



ValleyMetro.org | 302 N. First Avenue | Suite 700 | Phoenix, AZ 85003
T 602.262.7433 F 602.495.0411 TTY 602.261.8208

MEETING OF THE
**Valley Metro Operations and
Capital Committee**

MEETING DATE	March 23, 2010
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TIME	10:00 a.m.
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LOCATION	RPTA Conference Room 7 th Floor 302 N. 1 st Avenue Suite 700 Phoenix, AZ
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March 16, 2010

Meeting of the Valley Metro Operations and Capital Committee
Valley Metro RPTA Offices, 7th Floor Conference Room
Tuesday, March 23, 2010
10:00 a.m.

Action
Recommended

1. Consent Agenda

1. For action

The VMOCC will consider items A through G on consent.

A. Summary Meeting Minutes from February 16, 2010

A. For action

Summary minutes from the February 16, 2010 meeting of the VMOCC are presented for approval.

B. Authorization to Issue a Request for Proposals (RFP) to Operate Route 685 Gila Bend/Ajo Connector Service

B. For action

Staff requests the VMOCC forward to the TMC for consideration, the authorization to issue a RFP to operate route 685 Gila Bend/Ajo connector service.

C. Contract Change Order Request for Booz Allen Hamilton for Consulting Services

C. For action

Staff requests the VMOCC forward to the TMC for consideration, a change order to the Booz Allen Hamilton consulting services contract on-call agreement to perform an overall natural gas compressor equipment evaluation, assessment, and assist in writing the scope of work solicitation for an amount of \$34,817.

D. Authorization to Issue a Request for Proposals (RFP) for Natural Gas Compressor Maintenance Contractor

D. For action

Staff requests the VMOCC forward to the TMC for consideration, the authorization to issue a RFP for a natural gas compressor maintenance contractor through a Federal Transit Administration (FTA) compliant competitive procurement process.

To attend this meeting via teleconference, contact Rosalia Lopez at 602-262-7433 for the dial-in-information.

The supporting information for this agenda can now be found on our website at: www.ValleyMetro.org.

- E. Intergovernmental Agreement (IGA) with the Gila River Indian Community (GRIC) for Route 66 (Kyrene Road Extension) E. For action

Staff requests the VMOCC forward to the TMC for consideration, the authorization for the Executive Director to execute an IGA with the Gila River Indian Community (GRIC) for Route 66 (Kyrene Road Extension).

- F. Contract Award for Integration of Real Time Transit Information and Signal Priority Services F. For action

Staff requests the VMOCC forward to the TMC for consideration, the authorization for the Executive Director to award a contract with Clever Devices Ltd. to provide integration of real time transit information and signal priority services for the contract amount of \$813,999.

- G. Contract Award for the Completion of Two Lower-Level Work Areas at the Mesa Operations and Maintenance Facility G. For action

Staff requests the VMOCC forward to the TMC for consideration, the authorization for the Executive Director to award a contract with Doehrman Company for the amount of \$114,798.14 to construct two lower-level work areas at the Mesa Operations and Maintenance Facility.

2. Contract Award for the ADA In-Person Assessment Contractor 2. For action

Scott Wisner, Customer Service Manager, will request the VMOCC forward to the TMC for consideration, the authorization for the Executive Director to award a contract in the amount of \$317,492 for one (1) year, which includes start up costs, to C.A.R.E. Evaluators, LLC. as the ADA In-Person Assessment contractor.

3. Authorization to Issue Two Invitation for Bids (IFB) for Bus Stop Labeling System and Installation Contractor – MyStop ID Project 3. For action

Scott Wisner, Customer Service Manager, will request the VMOCC forward to the TMC for consideration, the authorization to issue two (2) IFBs:

- IFB to purchase a decal printer and materials to produce **MyStop** ID decals for an amount of \$58,000.
- IFB to secure a contractor to install the **MyStop** decals and verify/update bus stop inventory records for an amount of \$60,000.

To attend this meeting via teleconference, contact Rosalia Lopez at 602-262-7433 for the dial-in-information.

The supporting information for this agenda can now be found on our website at: www.ValleyMetro.org.

4. Farebox Project Status 4. For information

Jim Wright, Director of Operations, will provide an update on the farebox project status.

5. Northwest Valley Dial-a-Ride (NWVDAR) Procurement Update 5. For information and discussion

Jim Wright, Deputy Executive Director of Operations, will provide an update on the NWVDAR procurement.

6. Fixed Route Customer Policy Technical Advisory Committee (TAC) Update 6. For information and discussion

Jim Wright, Deputy Executive Director of Operations, will provide an update on the Fixed Route Customer Policy TAC.

7. Future VMOCC Agenda Items 7. For information

Chairperson Cathy Colbath will request future VMOCC agenda items from committee members.

8. Member Agency Updates 8. For information

VMOCC members are provided an opportunity to give an update on projects in their jurisdictions.

9. Public Comment 9. For information

An opportunity for general public comment on issues related to Valley Metro RPTA. Up to three (3) minutes will be provided for each speaker.

10. Next VMOCC Meeting 10. For information

The next meeting of the VMOCC is scheduled for **April 20, 2010 at 10:00 a.m.** and will be a joint meeting with the Finance Oversight Advisory Committee (FOAC). The meeting will be held at the Valley Metro RPTA offices, located at 302 N. 1st Avenue, 7th floor conference room.

Qualified sign language interpreters are available with 72 hours notice. Materials in alternative formats (large print, audiocassette, or computer diskette) are available upon request. For further information, please call Nichole Myers, Valley Metro at 602-262-7433 or TDD at 602-495-0936.

To attend this meeting via teleconference, contact Rosalia Lopez at 602-262-7433 for the dial-in-information.

The supporting information for this agenda can now be found on our website at: www.ValleyMetro.org.



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #1A

Date

March 16, 2010

Subject

Summary Minutes

Summary

Summary minutes from the February 16, 2010 meeting of the VMOCC are presented for review and approval.

Fiscal Impact

None

Considerations

None

Prior Committee Action

None

Recommendation

It is recommended that the VMOCC approve the summary meeting minutes from the February 16, 2010 VMOCC meeting.

Contact Person

Jim Wright
Director of Operations
480-287-5980

Attachments

Summary Minutes



Summary Minutes
Valley Metro Operations and Capital Committee (VMOCC)
February 16, 2010
Valley Metro RPTA
302 N. 1st Avenue, Suite 700
10:00 a.m.

VMOCC Members Present

Greg Jordan, City of Tempe – Chair
Cathy Colbath, City of Glendale – Vice Chair
Kristen Sexton, City of Avondale
Dan Cook, City of Chandler
Ken Maruyama, Town of Gilbert
Matt Dudley, City of Glendale
Cato Esquivel, City of Goodyear
Julie Howard, City of Mesa
Joe Bowar, City of Phoenix
Reed Caldwell, City of Phoenix
Jorge Luna, City of Phoenix
Madeline Clemann, City of Scottsdale
Dave Golder, City of Surprise
Jim Mathien, METRO Rail

VMOCC Members Not Present

Town of Buckeye
City of El Mirage
Maricopa County
City of Peoria
Town of Queen Creek
City of Tolleson

Chairperson Greg Jordan called the VMOCC meeting to order at 10:02 a.m.

1. **Consent Agenda**

The consent agenda included items A through E:

- A. Summary Meeting Minutes from the December 15, 2009 VMOCC meeting
- B. Request for Proposals (RFP) for Vehicle Inspection Services

- C. Request for Proposals (RFP) for Valley Metro Specialized Printing Projects
- D. Contract Change Order with HDR/SR Beard & Associates for Operations Planning Support
- E. Reallocation of Federal Transit Administration (FTA) Pass-Through Grant Reimbursement Funds from Grant AZ-90-X080

IT WAS MOVED BY MATT DUDLEY, SECONDED BY DAN COOK AND UNANIMOUSLY CARRIED TO FORWARD THE CONSENT AGENDA ITEMS #A THROUGH E TO THE TMC FOR CONSIDERATION.

2. Federal Transit Administration (FTA) Grant Status

Jim Wright, Acting Deputy Executive Director of Operations, said the city of Phoenix will provide the FTA grant status update once the information is available.

3. Regional Ridership Reporting

Mr. Wright updated the VMOCC on the regional ridership reporting, as described in the meeting packet.

Madeline Clemann suggested the paratransit ridership numbers be included on the Valley Metro website, but separate from the fixed route ridership numbers. She also suggested including comparative information between current ridership and the previous years' ridership.

Mr. Wright said this item was focused on fixed route ridership. He said staff will include the paratransit ridership on the Valley Metro website.

Matt Dudley asked what type of document file the members will receive. Mr. Wright said the process will continue as normal; all of the members will receive an Excel file and the general public will be directed to the Valley Metro website, which will be a PDF document.

Ms. Clemann suggested including the actual ridership numbers by jurisdiction and route. Mr. Wright said it will be implemented.

Jorge Luna suggested that the probing data should be consistent for the regional ridership reporting. Mr. Wright said the reports will be produced on the 10th of every month.

Mr. Dudley asked if the members will be notified if there are changes in ridership. Mr. Wright said yes.

Ken Maruyama asked if the current Vehicle Management System (VMS) and fareboxes support the ridership data collection. Mr. Jordan said both are directly related to the data collection.

Mr. Wright said there will be an update on the fare collection system and the back end reporting at the March 2010 VMOCC meeting, explaining the difference between data collection and data reporting.

4. Local Transportation Assistance Funds (LTAF I & II)

Bryan Jungwirth, Chief of Staff, provided an update on the LTAF I and II developments, as described in the meeting packet.

Ms. Clemann asked if the State of Arizona would bond the lottery out to the future and pay the bond payments out of the general fund. Mr. Jungwirth said it would be paid out of the revenues that originally went to the general fund and they're going out to 30 years on the bonding.

Cathy Colbath asked if there are any discussions of changing the priorities and structure, if there are any short falls in revenues collected in the outer years that would indicate that LTAF I would be more at risk than LTAF II. Mr. Jungwirth said when the redistribution was prepared, somehow LTAF II went above LTAF I. He said the bill for bonding of the lottery, states that the bonds always get paid first. He said there is no discussion to change any of the ordering of the beneficiaries.

Dan Cook asked to what extent are the current lottery funds safe in terms of the jurisdictions being able to program for fiscal year (FY) 2011. Mr. Jungwirth said the jurisdictions should be good through FY 2011. He said LTAF II for FY 2011 derives revenues that were generated in FY 2010 thru June 30, 2010. He said LTAF I could be potentially in jeopardy next year.

Ms. Clemann asked if the bonding will take effect in 2012. Mr. Jungwirth said the lottery, as it exists, expires in 2012. He said what they've done legislatively is extend it 30 years so they don't have to take it to a public election and that gives them the right to bond it.

Ms. Clemann said if the bonding program goes in to effect in 2012, the LTAF I and II funds won't be rolled into that program. Mr. Jungwirth said funds to pay back the bonds are all revenues that are going to the state general fund, but beneficiaries could be affected if revenue were insufficient to pay the bonds.

Mr. Jordan asked if the greatest risk is to LTAF I beginning in FY 2011. Mr. Jungwirth said yes.

Mr. Jordan asked if there are planning efforts to consider the impacts to operations in terms of transit service. Mr. Jungwirth said the League of Cities created a document which discusses LTAF I and II as to which jurisdictions are using the funds for operations. He said staff will prepare a spreadsheet based on that document that shows each jurisdiction and what funds are being used.

Mr. Cook suggested on a regional basis, the members should be prepared and proactive on the impacts on service if LTAF I goes away.

Ms. Clemann suggested the sub-regions should meet to discuss the impacts.

Mr. Jungwirth said the Transit Life Cycle Program (TLCP) Working Group will reconvene soon to discuss the TLCP policies. He said staff will create an analysis (by jurisdiction) to illustrate any financial impacts if the funding is lost.

Ms. Colbath asked the following questions:

- Is there anything the members can do to be more proactive in letting the legislature know the impacts on a continuing basis and keeping them aware that the funds are critical to transit service throughout the region? Mr. Jungwirth said it is wise to discuss the information with the appropriate legislator and the individual jurisdiction's Intergovernmental representative or lobbyist.
- Is there someone monitoring or tracking this program? Mr. Jungwirth said it is being tracked very closely by the lobbyists.

Mr. Maruyama asked if the impacts would affect the ability to receive future federal funding. Mr. Jungwirth said it could have some effect, but it depends on the jurisdiction impacted.

Mr. Cook requested the talking points (or white papers) on this topic can be sent out to the members.

Mr. Maruyama asked the following questions:

- Will the TLCP Working Group determine how many new buses can be purchased in the future? Mr. Jungwirth said most of the buses purchased are matched with Prop. 400 funds and not with lottery funds.
- What is purchased with federal funding? Mr. Jungwirth said some of the items are: park-and-rides, transit centers, bus shelters/stops, buses, and radio systems.

Mr. Dudley asked if anyone has examined the maintenance of effort (MOE) with the federal government. Mr. Jungwirth said the Arizona Transit Association (AzTA) lobbyists spoke to the Arizona Department of Transportation (ADOT) regarding what was promised to the federal government and lottery funds were not part of the MOE.

5. Valley Metro Planning Studies, 4th Quarter 2009 Update

Carol Ketcherside, Deputy Executive Director of Planning, provided the following information on the Valley Metro planning studies, which was included in the meeting packet:

Planning Projects

- a. Comprehensive Arterial Bus Rapid Transit (BRT) Study – project is complete
- b. Mesa Main Street Valley Metro LINK BRT Implementation – project is almost complete
- c. Arizona Avenue BRT Design – construction is underway
- d. Service Efficiency and Effectiveness Study – project is complete

- e. Database Development Services for Web-based reporting and monitoring of Valley Metro Performance Indices – project is complete and is on-going for maintenance and updates
- f. Origins and Destinations (O&D) Survey – received three proposals and staff is in the process of reviewing them; Federal Transit Administration (FTA) approval is needed before the survey is conducted; the FTA has to determine that ridership has leveled-off and stabilized on the METRO system.
- g. Park-and-Ride Environmental Assessment and Site Selection – project is on-going

Local Support Projects

- h. Surprise Short Range Transit Study (Intergovernmental Agreement) – project is complete
- i. Scottsdale Mustang Center – project is on-hold
- j. Scottsdale Loop 101 Park-and-Ride – project is moving along

Ms. Ketcherside said a new study will be added to the next planning projects list: Scottsdale Road Alternatives Analysis (AA).

Ms. Clemann asked about the purpose of the O&D Survey. Ms. Ketcherside said the following regarding the purpose of the O&D Survey:

- ✓ It is a parallel survey as to what was done in 2007.
- ✓ It collects origin and destination survey information.
- ✓ It updates the Maricopa Association of Governments (MAG) model.
- ✓ It helps RPTA staff with all of the planning projects.
- ✓ For purposes of light rail and discretionary grant funding they receive (and new starts), METRO had to document what the ridership situation was before light rail opened and has to document the ridership results after the opening of light rail.

Mr. Cook asked if the planning studies are on the Valley Metro website. Ms. Ketcherside said staff is in the process of updating the website to ensure the final planning study documents are posted on the website.

6. VMOCC Officer Designation for 2010

The Executive Director designated the following positions for the VMOCC for a term of two (2) years:

- Chair – Cathy Colbath, City of Glendale
- Vice Chair – Madeline Clemann, City of Scottsdale

7. Future VMOCC Agenda Items

Mr. Cook requested a follow up discussion for LTAF I & II, in terms of the impacts on operations.

Ms. Clemann requested information on Fare Vending Machines (FVM) maintenance costs and expectations.

Reed Caldwell suggested clarification on the roles of the VMOCC and the Finance Oversight Advisory Committee (FOAC).

Mr. Jordan said the TLCP Working Group should address and clarify the future roles of the VMOCC and the FOAC.

8. Member Agency Updates

Madeline Clemann said the city of Scottsdale will be going out for a direct bid for the Mustang Center. She said city of Scottsdale won't be using the RPTA on-call list.

9. Public Comment

None.

10. Next VMOCC Meeting

The next VMOCC meeting is scheduled for Tuesday, March 23, 2010 at 10:00 a.m. The location for the meeting is to be determined.

With no further discussion, the VMOCC meeting adjourned at 10:50 a.m.



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #1B

Date

March 16, 2010

Subject

Authorization to Issue a Request for Proposals (RFP) to Operate Route 685 Gila Bend/Ajo Rural Connector Service

Summary

Route 685 Gila Bend/Ajo Regional Connector operates along State Highway 85 and provides bus service to the communities of Gila Bend, Buckeye, Goodyear, Avondale, Tolleson and Phoenix. The Pima Association of Governments (PAG) manages the connecting service between Gila Bend and Ajo using the same contractor. Route 685 offers 5 round-trips each weekday and 2 round trips on Saturdays. In FY 2009, the average daily ridership was 43. That same year, it cost \$3.01 per revenue mile and \$37.22 to transport each passenger (subsidy per boarding).

The current contract with Ajo Transportation (also known as, Second Generation Inc.) will end on September 30, 2010. There are no extensions available on the current contract. In addition to the current contractor, there are two other service providers who have expressed an interest in operating the Route 685.

RPTA staff is seeking permission to issue a Request for Proposals (RFP) to solicit a contractor to operate service from Gila Bend to Phoenix. This contract will be from October 1, 2010 to October 31, 2012 with eight one-year extension options for a total of ten years. The initial period will allow our contract to be synchronized with PAG's contract.

Fiscal Impact

The operating expense is estimated to be approximately \$580,000 for the first year. For the current federal fiscal year, the Federal Transit Administration (FTA) Section 5311 (Rural Transit) funding administered by ADOT provides approximately 48 percent of operating funding. The remaining 52 percent is paid for from Public Transportation Funds (PTF) allocated to Maricopa County.

Funding Sources:

FTA – \$278,400 (48%)

PTF – \$301,600 (52%)

Considerations

If a new contract is not procured, Route 685 service will not continue to operate. Since Ajo Transportation's contract with PAG will not end on September 30, 2010, a new vendor for the Gila Bend to Phoenix portion of this route may require a transfer at Gila Bend for riders traveling between Ajo and Phoenix.

Committee Action Process

VMOCC – March 23, 2010 for action
TMC – April 7, 2010 for action
Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward this item to the TMC for consideration, the authorization to issue a RFP to operate route 685 Gila Bend/Ajo connector service.

Contact Person

Carol Ketcherside
Director of Planning
602-534-0733

Attachments

Route 685 RFP Presentation



Route 685 Request for Proposals

Valley Metro Operations and Capital Committee
March 23, 2010

Route 685

- The rural connector route travels along State Hwy 85 and provides service to Gila Bend, Buckeye, Goodyear, Avondale, Tolleson and Desert Sky Mall in Phoenix.
- Five round trips weekdays, and two round trips on Saturday
- From Desert Sky Mall to Gila Bend, one-way mileage is 65 miles
- In FY 2009, average daily ridership was 43
- Operating cost per revenue mile was \$3.01
- Subsidy per boarding was \$37.22

Route 685

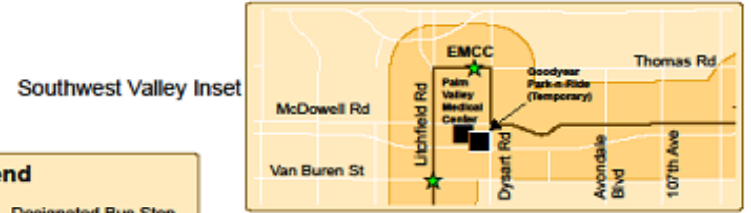
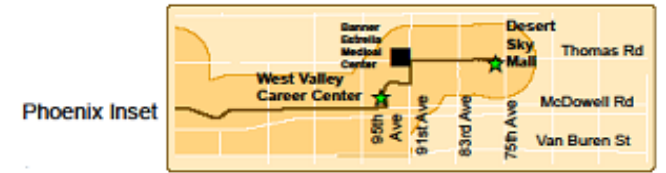
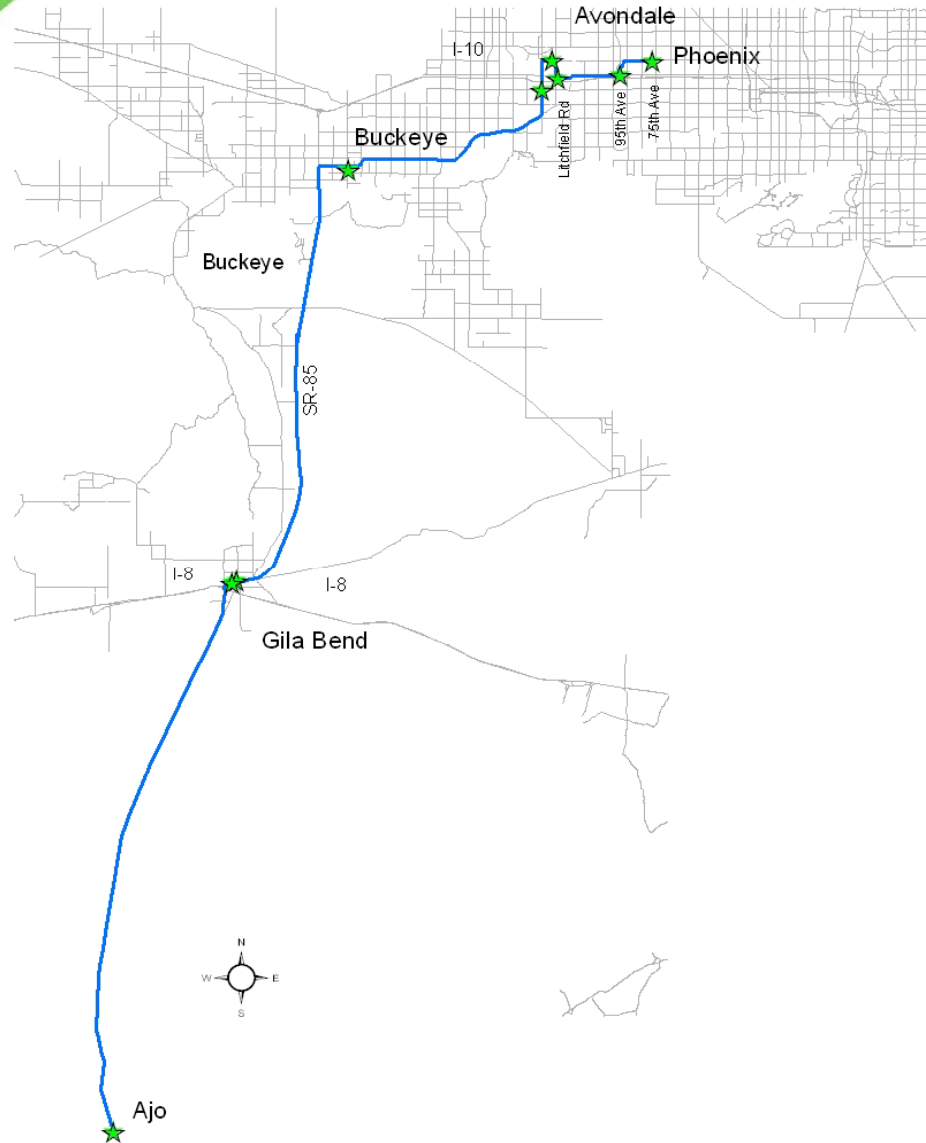
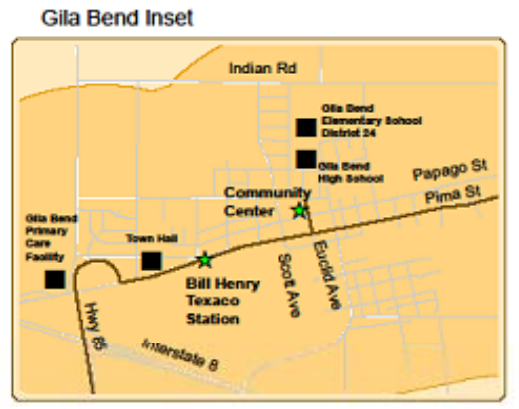


Diagram not to scale and is used for illustrating purposes only.



Route 685- Gila Bend/ Ajo

Effective July 2009

Route 685 RFP Timeline

- April 26, 2010 – Issue Request for Proposals (RFP)
- May 24, 2010 – Proposals due
- August 17, 2010 – Recommendations presented to VMOCC
- September 16, 2010 – Recommendations presented to Board
- September 17, 2010 – Contract award

Operating Budget

- FY 2011 operating budget estimated to be \$580,000.
- In FFY 2009, FTA Section 5311 (Rural)Transit provided approximately 48 percent of total operating funding.
- Remainder will be Public Transportation Fund (PTF) money from Proposition 400.

Route 685 RFP

Contact: Anne MacCracken

amaccracken@valleymetro.org

602-495-0352





Valley Metro Operations and Capital Committee Information Summary

Agenda Item #1C

Date

March 16, 2010

Subject

Contract Change Order Request for Booz Allen Hamilton for Consulting Services

Summary

Valley Metro RPTA (VMRPTA) needs to procure a vendor to perform preventive maintenance and repairs on its natural gas compression equipment. Prior to issuing a solicitation, VMRPTA desires specific consulting services from its on-call consultant Booz Allen Hamilton (BAH). Specifically, BAH will be tasked to perform an equipment evaluation, determine the equipment's remaining useful life, review the market price for natural gas equipment maintenance, and draft a scope of work for procuring equipment maintenance services.

The change order for the requested services will exceed BAH's on-call agreement's \$50,000 limit; therefore, Board approval is required.

Fiscal Impact

The cost for the evaluation and consulting assistance from BAH is \$34,817.

Funding Source:

FY 10 fixed-route mileage rate – 100%

Considerations

Prior to soliciting a contractor for Compressed Natural Gas (CNG) compressor maintenance, an overall equipment evaluation and assessment is required. BAH will perform the following tasks:

- A review and assessment of the current compression equipment. The assessment will include an evaluation of the preventive maintenance program currently in place and recommendations for any modifications.
- A recommendation/evaluation regarding how much remaining useful life remains in the current equipment. VMRPTA needs to plan for its future capital needs and replacing the natural gas compression equipment is a significant piece of those plans.

- A recommendation of the replacement equipment. Should VMRPTA stay with similar equipment or should the agency be looking to different compression strategies?
- A recommendation regarding the equipment's preventive maintenance inspection program. Determine if the current program is meeting OEM standard. Review the cost of the current program and determine if it is within the market price.
 - Propose and evaluate preventive maintenance and repair strategies that are different than the current arrangement.
 - Evaluate levels of catastrophic risk that may be financial advantageous to VMRPTA's annual maintenance and repair fees.
- Develop a draft Scope of Work for a contractor to perform preventive maintenance and equipment repairs.

BAH has expertise regarding the use and design of natural gas compression and fueling facilities. BAH has proposed to team with Fuel Solutions, the original designers of the VMRPTA facility, to perform the equipment evaluation and assessment.

Committee Action Process

East Valley Cities – March 2, 2010, approved

VMOCC – March 23, 2010 for action

TMC – April 7, 2010 for action

Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward to the TMC for consideration, a change order to the Booz Allen Hamilton consulting services contract on-call agreement to perform an overall equipment evaluation, assessment, and assist in writing the scope of work solicitation for an amount of \$34,817.

Contact Person

Jim Wright

Director of Operations

480-287-5980

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #1D

Date

March 16, 2010

Subject

Authorization to Issue a Request for Proposals (RFP) for Natural Gas Compressor Maintenance Contractor

Summary

In FY05 MV Transportation (MV) contracted with Clean Energy to perform compressor maintenance on the Compressed Natural Gas (CNG) compressors at Valley Metro's operating facility in Mesa.

When MV was replaced by Veolia Transportation, Veolia became the default client of Clean Energy. After further reviewing the contractual relationships involved in the original MV agreement, Valley Metro RPTA (VMRPTA) was assigned the Clean Energy contract by default. As part of the negotiation process, VMRPTA delegated its assignment to Veolia. Veolia never fulfilled its obligation relative to the assignment of the contract with Clean Energy. Therefore, the contract, through the original MV/Clean Energy assignment clause is now between Clean Energy and Valley Metro.

Veolia continues to pay Clean Energy with reimbursement from VMRPTA.

As time passed and VMRPTA purchased more CNG-powered vehicles, the value of Clean Energy's contract grew dramatically. In order to seek financial relief, VMRPTA contacted Clean Energy to discuss a reduced rate for maintenance activities. Clean Energy submitted a revised cost proposal to VMRPTA with a lower rate in exchange for specific considerations. One of the primary considerations requested by Clean Energy was a contract term of ten (10) years and a commitment that VMRPTA would purchase only CNG-dedicated paratransit vehicles.

VMRPTA staff contacted MV inquiring how MV procured Clean Energy to be the compressor maintenance vendor. MV indicated that Clean Energy was contracted as a sole-source provider. After further inquiry by Valley Metro staff, MV has stated that it does not have any sole-source justification documentation. It is staff's belief that MV did not follow a Federal Transit Administration (FTA) compliant procurement process. VMRPTA needs to procure a vendor to perform preventive maintenance and repairs on its natural gas compression equipment.

Fiscal Impact

The expense for CNG compressor maintenance in the FY10 budget is \$1,054,000. The procurement process will establish a new cost for FY11.

Funding Source:

FY 11 fixed-route mileage rate – 100%

Considerations

As revenue miles and the volume of CNG as a vehicle fuel continue to increase, the cost for compressor maintenance will also increase above the FY10 budget level.

In addition, it is staff's belief that the original procurement of Clean Energy was not performed in a manner compliant with FTA regulations. If MV did solicit Clean Energy resulting in a sole-source based agreement, MV can no longer provide any documentation as to how a sole-source determination was achieved.

The current agreement with Clean Energy is a turn-key arrangement with Clean Energy being responsible for all aspects of compressor maintenance and repairs, including covering catastrophic failures. VMRPTA's financial responsibility is to pay the monthly maintenance fees and to replace compressors that have reached or exceeded their useful life. The turn-key agreement puts all of the financial risk on Clean Energy and is partially the cause of such a high annual expense.

Committee Action Process

VMOCC – March 23, 2010 for action

TMC – April 7, 2010 for action

Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward to the TMC for consideration, authorization to issue a RFP for a natural gas compressor maintenance contractor through an FTA compliant competitive procurement process.

Contact Person

Jim Wright

Director of Operations

480-287-5980

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #1E

Date

March 16, 2010

Subject

Intergovernmental Agreement (IGA) with the Gila River Indian Community (GRIC) for Route 66 (Kyrene Road Extension)

Summary

RPTA has been awarded a Job Access Reverse Commute (JARC) grant to fund an extension of Route 66 south to the Lone Butte Casino on the Gila River Indian Community (GRIC). This grant includes a 50/50 federal/local funding match requirement which will be provided by the GRIC. The IGA will formalize this funding agreement between GRIC and the RPTA. It will be the first fixed route service agreement between RPTA and one of the valley's Native American Communities.

The service extension will provide access to employment opportunities at the Lone Butte Casino and the neighboring Lone Butte Industrial Park. It will also provide access to east valley services and employment opportunities for GRIC residents.

Fiscal Impact

Annual cost of the extension would be approximately \$219,000.

Funding Sources:

JARC Grant	\$109,500 (50%)
Gila River Indian Community	\$109,500 (50%)

Considerations

This will be the first time that Valley Metro will extend fixed route bus service into the GRIC. The IGA will provide a model for similar agreements for fixed route bus service with other Native American Communities within Maricopa County. Continued funding of this route extension through JARC could become an issue in the future if at some point the funding is no longer available.

Committee Action Process

VMOCC – March 23, 2010 for action

TMC – April 7, 2010 for action

Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward to the TMC for consideration, the authorization for the Executive Director to execute an IGA with the Gila River Indian Community (GRIC) for Route 66 (Kyrene Road Extension).

Contact Person

Carol Ketcherside
Director of Planning
602-262-7433

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #1F

Date

March 16, 2010

Subject

Contract Award for Integration of Real Time Transit Information and Signal Priority Services

Summary

The Bus Rapid Transit (BRT) system proposed for Mesa Main Street and Arizona Avenue has been designed to be an extension of the light rail system that presently has an end of line station at Sycamore Avenue and Main Street in Mesa. The service will closely approximate the service transit riders experience on the light rail system. One of those features is the use of dynamic message signs located at each station to provide the time for the arrival of the next BRT bus.

Valley Metro RPTA issued a Request for Proposals (RFP) to solicit firms to provide the integration of the real time transit system into the two BRT routes. Initially three firms responded with proposals: ACS, Clever Devices Ltd., and Connexionz. Clever Devices Ltd. and Connexionz were deemed to be in the competitive range, susceptible for award after the initial written evaluation. Those two firms were invited to make an oral presentation and Best and Final Offer (BAFO). After the evaluation of the BAFO, Clever Devices Ltd. was recommended for award having both the higher number of qualitative points and the lower price.

After the BAFO, scoring and pricing are as follows:

Clever Devices	2215	\$813,999
Connexionz	1844.75	\$867,070

Fiscal Impact

The funds are being provided equally from two projects and two different funding sources. Since the buses providing the BRT service will serve either route interchangeably, the two funds will provide equal funding. The Mesa Main Street BRT project is funded through the Transit Life Cycle Program (TLCP) using Public Transit Funds (PTF). The Arizona Avenue BRT is primarily funded through the America Recovery and Reinvestment Act (ARRA).

Funding Sources:

TLCP – \$406,999.50 (50%)

ARRA – \$406,999.50 (50%)

Considerations

The integration services proposed will provide Valley Metro RPTA and the region the ability to evaluate the system for further applications. There are several other features such as passenger counting, maintenance monitoring, and Wi-Fi services that may also be integrated by Clever Devices Ltd.

Committee Action Process

VMOCC – March 23, 2010 for action
TMC – April 7, 2010 for action
Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward to the TMC for consideration the authorization for the Executive Director to award a contract with Clever Devices Ltd. to provide integration of real time transit information and signal priority services for the contract amount of \$813,999.

Contact Person

Jim Book
Project Manager
602-495-0586

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #1G

Date

March 16, 2010

Subject

Contract Award for the Completion of Two Lower-Level Work Areas at the Mesa Operations and Maintenance Facility

Summary

Valley Metro's Mesa Transit Facility was opened by the City of Mesa in 2003. At that time, the maintenance building serviced a 50 vehicle fleet. Currently, there are 271 revenue (fixed route and paratransit) and support vehicles being maintained at the Valley Metro Mesa Operation and Maintenance Facility. The maintenance building has four lower level vehicle service bays (inspection pits), two are currently in production and two need to be completed.

Valley Metro's contractor performs over two-hundred Preventive Maintenance Inspections (PMIs) every month. Two maintenance pits are currently available for scheduled preventive maintenance inspection activities. The Facility Needs Assessment Plan prepared by Fleet Maintenance Consultants in June 1998 calls for a total of four operational inspection pits when the fleet size reaches 200 vehicles. The current fleet operating out of Valley Metro's Mesa facility has significantly exceeded the build-out standard.

An Invitation for Bids (IFB) specifying the construction of 2 closed lower-level work areas to match the operating 2 lower-level work areas was issued on December 18, 2009.

Fiscal Impact

Through the bidding process, the cost to construct the 2 lower-level work areas has been established to be \$114,798.14. The project was not included in the original FY10 budget.

Funding Sources:

Funding for the project will be incorporated into the current FY10 mileage rate (fixed-route service) and revenue-hour rate (dial-a-ride service).

FY 10 fixed-route mileage rate	\$88,394.57 (77%)
FY 10 dial-a-ride hourly rate	\$26,403.57 (23%)

The allocation of the project expense for the local jurisdictions is detailed in Table 1.

Table 1 Estimated Project Cost Allocation

	Chandler	Gilbert	Mesa	Phoenix	RPTA	Scottsdale	Tempe
Estimated Cost	\$4,162	\$3,156	\$27,265	\$11,192	\$49,938	\$5,165	\$13,920

Considerations

Valley Metro received 10 responses for the Invitation for Bid for the lower-level work area construction. The results are detailed in Table 2.

Table 2 Lower-level Work Area Bid Tabulation

Bidders	Bid Amount
Loven Contracting	\$171,536.56
A&H	\$158,575.00
SDB	\$170,250.00
VCC	\$177,000.00
Doehrman Company	\$114,798.14
Trinium	\$167,329.00
Swabs-Az	\$244,167.72
Woodruff	\$114,863.00
Paul R. Peterson	\$149,995.00
IMCOR	\$173,557.00

The responsive, low bidder for the project was Doehrman Company with a bid of \$114,798.14.

Committee Action Process

The request to issue an Invitation for Bid was approved at the following meetings:
 East Valley Cities – September 30, 2009
 VMOCC – October 20, 2009
 TMC – November 4, 2009
 Board – November 19, 2009

The contract award request will be presented at the following meetings:

VMOCC – March 23, 2010 for action
 TMC – April 7, 2010 for action
 Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward to the TMC for consideration, the authorization for the Executive Director to award a contract with Doehrman Company for the amount of \$114,798.14 to construct two lower-level work areas at the Mesa Operations and Maintenance Facility.

Contact Person

Jim Wright
 Director of Operations
 480-287-5980

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #2

Date

March 16, 2010

Subject

Contract Award for ADA In-person Assessment Contractor

Summary

On December 14, 2009, Valley Metro RPTA issued a Request for Proposals (RFP) to hire a contractor to assist with Americans with Disabilities Act (ADA) Paratransit Eligibility determinations. ADA Paratransit Eligibility is granted to individuals who, because of their disabilities, cannot use fixed-route transit for trips they need to make. The determination of ADA Paratransit Eligibility is based on criteria related to functional ability – specifically limitations in functional ability that prevent the use of fixed route transit. Valley Metro is seeking a Contractor with expertise and experience in the following areas:

- Conducting in-person interviews
- Functional testing and assessments of persons with disabilities

The Contractor will document the interviews and functional testing, provide Valley Metro staff with a written professional assessment of the applicant's abilities, and a recommendation for eligibility determination. Valley Metro staff will review the documentation, along with other information gathered from the applicant's medical/behavioral professionals, to make a final determination of ADA Paratransit Eligibility.

Valley Metro received two responses to the RFP.

- Adaride.com, LLC (based in Los Angeles)
- C.A.R.E. Evaluators, LLC (based in Los Angeles)

A regional evaluation panel – which included city transit staff members from Glendale, Mesa, and Phoenix, as well as an RPTA representative and a member of the Regional Paratransit Study disability stakeholder's group – convened to review the proposals and make a recommendation. The criteria for the evaluation process, as listed in the RFP, included: Staff Plan & Qualifications, Cost/Price, Company Qualifications & Experience, Project Understanding & Approach, and Schedule. At the conclusion of the initial review of proposals, the panel recommended that each proposer be brought in for a formal interview. In addition, references were checked and documented. After interviewing the proposers and reviewing the references, the panel unanimously recommended C.A.R.E. Evaluators.

C.A.R.E scored a total of 1,965 weighted points, while Adaride.com scored 1,655 points out of a possible 2,500 weighted points.

Fiscal Impact

Funding Source:

PTF ADA allocation \$317,492 (100%)

Annual Contract Amounts: \$317,492 – Year 1
 \$312,011 – Year 2
 \$335,802 – Year 3
 \$239,917 – Year 4
 \$259,590 – Year 5
 \$288,993 – Year 6 (Optional)
 \$303,563 – Year 7 (Optional)

Considerations

Incorporating in-person interviews and assessments into the current ADA eligibility process is one of the key recommendations from the Regional Paratransit Study. A thorough ADA eligibility process provides the framework in which mobility/travel training, a free ADA bus and rail pass, and other cost-effective transportation programs can be implemented which are effective at switching customers from paratransit to fixed route. All of which help manage demand and growth pressure on ADA paratransit services.

The contractor will be housed in a facility that has yet to be identified. The location is under review as a part of a real estate search by Valley Metro staff. A final location will be brought before the Valley Metro Board of Directors for a decision in May 2010.

Committee Action Process

On November 23, 2009, the Valley Metro Board of Directors approved the implementation of an in-person eligibility determination process and authorized the Executive Director to issue a Request for Proposal to establish a contract with a private company to conduct ADA In-Person interviews and functional assessments.

VMOCC – March 23, 2010 for action

TMC – April 7, 2010 for action

Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward to the TMC for consideration, the authorization for the Executive Director to award a contract in the amount of \$317,492 for one (1) year, which includes start up costs, to C.A.R.E. Evaluators, LLC. as the ADA In-Person Assessment contractor.

Contact Person

Scott Wisner

Customer Service Manager

602-495-5518

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #3

Date

March 16, 2010

Subject

Authorization to Issue Two Invitation for Bids (IFB) for Bus Stop Labeling System and Installation Contractor – MyStop ID Project

Summary

The City of Phoenix is working on the implementation of a new Bus Stop Management Application. The new application will be used as the central repository of all current and future bus stop data in this region. Once the bus stop database has been successfully migrated to the new format, Valley Metro staff recommends that the **MyStop** ID project be implemented to help reduce calls routed to live Customer Service Representatives (CSRs) and improve the efficiency and accuracy of various Interactive Voice Response (IVR), Web, and Mobile applications used by our customers today.

Fiscal Impact

The estimated cost for the complete **MyStop** ID project is detailed in Table I below:

Table I – **MyStop** ID Project Cost Elements

Project Activity	Estimated Cost
IVR Upgrade (existing contract)	\$49,500
Web and Mobile application upgrades (existing contract)	\$30,000
Printer and materials for MyStop labels (IFB)	\$58,000
Contractor to install decals & verify/update inventory (IFB)	\$60,000
Total Project Costs	\$197,500

Funding:

Public Transportation Funds (PTF) – \$197,500 (100%)

The funding for implementing the entire **MyStop** ID project is included in the FY 10 Valley Metro budget in Projects 3345 and 9390.

Valley Metro has submitted this project for grant funding provided under the Job Access and Reverse Commute (JARC) program. Applicants will be notified by May 20, 2010.

Considerations

To implement the **MyStop** ID project, unique stop ID numbers must be installed at each bus stop in the region. In addition, the **Next Bus** voice and Web applications need to be modified to allow customers to input **MyStop** ID numbers into the application. This number could be used in a variety of other ways to help provide customers with scheduled and real time arrivals of buses or trains that serve each stop in the region. The **MyStop** ID project would provide benefits to existing customers, reduce the demand on call center personnel, and help lower operational expenses. Additional details are provided in the attached white paper titled "MyStop ID Project Update".

The upgrades for the IVR, Web, and Mobile applications can be accommodated via existing vendor contracts.

Two IFBs are required to begin project implementation. One IFB will be issued to procure the labeling materials. Concurrently, a second IFB for the installation of the labels on the bus stop signs will be issued.

Committee Action Process

VMOCC – March 23, 2010 for action

TMC – April 7, 2010 for action

Board – April 22, 2010 for action

Recommendation

It is recommended that the VMOCC forward to the TMC for consideration, the authorization to issue two (2) IFBs:

- IFB to purchase labeling materials to produce **MyStop** ID decals for an amount of \$58,000.
- IFB to secure a contractor to install the **MyStop** ID decals and verify/update bus stop inventory records for an amount of \$60,000.

Contact Person

Scott Wisner

Customer Service Manager

602-495-5518

Attachments

MyStop ID Project Update



MyStop ID Project Update

Background

The City of Phoenix is working on the implementation of a new Bus Stop Management Application. The new application will be used as the central repository of all future bus stop data in this region. A contract award has been made to Trapeze Software Group Inc. to provide this valuable new resource. This project was funded using ARRA funds. The application should be ready for deployment by the end of the current fiscal year. The database associated with this application will replace the existing Access database. The Access database is used to store regional bus stop information including: the name and location of each stop, amenities at each stop, and other pertinent information. The data base is currently maintained by City of Phoenix staff. The bus stop data contained within this database will be exported four times a year into the Hastus Scheduling application. After schedules and bus stops have been updated in Hastus, the data is then exported to various applications and publications used throughout this region, such as the Trip Planner, Online schedules, Interactive Voice Response system (IVR), Transit Book, Vehicle Management System (VMS), and the Fare Collection System (FCS).

Once the bus stop database has been successfully migrated to the new format, Valley Metro staff recommends that a private company is hired to conduct field survey work to verify the accuracy of the bus stop inventory and to label each bus stop with a unique **MyStop** ID number visible to the public. This number could be used in a variety of ways to help expedite scheduled and real time arrivals of buses or trains that serve each stop. The **MyStop** project would provide benefits to existing customers, reduce the demand on call center personnel, and help lower operational expenses.

Customer Benefits

MyStop enables a customer to quickly and easily obtain next departure information for any stop, serving the needs of regular riders who know their starting location and can plan their commute based on this information. This functionality will streamline and shorten an inbound call, improve customer satisfaction, and enable CSRs to handle more complex customer inquiries.

- **MyStop** is an easy-to-use customer service application that provides next arrival information by stop and is available to customers 24x7x365. With a simplified data input, customers can get the information they seek for a specific stop location quickly.
- **MyStop** enhances the customer satisfaction of the heaviest users of the transit information services, and can help with the public's acceptance of future automated information services.

- **MyStop** accommodates daily, weekend, or holiday **schedule variations** by basing responses upon the actual schedule in effect at the time of the call simplifying the need to carry or refer to schedule printouts or inquire directly with an operator.
- Following a brief welcome/introduction the customer enters a 5-digit Stop ID. The entry can be made via the keypad (DTMF) or can be made via speech by saying the numbers one digit at time – for example, “two zero four one one” for stop number 20411.
- For stops served by a single route only, the application provides the next three arrival times as reported by the back-end scheduling system.
- For stops served by more than one route, the application provides a list of routes served by that stop and asks the caller to choose the desired route. It then provides the next three arrival times as reported by the back-end scheduling system.
- Where a customer does not know the Stop ID the help prompt guides the caller to an alternative option to retrieve the information. For example, if the caller says “I don’t know” in response to the Stop ID query the system will ask for an intersection or landmark to help identify the stop location. Where this information is not available, the caller is transferred to an agent for further assistance.
- The **MyStop** application allows callers to request a scheduled departure time for another time of day or date by prompting for Stop ID, the route, day of the week and time of the day. It then delivers scheduled departure information for the times meeting the selection criteria.
- The application recognizes schedules that vary from day-to-day, weekend or holiday, and enables Agency operations staff to update their operating hours through the web administration portal.

Cost Benefit Analysis

Currently, the call center receives 2.9 million calls annually. Next bus inquiries represent over 60% of the total calls received within the call center. In addition, late bus inquiries represent 100% of the calls that are routed to leads and supervisors monitoring the Vehicle Management System Orb Cad system. The **Next Bus** automated application reduces the number of calls routed to agents by approximately 18% (534,000 calls). Approximately 44% of those calls are successfully handled by the **Next Bus** application (237,000 calls). When the Next Bus application was rolled out, staff projected 30% of **Next Bus** calls would be routed that application and 75-80% would be handled successfully. Based on the performance of this application, the current **Next Bus** application is underutilized and the success rate is lower than what was projected when it was implemented. The primary reasons for these low numbers are as follows:

1. The application is difficult to use because there are too many input variables needed to obtain accurate schedule information for each stop. This includes the following customer voice inputs:
 - a. Intersection, landmark, or street address
 - b. City (for intersections that exist in more than 1 city)
 - c. Direction of travel
 - d. Route number
2. Ambient background noise makes it very difficult for the speech engine to accurately capture and understand voice responses that are used to pinpoint the location of the stop.

To address these issues, staff has worked with the vendor to improve the performance by redesigning prompts and tuning the application. Thus far, the changes have resulted in modest gains in performance. To improve usability levels, the user interface needs to be updated to include stop identification numbers for each bus stop in the region. These unique numbers simplify the user interface and significantly improve the accuracy of identifying the correct stop the customer is inquiring about. These factors increase customer confidence and in turn, results in higher usability rates and higher success rates.

The **MyStop** system has been implemented in two cities that have the same Interactive Voice Response (IVR) and trip planning vendors that Valley Metro currently utilizes. To date, the results have been very positive. In Denver Colorado, the **MyStop** system handled 400,000 calls in the first 5 months since it was implemented (see attached press release). Projected out over the course of 12 months, the system will receive over 1 million calls with an 80% success rate. In Washington D.C., the **MyStop** application was implemented by WAMATA and the results are equally as impressive. Over 1.5 million calls are being routed to the **MyStop** application which represents 30% of their total call volumes, and the success rate is 80%. In addition, WAMATA is providing scheduled as well as real time departure times for every stop in their system.

Staff believes results similar to Denver and Washington D.C.'s are very obtainable once the bus stops are labeled and the IVR has been upgraded to include the **MyStop** feature within the current **Next Bus** application. In addition, updating the Web and Mobile applications will open up new channels for customers to obtain scheduled and real time departure times in an efficient and cost effective manner. This will result in a 12% gain in usage, and a 36% gain in automation success. If achieved, approximately 900,000 calls will be routed to the **MyStop** application (compared to 540,000 today), and 720,000 calls will be successfully handled without the interaction of a live agent (compared to 237,000 today). That equates to 483,000 more calls being handled by the automated system. On average, this reduces the number of daily calls by 1,323 per day. This will help lower costs, reduce hold times, lower abandoned rates and increase the service level to acceptable standards. In terms of actual savings, one vacant position will not be filled at this time. This equates to a \$38,000 savings per year, and approximately \$190,000 over a five year span. Other cost savings may be identified after the usage results of the first year are gathered and analyzed.

Project Cost Estimates

The following is a breakdown of cost estimates to complete the **MyStop** project:

IVR Upgrade (existing contract)	\$ 49,500 (no increase for maintenance)
Web and Mobile application upgrades (existing contract)	\$ 30,000
Printer and materials for MyStop labels	\$ 58,000
Contractor to install decals & verify/update inventory	\$ 60,000
Total Project Costs	\$197,500

Please note:

- the project costs are currently budgeted in the FY2010 budget;
- ongoing cost to maintain labels at the stops will be \$5,400 per year, based on 10% replacement cycle (next FY).

Action Items

In order to move forward with this project accurate bus stop inventory estimates must be included in future solicitations to ensure the project is completed within budget and on time. Please answer the questions below and forward this information to Scott Wisner, RPTA Customer Service Manager, at swisner@valleymetro.org by April 2nd so we can move forward in a timely basis:

1. Provide the number of bus stops and shelters that are currently in your city.
2. Provide an estimate of the average number of bus stop signs and shelters that are replaced, damaged, lost, or refurbished annually.
3. Provide input on the proposed **MyStop** project.

If you have any questions about these projects, please contact Scott Wisner at 602-495-5518.



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #4

Date

March 16, 2010

Subject

Farebox Project Status

Summary

At the February 16, 2010 VMOCC meeting, under the agenda item of “Future VMOCC Agenda items”, a request was made for an update from the City of Phoenix Public Transit Department staff on the status of the Farebox Project. After a brief discussion, VMOCC members agreed that a presentation would be placed on the March 2010 meeting agenda.

Based on their discussion, VMOCC members requested an update on the following regarding the Farebox Project:

- Project status
- Discussion of early issues with fareboxes
- Discussion of remedies made to overcome the issues
- Process for acceptance testing
- Acceptance test results
- How can cities access the database to run reports?
- When can cities run reports to get stop-level boarding data?

Fiscal Impact

The discussion of this agenda item has no fiscal impact

Considerations

The city of Phoenix Public Transit Department was contacted and asked to make the requested presentation on the status of the Farebox Project. Phoenix staff has determined it is appropriate to include the sponsor team in the report preparation and any subsequent presentation to the VMOCC. Phoenix staff needs to postpone this item to April's meeting to allow time to meet with the sponsor team.

Committee Action Process

None

Recommendation

For information only.

Contact Person

Jim Wright
Director of Operations
480-287-5980

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #5

Date

March 16, 2010

Subject

Northwest Valley Dial-a-Ride (NWVDAR) Procurement Update

Background

A Request for Proposal for dial-a-ride services in the northwest valley cities of El Mirage, Peoria, Surprise and the SCAT service area was issued in December 2009.

The procurement advanced through the Best and Final stage. Following a review of the Best and Final offers, staff consulted with Valley Metro's legal staff. After consulting with legal staff and the agencies involved, the procurement process was cancelled.

Fiscal Impact

None

Considerations

Staff will provide an update on the northwest valley dial-a-ride service solicitation.

Committee Action Process

None

Recommendation

For information and discussion only.

Contact Person

Jim Wright
Deputy Executive Director of Operations
480-287-5980

Attachments

NWVDAR Presentation



Northwest Valley Dial-a-Ride Update and Lessons Learned

VMOCC
March 23, 2010



Background

- August 2009 – Peoria, Surprise, El Mirage and the Sun City Area Transit System (SCAT) agree in principle to combine operations
- September 2009 - RPTA Board of Directors approves staff to issue RFP to conduct a competitive procurement
- November 2009 - RFP Issued
- January 2010 – 4 proposals received in response to RFP.



Background

- January 2010- Following interviews with 3 proposers, Best and Final Offers solicited and received. Innovations encouraged.
- February 2010 – Best and Final Offers received from 3 proposers, 1 offered a unique solution. Unique solution can not be implemented via the on-going procurement
- February 2010 - After discussions with partners, RPTA cancels RFP

3



Rationale to Cancel RFP

- Fully Burdened cost per revenue hour ranged from \$73 - \$82 while city operations cost \$61- \$87 per hour.
- Cost savings would have been realized by some communities with higher cost to one.
 - El Mirage incremental cost + \$12.65 to +\$21.14 per hour
 - Peoria savings realized - \$4.58 to -\$13.07 per hour
 - Surprise savings/cost - \$7.98 to + \$5.54 per hour
- Not a clear advantage to all participating entities

4



Lessons Learned

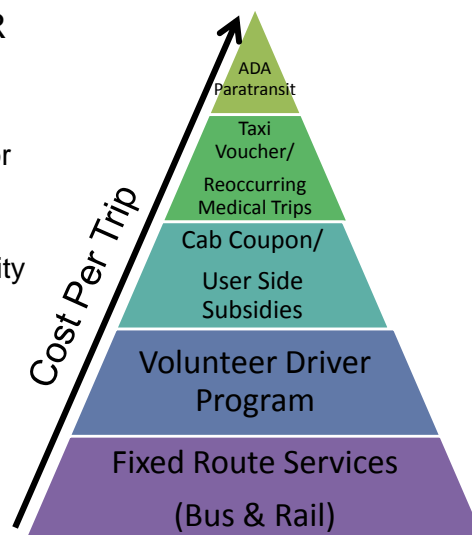
- RFP may have been over-prescriptive in requirements resulting in high proposed costs
- RFP should increase emphasis on performance requirements not staffing levels and infrastructure
- A capital intensive DAR model may no longer be the best option to deliver cost-effective DAR service
 - Fixed costs being spread across a declining number of trips or revenue hours of service
- Sub regional DARs are strongly reliant on each funder continuing service levels
 - Due to cost sharing allocation methodologies

5



Lessons Learned - Continued

- A new paradigm for DAR operations is emerging
 - Focus on ADA trips
 - Highest level of service for the most dependent passengers
 - Blend of alternative mobility options to provide service to the less-dependent customers



6



A New Organizational Option for Valley DAR?

- True public-private partnership may be more cost effective, sustainable, scalable and advantageous to funding agencies
- It is now proposed that RPTA reprocore the NWVDAR with a less prescriptive service delivery model.
- Peer regions that follow this model include: San Diego, Houston, Baltimore

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Advantages of Partnership

- Highly scalable – allows increases/decreased in service levels at the same cost per hour/trip
- Cost Effective – majority of capital including facility, vehicles, maintenance and operations provided by the private sector
- A variety of vehicles can be required and provided (vans, cars, lift-equipped minibuses)

8



Advantages of Partnership

- Implementable throughout the County
 - replace the previous Special Transportation Services
 - provide Mobility Center transportation
- Complies with the ADA
- Customers may prefer auto-based service over traditional DAR service

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Disadvantages of Partnership

- Displacement of DAR employees
- Limited opportunity to provide a preference in-hiring
- Quality assurance, operator sensitivity and ADA training concerns
 - Requires diligent oversight
- Contrary to the existing paratransit service paradigm

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Next Steps

- Resolicit for Northwest Valley project to include
 - the former County-wide STS Service
 - service for trips to and from the Mobility Center
- RFP will be less prescriptive allowing for firms to creatively propose a mobility solution that cost-effectively meets the needs of the communities

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QUESTIONS/COMMENTS



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #6

Date

March 16, 2010

Subject

Fixed Route Customer Policy Technical Advisory Committee (TAC) Update

Background

At the August 18, 2009 VMOCC meeting, VMOCC authorized the formation of a Fixed Route Customer Policy Technical Advisory Committee (TAC).

Valley Metro RPTA staff was tasked to develop a list of “hot” issues for the TAC’s first meeting. These are issues that have been tabled or have recently negatively impacted customers. In order to develop guidelines, these “hot” issues were identified to be dealt with early by the TAC. The new guidelines will be published (incorporated in the Transit Book) as an update to previously produced collateral material.

The TAC’s charge will be to develop:

- 1) A new set of guidelines, as an interim step, in order to deal with “hot” issues.
- 2) Customer-focused operating policies for VM/RPTA Board adoption

Fiscal Impact

None

Considerations

Staff will provide an update and seek input on the progress of the Fixed Route Policy TAC.

Committee Action Process

None

Recommendation

For information and discussion only

Contact Person

Jim Wright
Director of Operations
480-287-5980

Attachments

- ✓ Fixed Route Customer Policy TAC Update Presentation
- ✓ Fare Glossary
- ✓ Fixed Route Bus Policies for Persons with Disabilities (March 2010)



Fixed Route Customer Policy Technical Advisory Committee (TAC) Update

VMOCC
March 23, 2010



TAC Participants

- **Member Agencies:**
 - Rick Becker, City of Chandler
 - Jim Hash, City of Mesa
 - Maher Hazine, City of Peoria
 - Megan Neal, City of Phoenix
 - John Kelley, City of Scottsdale
 - Shaun Yunt, City of Tempe

- **RPTA Staff:**
 - Teri Collins, Operations
 - Mario Diaz, Marketing
 - Becky Johnson, ADA
 - Judy Mitchell, Customer Service
 - Dolores Nolan, Marketing
 - Erin Rauch, Marketing
 - Cindy Scally, Customer Service
 - Gardner Tabon, Operations
 - Scott Wisner, Customer Service



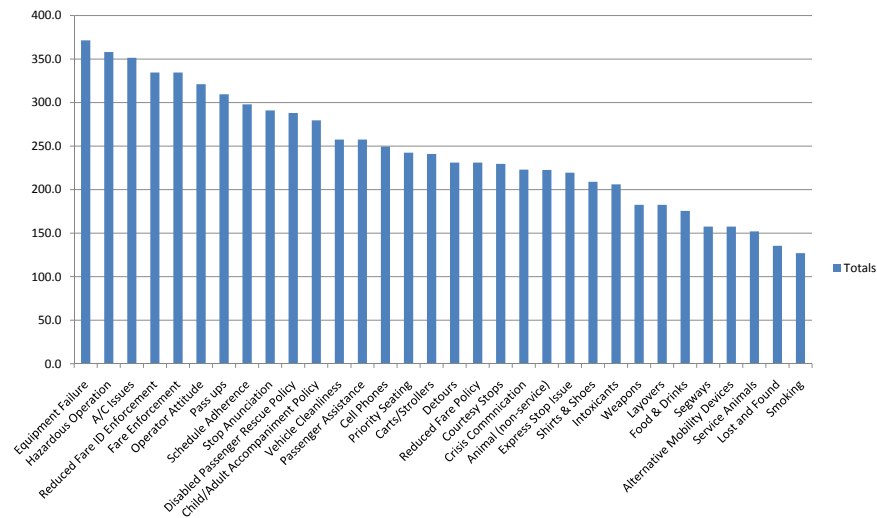
Customer Policy Prioritization Process

- Identified 35 customer issues
- A weighted process using 10 criteria established the highest priority issues
 - Evaluation criteria included: safety, accessibility, on-time performance, environmental issues, fares & fare collection, operator conduct, passenger conduct, system security, vehicle environment, number of customer calls received

3



Customer Items



4



“Hot” Items List

- Following the issues ranking, a list of the most critically pressing items was developed
- Given first priority for policy development
 - Compliance items
 - Accessibility items
 - Community trends – Segways
 - Fares and fare collection

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Customer Policy Items

- Uncommon Mobility Devices
- Priority Seating
- Rescue Policy for Disabled Passengers
- Fare Glossary
- Proof of Reduced Fare Eligibility
- Proof of Identity
- Mobility Standards for Disabled Passengers
- Courtesy Stop Discussion

6



Mobility Standards for Passengers with Disabilities

- Set of expectations for fixed route and dial-a-ride (paratransit) customers
 - Identification of behaviors for both customers and service providers
 - Clarification of transit terminologies as used in provision of services
- Inclusion in the Transit Book and Regional Dial-a-Ride (Paratransit) Service Guide

7



Uncommon Mobility Devices

- Passengers allowed to bring Segways and other electronic mobility devices on to fixed-route vehicles
 - Based on availability in the securement areas
 - Passengers with disabilities have priority in the securement areas
- Electric bikes shall be placed on the bike rack (up to 75 lbs)
 - On board securement based upon availability
- Passengers indicating a disability will not be denied service
 - Treated as a 'common' mobility aid when boarding/deboarding

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Uncommon Mobility Aids



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Uncommon Mobility Aids Secured Segways





Priority Seating

- Signage in front of vehicles designating priority seating for elderly persons and persons with disabilities
- Operators to ask persons, other than elderly or disabled persons, sitting in priority seating areas to move seats
 - Not required to enforce the request that other passengers move from priority seating areas
- Signage shall include language informing passengers in priority seating that they should comply with requests from operator to vacate seats

11



Rescue Policy: Disabled Passengers

- A rescue shall be conducted when operator is unable to board/transport passenger and the service interruption will result in the passenger being stranded for more than 30 minutes
 - Inoperable lift
 - Inoperable securement area
 - Back doors are broken
 - Weather
 - Waiting time for next bus
 - Capacity; securement areas are full with
 - Person is lost or disoriented

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Rescue Policy for Disabled Passengers

- Consensus is necessary
- Passenger safety, in some situations, extends beyond the confines of revenue vehicles

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Fare Glossary

- Summary of terms regarding fares
- Goal was to create consistent fare related terminology for the region
- Development group included transit police, fare inspectors, customer service, Phoenix, Tempe, and RPTA
- Includes items such as “Proof of Identity” and “Proof of Reduced-fare Eligibility”

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Proof of Identity

- Valid identification with photo, name, and date of birth
- Documents with only photo and name but no date of birth may be used with other supporting documentation
- Proof of identification can be:
 - Driver's license
 - Passport
 - State identification card
 - Valley Metro Reduced-fare identification card
 - Other government issued identification (i.e. military, matricula consular card, etc.)

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Proof of Reduced Fare Eligibility

- Valid documentation showing a customer qualifies in a Reduced-fare eligibility category
- Must be demonstrated upon request

Proof of Eligibility Documentation

- Driver's License
- High School ID card with photo, name, current school year
- Tempe Youth Transit Pass
- State identification card
- Valley Metro Reduced-fare identification card
- Medicare card
- Other government issued identification (military, matricula consular card, etc.)

Eligibility Categories

- Youths ages 6 through 18
- Seniors age 65 years and older
- Persons with a disability
- Medicare cardholders

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Courtesy Stops Definition

- A requested stop by a passenger that is not at a designated bus stop to be done as a courtesy to the customer.

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Current Practices

- Chandler- Red lights- adds drop-off only sign
- Mesa- Bus stops only
- Scottsdale- Any where (boardings & alightings)
- Phoenix- Allow and disallow a pick-up or discharge stop requested by a passenger if it is safe to do so
- Tempe- Red Lights –deboarding only

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Current Practices Positive Aspects

- May allow passengers to make their route connections within time constraints
- May accommodate the needs of the elderly or persons with disabilities
- Shortens walking distance for rider to destination
- Improves customer service and image of Valley Metro
- Assist with runtime when de-boarding a passenger near side

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Current Practices Negative Aspects

- Liability/Safety issues
- Bus may hold up traffic
- May affect the schedule
- Judgment left to operators
- Not ADA accessible, it would appear to be discrimination –mobility device could not get off at red light

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QUESTIONS/COMMENTS/NEXT STEPS

FARE GLOSSARY – POSSIBLE REGIONAL POLICIES

Last updated August 5, 2009

For changes and updates to this document, please contact Marie Chapple at (602) 261-8254 or at Marie.Chapple@phoenix.gov or Mario Diaz at (602) 534-7391 or at mdiaz@valleymetro.org.

Activated Fare Media – Fare media that has become functional via a variety of methods depending on the type of fare media. See also “Validated Fare Media.”

Active Fare Media – Fare media that has paid for current travel. Active and valid fare media has paid for current travel and is useable for the current transit day. See also “Valid Fare Media”.

Apparent Age –When the age of a passenger appears to be within the Reduced-fare eligibility categories of Youths or Seniors.

(Policy note: In these cases, the operator or fare inspector does not have to request to see Proof of Reduced-fare Eligibility).

Apparent Disability – When the physical or mental disability of a passenger is obvious. (Policy note: In these cases, the operator or fare inspector does not have to request to see Proof of Reduced-fare Eligibility).

Discount - A lesser price charged for regularly priced fares including Full Fare and Reduced Fare. Also refers to Off-board Fares. See also “On-board Fare.”

Fare – Price charged to ride the transit system; price charged for a transit pass or one ride. See “Transit Pass” and “One Ride Fare”.

Fare Media – Physical instrument that can be in paper, plastic, and smartcard forms or cash that allows for payment of fare. Active and valid fare media has paid for current travel and is useable for the current transit day. See also “Transit Pass”, “Active Fare Media”, and “Valid Fare Media”.

Fare Vending Machine (FVM) – Machine available 24-hours a day that issues all Full-fare and Reduced-fare transit passes in paper form. Light rail FVM also issue one-ride paper receipts as proof of payment. Also referred to as “Ticket Vending Machines” or TVMs.

Free Fare – On local, LINK, or express/RAPID bus service or light rail service children age 5 and younger accompanied by a responsible, fare-paying person are not charged a fare. Also, a school group participating in the Group Field Trip Program ride free.

On Dial-A-Ride service, a personal care attendant is not charged a fare when accompanying a fare-paying ADA-certified passenger.

Full Fare – Regular price charged to passengers; price charged to passengers who do not qualify for Reduced-fare eligibility categories. See “Reduced-fare Eligibility Categories.”

Group Field Trip Program – Eligible school groups participating in the Group Field Trip Program are issued a free All-day transit pass useable during non-peak hours.

Half-fare Program – “Half fare” is a term used by the Federal Transit Administration requiring the federal grantee of funds to have a program in place to offer a non-peak-hour fare for elderly persons , persons with disabilities, and Medicare cardholders that is no greater than one-half of the fare generally applicable to others during peak hours. Valley Metro’s Reduced-fare Program serves as the qualifying Half-fare Program. See “Reduced-fare Program.”

Medicare Card – Card issued to a person age 65 years and older but which can be issued to non-elderly persons with a disability and for anyone under 65 years of age who has received Social Security or Railroad Retirement Board disability benefits for 24 months or is a kidney dialysis or kidney transplant patient.

Off-board Fare – The lesser price charged for a transit pass that is purchased off the bus and not at the bus fare box; in the current fare structure only the Full-fare and Reduced-fare All-day transit passes have an off-board price. See also “On-board Fare.”

On-board Fare – Price charged at the bus fare box for the Full-fare and Reduced-fare All-day transit passes or for one-ride. The cost of an All-day transit pass bought at the bus fare box is higher than the fare paid off-board. One-ride bus fare can only be purchased in cash at the fare box. See also “Off-board Fare”.

One-Ride Fare – Price charged for one ride on a bus or one-way on light rail, which can be Full-fare or Reduced-fare. One-ride bus fare can only be purchased in cash at the fare box; one-ride fare for light rail can be purchased only at the fare vending machine with a paper receipt issued as proof of payment.

Phoenix Dial-a-Ride (DAR) Card – A proof-of-payment card which can be used by an ADA-certified passenger for both local bus and light rail service and for Phoenix Dial-A-Ride service. The DAR cards are valid for the calendar month that is printed on the card. The card is administered and issued to ADA-certified Phoenix residents by the city of Phoenix. (Operation note: DAR card users pay Full Fare so no Proof of Reduced-fare Eligibility is required).

Proof of Identity – Valid identification with the photograph, name, and date of birth of the person presenting the document. Documents with only a photograph and name but no date of birth may be used in combination with other supporting documentation such as a birth certificate. Proof of Identity can be:

- Driver’s license

- Passport

- State identification card

- Valley Metro Reduced-fare Identification Card

- Other government-issued identification (such as military or matricula consular card)

Proof of Payment – Valley Metro issued fare media that can demonstrate it is active and valid: Active and valid fare media has paid for current travel and is useable for the current transit day. Also see “Fare Media”, “Active Fare Media”, and “Valid Fare Media”.

Proof of Reduced-fare Eligibility – Valid documentation which shows that a passenger qualifies in a Reduced-fare Eligibility Category; must be demonstrated upon request by a bus operator or fare inspector. Proof of Eligibility includes:

Driver's License

High-school identification card with photograph, name, and current school year

Tempe Youth Transit Pass

State identification card

Valley Metro Reduced-fare Identification Card

Other government-issued identification (such as military or matricula consular card)

Medicare card

See also "Reduced-fare Eligibility Categories" and "Proof of Identity".

Reduced Fare – Price charged that is half the cost or less of Full Fare because of rules based on the federal Half-fare Program; on local and Link bus service and light service, a fare available to passengers who qualify for a Reduced-fare Eligibility Category. See also "Reduced-fare Program" and "Discount".

On Dial-a-Ride service, a companion to a Reduced-fare paying passenger using Demand (same day) Service must pay the Full Fare unless the companion is also a senior or a person with a disability; the companion must present Proof of Eligibility.

Reduced-fare Eligibility Categories – Categories of passengers who qualify to use Reduced Fare on local and LINK bus service and light rail service:

- Youths ages 6 through 18
- Seniors age 65 years and older
- Persons with a disability
- Medicare cardholders

Reduced-fare Program – On local and LINK bus services and light rail service, it is the Valley Metro program based on the Federal Transit Administration's Half-fare Program regulations. In addition to the federally required categories of seniors ages 65 years and older and Medicare cardholders, the Valley Metro transit system added another Reduced-fare Eligibility Category of Youths 6 to 18 years of age; and allowed for reduced fare during both non-peak and peak hours of service. Not applicable on express/Rapid bus services.

Smartcard – A generic term for transit passes that usually come in a plastic card form with an embedded computer chip enabling the holder to make payment by touching it to a reader (the orange pads on a bus fare box and a light rail fare vending machine). Valley Metro uses smartcards for the Platinum Pass, U-Pass, Semester Pass, and some transit employees' identification cards.

Tempe Youth Transit Pass – A proof-of-payment card containing a photo and yearly expiration date that allows youths ages 6 through 18, who can provide proof of Tempe residency and age, to ride the bus and METRO light rail for free. The card is administered and issued by the city of Tempe.

Transit Day – Valley Metro transit system's 24-hour public transit service period which is from 3 a.m. one day to 2:59:59 a.m. the next day.

Transit Pass – A type of fare media used for one- or multiple-days of travel that comes in paper form, plastic cards, or as a smartcard (such as Platinum Pass, U-pass) that a passenger uses as proof of payment when active and valid. See also “Fare Media”.

Valid Fare Media – Fare media currently issued by the Valley Metro transit system that is non-expired and is useable in the current Transit Day and on the appropriate mode of transit. Active and valid fare media has paid for current travel and is useable for the current transit day.

Validated Fare Media - Fare media that has been checked as valid via a variety of methods depending on the type of fare media: such as being read at the bus fare box or at a light rail vending machine.

Valley Metro Reduced-fare Identification Card - Card issued by only by Valley Metro that shows a passenger is qualified to use a Reduced-fare transit pass.



FIXED-ROUTE BUS POLICIES FOR PERSONS WITH DISABILITIES

March 2010

Announcing Bus Stops

If there is a public address (PA) system on the bus, the Americans with Disabilities Act (ADA) requires that it be used to announce bus stops. With or without a PA system, announcements shall be made at half-mile and mile stops, transfer points, major intersections, major destinations and all requested stops.

Bare Feet

All passengers, including those who use mobility aids, are required to wear shoes unless a disability either prevents the wearing of shoes or necessitates that the passenger's feet be bare.

Boarding Assistance

Operators will position the bus to make boarding as easy as possible, minimize the slope of the ramp and use the bus kneeling option as needed. When required, bus operators will provide assistance to passengers to negotiate ramps and/or inclines when boarding or deboarding. Before leaving a stop, operators will ensure that passengers with disabilities are seated.

Boarding and Deboarding Passengers in Mobility Devices

All passengers using mobility devices shall be boarded and deboarded before additional passengers are boarded. All passengers are encouraged to deboard from the rear of the bus.

Bus Stops

The lift or ramp shall be used at any designated bus stop if requested by a passenger. A passenger should wait at the designated bus stop to ensure that operators recognize their intent to ride the bus.

Forward vs. Backward Mobility Aid Loading

For safety reasons, passengers using mobility aids are encouraged to back onto the lift when boarding; however, passengers are not required to do so.

Mobility Aid Brakes

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility aids; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the “off” position.

Mobility Aid Securement

Mobility aids must be properly secured whenever possible. If an operator cannot secure on all securement points available on the bus, the operator shall communicate to the passenger the number of securement points used and ask for the passenger’s confirmation that they feel secure to ride. If the passenger does not feel secure enough to ride and the operator absolutely cannot use all securement points correctly, OCC shall be notified and rescue procedures will be implemented.

Lap belts and shoulder harnesses shall be offered for the safety of the passenger, but are not mandatory.

Passengers requesting to ride in a specific securement area shall be secured in the area of their choice, if that securement area is available and unoccupied by a passenger using a mobility device.

Passengers with Visual Impairments

When waiting at a bus stop, passengers with visual impairments who use a white cane, service animal, sign, or other form of hailing guide will need to ensure that their cane, dog, sign or hailing guide is visible to approaching bus operators.

Passengers with Open Sores and Wounds:

When using the bus, passengers with disabilities that have health-related open sores and wounds need to ensure that all sores and wounds are properly covered.

Personal Care Attendants

Personal care attendants and companions traveling with a person with a disability are required to pay the same fares that they would pay when riding the bus alone.

(This will change once we implement our ADA Bus and Rail Pass so we may need to address this now or wait until that goes live—projected for January 2011.)

Portable Oxygen Use

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle.

Priority Seating

Upon request, bus operators shall ask, but not require, passengers to yield priority seating at the front of the bus to persons with disabilities and seniors.

Reserved Seating

Mobility aid securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in securement areas to move to other available seats or to stand.

Rescue Policy

All Valley Metro fixed-route transit providers shall provide an effective rescue system for passengers with disabilities, needing the use of a lift or ramp, that are stranded due to service interruptions. In the event of any service interruption, the bus operator shall stop and call OCC/radio/dispatch for instructions and relay those instructions to the passenger before proceeding on the route.

Service Animals

Persons with disabilities who use service animals may board with the service animal regardless of fare category. Operators may ask any passenger if their animal is a service animal and/or if the animal assists them with their disability.

Passengers using service animals must keep their animals under control and the animal must not pose a threat to other passengers. Failure to do so may result in the passenger being requested to exit the bus.

If the animal is a pet or therapy animal, it must travel in a carrier.

Secure Loops

Secure loops are bright blue nylon straps that identify for the operator the points at which passengers would like their mobility aid to be attached to the vehicle securement system. They are provided free of charge to passengers and can be obtained by calling Valley Metro Customer Service Center at 602.253.5000. These straps may be suggested for use but are not required.

Transporting Common Mobility Aids

All common mobility aids shall be transported and properly secured. Reasonable efforts shall be made to transport persons in oversized mobility aids. However, transportation cannot always be guaranteed to a person in an oversized mobility aid and suggestions for alternative transportation shall be provided upon request.

Use of Lifts and Ramps

Upon request, bus operators must allow passengers who do not use a mobility aid to use a vehicle's lift or ramp to enter or exit the vehicle.

DRAFT



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #7

Date

March 16, 2010

Subject

Future VMOCC Agenda Items

Summary

Chairperson Cathy Colbath will request future VMOCC agenda items from the committee members. The attached matrix illustrates past and pending VMOCC agenda items.

Fiscal Impact

None

Considerations

None

Prior Committee Action

None

Recommendation

None

Contact Person

Jim Wright
Director of Operations
480-287-5980

Attachments

Spreadsheet Matrix – VMOCC Past and Pending Agenda Items



VMOCC Past and Pending Agenda Items
(as of March 2010)

Past Agenda Items		
16-Feb-10	Summary Minutes from the Dec. 15, 2009 meeting	Approved
	RFP for Vehicle Inspection Services	Approved
	RFP for Valley Metro Specialized Printing Projects	Approved
	HDR Change Order for Operations Planning Support	Approved
	Reallocation of Federal Transit Administration (FTA) Pass-Through Grant Reimbursement Funds from Grant AZ-90-X080	Approved
	LTAf I & II Distributions	Information
	Regional Ridership Reporting	Information
	Valley Metro Planning Studies Overview Update, 4th Quarter 2009	Information
	VMOCC Officer Designation	Information
15-Dec-09	Summary Minutes from the Oct. 20 & 29, 2009 meetings	Approved
	IGA w/ Phx for FTA Pass-Thru Grant Reimbursements (Grant AZ-57-X003)	Approved
	IGA w/ Phx for FTA Pass-Thru Grant Reimbursements (Grant AZ-96-X002)	Approved
	East Valley Bus Operations & Maintenance Facility IGA	Approved
	MAG Planning Contract	Approved
	Transfer 34 County Vehicles and 63 mobile data computers to RPTA	Approved
	Automated Fuel Management Software Contract Award	Approved
	Bus Wash System Contract Award	Approved
	RFP for a Demonstration Travel Training Project in Scottsdale	Approved
	FFY 2011 Congressional Appropriations Request for Regional Transit	Approved
	IGA w/ Maricopa County Air Quality Department for Regional Trip Reduction Program Support Activities (Jan. 1, 2010 thru Sept. 30, 2010)	Approved
	IGA w/ Maricopa County Air Quality Department for Regional Trip Reduction Program Support Activities (thru Dec. 31, 2009)	Approved
	IGA w/ MAG for Regional Rideshare & Telework Program Support Activities (Oct. 1, 2009 thru Sept. 30, 2010)	Approved
	Scottsdale Road Alternative Analysis Contract Award	Approved
	Transit Performance Report (TPR)	Approved, w/ corrections
	FVMs Purchase & Installation for the BRT Capital Improvements	Approved (Phx. Opposed)
Regional Planning Roles and Responsibilities Update	Information	
Route 72 (Scottsdale Road/Rural Road) Service Changes	Information	
29-Oct-09	ARRA of 2009 Unused & Redistributed Funds Policy Options	Approved, w/ changes
20-Oct-09	Summary Minutes from the September 24, 2009 meeting	Approved
	Authorization to Issue an RFP for Specialized Web Consulting & Programming Projects	Approved
	Transition of Trapeze Trip Planner from City of Phoenix to RPTA	Approved
	Establishment of a Maintenance Contract and Upgrade the Trip Planner with Trapeze Software Group	Approved
	Authorization to Issue an RFP to Complete Two Lower-Level Work Areas at the Mesa Operation and Maintenance Facility	Approved
	Recommended In-Person ADA Paratransit Eligibility Determination Program	Approved
	Authorization to Issue an RFP for a Contractor to Implement the In-Person ADA Paratransit Eligibility Determination Process	Approved
	Short Range Transit Program (SRTP)	Approved
	Arizona Avenue BRT Project Contract Activities Update	Presented and Discussed
	Valley Metro Planning Studies Overview Update, 3rd Quarter 2009	Presented
24-Sep-09	Summary Minutes from the August 18, 2009 meeting	Approved
	Arizona Avenue/Country Club Drive BRT Construction Contract Award	Approved
	Comprehensive Arterial BRT Final Draft Report	Approved
	Maricopa County IGA for Air Quality Department for Regional Trip Reduction Program and Clean Air Support Activities	Approved



**VMOCC Past and Pending Agenda Items
(as of March 2010)**

Past Agenda Items (cont.)		
24-Sep-09	(continued from previous page)	
	SEES Follow-up Tasks (Addendum to 18-month Review)	Approved
	Cost Savings Recommendations through Service Reductions	Presented and Discussed
	Volunteer Driver Mileage Reimbursement Update	Presented and Discussed
18-Aug-09	Various Contract Change Orders, Cooperative Agreements, IGAs, & TSAs - allowing the Executive Director to execute for FY 2010	Approved
	RFP for Northwest Valley Dial-a-Ride Service	Approved
	Procurement Solicitation for Integration of Real Time Transit Info & Signal Priority Service for AZ Ave/Country Club BRT Project	Approved
	RFP for 2010 On-Board O/D Study	Approved
	Transfer of 2 Vehicles from Maricopa County to SCAT	Approved
	RFP to Replace Services Formerly Provided by Maricopa County STS	Approved
	Emergency Procurements, Contracts, and IGAs for STS:	Approved
	- Total Transit Operations Contract	
	- Beatitudes Developing Older Adult Resources (DOAR) MOU	
	- Fountain Hills IGA	
	Service Effectiveness & Efficiency Study, 18-month Review	Approved
	Cost Savings Recommendations Through Service Adjustments	Presented and Discussed
	Fixed Route Policy Technical Advisory Committee (TAC)	Presented and Discussed
	Regional Transit Framework Study Draft Final Report	Discussed
	Valley Metro Planning Studies Overview Update, 2nd Quarter 2009	Presented and Discussed
	Regional Transit Planning Roles & Responsibilities	Presented and Discussed
26-May-09	<u>Joint FOAC & VMOCC Meeting</u>	
	JOINT: TLCP Update (Motion: approve option 1 as the placeholder for the 2009 TLCP update including operating funds for Arizona Avenue BRT and requiring a review and update of the placeholder by December 31, 2009)	Approved
	JOINT: FY 2009/10 Proposed Operating and Capital Budget (Motion: approve the revised FY08/09 Operating and Capital Budget and approve the FY09/10 Operating and Capital Budget which includes an additional \$400,000 to carry forward funds for the cost of the Scottsdale Road Alternative Analysis Study.)	Approved
	(Motion: approve the resolution, with the word "must" removed from the third paragraph.)	
19-May-09	<u>Joint FOAC & VMOCC Meeting</u>	
	JOINT: Summary Minutes (from the joint meeting and regular VMOCC meeting on April 21, 2009)	Approved
	JOINT: FY 2010 Operating and Capital Budget	Tabled until May 26th meeting
	JOINT: TLCP Update	Tabled until May 26th meeting
	Vanpool Vehicle Procurement Contract Award	Approved
	July 1st Fare Communications and Retail Location Strategy Update	Presented and Discussed
	Fare Vending Machines (FVM) Project	Presented and Discussed
	Update & Summary on Public Comments Regarding Proposed ADA Paratransit Eligibility Program	Presented and Discussed
	Valley Metro Planning Studies Overview Update, 1st Quarter 2009	Presented and Discussed
	Customer Relations Performance Report	Presented and Discussed
21-Apr-09	<u>Joint FOAC & VMOCC Meeting</u>	
	JOINT: Summary Minutes (from joint meeting and regular VMOCC meeting)	Approved
	JOINT: TLCP Financial Model Update	Presented and Discussed
	JOINT: Discussion for Next Joint Meeting of the FOAC & VMOCC	Presented and Discussed
	VMOCC: Arizona Avenue Design Concept Report (DCR)	Approved



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #8

Date

March 16, 2010

Subject

Member Agency Updates

Summary

An opportunity will be provided for VMOCC members to provide an update on projects in their jurisdictions.

Fiscal Impact

None

Considerations

None

Prior Committee Action

None

Recommendation

None

Contact Person

None

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #9

Date

March 16, 2010

Subject

Public Comment

Summary

An opportunity for general public comment on issues related to Valley Metro RPTA. Up to three (3) minutes will be provided for each speaker.

Fiscal Impact

None

Considerations

None

Prior Committee Action

None

Recommendation

None

Contact Person

None

Attachments

None



Valley Metro Operations and Capital Committee Information Summary

Agenda Item #10

Date

March 16, 2010

Subject

Next VMOCC Meeting

Summary

The next meeting of the VMOCC is scheduled for **April 20, 2010 at 10:00 a.m.** and will be a joint meeting with the Finance Oversight Advisory Committee (FOAC). The meeting will be held at the Valley Metro RPTA offices, located at 302 N. 1st Avenue, 7th floor conference room.

Fiscal Impact

None

Considerations

None

Prior Committee Action

None

Recommendation

None

Contact Person

None

Attachments

None