional other routes. Their  
10 frequency would go from about 60 minutes to about  
11 120 minutes depending on the length of the route. And  
12 it would run Friday through Sunday, 10:00 a.m. to  
13 10:00 p.m. So this would really be able to connect a lot  
14 more activity centers during those times when a lot  
15 people are trying to reach a lot of activity centers in  
16 Peoria along P83 or in Old Town Peoria.

17 You can see here on the map, it would be quite a  
18 change. So there would be five additional routes -- or  
19 five routes to replace the one route. And you can see  
20 the red and blue routes would follow along some of the  
21 areas where the current route runs, but there would be  
22 totally new areas served by the green, yellow, and  
23 purple routes.

24 And so, again, this is really to reach a lot of  
25 activity centers and to connect Old Town Peoria, the

1 P83 District, and basically the entire city of Peoria to  
2 be able to ride this and use it to reach these activity  
3 centers on weekends on Friday through Sunday 10:00 a.m.  
4 to 10:00 p.m.

5 JESSICA PARKS: All right, thank you, Joe.  
6 Again, please let us know any kind of comments or  
7 questions you have about any of these proposed changes.  
8 You can reach us online at [input@valleymetro.org](mailto:input@valleymetro.org). You  
9 can complete the online survey at  
10 [Valleymetro.org/servicechanges](http://Valleymetro.org/servicechanges).

11 You can submit an official comment for this public  
12 hearing. There are a couple of ways to do this. You  
13 can write your comment in the chat box of this webinar,  
14 you can submit a question through the question field as  
15 well. We also have the ability for you to leave a  
16 verbal comment. So we have an inbox set up where you  
17 can leave us a voicemail, and you can reach that inbox  
18 at (602)322-4497. Again, that is (602)322-4497. Just  
19 make sure you state your name, and leave us your  
20 comment, and we'll make sure it's recorded.

21 You can contact us any time by calling customer  
22 service at (602)253-5000.

23 All right. And we're going to get into some  
24 questions today. I have actually Cathy Colbath, the  
25 City of Peoria Transit Manager, and Sam Stevenson, the

1 City of Tempe Senior Transportation Planner. They will  
2 both be attending so they can answer some questions from  
3 our survey and for -- some have come in through our  
4 feedback that we've already collected.

5 So if you do have any specific questions or  
6 clarifying concerns, please go ahead and enter those  
7 into the question box. I'm going to go ahead and go  
8 through a couple questions that we've already gathered  
9 together from that survey. But if you do have questions  
10 about any of our fixed-route or circulator proposed  
11 changes, please go ahead and enter them in now.

12 All right. Cathy and Sam, I'm going to unmute your  
13 lines. I am -- looks like you're both self-muted.

14 First question: Where do service changes come from,  
15 and who first proposed this service change?

16 I'm going to go ahead and kick this one over to you  
17 Joe.

18 JOE GREGORY: Thank you, Jessica. Service  
19 changes are a collaboration between Valley Metro, the  
20 member cities, and input from the riders. We're  
21 constantly monitoring the performance of the routes and  
22 activity centers throughout the Phoenix area in order to  
23 make sure that we are serving riders in the most  
24 efficient, convenient way possible. The input that we  
25 receive from periods like this and the overall outreach

1 period are very important to our understanding of the  
2 system from the riders perspective as well. So please  
3 feel free to reach out to us with any improvements with  
4 which can help the system.

5 JESSICA PARKS: Thanks, Joe.

6 Cathy, this question is regarding the POGO  
7 Circulator. How is public feedback taken into account  
8 when the City of Peoria put together these changes?

9 CATHY COLBATH: Thank you, Jessica.

10 There are number of ways that we receive feedback on  
11 our services. In POGO's case, POGO actually had an  
12 e-mail established that allowed for comments to come in  
13 through the POGO e-mail.

14 There is also a transit hotline established. So we  
15 received feedback that way as well. Peoria has a pretty  
16 robust social media. We do receive a number of social  
17 media comments regarding POGO.

18 There are also general meetings held; for example,  
19 district meetings, and comments can come in that way.  
20 And we also talk to our riders, and inquiry them as to  
21 what was working, what changes they would like to see.  
22 In addition, there was a survey that was conducted as  
23 well. So multiple options for people who give us input  
24 that help to structure some service changes.

25 JESSICA PARKS: Thank you, Cathy.

1           Okay. I do see we have comments coming in through  
2 the question field. Again, please make sure that you  
3 enter in questions about fixed-route circulator service.

4           Patricia, thank you for your question. We are  
5 actually going to discuss how POGO changes will affect  
6 ADA riders in our next part of the webinar. So we're  
7 going to get to that part.

8           All right, Joe -- Actually, let's do one for Sam.

9           Sam, what went into the decision to remove Mill and  
10 College Avenue from the Flash route?

11                   SAM STEVENSON: Sure, I can definitely speak  
12 to that. Thanks, Jessica.

13           So I want to start out by saying that the request to  
14 modify the Flash came to us from ASU. They provide all  
15 the funding to operate this service. And really the  
16 goal of the modified route is to maintain connectivity  
17 between Lot 59, on the north side of campus, to the  
18 center of campus, and to several of the facilities on  
19 the south side of the campus.

20           Really the change from the current route to the new  
21 route also aims to reduce duplication with the future  
22 Streetcar route, which we're looking to start operations  
23 summer of 2021.

24           And I also want to mention that the route, as we know  
25 it today, is fairly new. We've been running it for

1 about a year. But since we made that change, we have  
2 seen a significant decline in ridership. So we hope  
3 this new route structure will help us to serve more  
4 people more efficiently.

5 JESSICA PARKS: Thank you, Sam.

6 Another question for Joe here. Joe, what  
7 considerations are taken when Valley Metro or a city  
8 propose to eliminate part of a route?

9 JOE GREGORY: Thanks, Jessica.

10 As I mentioned earlier, we are constantly monitoring  
11 the system in order to determine the most efficient  
12 routes to serve the most riders. So we try to be good  
13 stewards of tax payer dollars by making sure that we're  
14 focussing on maintaining convenient, reliable, efficient  
15 service. And we'll look at ways to reallocate resources  
16 in order to achieve that goal.

17 JESSICA PARKS: Thank you, Joe.

18 Sam, we have a question here, it looks like from  
19 David. David, thank you so much for your question.

20 Will the changes to the Tempe Orbit Earth add travel  
21 time to the route, or will it impact travel time to the  
22 route?

23 SAM STEVENSON: Thanks, Jessica, and thank  
24 you, David.

25 Yes, we do believe that depending on the time of day

1 there could be noticeable changes to the travel time on  
2 the Earth route. This is definitely, you know, maybe  
3 it's a disadvantage. That's something that we want to  
4 consider and weigh against the possible advantages of  
5 connecting to so many new activity centers in the area  
6 of Rural and Playa del Norte and also along Rio Salado  
7 Parkway. So it's kind of a tradeoff we're weighing out.  
8 We are prepared to adjust the schedule if necessary, and  
9 we do have the resources to, you know, add a vehicle to  
10 the route to make sure we operate reliably if the change  
11 adds time.

12 JESSICA PARKS: Thank you, Sam.

13 All right, so we -- you may have answered this in  
14 part, Sam. I'm going to go ahead and ask this one since  
15 it's from one of our audience members. Marilyn, thank  
16 you for your question.

17 Why the changes to the Flash route and who will it  
18 better serve?

19 SAM STEVENSON: Sure. So the changes -- I'll  
20 just repeat the beginning of my last answer. The  
21 changes did come to us by request of ASU, but in  
22 partnership with them, we really looked at how we can  
23 best serve the ASU communities.

24 So I will say, when we made the last change, which  
25 became effective last May. One of the things that we

1 changed -- we heard a lot of -- kind of -- you know,  
2 feedback about, more negative feedback was the fact that  
3 the route no longer connected so well to Lot 59. So we  
4 definitely wanted to add in all of those parking lot  
5 areas north of Sixth Street near Packard Drive, to make  
6 sure that people who drive to campus and need to get to  
7 the core of campus can be better served by the Flash  
8 route.

9 Another challenge that we heard after making the  
10 previous change was that the route was so -- you know,  
11 that people would get on it and it doesn't really go  
12 directly to campus. It stops at so many of the other  
13 places along the way. It almost, you know, could be  
14 faster to walk on campus. So with this change we're  
15 aiming to pick people up in the parking lots and  
16 essentially more directly take them to the core of  
17 campus.

18 So it will definitely be interesting to see if, you  
19 know, if it's received well by the community.

20 JESSICA PARKS: Thank you, Sam. All right,  
21 we're going to ask one of the questions I received  
22 through our survey at [ValleyMetro.org/servicechanges](https://ValleyMetro.org/servicechanges).

23 This is for Cathy. Regarding the POGO pilot, could  
24 some of the new POGO routes be eliminated after the goes  
25 into effect in order to increase frequency or service

1 hours elsewhere?

2 CATHY COLBATH: Thank you, Jessica, for that  
3 question.

4 Our goal right now is to put this service out. We  
5 would like to tie all areas of the city together. So  
6 our intention at this point is to continue service to  
7 all points of our city. We will continue to look and  
8 evaluate the service as we go through and, you know,  
9 look at the usage and make evaluations and changes as we  
10 need to to make it the most effective service as  
11 possible going forward. The goal right now is to  
12 continue to have all the routes serving all areas of our  
13 city.

14 JESSICA PARKS: Thanks, Cathy. Another  
15 question from the audience today for Sam.

16 Sam, for Tempe Flash change, will the loop along  
17 Sixth Street and Packard drive be served both  
18 directions?

19 This question is from John. Thank you for your  
20 question, John.

21 SAM STEVENSON: Hi, John. Yes, the loop  
22 basically -- the four sides of the loop being Sixth  
23 Street, Rio Salado, Packard Drive, and Rural Road will  
24 be served in both directions, yes.

25 JESSICA PARKS: Sam, I have another question

1 from our survey for you.

2 Why did the city of Tempe choose to install a  
3 Streetcar along Apache rather than extend the light rail  
4 down the same path?

5 SAM STEVENSON: Sure, I can absolutely answer  
6 that. So Streetcar is actually a new mode of transit  
7 for our region and some characteristics that we believe  
8 make it a better fit for Mill Avenue are that the  
9 vehicles are much smaller. I believe they're 90-feet  
10 long. Where the light rail vehicle is 120. So it's  
11 significantly smaller. And we won't be coupling  
12 multiple cars together. So it fits the footprint of  
13 downtown Tempe where we have smaller blocks much better.  
14 The platform -- that allows us to make the platforms  
15 much smaller as well. So it just fits into our downtown  
16 fabric much better.

17 You know as you can do with the flash trains, we're  
18 making some other service changes that try to reduce  
19 duplication between streetcars and existing transit  
20 routes.

21 Another characteristic of Streetcars that is going to  
22 share a lot of the right-of-way with traffic. Where as  
23 light rail operates in a dedicated section of the road.  
24 Streetcar will be a shared lane mixed in with traffic.

25 JESSICA PARKS: All right. Thank you, Sam.

1 I know that's not one of our service changes today, but  
2 we did get that question a couple times in the survey.  
3 So I thought it would be worthwhile.

4 All right. This question is for Cathy.

5 Cathy, will the POGO Blue Route along 83rd Avenue --  
6 so it looks like the POGO along 83rd Avenue will remain  
7 unchanged. This question is from Alexa. Sorry, if I  
8 said that wrong.

9 CATHY COLBATH: If understand the question  
10 correctly, the question is: Will the service that  
11 exists currently on 83rd Avenue bus route remain once  
12 POGO goes in; is that correct?

13 JESSICA PARKS: Yes, that sounds like that is  
14 the question. Please, let us know, Alexa, if that is not  
15 correct.

16 CATHY COLBATH: Yes. So that Route 83 will  
17 continue to stay. That is operating separate from POGO.  
18 While POGO will have some overlap on there, it just  
19 helps to build the connectivity options between the two  
20 types of services. So 83rd Avenue is planning to stay  
21 running as it is.

22 JESSICA PARKS: Perfect.

23 Shanta also has a question for POGO: Why the later  
24 time? So why go to a 10:00 a.m. to 10:00 p.m. Friday  
25 through Sunday versus 6:00 a.m. through 6:00 p.m. Monday

1 through Friday?

2 CATHY COLBATH: Thanks for that question,  
3 Jessica. We actually -- that was a very common comment  
4 that we received from many of our commenters that they  
5 thought the type of service in Peoria was good. They  
6 really would like to use it for some evenings and the  
7 weekends to access some of the community destinations  
8 throughout the city. So that was what went into the  
9 analysis of what would be the best way to provide that  
10 to more areas than the city and for the opportunity to  
11 connect more residents throughout the city. The time of  
12 day was asked to be shifted to evenings and weekends as  
13 well.

14 JESSICA PARKS: Thank you, so much.

15 All right. Mary, I do see your question. Thank you  
16 for getting it in the chat box here.

17 This question is for Sam regarding the Flash. Sam,  
18 what time intervals were the proposed Flash being  
19 evaluated at? And what kind of evaluations do you use  
20 when evaluating -- I'm sorry. What kind of criteria or  
21 benchmarks do you use for evaluations in those routes?

22 SAM STEVENSON: I'll take a stab at this. If  
23 I don't answer your question, please, let us know.

24 But essentially we monitor data monthly. I say data,  
25 we get ridership data by time of day. And, you know, we

1 look into that every month. We take passenger feedback,  
2 rider feedback.

3 I will say that we feel that it is good practice to  
4 usually wait at least 12 months upon committing a route  
5 change before really, you know, starting to look at  
6 potential changes. The reason I say that is because we  
7 know that ridership fluctuates on an annual basis. So  
8 we know that, you know, in the summertime, our ridership  
9 in our region tends to decline, and, you know, in other  
10 times of the year like November, I think is our highest  
11 ridership months. So we want to see that annual cycle  
12 play through before we sit down and really look at ways  
13 that we can modify the route.

14 As far as process goes, I don't know if that answered  
15 the question. If it's more so about evaluating the  
16 feedback as part of this process, the comment period, I  
17 believe, is open until June 5th, and right after that  
18 closes down and read all of the public input and see,  
19 you know, is there any minor things we can look at to  
20 better respond to the concerns or compliments coming  
21 from the community, and go from there.

22 JESSICA PARKS: All right, thank you. We're  
23 going to get into our last question. Oh -- thank you,  
24 Mary. She says that you did answer her question.

25 We're getting into our last question here. Again, if

1 you have questions about our fixed-route or circulator  
2 services proposed changes, please enter them into the  
3 question box here.

4 We're going to be moving on to our Paratransit  
5 discussion after this. We want to make sure we get to  
6 everything. If you do have additional questions later  
7 or something pops to mind, please, again, reach out to  
8 us at [input@valleymetro.org](mailto:input@valleymetro.org). That is  
9 [input@valleymetro.org](mailto:input@valleymetro.org). And if you do have a question,  
10 someone will reach out to you.

11 The last question. This one is for Joe.

12 Joe, when do we know when these changes are going to  
13 be permanent?

14 JOE GREGORY: So, again, as we have been  
15 saying, the outreach period will run through June 5th.  
16 Then after that, we'll take the rider input very  
17 seriously and determine with our city partners those  
18 changes that will move forward.

19 We will present these to the Valley Metro Board of  
20 Directors on August 27th, and pending approval, we will  
21 begin informing the public about that change. So keep  
22 an eye out on the website, social media feeds, or  
23 however you receive information for Valley Metro to see  
24 those latest updates.

25 JESSICA PARKS: Thank you, Joe. And thank

1 you to our panelists, Cathy and Sam. We very much  
2 appreciate you guys taking the time to come and speak to  
3 our riders and to the webinar.

4 All right. So we're going to get moving along here  
5 into our Paratransit discussion very shortly.

6 But quickly, just to remind you as you travel and  
7 make your trips, leaving your house, and start to  
8 venture out in a Covid-19 kind of world, make sure to  
9 take some steps to keep safe. Keep distance and wear a  
10 cloth face cover. Wash your hands, or use hand  
11 sanitizer. And, you know, utilize your face coverings.  
12 It is recommended by Valley Metro to keep you and your  
13 fellow riders safe.

14 All right. Just to answer your question, Mary. Yes,  
15 we can add you to our e-mail list. If you go to our  
16 survey and complete -- fill out a comment, there is an  
17 option for you to add your e-mail to our e-mail list.  
18 We are happy to take that. Or if you would like to  
19 e-mails us at [input@valleymetro.org](mailto:input@valleymetro.org), we're happy to take  
20 your e-mail there and add it to our list. You can stay  
21 up-to-date with Valley Metro.

22 All right. So we're going to get into our  
23 October 2020 Proposed Changes for our Fiscal Transit  
24 Services. Guillermo Gonzalez is going to be coming on  
25 to speak a little bit about some upcoming Paratransit

1 changes. But first we're going to launch one more poll,  
2 just on see.

3 What kind of forms of Paratransit do you use? So  
4 this is an "all that apply" situation. Light rail,  
5 regular bus route, circulators, bicycle or carpool. Go  
6 ahead and fill those out.

7 We have lots of transit riders it looks like. Not  
8 surprising. Using a variety of methods today. Exciting  
9 to see that.

10 Light rail taking the obvious lead, but I'm very  
11 excited to see a high percentage of bike riders in this  
12 group.

13 All right. And thank you again for riding. We're  
14 really excited you ride with us. And I'm to go ahead  
15 and close this poll now. Yeah, very nice. Lots of  
16 mobile riders today. Very excited.

17 All right. Well with that we're going to go ahead  
18 and go to Guillermo, and he's going to discuss our  
19 Paratransit changes.

20 GUILLERMO GONZALEZ: Thank you, Jessica.  
21 Again, my name is Guillermo Gonzalez, and can everybody  
22 hear me?

23 JESSICA PARKS: We can hear you loud and  
24 clear, Guillermo.

25 GUILLERMO GONZALEZ: Perfect, thank you.

1 My name is Guillermo Gonzalez, and I'm Program  
2 Coordinator for Accessible Transit Services Department.  
3 And I'll be presenting the proposed changes to Valley  
4 Metro Regional Paratransit.

5 The first area that we're going to be presenting is  
6 the City of Peoria Proposed Paratransit Changes. The  
7 POGO service changes are complimentary to the  
8 fixed-route. POGO pilot circulator that was just  
9 mentioned previously to the -- that Joe mentioned  
10 previously. These changes do include changes to the  
11 service area, hours of operations, and days of service.

12 The hours of operations are proposed to change from  
13 6:00 a.m. to 6:00 p.m. to 10:00 a.m. to 10 p.m. And the  
14 days of operations are proposed to change from Monday  
15 through Friday to Friday through Sunday. The proposed  
16 changes to the service area will compliment the proposed  
17 POGO pilot circulator. I would like to please note that  
18 the City of Peoria Dial-a-Ride will not be changing.  
19 These proposed changes are to Valley Metro Regional  
20 Paratransit only.

21 The current POGO map. The current POGO circulator  
22 route and Paratransit service area are illustrated on  
23 this map. The gray area shows the current Paratransit  
24 area that compliments the current POGO circulator. The  
25 service area goes from a bit north of Happy Valley Road

1 down to a bit south of Coral Gables Drive.

2 The proposed service area: This map shows the  
3 proposed Paratransit service area in the gray  
4 complimenting the five proposed POGO pilot circulator  
5 routes. This service area is roughly from just north of  
6 Deer Valley Road down to a bit south of Northern Avenue.

7 Within this proposed service there are areas that  
8 would not be effected by the proposed change. This map  
9 illustrates in gray the proposed service area that would  
10 not be effected.

11 This map shows the service area shaded in gray that  
12 is affected by the proposed changes. These proposed  
13 changes include Valley Metro regional Paratransit  
14 service would now be available without transfers Monday  
15 through -- I'm sorry. These proposed changes include  
16 Valley Metro Regional Paratransit service would be  
17 available without transfers Friday through Sunday.  
18 Again, noting City of Peoria Dial-a-Ride will not have  
19 changes, and will continue to be available Monday  
20 through Friday to all Peoria residents. This service  
21 will also be available Monday through Thursday by  
22 transferring from their local transportation option to  
23 Valley Metro's Regional Paratransit service.

24 The proposed service area illustrates here by showing  
25 the blue with hashmarks as a Paratranit service area

1 that is not effected by the proposed change. The  
2 hashmark area without blue, enclosed in red circles --  
3 And Jessica, can you click again, one more time, please.  
4 Thank you.

5 JESSICA PARKS: Oh, yeah.

6 GUILLERMO GONZALEZ: Thank you. Enclosed in  
7 red circles will offer customers Valley Metro Regional  
8 Paratransit without transfers Friday through Sunday.  
9 And service will be available Monday through Thursday by  
10 transferring from their local transportation service to  
11 the service area on Valley Metro Regional Paratransit.  
12 Again, noting Peoria Dial-a-Ride will have no changes  
13 and will continue to be available Monday through Friday.

14 City of Peoria, the Paratransit outreach that we did  
15 to our customers, we sent letters to all active  
16 customers affected. The letters were mailed out May  
17 7th. Valley Metro staff also attempted to call all  
18 customers that received the letter. Within these calls,  
19 we answered questions or concerns, and we provided help  
20 to register for this webinar.

21 The City of Tempe proposed changes to Valley Metro  
22 Paratransit: Currently the City of Tempe has same-day  
23 trips on Valley Metro Paratransit and non ADA  
24 certification available to residents of Tempe 65 and  
25 older. The proposed changes to eliminate same-day trips

1 on Valley Metro Paratransit. Noting that RideChoice  
2 will still be available to residents of Tempe that are  
3 ADA certified or 65 and older for same-day service.

4 This basically means that they will not have to call  
5 one day in advance for RideChoice service, but they  
6 will have to call one day in advance for Paratransit  
7 service.

8 This second change is non ADA certification is  
9 proposed to discontinue. Age will no longer be a factor  
10 to use Valley Metro Paratransit. Customers will have to  
11 be ADA certified in order to continue to use Valley  
12 Metro Paratransit. Also noting that RideChoice will  
13 still be available to Tempe residents that are 65 and  
14 older and ADA certified.

15 The outreach for City of Tempe was City of Tempe sent  
16 out a letter to all affected customers. This letter was  
17 mailed out February 4th. And we also participated with  
18 City of Tempe in three community meetings that were held  
19 in February at which questions and concerns were  
20 addressed.

21 JESSICA PARKS: All right. Thank you,  
22 Guillermo. And, again, please let us know if you have  
23 any further comments or questions. You can e-mail Valley  
24 Metro at [input@valleymetro.org](mailto:input@valleymetro.org). You can complete the  
25 online survey at [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges). You

1 can submit an official comment for this public hearing  
2 by either writing a comment or question in the chat box  
3 to the side. You can leave a verbal comment at our  
4 public voicemail inbox at (602)322-4497. That is  
5 (602)322-4497. Or can you reach us any time by  
6 contacting customer service. That number is  
7 (602)253-5000.

8 And now we're going to get into some questions for  
9 Guillermo and for our Paratransit service changes being  
10 proposed today. So if you have questions about  
11 Paratransit please type them into the question box off  
12 to the side, and I do have a couple scripted from our  
13 feedback we received so far. But we are looking for  
14 additional questions. If you have concerns about  
15 anything or if you have a comment that you wish to log,  
16 please go ahead and type that in.

17 Guillermo, first question: What causes Paratransit  
18 changes?

19 GUILLERMO GONZALEZ: That's a great question.  
20 What causes Paratransit changes? The changes to  
21 Paratransit come in different avenues, and this is a  
22 perfect example. This service change is a perfect  
23 example of two different avenues that service changes  
24 happen. One is the actual operations of it. In Tempe's  
25 case it's the non-ADA certification as well as the

1 same-day service. So these are services that are part  
2 of the operations that cities have available to their  
3 residents, and at times, like in this case, RideChoice  
4 was available. So in order to make that change, the  
5 service change process happens, but to make sure nobody  
6 loses service, RideChoice was available.

7 In the case of the POGO, the POGO Paratransit service  
8 change compliments the actual circulator. So these  
9 changes happen with fixed-route. So we are reacting to  
10 fixed-route changes, making sure that we are within the  
11 service area complimenting the circulator fixed-route or  
12 any bus route in that case.

13 JESSICA PARKS: Thank you, Guillermo.

14 Question about the City of Tempe changes. If they  
15 are eliminating same-day Valley Metro Paratransit  
16 service, what is it being replaced with?

17 GUILLERMO GONZALEZ: RideChoice will still  
18 be available for all residents in Tempe that wish to  
19 have same-day service. RideChoice is a subsidized  
20 taxi-like service that includes Uber and wheelchair  
21 accessible vehicles. That is available 24-hours a day,  
22 every day of the year. That will be the new same-day  
23 service available for residents in Tempe.

24 JESSICA PARKS: Thanks, Guillermo. I'm going  
25 to actually go back to slide 26 for this question, just

1 give a better visual. Give me one second. Okay.

2 So this question is for the City of Peoria pilot  
3 route. Why are the top sections of the red and blue  
4 route not incorporated in the proposed Paratransit  
5 regional area?

6 GUILLERMO GONZALEZ: Jessica, can you please  
7 go to a little bit further up, to the proposed POGO  
8 search. That one. Perfect, thank you.

9 So due to the frequency as well as the limited stops,  
10 on the red and blue routes going north, it does not  
11 compliment Paratransit service. Therefore we are  
12 following the ADA law when it comes to that, and this  
13 service is the way that it is structured becomes  
14 somewhat of a commuter bus service that includes other  
15 services characterized by limited route structure and  
16 limited stops. And therefore creates a different  
17 relationship for transit that does not have Paratransit  
18 available there.

19 JESSICA PARKS: Thank you. Let me take a  
20 look. It looks like we have a couple audience questions  
21 here. Again, if you have a question about Paratransit  
22 services for service changes, please list them in here.

23 All right, Shanta. I do see a question. Will POGO  
24 still run Monday through Friday from 6:00 a.m. to 6:00  
25 6:00 p.m.?

1           So the current -- this looks like it's one of our  
2 fixed-route changes -- or questions regarding the fix  
3 circulator service. So please let me know if this is  
4 regarding Paratransit as well.

5           But for fixed-route circulator service, the current  
6 POGO runs Monday through Friday from six to six. The  
7 proposed change is that we will have a proposed pilot  
8 program that would change that service to run Friday to  
9 Sunday 10:00 a.m. to 10:00 p.m. It would effectively  
10 replace the current POGO system as it is.

11           So current POGO service that would run Monday through  
12 Friday 6:00 a.m. to 6:00 p.m. would not run. You would  
13 have a service that runs from Friday to Sunday.  
14 10:00 a.m. to 10:00 p.m.

15           All right, Guillermo, I have a question here from  
16 Patricia for you. So Patricia, please let me know if  
17 this is not the question you're asking. But I think  
18 you're asking: What is the difference between  
19 Dial-a-Ride instead of ADA. If it's labeled Dial-a-Ride  
20 versus ADA.

21                   GUILLERMO GONZALEZ: So ADA is Americans with  
22 Disabilities Act. The difference between Dial-a-Ride  
23 and Paratransit, in this case, is Valley Metro  
24 identifies its Paratransit service as Valley Metro  
25 Regional Paratransit. City of Peoria, which was

1 mentioned here, identifies their service as City of  
2 Peoria Dial-a-Ride. Cathy, is that correct?

3 CATHY COLBATH:: Yes, it is, and the  
4 difference with ADA is that the ADA is providing us  
5 three-quarters of a mile of a fixed-route service  
6 where -- so the origin and destination need to be within  
7 three-quarters of a mile of a fix route service. Hence  
8 Guillermo when you were referring to the complimentary  
9 aspect of the ADA service. And in the case of Peoria  
10 Dial-a-Ride, that serves the entire city of Peoria. So  
11 two separate service criteria. Dial-a-Ride operates one  
12 way. ADA operates another way.

13 JESSICA PARKS: All right. Thank you both.  
14 We appreciate that.

15 Okay. I have one final question here. So, again, if  
16 you do have any additional questions or comments, please  
17 enter them into the chat box or into the question field  
18 here. Again, we are taking also online, if you want to  
19 e-mail us, [input@valleymetro.org](mailto:input@valleymetro.org). So if you do think of  
20 your last minute question but this webinar is over,  
21 please go ahead and make sure you e-mail us, because we  
22 would love to make sure we get your comment.

23 Guillermo, last question. If a rider has a question  
24 about their specific eligibility for Paratransit, who  
25 should they contact?

1                   GUILLERMO GONZALEZ: We would ask them to  
2 call the mobility center at (602)716-2100, and then  
3 choose the eligibility option. Their staff would be  
4 able to answer any type of eligibility questions you  
5 have and what service options are available to you from  
6 your home.

7                   JESSICA PARKS: Thank you very much,  
8 Guillermo.

9                   All right. So, again, thank you so much for  
10 attending today's webinar. We appreciate all of the  
11 good questions, and thank you to our panelists for  
12 attending today and going over everything in detail.

13                   Again, if you want to contact us, please submit your  
14 comment through June 5th. We can be reached a couple of  
15 different ways: [Input@valleymetro.org](mailto:Input@valleymetro.org) is our e-mail  
16 address for public comment during our public comment  
17 period. You can also call customer service  
18 (602)253-5000. Again, that's (602)253-5000. Our survey  
19 is also still live at [valleymetro.org/servicechanges](http://valleymetro.org/servicechanges).

20                   Thank you, again for attending. Stay safe out there.  
21  
22  
23  
24  
25

1 I, LEANNE SHIPLEY, certify:

2 That the foregoing proceeding was taken by  
3 me in shorthand and thereafter reduced to print by  
4 computer-aided transcription under my direction; that  
5 the foregoing pages are full, true, and accurate  
6 transcript of all proceedings, to the best of my skill  
7 and ability.

8 I FURTHER CERTIFY that I am in no way  
9 related to nor employed by any of the parties hereto,  
10 nor am I in any way interested in the outcome hereof.

11 Signed and dated this 3rd day of June, 2020.

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*Leanne Shipley*

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Leanne Shipley, Reporter

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