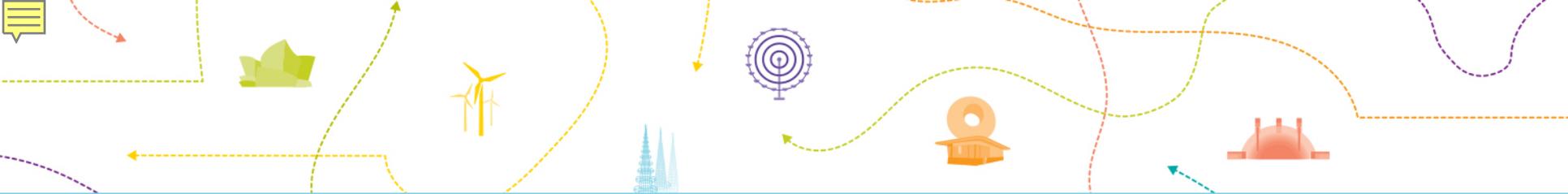




Web Booking Application

Access Services Board of Directors
November 5, 2018

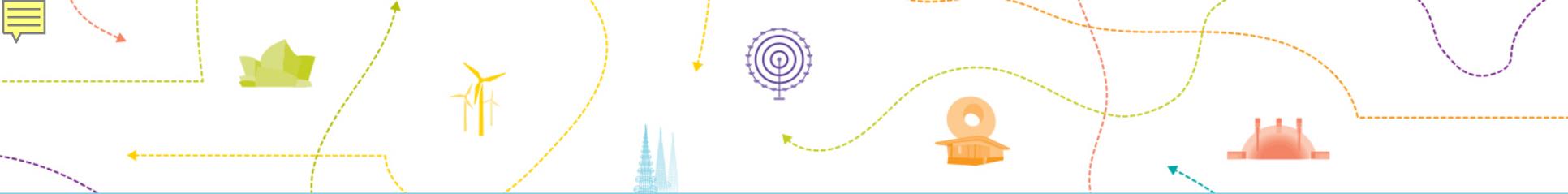
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Introduction

- > The Web Booking Application is an easy to use tool that allows customers to:
 - Book a next day trip
 - Edit an existing next day trip
 - Cancel a trip
- > Customers can access the app via web browser, using devices such as a:
 - Smartphone
 - Computer
 - Tablet

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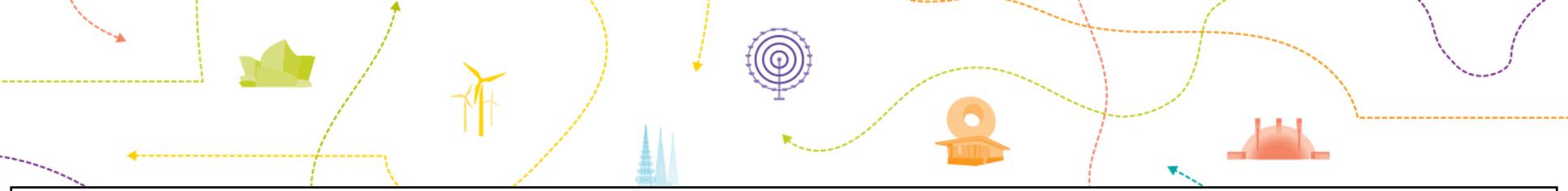
Timeline

- > **Phase I – Eastern and West Central Regions**
 - Alpha testing through November 2018
 - Beta testing is scheduled for December 2018
 - Projected to go live in January 2019

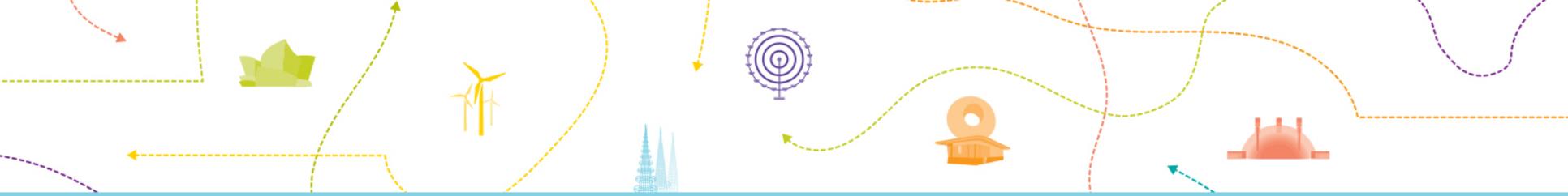
- > **Phase II – Northern and Santa Clarita Regions**
 - Summer 2019

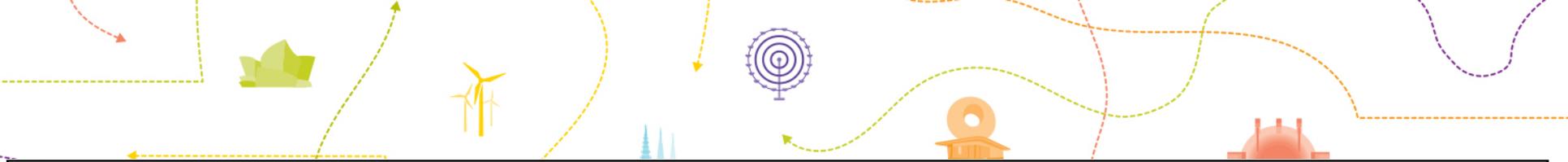
- > **Phase III – Southern Region**
 - Summer 2019

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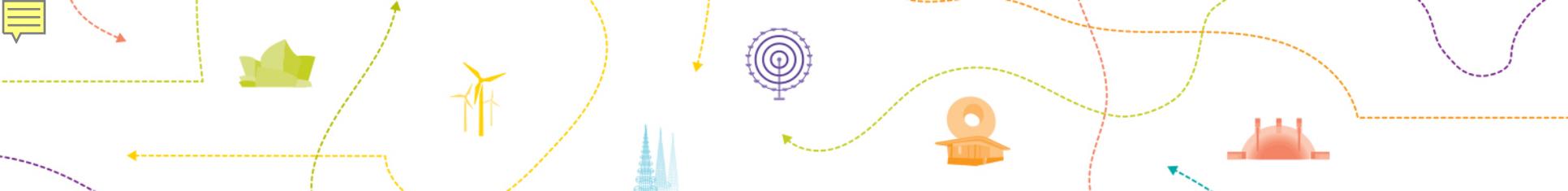


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Phase I Progress

- > Testing began on September 19, 2018
 - 10 customers actively using the app
 - Trips completed – 150
 - Trips edited – 20
 - Trips canceled – 30
- > Targeted approach to selecting test group, based on frequency of travel within the Eastern and West Central regions
- > Feedback from test group so far include:
 - Indicator of Beyond the Curb (BTC) eligibility

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Thank you

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