

MINUTES OF THE TRANSPORTATION COMMISSION MEETING
City of Chandler, Webex Meeting

Wednesday, May 21, 2025, at 4:00 p.m.

CALL TO ORDER / ROLL CALL

Chair Heineking called the meeting to order at 4:02 p.m. Ms. Sheri Passey completed roll call. Quorum present.

Members in Attendance:

Chair David Heineking
Commissioner Dan Henderson
Commissioner Molly Olsen
Commissioner Timothy Johnson
Commissioner Dianne Kresich

Members Absent:

Commissioner Dean Brennan
Commissioner Luis Heredia

Staff Members Present:

Jason Crampton, Transportation Planning Manager
Nancy Jackson, Transportation Planning Program Coordinator
Hezequias Rocha, Transportation Planning Program Coordinator
Raistlin Snow, Transportation Planning Assistant
Sheri Passey, Recording Secretary, Management Assistant
Warren White, Assistant CIP City Engineer
Daniel Haskins, Capital Projects Manager
Matthew Dunbar, Budget and Policy Director

Webex Attendee's:

Ana Santos, Via General Manager
Nicolas Marin, Via Partner Success Manager
George Wilson, Via Field Manager
Joe Martin, Via Partner Success Director
Daniele Bourne, Via Territory Lead Arizona
Dorothy Mitchell, Via West Coast Partner Success Principal

Public Attendee's:

Jason Kaczowski, Strand Associates, Inc., Consultant

Chair David Heineking: Do we have any members of the public present? No.

SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES

None.

CONSENT AGENDA

None.

ACTION AGENDA

1. Election of Officers

Chair Heineking: The first item is the election of officers. Do we do the chair first and then vice chair or together as a package?

Mr. Jason Crampton, Transportation Planning Manager: Responded. You can do one at a time or as a package, it's up to you.

Chair Heineking: I will nominate myself to continue as chair for another year unless someone else would like to self-nominate or nominate anyone else?

Commissioner Dan Henderson: I will second.

Chair Heineking: We will move to vice chair. David Lucas who was vice chair, is no longer with the commission. Does anyone want to throw their name in the hat?

Commissioner Molly Olsen: I will self-nominate.

Mr. Crampton: You can do a motion in a second for the pair.

Chair Heineking: I motion I get re-elected as chair and Commissioner Olsen as vice-chair. Is there a second?

Commissioner Henderson: I will second.

Chair Heineking: All in favor say aye. Any opposed? None. Motion passed.

Motion passes unanimously 5-0.

2. Approval of the Minutes of the Transportation Commission Regular Meeting of April 2, 2025.

Chair Heineking: Has everyone had an opportunity to look over the minutes? Any corrections?

Commissioner Henderson: Motioned to approve the April 2, 2025, Transportation Commission minutes.

Commissioner Olsen: I will second.

Chair Heineking: All in favor of approving the minutes say aye. Any opposed? None. Minutes approved.

Motion passes unanimously 5-0.

BRIEFINGS

Chair Heineking: Next up are the briefings. I will turn the time over you (Mr. Jason Crampton).

3. Bond Election Update

Mr. Crampton: Thank you, Mr. Chairman. We have a presentation by Matthew Dunbar from the budget office to provide an update on what is happening with the bond election.

Mr. Matthew Dunbar, Budget and Policy Director: I was here five or six months ago when we were determining whether to kick off a bond election. We are at a point where we can provide another update.

The Mayor and Council decided they wanted a resident bond exploratory steering committee to talk about the bond process, so they directed staff to start the steering committee. We had a seven-member steering committee, and each steering committee had four sub-committees. Each sub-committee had six members on it. A total of 31 residents of Chandler participated in the committees.

They started in September (2024) and worked through several different processes including tours of different facilities throughout the city, meeting with staff representatives from the different areas that are requesting Bond Funding, and they met with the finance team. In April (2025) the steering committee made a recommendation to the Mayor and Council. The council agreed with the recommendations of the steering committee and called for a bond election in November (2025). The ballot language is given to Maricopa County in June. The pros and cons can start to be filed with the Clerk's office in August, and the informational pamphlet will be mailed out on September 23, 2025, with the election to be held on November 4, 2025.

While working through the process the Mayor and Council directed staff to ensure there was a lot of communication available to the public. Therefore, all the presentations, all the information from every meeting and the final recommendation packet to the Mayor and Council were posted on Chandleraz.gov/bondelection. Social media and news articles were posted to get the word out prior to calling for the election to make sure if there were any concerns from residents, they had the opportunity to voice those concerns. We did not have any concerns voiced so the Mayor and Council moved forward with the recommendation to move forward with the recommended bond funding project list in several different categories.

Thirty-seven (37) bond projects with an estimated value of about \$728 million were considered. Those projects were prioritized and taken to residents. The final recommendation was for twenty-four (24) projects, with a total value of \$475 million bond requests in four categories. If approved the \$475 million is a recommendation and would not increase the secondary property tax rate. Our secondary property tax rate is \$0.087, and all the recommended projects fit within that tax rate that should take us through another eight years of projects. It was important to the Mayor and Council to bring recommendations back to them that did not cause the tax rate to increase.

The Parks and Recreation Subcommittee recommended ten projects in the amount of \$158 million but also included a list of projects for future bond elections by project name and financing amount. The top priority was on maintaining existing parks. There are many city parks that were built in the eighties, nineties or early 2000's. These parks need new amenities added as the needs of the residents in the area have changed. The same focus was applied to community and recreation centers, repairs and improvements. The next priority was A.J. Chandler Park improvements/renovations. When public meetings were held many residents indicated they had never heard of that park, which is part of the problem. It's our downtown park which is separated by Arizona Avenue and where special events are held. The space doesn't lend itself to a park-like setting. So, we need to reimagine what that looks like, especially using the new stage area and creating a downtown destination. Folley Pool was the next priority. Folley Pool was built in the early 1980's and is a traditional design – lap lanes and diving well. Other pools offer those amenities but also provide amenities for play. Most residents in that area don't have the same amenities as pools in south and west Chandler. Mesquite Groves Park, which is in southeast Chandler has been promised for many years. We are building Phase I. The bond will include Phase II, but you will notice that Phase III has been shifted out. That gets us Phases I and II completed and provides an opportunity to consider new preferences. For example, when Mesquite Groves was initially designed pickleball wasn't on anybody's radar, yet today it's one of the top amenities requested.

The Fire Subcommittee recommended four of five projects for a total of \$88 million in bonds. The fifth project, which is a little more than \$2.9 million, was shifted to the general fund. The \$2.9 will pay for the remodel of the Public Safety Training Building A. The four recommended projects include rebuilding Fire Station #4, Fire Station #2 Loan Bond Issuance, Fire Emergency Vehicle Replacements and Fire Support Fleet Facility.

The Police Subcommittee recommended three projects for a total of \$46 million and focused on prioritizing facilities to meet the changing needs. Those projects include the Main (downtown) Station Renovations, Radio Communication Equipment and Emergency Vehicle Replacement. The Main Station renovations will be needed as we are currently planning for a new forensic facility which will remove that group from the second-floor space and into their own facility.

The Public Works Subcommittee recommended seven projects totaling \$183 million but they also shifted six projects for future bond elections and costs. Street repaving was the number one request. The Mayor and Council have dedicated additional funding over two years and committed future general fund money in five years to help supplement re-paving projects to ensure an increase to our QI or Paver Quality Index and the committee focused on fixing or maintaining what exists today.

Other recommended projects include Street Construction of Various Improvements, Traffic Signal Improvements, Collective Street Improvements, Kyrene Rd (Chandler Blvd to San Tan 202) including the intersection, Arizona Ave/Warner Rd Intersection, and McQueen Rd (Warner Rd to Ray Rd Phase 1). Because we don't have a design for McQueen Rd Phase 1 and we aren't exactly sure what we need, Phases 2 and 3 were shifted outside the bond election package which allows us time without adding to the bond authorization request to our residents. Also shifted outside this bond request is Warner Rd (Price Rd to Arizona Ave), Ray Rd/Kyrene Intersection, Ocotillo Shared Use Path (grant funding potentially available) and Washington St. Improvements (moved to be paid by General Fund).

And the last subcommittee was Facility, Sustainability and Technology. Some of their projects overlapped with the other subcommittees because they were building or facility related. For example, Fire Station #4, was discussed, prioritized and ultimately decided it needed to remain with fire in their question. The same decision applied to the Police Main (downtown) Renovation. The Irrigation System/Water Conservation Program will be funded through the general fund and shifted to parks. The Sports Field LED Lighting Conversion was also shifted to Parks or other subcommittees. Citywide Fiber Upgrades and Existing City Building Renovations & Repairs totaling \$20.7 million will be funded by the general fund so this

subcommittee is not asking for any bond funding.

Financial Considerations – The City of Chandler maintains a AAA bond rating by all three rating agencies which correlates to lower taxes and utility rates for residents. We are only one of three cities in Arizona with that rating. That rating gets us the lowest bond rate. When a million dollars of bonds are authorized, and the city uses half a million dollars of that authorization it doesn't come back once it is paid back. State Law requires cities to obtain voter approval for general obligation laws.

This slide shows our property tax rate in comparison to other valley cities. It is a combination of our current primary and secondary tax rates. Posting a next budget year to reduce the price. The primary will go down slightly leaving the secondary tax rate flat so we can maintain our capital projects. The comparison to other Valley cities is a difficult comparison because Mesa and Gilbert don't have a primary property tax, only a secondary tax. Scottsdale's tax rate is low, but their home values are much higher than Chandler, so it takes a lower percentage to generate as much tax revenue in their areas. The City of Chandler only gets about \$0.11 of every dollar that residents pay in property taxes. Authority goes to our public schools, community colleges and Maricopa County.

Next steps, on June 7, we are waiting for our ballot language to go out. July and August we will look for engagement for pros and cons to be filed with the clerk's office which is a pamphlet that will be sent out and then we can call for the election by November 24. Any questions about the bond process? (None).

Mr. Crampton: Mr. Chairman, I would like to switch the next two items on the agenda (item #5 was moved ahead of item #4).

Chair Heineking: Agreed.

5. Willis Road Capital Project

Mr. Crampton: We have the Willis Road project coming up and it will be a little unique. I will turn the time over to our Capital Projects group and their consultant.

Mr. Jason Kaczowski, Strand Associates, Inc.: Thank you. My name is Jason Kaczowski with Strand Associates. We are the design consultants on this improvement project.

Willis Road is just south of Loop 202 and the project focus area is between Alma School Road and Arizona Ave. with the main project limits in the center of that stretch. The west (towards Alma School) and east ends (towards Arizona Ave.) of our project area, the street widens to a full collector street. The center section of

the project area is only a single lane in each direction, with no two-way middle turn lane and no curb or sidewalk on the south side. The project is focused on building that gap and providing connectivity.

The project was identified as part of the Transportation Master Plan Update completed in 2019 and part of the collector street improvements throughout the city. In February of 2024, Strand was selected as the design consultant, and we are currently at 90% design. The construction estimate is between \$2.0 and \$2.4 million dollars with construction anticipated for late 2025.

The Willis Road design elements include widening the street (middle segment), adding curb, gutter and sidewalk on the south side of street, signing, stripping and utility relocations. The final project will be a finished collector street with 5ft wide sidewalks, bike lanes on both sides of the street, the center left turn lane with additional elements of a small median to establish some driver awareness, pedestrian crossing and a Chicane. The Chicane separates the road from the bike and sidewalk and curves towards the center of the roadway. In this section of the Chicane the two-way left turn length is eliminated. Dan will talk about public involvement.

Mr. Daniel Haskins, Capital Projects Manager: Most CIP projects we try and get public involvement. For this project because we don't really touch a lot of residents and we are not in the neighborhood we are going to do a project website and when we are impacting residents and businesses in the area we will talk to them individually and explain what is happening with the property. We are taking a drainage easement to the HOA's and residents. On the website we will be accepting comments. Depending on the number of comments received we may need more public outreach. Potentially returning to the Commission after the public outreach. Are there any questions or comments?

Chair Heineking: Asked. Are there driveways on the street as it relates to the Chicane?

Mr. Kaczkowski: Responded. There currently are not any driveways. There is access to the neighborhoods, but at 180th Way there is a small neighborhood which will have access but there is not a need to add driveways directly off Willis.

Mr. Crampton: Added. There are driveways outside the project workspace which is why those elements are confined to a short space. We wanted to have a longer median but there are too many driveways elsewhere on the roadway. We added these visual elements to create driver awareness since this is a one-mile collector street with no curves or stop signs. There was also nowhere for pedestrians to cross except for at Arizona Ave. or Alma School Road so we needed to provide a

safe location for pedestrians to cross at the half mile.

Chair Heineking: Asked. Is the crosswalk signalized?

Mr. Crampton: Responded. No, just a marked crossing.

Chair Heineking: Next briefing Item number four – Flex update.

4. Chandler Flex Update

Mr. Crampton: Thank you, Mr. Chairman. I appreciate your patience. I expected this item to take more time, that is why I requested to push it back. Online is our Chandler Flex contractor team provided by Via. They help us provide this wonderful service. The transit staff meet with the Flex staff every week to review the service, discuss integrations, how things are working, and discuss changes/improvements. Once each quarter we have a quarterly business review for a more in-depth look at the service, establishing goals and new initiatives to improve the service. Rather than having an internal staff meeting we thought we would bring our quarterly meeting to the commission. Our goal is to provide a closer look at Chandler Flex, provide an update on how things have been going, and what types of opportunities are available in the near future. I will turn the time over to Joe and he will introduce the Flex team and kick off the presentation.

Mr. Joe Martin, Partner Success Director: Thank you for having us here today. We will be presenting an update on Chandler Flex, the results we have seen, metrics, performance and we will look at some of the ideas we are exploring for the service in the months ahead. I want to make this presentation engaging so if you have questions, please interrupt throughout.

My name is Joe Martin. I lead our partnership teams across the southwest and have been working with the Chandler transit team since 2022 when we first launched the service. If I can have the Flex team do a quick introduction and their role.

Ms. Ana Santos, General Manager: My name is Ana Santos. I am the general manager of the Chandler Flex service. I work closely with the City of Chandler team to manage the day-to-day operations with the service and make sure it runs as expected and is a successful program.

Ms. Dorothy Mitchell, Partner Success Principal (West coast): My name is Dorothy Mitchell. I am part of Via's west coast partner success team to work with a lot of cities and agencies around the west coast to make sure their deployments and use of the software and services are successful. I am newer to working with the

Chandler team.

Mr. George Wilson, Field Manager: I am George Wilson, the field manager for Chandler Flex. I'm responsible for driver scheduling and communication and fleet management.

Ms. Daniele Bourne, Territory Lead Arizona: I am Daniele Bourne. I am new to the Chandler account and to Via. I will be a territory lead out west working alongside Joe and Dorothy. Arizona will be a key part of what we are working on. Moving forward I will be pretty involved working with Chandler.

Mr. Nicolas Marin, Partner Success Manager: My name is Nicolas Marin. I have been working with the City of Chandler for about a year.

Mr. Martin: We have been working with the city for over three years. Chandler Flex has grown, and Via has grown and changed as a company. Via continues to be a global leader in transit solutions. We have over 800 partnerships worldwide, which benefits Chandler. Learning from other services across the country and world and using the lessons and best practices to help Chandler.

Via's focus when we started with Chandler was being a micro-transit company and delivering those services across the country. We have grown to provide elements of a power micro-transit network.

Micro-transit complements the broader fixed route and transit ecosystem in each city or area. We want micro-transit services to feed the transit needs overall, not be a silo. I will turn the time over to Ana who will discuss the successes of Chandler Flex, priorities for the service moving forward and ideas for improvements.

Ms. Santos: One of the most exciting milestones for the service was in February 2025, we provided 100,000 rides since its launch indicating significant service growth and community engagement. Other milestones include in August of 2024 the City celebrated receiving the earmark check of a one-million-dollar grant. In January 2025 school areas opened to all services hours, plus the expanded service to the east and Via started its effort to make Chandler Flex FTA complaint due to the federally fund grant.

Chandler is one of our biggest growing services that we operate across the US. There has been significant growth in riders on a quarterly basis. The first quarter of 2025 has been our biggest quarter in terms of ridership, especially this school year with a strong student ridership.

The service maintains a high satisfaction rate of 4.9 based on feedback from regular riders. Ninety-five percent of riders would be disappointed to lose access to this service and 63% of riders lack access to a personal car. Our top priority is to provide excellent customer service, making sure drivers are prepared to serve the community.

Via and Chandler have worked together to identify strategies to grow demand and increase efficiency. Those measures included expanding the service zone (adding new high-traffic POI's). The first expansion was launched in July of 2024. The removal of morning and evening booking limitations for school trips to improve demand patterns, which was completed. And opened the "school-only": zone to all

riders, again to improve demand patterns, which was also completed. These strategies provided positive productivity for completed rides/vehicle revenue hours. In the first quarter of 2024 that metric was 3.3 and increased to 3.8 in the first quarter of 2025. Recent growth, enabled by supply plan adjustments, helped us respond better to demand peaks and increased efficiency, despite increases in demand.

The July 2024 expansion included opening a specific area (north) initially considered “school-only” zones which were outside the of the service area where only students could book rides in those areas. That zone was open to all riders. A new zone was opened, expanding the service to the east focusing on shopping and entertainment in that area. Approximately ten percent of our demand is going to these new locations. The expansion has resulted in an overall growth of ridership of 25%.

Mr. Crampton: Added some background. When we first started Chandler Flex we were focused on students because the transportation grant was through the state. Providing so much student transportation resulted in a few hours of the day with a high demand and the rest of the day we did not have enough trips to keep the vehicles full. We needed to attract non-student riders in the middle of the day who needed rides to doctors’ appointments or shopping to make the service more efficient.

Commissioner Kresich: Asked. I have a lot of questions about how the system works. Who owns the vehicles – the city or Via?

Ms. Santos: Responded. We provide the vehicles through a vehicle partner (BGM) which are rented on an hourly basis. All vehicles are branded with the Chandler Flex logo.

Commissioner Kresich: Asked. Are the drivers employed by Via or the city?

Ms. Santos: Responded. They are independent contractors. Via provides the drivers directly.

Mr. Crampton: Added clarification. Commissioner Kresich, the service we designed with Via is called a turn-key service. The contractor (Via) provides everything for the city which includes the software, drivers, and vehicles, and they help with marketing and customer service. The city staff provides oversight, guidance and planning but Via provides the project manager and full operations.

Commissioner Kresich: Asked. Briefly, how is the contract arranged? Is it per hour of service provided?

Mr. Crampton: Responded. Yes, per hour of service. We have a new contract with Via as of July 1, 2025. We procured a new contract because we were awarded a federal grant that will pay 50% of the service. That new contract must comply with FTA requirements and there will be a few improvements to the service and new vehicles provided.

Commissioner Kresich: Asked. What is the cost of the service? Jason mentioned it costs much less to provide this service than buses.

Mr. Crampton: Responded Mr. Chairman, Commissioner Kresich, we budget approximately \$1.3 million for this service per year which covers a 22 square mile area. If we expand the service in the future that budget will need to be increased.

Mr. Martin: Added. Micro-transit is a more cost-effective way to provide transit service in suburban areas as opposed to urban areas/centers. The bus is the best way to service riders in urban areas due to the concentration of the demand and destinations.

Commissioner Kresich: Asked. You stated your company is monitoring in real time the usage and the need for drivers. Is that correct?

Mr. Martin: Responded. Exactly. On a weekly basis Ana and her team look at the service demand and adjust the supply plan to put drivers on the road when needed or remove them when not needed.

Commissioner Kresich: Stated. Thank you. Very interesting.

Ms. Santos: Continued her presentation. We have discussed (with the city) ways to ensure the demand patterns are more sustainable and we are running a sufficient service. It is key not to have a volatile or seasonal demand pattern, which is something that happens with student riders. We pushed to attract other riders during those low student demand patterns (start and end of school and during school breaks). We have been monitoring this metric and have made great progress ensuring we have diverse ridership, especially during those low student demand patterns.

As Jason mentioned, we have a new contract starting July 1. We have been working very closely with the team to make sure we are fully compliant with all the FTA requirements and the additional requirements from the new RFP and the new contract.

I will stop there and pass it back to Joe to discuss some additional ideas for success.

Mr. Martin: This is a summary of improvement ideas being explored with the team. We are working on managing overflow management by putting drivers on the road during high demand times but also exploring other ways to meet the demand more effectively like using taxi or robot taxi providers, Lyft or Waymo if the system is over capacity. The other idea is the demand or request for further expansion throughout Chandler. The Chandler Airport Flexible Transit Study was completed looking at flexible transit around Chandler airport and to the east.

Leveraging our services across the world and planning tools we have been able to build some models that estimate, if we were to expand the service, to include the airport, what level of job access, demand and how many resources would be needed. We have also put together some different expansion scenarios. Do you have any questions on those two items? We would like to hear from you, for example what priorities do you have in mind for the service?

Commissioner Kresich: Asked. What is the fare or cost for the rider?

Mr. Martin: Responded. Two (\$2) dollars a ride and one dollar (\$1) for students and for students traveling to or from school the ride is free.

Commissioner Kresich: Asked. Is that per ride and regardless of the zone?

Mr. Martin: Responded. Yes, that is correct.

Commissioner Henderson: Asked through the Chair. I see the expansion and think about the different schools, primarily at grade schools not high schools. Did you see the opportunity for the high schools being incorporated into this program?

Mr. Crampton: Responded. That is a request frequently received to include other high schools in the proposed service area. My goal would be, if funding allows, to incorporate ACP high school. That would be a great service the community would enjoy but the challenge is funding. Adding a school like that is going to really increase the demand during peak times and is probably going to be the most expensive to add. It would be the most valued item by the community but with Proposition 479 in its infancy we are trying to monitor how our transit funding sits regionally, which influences what we can do with our local funding. Our local funding covers things like Paratransit, RideChoice and bus services because the regional funding isn't providing as much as we thought.

Commissioner Henderson: Asked. Is the Chandler Unified School District a financial partner in this?

Mr. Crampton: Responded. No, they are not a financial partner. We work with them in terms of marketing outreach to students and any operational issues that may arise on their campuses, but they are not a funding partner.

Chair Heineking: Asked. As you are thinking about downtown and building out the business and redoing the park, would there be any opportunity to provide a Saturday evening service? Can that be considered?

Mr. Crampton: Responded. We do operate until 9:00 p.m. on Friday evenings, which is not late enough to serve the bars. But that is something we need to keep in mind. We had a council member who had a similar request to provide service later on Friday nights. Saturday service until 5:00 p.m. wouldn't be too expensive to add but if we added a long-time span until midnight or 11:00 p.m. that would be more expensive.

Chair Heineking: Asked/stated. Similar to Commissioner Henderson's question, are there opportunities for shared funding? I don't know if there is a downtown association or group of businesses or schools, it is an amenity and opportunity for the folks who are able to benefit from this that they would want to participate in to make it accessible more often.

Mr. Crampton: Responded. We have looked into a partnership with the school district. A couple of challenges, one is school buses are very efficient at carrying 30-40 students per trip whereas Chandler Flex carries maybe five at a time. The cost per trip per student is a lot higher. I think CUSD tries to be more efficient with their funding, so they encourage more bus use. The other challenge is if we were to partner, they may want to dictate some of the operations and/or characteristics of the program and we don't want to give up, especially if the partnership funding is less than 50%.

Chair Heineking: Asked. Can you access the service on the website?

Mr. Crampton: Responded. There is a Chandler Flex app available on the App Store or Google Play store, or you can call into a number on our website, if you don't have a smartphone.

Commissioner Kresich: Asked. Do any adjacent cities have this service? I understand Glendale has the service.

Mr. Crampton: Responded. No city adjacent to us. Yes, Glendale has a service with Via, however, other valley cities such as Avondale and Goodyear have a service with another micro transit provider and Surprise's service is called WeRide.

Commissioner Kresich: Asked. Do any of the services on the west side cross city boundaries?

Mr. Crampton: Responded. Yes, Avondale crosses approximately a ½ mile into the another city. However, if the rider wishes to go further into that other city they must transfer to their service.

Mr. Martin: Asked. Aside from questions about the service, are there other priorities or things that the group would want to see from the service in the next three to six months?

Commissioner Kresich: Asked. Do you know of any improvements, expansions or

enhancements the city has heard from riders that need or should be addressed? For example, has something been presented from the end user?

Mr. Crampton: Responded. I would say the expansion is a big one, but also consistency in terms of reliability. Right now, we are operating with seven vehicles operating during the peak demand. When a vehicle goes down for maintenance it gets difficult during the peak time for people to get a ride. In fact, right now we have two vehicles down. More consistently, having vehicles available all the time is a big demand.

With the new service we will have eight (8) vehicles and if we expand, we will add more vehicles. The other issue, which Joe talked about, was that overflow provider which will help with this too. If we can get Lyft or Waymo and put people on those services, it would help to make sure people are transported where they need to go. The challenge is that you have to be 18 or over to use Waymo or Lyft. Lyft might be looking at some reductions of age to 16. Providing an overflow provider would allow us to enhance the service.

Commissioner Kresich: Asked. Would they still contact or use the Flex app?

Mr. Crampton: Responded. Yes, the app would send them to Waymo or another overflow provider. Joe, do you want to talk about how that would work?

Mr. Martin: Responded. Yes, we would work with the city and set rules for when people get moved to overflow, but that experience would happen within the Chandler Flex app. They would be able to book with Waymo or Lyft without switching from the Chandler Flex app.

Commissioner Henderson: Asked. Through the Chair, would increasing the cost (hypothetically) from \$2 to \$3, would that create a funding source to expand the service? Are you looking at playing with those dollars to figure out a way to grow?

Mr. Crampton: Responded. That's a great thought. We haven't looked too closely at that because right now the fare mirrors the bus fare. We are trying to keep that similar although this is more of a luxury transit service than the bus so there is a logical reason to charge more. However, the additional fare revenue wouldn't go very far to provide much. What it would do is it would help curb demand. We would consider adding a student fare to and from school of \$1 to curb the demand. The fare helps us control the demand. If we controlled the demand, we could have a bigger service area.

Mr. Martin: Added. We could bring in some case studies because we have seen circumstances where if the fare increased too much, the total demand dropped so much the total revenue collected from the service actually decreased. So, it is a bit of a balance to find a sweet spot for managing the demand.

Commissioner Kresich: Asked. What is the minimum age a person can be to ride? Do you

take kindergarteners?

Mr. Crampton: Responded. You have to be 13 years of age to ride (junior high or older). Under 18 you are supposed to get parental consent to use the service, and anybody can ride with an adult.

Commissioner Kresich: Asked. What kind of vehicle is used? Is it a minivan?

Mr. Crampton: Responded. Yes, they are minivans and three of them are wheelchair accessible. Thank you for the presentation.

Mr. Martin: Responded. Thank you all for having us here today. We are happy to do something like this again in the future.

Chair Heineking: Moving on to Information Items, the project status update.

Information Items

6. May 2025 Project Status Update List

Mr. Crampton: Every other month you will receive a spreadsheet that shows all the different capital projects going on related to transportation in the city. You can review that in your packet.

MEMBER COMMENTS/ANNOUNCEMENTS

Ms. Sheri Passey, Recording Secretary: You have been provided with a gift bag from the Commissioner Breakfast held back in April, thanking all current and former commission members for their services. We also provided some Flex swag.

Chair Heineking: Other announcements? Calendar. Do we know when the next meeting is scheduled?

CALENDAR

Chair Heineking: There is an upcoming event unless anybody else has anything else. There is the Boards and Commissions appreciation event. Please let Sheri or the City Clerk's office know. Do we know when the next meeting will be?

Ms. Passey:: Responded. July 16, 2025.

Chair Heineking: Okay. Thank you. Meeting adjourned.

The meeting was adjourned at 5:23 p.m.

David Heineking, Chairman

Sheri Passey, City of Chandler