MEETINGS OF THE
Boards of Directors

Joint Meeting of Valley Metro RPTA and Valley Metro Rail

Valley Metro RPTA

Valley Metro Rail

Date
Thursday, November 30, 2017

Starting time
11:15 a.m.

Meetings to occur sequentially

Location
Valley Metro
Lake Powell Conference Room (10A)
101 N. 1st Avenue, 10th Floor
Phoenix

If you require assistance accessing the meetings on the 10th floor, please go to the 13th floor or call 602-262-7433.
Joint Meeting Agenda
Valley Metro RPTA
and
Valley Metro Rail
Thursday, November 30, 2017
Lake Powell Conference Room
101 N. 1st Avenue, 10th Floor
11:15 a.m.

Action
Recommended

1. Items from Citizens Present (yellow card)

An opportunity will be provided to members of the public at the beginning of the meeting to address the Board on non-agenda items. Up to three minutes will be provided per speaker or a total of 15 minutes for all speakers.

2. Chief Executive Officer’s (CEO) Report
Scott Smith, CEO, will brief the Boards on current issues.

3. Minutes
Minutes from the October 19, 2017 Joint Board meeting are presented for approval.

4. Public Comment on Agenda Action Items (blue card)
The public will be provided with an opportunity at this time to address the Joint Boards on all action agenda items. Up to three minutes will be provided per speaker to address all agenda items unless the Chair allows more at his/her discretion. A total of 15 minutes for all speakers will be provided.

CONSENT AGENDA

5A. State Government Relations Consulting Services Contract Award
Staff recommends that the Boards of Directors authorize the CEO to execute a contract with Highground/Kruse to provide State Government Relations Consulting Services to Valley Metro for two years, with three one year extension options in an initial year.
amount of $72,000 with a 10% contingency of $7,200. The total contract value will not exceed $412,500. VMR costs will not exceed $206,250. RPTA costs will not exceed $206,250.

5B. **Federal Government Relations Consulting Services Contract Award**

Staff recommends that the T Boards of Directors authorize the CEO to execute a contract with Cardinal Infrastructure, to provide Federal Government Relations Consulting Services to Valley Metro for two years, with three one-year options in an initial year amount of $120,000. The total contract value will not exceed $600,000. VMR costs will be $300,000. RPTA will be $300,000.

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**REGULAR AGENDA**

6. **Executive Session**

The Boards may vote to enter Executive Session for discussion or consultation for legal advice with the attorney or attorneys of the public body and to consider its position and instruct its attorneys regarding the public body’s position regarding personal matters and contracts that are the subject of negotiations, in pending or contemplated litigation or in settlement discussions conducted in order to avoid or resolve litigation; all as authorized by A.R.S. Sections 38-431.03 A.1, A.3., and A.4.

The agenda for Executive Session involves discussion and consultation regarding employment contract matters concerning the Chief Executive Officer. Discussion and consultation may be both with and without the Chief Executive Officer in attendance.

7. **Executive Session Action Items**

The Boards may take action related to items discussed as part of Agenda Item 6.

8. **Fiscal Year 2017 Quarterly Reports**

Quarterly Reports for Valley Metro RPTA and Valley Metro Rail are provided as an informational update of Valley Metro activities.

9. **Travel, Expenditures and Solicitations**

The monthly travel, expenditures and solicitations for Valley Metro RPTA and Valley Metro Rail are presented for information.
10. **Future Agenda Items Request and Report on Current Events**

Chairs Klapp and Glover will request future agenda items from members, and members may provide a report on current events.

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 Valley Metro at 602-262-7433 or TTY at 602-251-2039. To attend this meeting via teleconference, contact the receptionist at 602-262-7433 for the dial-in-information. The supporting information for this agenda can be found on our web site at [www.valleymetro.org](http://www.valleymetro.org).
DATE
November 16, 2017

SUBJECT
Items from Citizens Present

PURPOSE
An opportunity will be provided to members of the public at the beginning of the meeting to address the Boards of Directors on non-agenda items. Up to three minutes will be provided per speaker or a total of 15 minutes for all speakers.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

ATTACHMENT
None
AGENDA ITEM 2

November 16, 2017

Chief Executive Officer’s Report

Scott Smith, Chief Executive Officer, will brief the Boards of Directors on current issues.

None

None

None

This item is presented for information only.

Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

None
Minutes of a Joint Meeting of
Valley Metro RPTA
and
Valley Metro Rail
Boards of Directors
Thursday, October 19, 2017
11:15 a.m.

RPTA Meeting Participants
Vice Mayor Suzanne Klapp, City of Scottsdale, Chair
Councilmember Lauren Tolmachoff, City of Glendale, Vice Chair
Councilmember Eric Orsborn, City of Buckeye, Treasurer
Vice Mayor Kevin Hartke, City of Chandler
Councilmember Brigette Peterson, Town of Gilbert (phone)
Councilmember Bill Stipp, City of Goodyear
Supervisor Steve Gallardo, Maricopa County
Councilmember Chris Glover, City of Mesa
Vice Mayor Jon Edwards, City of Peoria
Councilmember Skip Hall, City of Surprise
Vice Mayor Robin Arredondo-Savage, City of Tempe
Mayor Everett Sickles, Town of Wickenburg
Mayor Michael LeVault, Town of Youngtown

Members Not Present
Councilmember Pat Dennis, City of Avondale
Councilmember Jack Palladino, City of El Mirage
Councilmember Thelda Williams, City of Phoenix
Councilmember Linda Laborin, City of Tolleson

Meeting Participants
Councilmember Chris Glover, City of Mesa, Chair
Maria Hyatt, Public Transit Director for Councilmember Thelda Williams, City of Phoenix, Vice Chair
Councilmember Lauren Tolmachoff, City of Glendale
Vice Mayor Robin Arredondo-Savage, City of Tempe
Vice Mayor Kevin Hartke, City of Chandler

Chair Klapp called the meeting order at 12:43 p.m. All right. We will move on to our joint meeting. So I'll convene the Joint Meeting of RPTA and Metro Rail.

I would like to make a comment that Councilmember Thelda Williams is not here today because she lost her husband last night. I don't think anybody knew that. So we have Maria Hyatt here, welcome, from the City of Phoenix to join us. And I know that if anyone here has ever lost a spouse you’d know how difficult it is, so she certainly has...
my sympathy and the sympathy of the Board I'm sure. So I just wanted to make that known to all of you.

1. Items for Citizens Present

Chair Klapp said we'll begin the meeting with items that the citizens would like to speak on and that would be the yellow cards. And we'll reemphasize that you have three minutes. Please state your name and the city you represent.

And so we'll begin with Mr. Deibler, but you were the gentleman who wanted to speak last time.

Mr. Deibler said I am James Deibler. I live in Phoenix, Arizona. A combination of my personal experience along with recent news, Congress has made me want to reach out to you to voice my concern regarding a couple issues that I believe need some resolution.

The issue that should need be addressed is all the help that is provided to students with disability within state funding for your university.

For example, I believe that we need a reduced price bus pass at ASU for people with disabilities as most of us are not employed and rely on government programs.

People with disabilities should be entitled to a different price for getting express or rapid bus pass. However, this is not currently the case at ASU.

In fact, ASU is selling a regular reduced -- a regular U-pass pass at a standard rate of $200 for our students including those with disabilities at that parking and transit service as well that Maricopa Community Colleges allow students with disabilities to get a reduced price of $115.

Please address the problem with Valley Metro and ASU parking and transit for people with disabilities can't get a U-pass at that reduced price.

Thanks for taking care of the problem at the light rail station, because there's a lot of homeless people living at 19th Avenue and Glendale. I feel safe riding a light rail at daytime but not nighttime, so I take ASU shuttle bus from ASU Downtown Phoenix to ASU West. Thanks for addressing the problem. Thanks for the time and consideration.

Ms. Hartman said good afternoon, Board. I'm Judy Hartman from Mesa, Arizona. And we have a bit of a problem. The last eastbound bus, 40 bus, or Main Street to Superstition Springs Center Transit Building is at 10:50. The last light rail comes in at 11:05.

I had recently a friend who had come from the VA Hospital where her husband was very suddenly hospitalized. And she had their joint service dog with her because he couldn't have it in the hospital.
And they got off the light rail at 11:05 and she had a dreadful time figuring out how to get home because the last bus had left. Something has to be done to coordinate the light rail and the buses better. Thank you.

Mr. Crowley said well, I got to give you an F for the last meeting being that on that Code of Conduct there's a couple things that I look at and go, the complaints the man said were people sleeping and being on the bus or the train all day and intoxicated.

Neither one of which you addressed in your Code of Conduct. And I would want it to be intoxicated rather than -- or inebriated rather than intoxicated because who's going to be deciding on that.

I also noted in there that they said that these things are going to be happening now that when you pass that now that became applicable to the bus system. And that is not the way it was expressed at managers. He said that it would be coming to you as a separate thing down the road because of the differences between the two systems.

I like it that it says on any of Valley Metro property soliciting commercial sales of goods or objects. If I'm at a bus stop, I can't be circulating a petition for any one of you, because that's what that says. If I've got a petition I'm circulating I can't use it in a Valley Metro property.

Also, where it goes indecent. It depends on a person's attitude and latitude of what is indecent exposure et cetera, because in the summertime here at 117 degrees there are some, well, let us say, Muslim populations, that would feel that all the people walking around were indecently exposed.

How do we deal with that when it says what it does say? You didn't do it specific. As in what you're trying to accomplish you're saying you don't want people on them all day. It's a hundred seventeen in the shade. People can die within ten minutes being out there and exposed to it, and you're begrudging somebody that's on a transit facility riding back and forth all through the middle of the day.

If you had a problem with that, why isn't there something in here on sleeping? And what is wrong with me paying for my day pass as a homeless person getting on that facility and staying out of the weather the whole time.

Also, when you have the destination point with the bus people, does that mean this is your method of getting rid of the homeless from being in the bus stops because that's the way you've got it wrote.

But then your enforcement and such is going to be what. And you've trained everybody to, oh, yeah, the lady said we do four fare sweeps a month. Their job is fare inspector. That's what you hired him for. And now they do it four times a month and that gets everything okay. They need to do their job which is fare inspection not security.
Ms. Barker said good afternoon, I am Diane Barker. I reside in Phoenix. And I am a transit patron. I came out here from Florida and I had cars. I sold real estate.

And, you know, a car can be not always an asset. I had people who said to me that I could not live in the valley without a car. I've supported myself. It's been three decades. I've lived in seven different cities, and I do not own a car. I was a bus driver though. I drove another person's vehicle.

But my point of it is, is that I think, Mayor LeVault, I know you like hats and I bet you know the saying your mother said you get more with honey than vinegar.

I listened to what she had to say. And I know what the mayor said and also the gentleman from Surprise. I very much agree with him from Surprise that he needs more statistics about the offenses. And, Mayor LeVault, the average rider -- the changing the mentality of the average rider is not what you're depicting here.

I was amazed that when we started having more transit that we were able to mobilize the society in even closed places like the light rail as well as we do.

Now, I'm not saying we don't have problems. I was going to D-backs and a guy right in front of me smashed out a window. I was appalled. And I said, "Did you do -- nobody was doing anything. And see my point is your transit security is not -- I hardly ever see them. Sometimes they'll pop off of the platform and, you know, look in. Yes, sometimes they come and they check the tickets. But in this incident when he passed, I said, did you do that? He said, yeah.

And I just said you've got to do community service. He jumped off of the bus. People were taking pictures. The driver never responded to the button and when we got to D-backs, I went up there, I had a trail of people following me.

Oh, I'm so glad you're doing this. I said you didn't answer this, but there was a guy, we've got pictures. We've got data. The police want data.

What I'm suggesting to you is without making -- this is a bureaucratic thing. It started off with seven million dollars to RPTA in 1985. It's built up with big economy and giving contractors deals and everything. And, yes, some of us, you know, that were on the bus we still would be riding the bus if you hadn't put the rail in.

But the point is the people ask other people to stop negative behavior. Smoking please don't do that. They do it in that way. The bad people we need to have access to make a citizen's request. We need to have the number to give you the data. If you see something, say something and not making the society all fearful that there are all these bad people around, because, I'll tell you, I'm living today because of the goodness of the people of this valley.
2. **Chief Executive Officer’s Report**

Chair Klapp said we'll move on to the Chief Executive's Report from Scott Smith.

Mr. Smith said thank you, Madam Chair, we'll go through this quickly.

First of all, we would like to thank our house delegation. In a very welcome show of unanimity.

Our state delegation signed a letter of support for the TIGER grant, which is a grant program under the Department of Transportation. They're looking for a grant to improve the I-10 to I-17 transition where we can, first of all, run buses. Right now they have to sort of loop around to get around the Capitol before they get into downtown Phoenix. These are our express and rapid buses.

We’re applying for a grant. And it always helps when we have the congressional delegation. Thanks to Congresswoman Kyrsten Sinema for leading that, Congressman Ruben Gallego for supporting it. It's in his district, but everybody -- I mean, this is a monumental event. Rs and Ds signed onto it, so thank you, Members of Congress, for recognizing this what would be a great addition to our region.

Second thing I'd like to talk to you about is, the reason why this chair is empty next to me, and we don't know how it turned out, but Mike Minnaugh was nominated by the Phoenix Business Journal for the General Counsel of the Year Award. And he's at the luncheon right now where they are awarding that.

So even though he's eating rubber chicken, he's not talking about codes of conduct and things like that. So whether he receives that award or doesn't, Mike is a great part of our team. And I know he interacts with you, and I appreciate the support, the Board and your staff give him as he's doing his job.

Second thing is we had two staff members that we’re proud of. Hillary Foose, Sonya Pastor, who participated in the City of Phoenix “Principal for a Day” program. A couple weeks ago they went out and were actually principals for the day. They were having a contest to see who could expel the most students. I think Hillary won. She expelled four kindergartners because she felt they were the least -- is that -- or were they first graders? I can't remember. The youngest. Sonya spent most of the time hiding in a closet. No, not true.

We're really grateful. They had a great time and represented Valley Metro and those in government very, very well at both the Ignacio Conchos Elementary School and Maxine Bush Elementary School, so thanks to those two.

We talked about ASU earlier. And our staff had been working with West Group Research in preparing an intercept survey on the two main ASU campuses.

The primary purpose of is to narrow it down. We have general statements, but to really
narrow it down as to why students do not use public transit and what we can do to better serve them.

So we’re already in the process of really getting into the nuts and bolts of students. We have some general statements like I don't feel safe. We want to know exactly what that means. And so we've worked with the West Group Research to do that. We've engaged ASU staff. This is a joint program. Vice Mayor, when we talk about working with ASU this is the one thing we’re doing with them.

It's a joint program and we've engaged ASU staff to help identify and reserve locations for the surveyors to be present on campus, and we're working starting this week through the end of the month. Hopefully, we'll talk to upwards of eight hundred ASU student, so we think we'll have a good database that we can work from for the better for refining our services.

The newest community train wrap that we have, you'll see it all around is "check for a lump" supporting breast cancer awareness and prevention since October is the breast cancer awareness.

Our wraps are not only meant to be commercial, but also to present community messages and this is the one that we had brought out in coordination and support is provided by Susan Nunez, who is one of our Valley Metro graphic designers, and she’s worked with a non-profit organization. So I wanted to let you know we are engaged in the community in more ways.

We also have a new piece of temporary artwork that's on our Roosevelt and Central Station. And although it didn't start out very well last night, we're looking forward to the 50th season for the Phoenix SUNS. There aren't a whole lot of us in this room who remembered season number one. Unfortunately, I was one of those and remember coming down here to the mad house on McDowell, which wasn't quite a mad house. It was on McDowell in that first season with the Van Arsdale and others. And it's amazing to see how fifty years how the SUNS have grown, although, I think, you know, both of us have sort of retrogressed in the last few years.

And Monday night, last night was not a good one, but we're so proud of our relationship with the SUNS. And as you know we have a very special relationship through the SUNS with Talking Stick Resort Arena where a ticket to the arena, which is managed by a subsidiary or affiliate of the SUNS, a ticket to the arena is a ticket on light rail. A very successful program that they just recently reupped. We're talking about doing the same thing.

This next week begins our October change in service. Our Transit Book will come out with all those changes.

Avondale kicked off October service changes with a celebration of the ZOOM north in Avondale, a new route, new buses. We were really pleased to be out there a couple days ago to help them celebrate that accomplishment.
And on Monday Valley Metro adds first time bus service to areas in Avondale, Chandler, Gilbert, Glendale, Peoria, Phoenix, and Tempe, so we’re spread throughout the Valley. I know we didn't hit all your cities, but maybe next time we'll get that -- about the time we get the signs up in Surprise, Councilmember Hall. We’ll work on that. And combined the new services will connect an additional 40,000 jobs along these new routes.

Also on October 29, I need to make you aware. We’ve talked a lot about our paratransit services. It's good to know that -- our paratransit, we've gone through our fair share of struggles. I think a month or so ago I talked to you specifically about some of the efforts we had to improve that service.

We report, we send out daily reports to many of your staff. That service has improved considerably we're nearing where we want to be. To get over that last hump we talked about changing some of the software which directs our scheduling and our routes and where drivers go and everything. That's been one of the problems we've been having. That will come into place on October 28.

Now, the reason I tell you that is that with any transition there are going to be glitches. There are going to be some setbacks.

We will keep your staff fully aware of what’s going on. We will be on top of it. We hope that there aren't any. This is a part of our population that even one hiccup is one too many, but once again, we recognize that these things happen.

Transdev and Valley Metro Triple AAA cabs are in the middle of training their staff right now on the new system. We're running parallel systems as we speak. And we feel very positive, have positive feelings about how this transition will go, but it may see some hiccups when we go in.

The last thing I want to talk about is one of our employees Abhi Dayal who is in our planning division, our capital services. Abhi, do you want to stand up? Abhi is included in the 2017 Mass Transit Magazine "40 Under 40 List." And I think what that relates to is he's under forty and his waist is still under forty also. See, it wouldn't matter what age I am, I blew past both the age and the waist a long time ago.

So, Abhi is recognized for his dedication and leadership in transit. In 2005 he started his career with Valley Metro as entry level planner and has worked up to where he is. He managers our planning phase. He works with all of your staffs as we look at new bus routes and new corridors and things like that.

Especially in the corridor planning, Abhi is deeply involved and manages that. Some of his big projects that he's taken a lead on are: the Tempe Streetcar, 50th Street Station, Gilbert Road, South Central, and some other things. And we've just expanded his duties and given him an opportunity to grow.
Also, Abhi just entered the American Public Transportation Association Leadership Program this year. This is a very, very competitive nationwide program. Abhi, how many in your class – 25 from around the country who are on a year-long leadership. It's, as I said, it's highly competitive, and we're proud to have Abhi in there. So, Abhi, thank you, congratulations. Abhi, come on up here. If we could have the chairs of the board take a picture.

And, Madam Chair, that is my report.

3. Minutes

Chair Klapp said let's move on to the minutes from the September 21 Joint Board of Directors Meeting. They are provided to you, and I need a motion for approval.

IT WAS MOVED BY COUNCILMEMBER GLOVER, SECONDED BY COUNCILMEMBER TOLMACHOFF AND UNANIMOUSLY CARRIED TO APPROVE THE SEPTEMBER 21, 2017 BOARD MEETING MINUTES.

4. Public Comment on Agenda Action Items

Chair Klapp said we'll move on to the blue cards that have been filled out for agenda items. And we will begin with Blue Crowley.

Mr. Crowley said agenda Item 5A. I was wondering where those machines were in the bus system and then, yeah, it's in the bus rapid transit, nice. How long have I been banging the drum asking why don't you have them at the transit centers. Just a thought.

But that was to get the playing field even when people are paying for their fare now that it is the same, whether it's buying from a machine on the bus et cetera.

But as I stated before is there a reason there isn't a vending machine at Loma Linda? Is there a reason there's no machine at Metrocenter or at Sunnyslope? My favorite part about Phoenix's attitude when it comes to getting people the tickets and having exposure to the system is that right in the middle of the day it doesn't exist. If you go to any of the transit centers, except for the Central Station, those people are at lunch between 12:00 and 12:30. And you can't use it, even though if you look at the equation that would be when anybody that was at a work situation might go to see it, so we need to get these also at the transit centers.

I know the excuse is Metro said about Glendale and Peoria not being able to get them, because it was going to take too much wiring et cetera, even though Glendale -- thank you -- you did put the wiring in so that if they do put a unit out there, they've already got it wired so they wouldn't have to say, well, we can't do it because it's way too expensive.

So I'm glad that this is a joint committee, but the bus part of y'all need to understand that those machines need to be further and used within the system.
And a side comment back to the Code of Conduct, there was no evidence that the recumbent bikes have any problem on the buses or on the rail.

And as I said, the county person is now not going to be able to use the system because he's not going to go back to a regular bike. And why was there a problem here. Thank you.

5. **Consent Agenda**

Next, our consent agenda items. This is Item No. 5A, 5B, and 5C. And does anyone here on the committee want anything separated or pulled from this group of consent items? Okay. Then I'm looking for a motion for them.

**IT WAS MOVED BY COUNCILMEMBER GLOVER, SECONDED BY VICE MAYOR HARTKE AND UNANIMOUSLY CARRIED TO APPROVE THE CONSENT AGENDA.**

6. **Executive Session**

Chair Klapp said the next item on the agenda is a potential executive session. Do we have any need for one today?

Mr. Smith said Madam Chair, considering Councilmember Williams’ absence situation, we're going to defer our executive session until the November meeting.

Chair Klapp said okay. Thank you, sir.

7. **Executive Session Action Items**

Item not heard.

8. **Travel, Expenditures, and Solicitations**

Chair Klapp said the next item is Travel, Expenditures and Solicitations is presented for information only. Are there any questions on this section of the agenda? No questions, we will move on.

9. **Future Agenda Items Request and Report on Current Events**

Chair Klapp said are there any Future Agenda Items needed for the joint board, or does anyone want to report on any current events? Okay. Nothing there. So nothing further on the agenda.

With no further discussion the meeting adjourned at 1:11 p.m.
DATE
November 16, 2017

SUBJECT
Public Comment on Agenda Action Items

PURPOSE
The public will be provided with an opportunity at this time to address the Boards of
Directors on all action agenda items. Up to three minutes will be provided per speaker
to address all agenda items unless the Chair allows more at his/her discretion. A total
of 15 minutes for all speakers will be provided.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

AGENDA ITEM 5A

SUBJECT
State Government Relations Consulting Services Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a contract with Highground/Kruse to provide State Government Relations Consulting Services to Valley Metro for two years, with three one year extension options in an initial year amount of $72,000 with a 10% contingency of $7,200. The total contract value will not exceed $412,500. VMR costs will not exceed $206,250. RPTA costs will not exceed $206,250.

BACKGROUND/DIscussion/ConSIDerATION
Valley Metro’s current contract for state legislative consulting services will expire on December 31, 2017. Valley Metro continues to have a need for government relations consulting support to successfully address activities at the state level. Consulting services may include but not be limited to:

- Governmental Relations – The primary duty of the legislative consultant will be to monitor, track, and lobby public transit issues at the state legislature, the Governor’s office, and/or state agencies.

- Strategic Planning – Assist with strategic planning by identifying challenging or potentially challenging issues, proactively advising Valley Metro on issues which may impact public transit policies or programs or other emerging long range issues and providing practical plans/initiatives to respond.

In August 2017, Valley Metro issued a Request for Proposals for this contract. Proposals were evaluated based on 1) Qualifications & Experience of the Firm and Key Personnel; 2) Understanding/Approach to the Scope of Services; 3) Overall Evaluation of the Proposal; and 4) Price Proposal.

Proposals were received on September 21, 2017. A total of five proposals were received and determined to be responsive from the following firms:

- Arizona Governmental Affairs
- Dorn Policy Group, Inc.
- Highground/Kruse Group Joint Venture
- Pivotal Policy Consulting
- Public Policy Partners
The selection committee was comprised of two Valley Metro staff and a staff member from the cities of Avondale, Phoenix, and Tempe. Committee members were chosen based on their expertise in government relations.

After an initial evaluation process, the panel selected three firms to interview. At the conclusion of the evaluation process and interviews, the selection committee prepared its final scoring and ranking results as reflected below.

<table>
<thead>
<tr>
<th>State Government Relations Consulting Service</th>
<th>Ranking</th>
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<tbody>
<tr>
<td>Highground/Kruse Group Joint Venture</td>
<td>1st</td>
</tr>
<tr>
<td>Dorn Policy Group, Inc.</td>
<td>2nd</td>
</tr>
<tr>
<td>Pivotal Policy Consulting</td>
<td>3rd</td>
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The selection committee determined that Highground/Kruse as the most qualified and highest ranked firm to perform State Government Relations Consulting services.

**COST AND BUDGET**

The initial contract year will be $72,000 with up to a 10 percent contingency in the event that additional educational materials/research is desired related to public transportation, bringing the total first year contract to an amount not to exceed $79,200. The contract will allow for up to a two percent annual increase over the five-year contract period. The contract will not exceed $412,500 over the five year contract period. The cost of the contract will be evenly divided between RPTA and VMR.

Costs for the State Government Relations Consulting contract are included in the FY18 fiscal year are included in the FY18 Valley Metro Operating and Capital Budget. Projects in future years will be identified in future year budgets and within the Five-Year Operating Forecast and Capital Program.

**COMMITTEE PROCESS**

RTAG: October 17, 2017 for information
TMC/RMC: November 1, 2017 approved
Boards of Directors: November 30, 2017 for action

**STRATEGIC PLAN ALIGNMENT**

This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:

- Goal 1: Increase customer focus
  - Tactic C: Enhance customer service to member cities
- Goal 3: Grow transit ridership
  - Tactic C: Communicate availability, attractiveness and safety of transit service
• Goal 4: Focus on economic development, regional competitiveness and financial resources
  o Tactic A: Secure dedicated, sustainable, long term funding to advance the total transit network
  o Tactic B: Pursue all available funding opportunities for transit projects and services
  o Tactic C: Seek opportunities for revenue generation
• Goal 5: Advance the value of transit
  o Tactic C: Maintain sound relationships with federal, state, regional, and local agencies

RECOMMENDATION
Staff recommends that the Boards of Directors authorize the CEO to execute a contract with Highground/Kruse to provide State Government Relations Consulting Services to Valley Metro for two years, with three one year extension options in an initial year amount of $72,000 with a 10% contingency of $7,200. The total contract value will not exceed $412,500. VMR costs will not exceed $206,250. RPTA costs will not exceed $206,250.

CONTACT
John Farry
Government Relations Officer
602-744-5550
jfarry@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

AGENDA ITEM 5B

SUBJECT
Federal Government Relations Consulting Services Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a contract with Cardinal Infrastructure, to provide Federal Government Relations Consulting Services to Valley Metro for two years, with three one-year options in an initial year amount of $120,000. The total contract value will not exceed $600,000, for the base and option years. VMR costs will be $300,000. RPTA will be $300,000.

BACKGROUND/DISCUSSION/CONSIDERATION
Until December 2015, Valley Metro retained federal legislative consulting services to represent the agency and region at the federal Congressional and Administrative levels since 1997. At the end of 2015, staff determined that federal relations efforts could be handled with existing in-house staff and outside services were not reprocured. The primary factor in this decision was the passage of the Fixing America’s Surface Transportation (FAST) Act at the end of 2015, which established public transportation programs and funding levels through 2020. Accordingly, the need for representation in Washington was minimized.

The situation in Washington has changed since the end of 2015. Disregarding the funding authorized in the FAST ACT, the Trump Administration has proposed eliminating the funding of rail transit capital projects. In both the 2017 and 2018 budget proposals, the Administration proposed no new funding for Capital Investment Grant (CIG) projects (New Starts), and eliminating the TIGER grant program. In FY 2017, Congress ignored the Administration proposal and appropriated transit funds at FAST Act levels. For FY 2018 and beyond, it is apparent that Congress will need to take the lead in transit funding. Many members in Congress on both sides of the aisle do not agree with the Administration’s position. Our ability to obtain federal funding for projects in development will be determined in large part by taking part in the deliberations and negotiations in Congress.

Additionally, the FAST Act will expire in 2020. The FAST Act authorizes all transportation programs and funding. Not only will current public transportation programs need to be reauthorized, but a stable revenue source will need to be identified for the next reauthorization. The FAST Act used several revenue streams outside of the Highway Trust Fund (HTF) to fund the legislation, but those revenues are not permanent. Congressional hearings will likely begin within the next year to begin FAST Act reauthorization and the associated funding mechanism.
In August 2017, Valley Metro issued a Request for Proposals for this contract. Proposals were evaluated based on 1) Qualifications & Experience of the Firm and Key Personnel; 2) Understanding/Approach to the Scope of Services; 3) Overall Evaluation of the Proposal; and 4) Price Proposal.

Proposals were received on September 21, 2017. A total of 9 proposals were received and determined to be responsive from the following firms:

- Best Best & Krieger LLP
- Cardinal Infrastructure
- Carpi & Clay Inc
- Crossroads Strategies
- Dickenson Wright PLLC
- NEXUS Consulting
- Normandy Group
- Squire Patton Boggs
- Van Scoyoc Assoc Inc

The selection committee was comprised of two Valley Metro staff and a staff member from the cities of Mesa, Phoenix, and Tempe. Committee members were chosen based on their expertise in government relations.

After an initial evaluation process, the panel selected four firms to interview. At the conclusion of the evaluation process and interviews, the selection committee prepared its final scoring and ranking results as reflected below.

<table>
<thead>
<tr>
<th>Federal Government Relations Consulting Service</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardinal Infrastructure</td>
<td>1st</td>
</tr>
<tr>
<td>Van Scoyoc Associates Inc</td>
<td>2nd</td>
</tr>
<tr>
<td>Carpi and Clay</td>
<td>3rd</td>
</tr>
<tr>
<td>Squire Patton Boggs</td>
<td>4th</td>
</tr>
</tbody>
</table>

The selection committee determined that Cardinal Infrastructure as the most qualified and highest ranked firm to perform Federal Government Relations Consulting services.

**COST AND BUDGET**

The initial contract year will be $120,000. The total contract will not exceed $600,000.00 over the five year contract period. The cost of the contract will be evenly divided between RPTA and VMR.

Costs for the Federal Government Relations Consulting contract are included in the FY18 fiscal year are included in the FY18 Valley Metro Operating and Capital Budget.
Projects in future years will be identified in future year budgets and within the Five-Year Operating Forecast and Capital Program.

COMMITTEE PROCESS
RTAG: October 17, 2017 for information
TMC/RMC: November 1, 2017 approved
Boards of Directors: November 30, 2017 for action

STRATEGIC PLAN ALIGNMENT
This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:

- Goal 1: Increase customer focus
  - Tactic C: Enhance customer service to member cities

- Goal 3: Grow transit ridership
  - Tactic C: Communicate availability, attractiveness and safety of transit service

- Goal 4: Focus on economic development, regional competitiveness and financial resources
  - Tactic A: Secure dedicated, sustainable, long term funding to advance the total transit network
  - Tactic B: Pursue all available funding opportunities for transit projects and services
  - Tactic C: Seek opportunities for revenue generation

- Goal 5: Advance the value of transit
  - Tactic C: Maintain sound relationships with federal, state, regional, and local agencies

RECOMMENDATION
Staff recommends that the Boards of Directors authorize the CEO to execute a contract with Cardinal Infrastructure, to provide Federal Government Relations Consulting Services to Valley Metro for two years, with three one-year options in an initial year amount of $120,000. The total contract value will not exceed $600,000. VMR costs will be $300,000. RPTA will be $300,000.

CONTACT
John Farry
Government Relations Officer
602-744-5550
jfarry@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

SUBJECT
Executive Session

PURPOSE
The Boards may vote to enter Executive Session for discussion or consultation for legal advice with the attorney or attorneys of the public body and to consider its position and instruct its attorneys regarding the public body’s position regarding personal matters and contracts that are the subject of negotiations, in pending or contemplated litigation or in settlement discussions conducted in order to avoid or resolve litigation; all as authorized by A.R.S. Sections 38-431.03 A.1, A.3., and A.4.

The agenda for Executive Session involves discussion and consultation regarding employment contract matters concerning the Chief Executive Officer. Discussion and consultation may be both with and without the Chief Executive Officer in attendance.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
The Board may vote to enter Executive Session.

CONTACT
Michael Minnaugh
General Counsel
602-262-7433
mminnaugh@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

SUBJECT
Executive Session Action Items

PURPOSE
The Board may take action related to items discussed as part of the Agenda Item 6.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
The Board may take action related to the items discussed as part of Agenda Item 6.

CONTACT
Michael Minnaugh
General Counsel
602-262-7433
mminnaugh@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

AGENDA ITEM 8

SUBJECT
Fiscal Year 2017 Quarterly Reports

PURPOSE
To provide an informational update of activities at Valley Metro.

BACKGROUND/DISCUSSION/CONSIDERATION
Quarterly Reports are provided as an informational update of Valley Metro activities

- Operations
- Safety and Security
- Capital and Service Development
- Communication & Marketing
- Finance

COST AND BUDGET
None

COMMITTEE PROCESS
TMC/RMC: November 1, 2017 for information
Boards of Directors: November 30, 2017 for information

RECOMMENDATION
This item is presented for information only.

CONTACT
Ray Abraham
Chief Operations Officer
602-262-7433
rabraham@valleymetro.org

Hillary Foose
Director, Communications & Strategic Initiatives
602-262-7433
hfoose@valleymetro.org

Adrian Ruiz
Director of Safety and Security
602-262-7433
aruiz@valleymetro.org

Paul Hodgins
Chief Financial Officer
602-262-7433
phodgins@valleymetro.org

Wulf Grote, P.E.
Director of Capital & Service Development
602-322-4420
wgrote@valleymetro.org
Operations & Maintenance
FY18 Q1 Report

November 2017

Regional Ridership

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>3,421,580</td>
<td>4,466,578</td>
<td>4,433,776</td>
</tr>
<tr>
<td>Light Rail</td>
<td>1,173,622</td>
<td>1,387,778</td>
<td>1,365,280</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>11,936,358</td>
<td>11,926,774</td>
<td>12,321,934</td>
</tr>
<tr>
<td>Light Rail</td>
<td>4,091,799</td>
<td>4,050,043</td>
<td>3,926,680</td>
</tr>
<tr>
<td>Total</td>
<td>16,028,157</td>
<td>15,976,817</td>
<td>16,248,614</td>
</tr>
</tbody>
</table>
### Fixed Route Bus – East Valley

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>≥ 92%</td>
<td>93%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Complaints Per 100,000 Boardings</td>
<td>≤ 45</td>
<td>49</td>
<td>53</td>
<td>49</td>
</tr>
<tr>
<td>Mechanical Failures Per 100,000 Revenue Miles</td>
<td>≤ 12</td>
<td>4</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>Revenue Service Completed</td>
<td>≥ 99.85%</td>
<td>99.96%</td>
<td>99.82%</td>
<td>99.97%</td>
</tr>
<tr>
<td>Preventable Accidents per 100,000 Miles</td>
<td>≤ 0.90</td>
<td>0.65</td>
<td>0.93</td>
<td>0.91</td>
</tr>
<tr>
<td>Ridership</td>
<td>--</td>
<td>3,266,115</td>
<td>3,589,814</td>
<td>3,470,024</td>
</tr>
</tbody>
</table>

### Fixed Route Bus – West Valley

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>≥ 92%</td>
<td>94%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Complaints Per 100,000 Boardings</td>
<td>≤ 45</td>
<td>50</td>
<td>43</td>
<td>46</td>
</tr>
<tr>
<td>Mechanical Failures Per 100,000 Revenue Miles</td>
<td>≤ 12</td>
<td>9</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Revenue Service Completed</td>
<td>≥ 99.85%</td>
<td>99.99%</td>
<td>99.98%</td>
<td>99.98%</td>
</tr>
<tr>
<td>Preventable Accidents per 100,000 Miles</td>
<td>≤ 0.90</td>
<td>0.00</td>
<td>0.38</td>
<td>0.37</td>
</tr>
<tr>
<td>Ridership</td>
<td>--</td>
<td>126,023</td>
<td>122,315</td>
<td>125,382</td>
</tr>
</tbody>
</table>
### Light Rail

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>≥ 95%</td>
<td>93%</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Complaints Per 100,000 Boardings</td>
<td>≤ 3.0</td>
<td>0.3</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>Preventative Maintenance Inspections - % On-Time (LRV)</td>
<td>≥ 80%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Preventative Maintenance Inspections - % On-Time (Systems)</td>
<td>≥ 80%</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>Preventable Accidents per 100,000 Miles</td>
<td>≤ 0.90</td>
<td>0.00</td>
<td>0.12</td>
<td>0.00</td>
</tr>
<tr>
<td>Ridership</td>
<td>--</td>
<td>4,091,799</td>
<td>4,050,043</td>
<td>3,926,680</td>
</tr>
</tbody>
</table>

### Customer Service – Call Center

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Received</td>
<td>--</td>
<td>295,737</td>
<td>311,015</td>
<td>336,484</td>
</tr>
<tr>
<td>Complaints Processed</td>
<td>--</td>
<td>7,891</td>
<td>7,634</td>
<td>9,387</td>
</tr>
<tr>
<td>NextRide Inquiries Handled by Interactive Voice Response (IVR)</td>
<td>--</td>
<td>260,579</td>
<td>308,948</td>
<td>243,933</td>
</tr>
<tr>
<td>NextRide Inquiries Handled by Text Messaging</td>
<td>--</td>
<td>437,110</td>
<td>475,179</td>
<td>471,529</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>--</td>
<td>2:09</td>
<td>2:15</td>
<td>2:07</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>≤ 1.00</td>
<td>:19</td>
<td>:30</td>
<td>:18</td>
</tr>
</tbody>
</table>
Safety, Security & Quality Assurance
FY18 Q1 Report

November 2017

Bus Accidents

<table>
<thead>
<tr>
<th></th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>95</td>
<td>106</td>
<td>77</td>
</tr>
<tr>
<td>NTD</td>
<td>2</td>
<td>1</td>
<td>6</td>
</tr>
</tbody>
</table>

Legend:
- Total
- NTD
Police Incidents - Bus

Rail Accidents
Fares Inspected

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Rides Inspected</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17 Q4</td>
<td>581,856</td>
<td>14.2%</td>
</tr>
<tr>
<td>FY17 Q1</td>
<td>647,591</td>
<td>15.9%</td>
</tr>
<tr>
<td>FY18 Q1</td>
<td>432,874</td>
<td>11%</td>
</tr>
</tbody>
</table>

% of total ridership

Fare Inspections and Fare Evasions

Inspected and Fare Evasion Percentage

- Percentage Inspected
- Fare Evasion

Oct-16 to Sep-17
Fare Compliance
Total Inspections for Q1= 647,591

<table>
<thead>
<tr>
<th></th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17 Q4</td>
<td>92%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY17 Q1</td>
<td>94%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY18 Q1</td>
<td>92%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Citations Issued by Allied Universal

<table>
<thead>
<tr>
<th></th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17 Q4</td>
<td>447</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY17 Q1</td>
<td>365</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY18 Q1</td>
<td>576</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Top Violations

![Bar Chart for Top Violations]

Fare Sweeps Total Activity

![Bar Chart for Fare Sweeps]

The purpose of a fare sweep is to ensure Fare Compliance and Revenue Recovery.
Criminal Activity

<table>
<thead>
<tr>
<th>Criminal Activity</th>
<th>FY17 Q4</th>
<th>FY17 Q1</th>
<th>FY18 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Crimes</td>
<td>Platform 22</td>
<td>8</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>Park N' Ride 7</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Crimes Against Persons</td>
<td>Platform 19</td>
<td>36</td>
<td>53</td>
</tr>
<tr>
<td></td>
<td>Park N' Ride 39</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Gateway Crimes</td>
<td>Platform 2491</td>
<td>171</td>
<td>2074</td>
</tr>
<tr>
<td></td>
<td>Park N' Ride 197</td>
<td>418</td>
<td>222</td>
</tr>
</tbody>
</table>

Quality Assurance

- Gilbert Road Extension: Two Reviews Performed
- Tempe Street Car: Two Reviews Performed
- 50th Street: Upcoming audit Topic: Submittals
- North West Extension TPSS Audit/Quality Assurance Report: Open
- Central Mesa Extension and North West Extension Safety Security Certification Verification Report: Currently with ADOT-pending closure
## Transit Planning Projects

<table>
<thead>
<tr>
<th>Project/Study Name</th>
<th>Completion Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesa Five-Year Transit Plan</td>
<td>November 2017</td>
<td>• Received feedback from Mesa staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updating based on preliminary feedback</td>
</tr>
<tr>
<td>Light Rail Incident Hot Spot GIS Mapping</td>
<td>July 2017</td>
<td>• Developed concept with Safety and Security</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Completed reporting structure and updated schedule</td>
</tr>
<tr>
<td>Short Range Transit Program</td>
<td>March 2018</td>
<td>• 2018 update scheduled to begin October 2017</td>
</tr>
<tr>
<td>Scottsdale Circulator Service Optimization</td>
<td>January 2017</td>
<td>• Drafted Scope of Work</td>
</tr>
<tr>
<td>Study</td>
<td></td>
<td>• Initiated Analysis of Existing Conditions</td>
</tr>
<tr>
<td>Transit Stop Inventory and Accessibility Study</td>
<td>November 2017</td>
<td>• Completed bus stop inventory field data collection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Revised bus stop design guideline</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Continuing review of draft final technical memo</td>
</tr>
<tr>
<td>Transit Stop Inventory Reconciliation with</td>
<td>January 2018</td>
<td>• Verifying bus stop amenities and locations for use in on-line maps</td>
</tr>
<tr>
<td>Bus Stop Database</td>
<td></td>
<td>• Preparing bus stop photos for on-line publishing</td>
</tr>
<tr>
<td>Future Transit Network Input - Regional</td>
<td>September 2018</td>
<td>• Complete - Conducted a workshop to develop background bus network</td>
</tr>
<tr>
<td>Transit Framework Study Update</td>
<td></td>
<td>with member city inputs</td>
</tr>
</tbody>
</table>
## Transit Planning Projects

<table>
<thead>
<tr>
<th>Project/Study Name</th>
<th>Completion Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2017 Fixed Route Service Changes</td>
<td>October 2017</td>
<td>• Final changes approved by Valley Metro Board</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Implementation underway</td>
</tr>
<tr>
<td>April 2018 Fixed-Route Service Changes</td>
<td>April 2018</td>
<td>• Presented proposed changes to Valley Metro Board</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Public Comment scheduled for October</td>
</tr>
<tr>
<td>Northwest Valley Express Routes Reconfiguration</td>
<td>April 2018</td>
<td>• Two proposals developed for public comments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Included in April 2018 Service Changes Proposal</td>
</tr>
</tbody>
</table>

## Capital Planning
## Northwest LRT Extension Phase II

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
</table>
| 2023             | Environmental/ Preliminary Engineering | Spring 2018 | - Revising EA based on FTA’s comments and project changes  
                     - Submitted New Starts Rating package to FTA  
                     - Continue coordination with ADOT & MAG |

### Capitol/I-10 West LRT Extension

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
</table>
| 2023 (Phase I)   | Environmental Assessment (EA) | Fall 2018 | - ADOT, County and City coordination on-going  
                     - Revising the EA based on construction phasing and downtown configuration  
                     - Anticipate public review of EA in Fall 2018  
                     - Finalizing the I-17 Change of Access Report |
### West Phoenix/Central Glendale

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
</table>
| 2026 Alternatives Analysis | Spring 2018 |              | - Continued coordination with ADOT, GCU and other stakeholders  
- Continue to identify options to cross I-17, transition into Downtown Glendale and crossing Grand Avenue |

### OMC Expansion

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
</table>
| 2017 Preliminary Engineering | Fall 2017 |              | - Completing the final planning study report  
- Developing internal building configuration and trackwork designs as part of the Preliminary Engineering phase  
- Developed bridging documents for design-build procurement |
Peoria Park-and-Ride

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer 2019</td>
<td>ROW Acquisition</td>
<td>December 2017</td>
</tr>
</tbody>
</table>

Status

- City of Peoria initiating right-of-way acquisition

Fiesta-District Alternatives Analysis

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>Alternatives Analysis</td>
<td>Spring 2019</td>
</tr>
</tbody>
</table>

Status

- Held a project kick-off with City of Mesa
- First public meeting to be held in October
Northeast LRT Feasibility Study

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>2034</td>
<td>Feasibility Study</td>
<td>Summer 2018</td>
</tr>
</tbody>
</table>

Status
- Analyzed engineering feasibility for the two corridors
- Conducted ridership assessment for the two corridors
- Targeted stakeholder outreach

I-10/I-17 Direct Access Bus Ramp

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBD</td>
<td>Planning</td>
<td>Spring 2018</td>
</tr>
</tbody>
</table>

Status
- Revising Categorical Exclusion
- Revising I-17 Interstate Change of Access Methods and Assumptions document for ADOT, FWHA, and Phoenix approval
- Coordinating with ADOT and Phoenix on next steps
- Developing and evaluating conceptual designs for various operating options
- Submitted an application for the TIGER program
Design and Construction

50th Street Station

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>Construction (18% complete)</td>
<td>Spring 2019</td>
<td>- Designer and CMAR continue working together</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Continue construction for private utilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Began construction for civil infrastructure</td>
</tr>
</tbody>
</table>

Data as of 30SEP17
50th Street Station Project Progress

- **Design**
  - The Designer of Record continues to assist Valley Metro with design services during construction.
  - Real estate acquisition continues – Remains at 67% complete as of Sept. 6, 2017

- **Construction**
  - Private utility construction continued – Southwest Gas completed the installation of the new 8-inch high pressure gas main and tapped into the existing system.
  - The Contractor began coordination effort with APS, COX, and CenturyLink for the upcoming underground and overhead utilities relocation.
  - Excavation for the underground joint trench and retaining walls began.
  - Set forms for the retaining walls on the south side of Washington Street.
  - Stockyards parking lot stalls were available ahead of schedule.

*Data as of 30SEP17*
## 50th Street Station
### Project Cost and Budget

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget ($M)</th>
<th>Expended ($M)</th>
<th>% Earned</th>
<th>Forecast ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
<td>$19.0</td>
<td>$3.5</td>
<td>18.0%</td>
<td>$19.0</td>
</tr>
<tr>
<td>Right of Way</td>
<td>$0.7</td>
<td>$0.1</td>
<td>14.0%</td>
<td>$0.7</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$3.2</td>
<td>$1.5</td>
<td>48.5%</td>
<td>$3.2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$22.9</strong></td>
<td><strong>$5.1</strong></td>
<td><strong>22.2%</strong></td>
<td><strong>$22.9</strong></td>
</tr>
</tbody>
</table>

Data as of 30SEP17

## 50th Street Station
### Project Contingency

<table>
<thead>
<tr>
<th>Description</th>
<th>Dollars ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Contingency</td>
<td>$4.5</td>
</tr>
<tr>
<td>Executed Change Orders &amp; Budget Transfers</td>
<td>$(1.0)</td>
</tr>
<tr>
<td><strong>Total Project Contingency Remaining</strong></td>
<td><strong>$3.5</strong></td>
</tr>
</tbody>
</table>

Data as of 30SEP17
### Gilbert Road Extension

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>Construction (37% complete)</td>
<td>Spring 2019</td>
<td>- Construction continues on the following items:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Waterlines and associated Gas relocations</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Joint trench (electrical &amp; 3rd party utilities)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Century Link vaults</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Catch basin storm drain laterals</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Building environmental mitigation &amp; demolition</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Business sign relocations</td>
</tr>
</tbody>
</table>

**Data as of 30SEP17**

### Gilbert Road Extension Project Progress

- Design - 100% completed. Design Services During Construction ongoing
- Early Construction Activities (GMP I) completed
- Full Construction Activities (GMP II) – joint utility trench for SRP and City of Mesa complete.
- Right of Way – 120 of 123 parcels have been acquired.
- Artwork – per public comment, switched between Gilbert Road and Stapley Drive stations

**Data as of 30SEP17**
Gilbert Road Extension
Schedule Summary

Data as of 30SEP17

Gilbert Road Extension
Project Cost and Budget

<table>
<thead>
<tr>
<th>Description</th>
<th>Current Budget</th>
<th>Expended ($M)</th>
<th>% Earned</th>
<th>Forecast ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
<td>$143.5</td>
<td>$31.8</td>
<td>22.1%</td>
<td>$143.5</td>
</tr>
<tr>
<td>Light Rail Vehicles</td>
<td>$16.9</td>
<td>$3.1</td>
<td>18.7%</td>
<td>$16.9</td>
</tr>
<tr>
<td>Right of Way</td>
<td>$14.8</td>
<td>$4.0</td>
<td>27.2%</td>
<td>$14.8</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$10.9</td>
<td>$6.0</td>
<td>54.9%</td>
<td>$10.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$186.0</strong></td>
<td><strong>$44.9</strong></td>
<td><strong>24.1%</strong></td>
<td><strong>$186.0</strong></td>
</tr>
</tbody>
</table>

Data as of 30SEP17
Gilbert Road Extension Project Contingency

<table>
<thead>
<tr>
<th>Description</th>
<th>Dollars ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Contingency</td>
<td>$10.7</td>
</tr>
<tr>
<td>Executed Change Orders &amp; Budget Transfers</td>
<td>$(1.4)</td>
</tr>
<tr>
<td>Total Project Contingency Remaining</td>
<td>$9.3</td>
</tr>
</tbody>
</table>

Data as of 30SEP17

South Central Extension

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
</table>
| 2023             | Design (18% complete) | Summer 2019 | ▪ 60% submittal for 7th Avenue/7th Street Roadway Improvement Package completed  
|                  |                  |                | ▪ 40% submittal for Project wide design due November 2017                |

Data as of 30SEP17
South Central Extension Project Progress

- Design
  - Continuing to work toward 60% Salt River Bridge submittal and Project Wide 40% submittal, both due on November 15, 2017

- Construction
  - CM@Risk contract awarded, Preconstruction phase commencing.

- Public Art
  - Awarded contracts for Public Art at 14 locations along the alignment
## South Central Extension Project Cost Estimate

<table>
<thead>
<tr>
<th>Description</th>
<th>Forecast ($M)</th>
<th>Expended ($M)</th>
<th>% Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
<td>$ 605.7</td>
<td>$ 1.0</td>
<td>0.2%</td>
</tr>
<tr>
<td>Right of Way</td>
<td>$ 33.5</td>
<td>$ 0.0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$ 65.3</td>
<td>$ 0.4</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 704.5</strong></td>
<td><strong>$ 1.4</strong></td>
<td><strong>0.2%</strong></td>
</tr>
</tbody>
</table>

Data as of 30SEP17

## South Central Extension Project Contingency

<table>
<thead>
<tr>
<th>Description</th>
<th>Dollars ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Contingency</td>
<td>$ 156.0</td>
</tr>
<tr>
<td>Executed Change Orders &amp; Budget Transfers</td>
<td>$ 0.0</td>
</tr>
<tr>
<td>Total Project Contingency Remaining</td>
<td>$ 156.0</td>
</tr>
</tbody>
</table>

Data as of 30SEP17
**Tempe Streetcar**

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>Final Design and Pre-Construction (76% complete)</td>
<td>Winter 2018</td>
<td>• Designer delivered 60% drawings in August</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Early Work Package 2 utility relocation (downtown Tempe) began work in September</td>
</tr>
</tbody>
</table>

**Tempe Streetcar Project Progress**

- **Design**
  - Advancing the 90% design for the project with a delivery date of November 17, 2017.
  - Received 100% of the titles for all 39 parcels.
  - Public Information coordination continues south of downtown Tempe.
- **Letter of No Prejudice (LONP)**
  - FTA approved a LONP to procure special track work and rail welding for a not-to-exceed amount of $7.1 million.
- **Construction**
  - Continuing Early Work Package #2 utility relocation in the field.
## Tempe Streetcar Schedule Summary

![Schedule Summary Diagram]

*Data as of 30SEP17*

## Tempe Streetcar Project Cost Estimate

<table>
<thead>
<tr>
<th>Description</th>
<th>Forecast ($M)</th>
<th>Expended ($M)</th>
<th>% Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
<td>$ 90.5</td>
<td>$ 1.7</td>
<td>1.8%</td>
</tr>
<tr>
<td>Vehicles</td>
<td>$ 35.0</td>
<td>$ 3.5</td>
<td>10.0%</td>
</tr>
<tr>
<td>Right of Way</td>
<td>$ 3.9</td>
<td>$ -</td>
<td>0.0%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$ 56.6</td>
<td>$ 9.2</td>
<td>16.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 186.1</strong></td>
<td><strong>$ 14.4</strong></td>
<td><strong>7.7%</strong></td>
</tr>
</tbody>
</table>

*Data as of 30SEP17*
### Tempe Streetcar Project Contingency

<table>
<thead>
<tr>
<th>Description</th>
<th>Dollars ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Contingency</td>
<td>$ 37.4</td>
</tr>
<tr>
<td>Executed Change Orders &amp; Budget Transfers</td>
<td>$ 1.1</td>
</tr>
<tr>
<td>Total Project Contingency Remaining</td>
<td>$ 36.3</td>
</tr>
</tbody>
</table>

Data as of 30SEP17
Communications Update

• Coordinated with city partners to celebrate new bus service on 10/23, providing:
  – Event planning support
  – Marketing & graphics
  – Regional news release & PR
• Supported PR associated with the SCE artist selection, who are 80% local
• Executed second computer donation w/ Cox Comm. for schools/families in Mesa
• Initiated Safe Place annual refresher training w/ front-line staff
Community Relations Update

• Continued with GRE Business Assistance programs:
  – Business access signage
  – Back-to-school/SHOP On mailer
  – Health assessments by Local First
  – Mesa’s utility voucher program
• Opened up 13th Annual Cool Transit STUFF 3rd grade art contest
  – Entries due on 10/13
• Staffed ASU fall move-in events
• Conducted design review public meetings for TSC & GRE projects

Commute Solutions Update

• Conducted nomination process & registration for 30th annual Clean Air Campaign Awards & Luncheon
  – Luncheon is set for 10/31
• Initiated pledge and commuter challenge for Rideshare Month (Oct.)
• Executed monthly contests, including a video contest, at ShareTheRide.com
• Operated 387 vanpools as of June 30
  – Saving vanpool riders nearly 57.3M miles of travel & 2.2M gallons of fuel
Marketing Update

• Sent to print the Oct. 2017 Transit Book
  – Process also includes maps & customer notification elements
• Received Board support for updated paint schemes for streetcar & future light rail fleet
• Conducted usability testing for the valleymetro.org re-design
  – New website is scheduled to launch in Dec.
• Continued to support Phoenix w/ Transportation 2050 branding & microsite development
Valley Metro RPTA
Operating Results – Q1

RPTA Budget vs. Actual Report
For the quarter ending September 30, 2017

<table>
<thead>
<tr>
<th>Operations Expenditures</th>
<th>1st Quarter</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Budget</td>
<td>Actual</td>
</tr>
<tr>
<td>Fixed Route Bus</td>
<td>23.7</td>
<td>22.9</td>
</tr>
<tr>
<td>Paratransit</td>
<td>9.4</td>
<td>8.6</td>
</tr>
<tr>
<td>Vanpool</td>
<td>0.2</td>
<td>0.2</td>
</tr>
<tr>
<td>Regional Services</td>
<td>3.2</td>
<td>2.3</td>
</tr>
<tr>
<td>Planning</td>
<td>0.6</td>
<td>0.3</td>
</tr>
<tr>
<td>Administration</td>
<td>0.9</td>
<td>0.6</td>
</tr>
<tr>
<td>METRO Rail (Salary, Fringe, OH)</td>
<td>5.4</td>
<td>4.6</td>
</tr>
<tr>
<td>Total Operations Expenditures</td>
<td>43.4</td>
<td>39.4</td>
</tr>
</tbody>
</table>
### Valley Metro RPTA

#### Capital Results – Q1

**RPTA Budget vs. Actual Report**

For the quarter ending September 30, 2017

<table>
<thead>
<tr>
<th>Capital Expenditures</th>
<th>Budget</th>
<th>Actual</th>
<th>Variance (Unfav.)</th>
<th>Year to Date</th>
<th>Variance (Unfav.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus Purchases</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valley Metro</td>
<td>8.4</td>
<td>0.0</td>
<td>8.4</td>
<td>8.4</td>
<td>8.4</td>
</tr>
<tr>
<td>Lead Agency</td>
<td>1.3</td>
<td>0.0</td>
<td>1.3</td>
<td>1.3</td>
<td>1.3</td>
</tr>
<tr>
<td><strong>Paratransit Vehicles</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lead Agency</td>
<td>0.1</td>
<td>0.0</td>
<td>0.1</td>
<td>0.1</td>
<td>0.1</td>
</tr>
<tr>
<td><strong>Vanpool Vehicles</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other Capital</strong></td>
<td>3.7</td>
<td>0.4</td>
<td>3.4</td>
<td>3.7</td>
<td>3.4</td>
</tr>
<tr>
<td>METRO Rail</td>
<td>10.9</td>
<td>8.0</td>
<td>2.9</td>
<td>10.9</td>
<td>2.9</td>
</tr>
<tr>
<td><strong>Total Capital Expenditures</strong></td>
<td>25.7</td>
<td>9.3</td>
<td>16.4</td>
<td>25.7</td>
<td>16.4</td>
</tr>
</tbody>
</table>

### Valley Metro Rail

#### Operating Results – Q1

**VMR Budget vs. Actual Report**

For the quarter ending September 30, 2017

<table>
<thead>
<tr>
<th>Operations Expenditures</th>
<th>Budget</th>
<th>Actual</th>
<th>Variance (Unfav.)</th>
<th>Year to Date</th>
<th>Variance (Unfav.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rail Operations</strong></td>
<td>12.0</td>
<td>9.9</td>
<td>2.1</td>
<td>12.0</td>
<td>2.1</td>
</tr>
<tr>
<td><strong>Future Project Development</strong></td>
<td>4.4</td>
<td>4.1</td>
<td>0.3</td>
<td>4.4</td>
<td>0.3</td>
</tr>
<tr>
<td><strong>Agency Operating</strong></td>
<td>0.4</td>
<td>0.3</td>
<td>0.1</td>
<td>0.4</td>
<td>0.1</td>
</tr>
<tr>
<td><strong>Total Operating Activities</strong></td>
<td>16.8</td>
<td>14.3</td>
<td>2.5</td>
<td>16.8</td>
<td>2.5</td>
</tr>
</tbody>
</table>
Average Rail Fare
FY 2017 History / FY 2018 1st Quarter
Average Fare - 12 Months Rolling by Quarter

FY17-Q1 | FY17-Q2 | FY17-Q3 | FY17-Q4 | FY18-Q1
---|---|---|---|---
Average Fare Per Ride
$0.80 | $0.81 | $0.81 | $0.82 | $0.80

Fare Revenue Budget | $3,446,000
Fare Revenue Collected | $3,133,000
Variance | ($313,000)
Fare Recovery Budget | 28.8%
Fare Recovery Actual | 31.8%

Valley Metro Rail
Capital Results – Q1

VMR Budget vs. Actual Report
For the quarter ending September 30, 2017

<table>
<thead>
<tr>
<th>Capital Expenditures</th>
<th>Budget</th>
<th>Actual</th>
<th>Variance (Unfav.)</th>
<th>Year to Date</th>
<th>Variance (Unfav.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rail Projects</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Mesa</td>
<td>0.3</td>
<td>0.3</td>
<td>0.0</td>
<td>0.3</td>
<td>0.3</td>
</tr>
<tr>
<td>Tempe Streetcar</td>
<td>10.8</td>
<td>6.0</td>
<td>4.8</td>
<td>10.8</td>
<td>6.0</td>
</tr>
<tr>
<td>Gilbert Rd</td>
<td>14.3</td>
<td>6.4</td>
<td>7.9</td>
<td>14.3</td>
<td>6.4</td>
</tr>
<tr>
<td>50th St LRT Station</td>
<td>2.0</td>
<td>1.5</td>
<td>0.5</td>
<td>2.0</td>
<td>1.5</td>
</tr>
<tr>
<td>South Central</td>
<td>3.7</td>
<td>1.4</td>
<td>2.3</td>
<td>3.7</td>
<td>1.4</td>
</tr>
<tr>
<td>OMC Expansion</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>System-wide Improvements</td>
<td>0.3</td>
<td>0.2</td>
<td>0.1</td>
<td>0.3</td>
<td>0.2</td>
</tr>
<tr>
<td><strong>Total Capital</strong></td>
<td>31.3</td>
<td>15.8</td>
<td>15.5</td>
<td>31.3</td>
<td>15.8</td>
</tr>
</tbody>
</table>
DATE
November 16, 2017

SUBJECT
Travel, Expenditures and Solicitations

PURPOSE
The monthly travel, expenditures and solicitations are presented for information.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Paul Hodgins
Chief Financial Officer
602-262-7433
phodgins@valleymetro.org

ATTACHMENTS
Valley Metro Travel Reimbursement Report
Valley Metro RPTA and Valley Metro Rail Monthly Accounts Payable over $25,000
Active Requests for Proposals, Qualifications and Invitations for Bids
<table>
<thead>
<tr>
<th>Job Title</th>
<th>Purpose of Travel</th>
<th>Location</th>
<th>Dates Traveled</th>
<th>Total Travel Cost</th>
<th>Airfare</th>
<th>Other Transport</th>
<th>Lodging</th>
<th>Meals</th>
<th>Misc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Operating Officer</td>
<td>APTA Conference</td>
<td>Atlanta, GA</td>
<td>10/7/17-10/11/17</td>
<td>$1,587.55</td>
<td>$308.41</td>
<td>$41.00</td>
<td>$1,006.64</td>
<td>$231.50</td>
<td>$0.00</td>
</tr>
<tr>
<td>Manager-LRT Systems</td>
<td>APTA EXPO</td>
<td>Atlanta, GA</td>
<td>10/8/17-10/11/17</td>
<td>$1,404.88</td>
<td>$408.40</td>
<td>$0.00</td>
<td>$754.98</td>
<td>$241.50</td>
<td>$0.00</td>
</tr>
<tr>
<td>Chief Operations Officer</td>
<td>RailVolution</td>
<td>Denver, CO</td>
<td>9/15/17-9/19/17</td>
<td>$1,337.37</td>
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Report reflects Out of State (AZ) Travel

1 Parking
2 FedEx Shipping
3 Baggage
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**Total** 16,421,846.77
## Valley Metro Rail, Inc.
### Monthly AP Payments over $25,000
#### September 21, 2017 to October 20, 2017

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DATE
November 16, 2017

SUBJECT
Future Agenda Items Request and Report on Current Events

PURPOSE
Chairs Klapp and Glover will request future agenda items from members, and members may provide a report on current events.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

ATTACHMENT
Pending Items Request
## Pending Items Request

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Board of Directors
Thursday, November 30, 2017
Lake Powell Conference Room
101 N. 1st Avenue, 10th Floor
11:15 a.m.

1. Public Comment on Agenda Action Items (blue card)

The public will be provided with an opportunity at this time to address the Board on all action agenda items. Up to three minutes will be provided per speaker to address all agenda items unless the Chair allows more at his/her discretion. A total of 15 minutes for all speakers will be provided.

2. Minutes

Minutes from the October 19, 2017 Board meeting are presented for approval.

3. Future Agenda Items Request and Report on Current Events

Chair Klapp will request future agenda items from members, and members may provide a report on current events.

4. Next Meeting

The next meeting of the Board is scheduled for Thursday, January 18, 2018

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 Valley Metro at 602-262-7433 or TTY at 602-251-2039. To attend this meeting via teleconference, contact the receptionist at 602-262-7433 for the dial-in-information. The supporting information for this agenda can be found on our web site at www.valleymetro.org
DATE
November 16, 2017

AGENDA ITEM 1

SUBJECT
Public Comment on Agenda Action Items

PURPOSE
The public will be provided with an opportunity at this time to address the Board on all action agenda items. Up to three minutes will be provided per speaker to address all agenda items unless the Chair allows more at his/her discretion. A total of 15 minutes for all speakers will be provided.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

ATTACHMENT
None
Minutes of the
Valley Metro RPTA
Board of Directors
Thursday, October 19, 2017
11:15 a.m.

RPTA Meeting Participants
Vice Mayor Suzanne Klapp, City of Scottsdale, Chair
Councilmember Lauren Tolmachoff, City of Glendale, Vice Chair
Councilmember Eric Orsborn, City of Buckeye, Treasurer
Vice Mayor Kevin Hartke, City of Chandler
Councilmember Brigette Peterson, Town of Gilbert (phone)
Councilmember Bill Stipp, City of Goodyear
Supervisor Steve Gallardo, Maricopa County
Councilmember Chris Glover, City of Mesa
Vice Mayor Jon Edwards, City of Peoria
Councilmember Skip Hall, City of Surprise
Vice Mayor Robin Arredondo-Savage, City of Tempe
Mayor Everett Sickles, Town of Wickenburg
Mayor Michael LeVault, Town of Youngtown

Members Not Present
Councilmember Pat Dennis, City of Avondale
Councilmember Jack Palladino, City of El Mirage
Councilmember Thelda Williams, City of Phoenix
Councilmember Linda Laborin, City of Tolleson

Chair Klapp called the meeting to order at 11:18 a.m.

(The Pledge is recited.)

We have, as far as I know, one Councilmember on the phone Bridgett Peterson. Is there anyone else on the telephone? We're waiting for Councilmember Tolmachoff.

1. Items for Citizens Present

We'll begin the RPTA meeting with Public Comment on Agenda Action Items. These are the blue cards that have been turned into us for the RPTA meeting.

So we'll begin with Judy Hartman. And you have three minutes to speak. Please try to not exceed it. State your name and city for the record, please.

Ms. Hartman said I have not heard the Code of Conduct yet, but I feel that just having it on the light rail is not enough, because we have three bus routes, one -- two of which go
into other cities than Mesa that either the drivers are -- well, in all cases, the driver's are
being threatened.

And the passengers are being told if they -- if some of the other passengers don't like
the way they look, meaning they are in a scooter, they have a cane or something -- get
off and go home. You have no right being out.

And I would like to -- and in the one case we have lost two buses because of people
throwing things through windows or through the door. And in the case of the door, the
only reason that your bus driver wasn't -- didn't lose his eyesight was that he had
wrap-around sunglasses on. So think about it.

Ms. Kolheck said I live in Phoenix. I'm in an unusual position. I've just recently
discovered that I'm legally blind. I've had trouble getting on the buses. They don't want
to lower them. I have bad knees. It's almost impossible for me to step up onto the bus
unless I make them kneel.

I've had problems with passengers. Now, the proposal on this, the ticket checkers are
going to be security people. I've never seen anybody check a ticket. I've never seen
one of them ask for a ticket. I don't understand this.

This morning on the TV, they were referring them as the security team. They just want
to give them more power. What power? They're ticket checkers. What power do they
need? You know, if the buses aren't secure or the light rail's not secure maybe we need
to get real policemen that just rotate through the cars.

I grew up in a city where they had lots of buses. Now, I know, I'm old. So when I say I
grew up that doesn't mean I was five years old riding the bus. I rode the buses in New
York City until I was twenty.

We didn't have problems. And what you refer to as light rail, we referred to as subways.
Some were elevated, some weren't. Very seldom had any problems.
Now, I know, people tended to be a little more polite, you know, fifty, sixty years ago
than they are now, but if that's a problem, let's get the police doing it, not the ticket
people.

You know, I don't understand how you people are running these, but it seems to me
you're trying to turn over too much power to other people, and maybe you ought to
consider that. Thank you.

Mr. Crowley said to start with, when I went to the manager's meeting, I had not seen this
document -- I get, you know, the packet and such -- until the day of the meeting. So I
don't know whether it was posted or such, but I know that forty-eight hours beforehand, I
didn't know it existed or where it existed or how to get to it. And I was not contacted at
all.

But getting further into what I have problems with on this, the first part is to entering any Valley Metro vehicle or property while clothing contains blood, urine, vomit, or defecation is prohibited.

I hope that -- and I heard discretion is what you guys are going to be doing. And when I hear the word discretion, I go, no, you write it the way it's supposed to be. And I look at that as going if somebody's wearing Depends, are they thrown off? If somebody's gotten a blood test are they thrown off?

And that it also says -- the one before it -- spitting, defecating, urinating is prohibited on any Valley Metro vehicle or property. Is that the reason you have no bathrooms in any of the transit centers. Just a thought.

When you say that she asked to be transferred to the buses is a part of this, and I hear him on the TV saying, well, you're trapped on the rail when somebody's got a one-sided political discussion and that's the part of soliciting.

I was extricated from a bus because of the, quote, soliciting. And what I was soliciting was letting people know in the Arcadia neighborhood on a Camelback bus with the placards that we put on the bus that there was a meeting coming up, and if they wanted to be inputting, they needed to be doing it there. And the driver wasn't appreciative of that and transit came and got me.

I also have the New Times article of where we are taking people and having them deported because they're illegal aliens.

And when I look at what did you do -- use to get to where you are with this. Did you look at any of the film that you take every day, every moment that light rail is running to see who it is that you are having this, quote, intoxication problem with might it be Native Americans, Veterans and the poor, and when is this happening and why are you looking it that way. I have a problem with that.

And in the last 15 seconds, on the bicycles, somebody with an ax to grind, I know that I was up here saying that the bicycles are the wrong thing. The original design had me put the thing in a container and it pulled it up Reed Kempton the county's person has been using light rail for the last nine years. And the way he gets to it from his house is on a recumbent bike. And if you make it recumbent bicycles aren't allowed, nine years and him is not going to counting for anything.

I would like you to take that part out and also show where in your documents it was recumbents that are the problem. Like I said, you film everything. You've got facial recognition. What did you use that to get to here -- and make it right.
2. Minutes

Chair Klapp said the minutes from the September 21, 2017 Board meeting are presented for approval.

IT WAS MOVED BY COUNCILMEMBER GLOVER, SECONDED BY VICE MAYOR ARREDONDO-SAVAGE AND UNANIMOUSLY CARRIED TO APPROVE THE SEPTEMBER 21, 2017 BOARD MEETING MINUTES.

3. Valley Metro Code of Conduct

Chair Klapp said the next item on the agenda is the Valley Metro Code of Conduct.

Mr. Smith said thank you, Madam Chair. And just a little bit of a setup for this, this item is actually on both the RPTA agenda and the Valley Metro Rail agenda. But they're somewhat different.

The Code of Conduct is being presented to the RPTA Board to apply to all buses and other things. Although direct activities and enforcement of that will be up to the operators for right now.

However, on Valley Metro Rail, we will also be asking the Valley Metro Rail Board to approve this, but also, they have an action where we're going to ask them for some actual, physical construction on our rail stations so there will be an appropriation. So since both entities are adopting the code, we're presenting this at one time.

We will also, as part of this presentation for the sense of efficiency but also because I think the RPTA Board will be very interested in what we're doing on the light rail stations, we'll also have a presentation on the physical changes to the light rail stations even though that is something that will not be included in the vote for RPTA but will be for Valley Metro Rail.

Have I sufficiently confused everybody? We're going to give the presentation once, but if you're RPTA, understand you're not voting on the money part. Only the Valley Metro Rail Board will be voting on the money part.

So the part where we're talking to signage and other things that will relate to the rail stations is for your information but for Valley Metro Rail Board's action. Okay. So I hope that clarifies it.

You know, there's been a lot of questions as to how this -- we got to this point. And I can tell you that Valley Metro staff and the staff of the cities have been working for well over a year to try and address a common concern and a common problem.
We have a very safe transit system. We have a very secure transit system. That's borne out by the crime data that indicates that crime is no more prevalent on our systems than it is anywhere else in our Valley. You have not -- there's actually been studies that have been done by police departments that have shown that light rail does not impact or increase crime.

But we are a gathering place. And we carry on our rail -- on our transit system between Valley Metro and the City of Phoenix between bus and light rail, almost 250,000 people a day, 70 million passengers a year.

Every day on our light rail system we have the equivalent of a University of Phoenix Stadium or a Sun Devil Stadium -- 60,000 people ride our light rail.

When you bring people like that together you bring all of society. And that's the wonderful thing about what public transit does.

But you also bring some of the challenges of bringing people together. Any of you in your cities when you have large gatherings you increase the security presence. You understand that you have both mostly good behavior, but you also have people that for whatever reason choose not to act -- act in an appropriate manner, which tends to ruin the experience for everyone else.

One of the primary complaints that we've had for light rail and about the only complaint we've had consistently is that the boorish or bad behavior of some has ruined the ride for others. Not only has it ruined it, but it's made people feel seriously unsafe, insecure -- not insecure, but not secure.

And, once again, you are riding whether you're on a bus or on a train, but especially on a train where you can't just stop anywhere. You're in a tube, an aluminum tube, traveling down a road at 40 -- 35 to 40 miles per hour, and if someone really starts acting in a way that threatens you, that's not something that anyone should have to endure. Everybody deserves the right to a safe and secure ride.

And what we've heard consistently is that while we are safe from a crime standpoint, the perception in the public is that people have enough bad experiences they simply don't feel safe on the system. That goes to the underpinnings, the very foundation of our system.

We are a public system. We're here to serve everybody. But if a large portion of our citizenry does not feel safe on our system, then it brings the whole existence and the future of our system into question.
So we deem this as a very serious and significant issue. We're not alone. As I've talked to transit CEOs from around the country, about a year ago, most transit systems started to see an uptick in bad behavior on their systems. We started talking to them and said what have you done to address this issue. And we use their examples and their input to come up with a program that we thought fit our needs.

Now, why do we need this program. When the light rail was built, there was a Code of Conduct that was established and it covers the very basic points of conduct.

But there was a conscious decision made by the leadership of the cities and of both entities that we wanted our system to be inviting to be open. That's why you don't see any turnstiles or anything in our systems. You rarely even see any real signs or any other demarcation that says here's where you are and here's what you're expected to do. This was done consciously because we wanted our system to be open. And for seven, eight years we've had a very good experience with that.

Well, now as we come into our ninth year on light rail, we have a mature system, and people have learned to make this part of their daily lives. And as it's no longer a novelty, those daily lives also mean that we have incidents where people are acting more consistent more frequently in a bad behavior. Well, why don't we just enforce our rules. Well, this is where our challenge comes in.

As part of that inviting system, we really had two levels of security that are formalized in the Valley Metro especially on rail. That is fare compliance, where you have your fare inspectors, and then the police.

And basically the police do not get involved in our system unless there is a criminal act involved. The police are not our safety officers. They will come when someone has broken a law or is in the process of rising to that criminal activity level. So what does this mean in real-world talk.

What it means that you could go onto one of our trains and be intoxicated and literally be abusive and bother people and do everything and really create a scene and as long as you have a ticket, we will not remove you from that system. We'll allow you to continue on.

We will not remove you or we haven't been removing you, but most of the other train high tails it to the exit gets off because they don't feel safe and they ask us why don't you do something about them how frustrating is it when the security officer says nothing I can do. Guess what? It's not illegal to be drunk and obnoxious in public. And as long as they have a ticket we're not going to do anything.

Well, what happens not only have we put our riding public in a situation where they feel insecure, rightfully so, they never come back.
As we've studied our drop in ridership, for example, with ASU students, which has been significant, and we've presented that to this Board a few months ago. One of the main comments, one of the primary comments we get from students when we ask them why have you ceased riding on light rail, they say I simply don't feel safe. They can't tell us if they've ever been physically touched, abused, whatever. They said I don't feel safe when I get on the rail.

There's no doubt we have an issue and a problem. So we started to looking at how we could bridge that gap, how we could be very clear in what our expectations are, and how we could reaffirm the rights that the riding public has to ride safely, securely, and not be molested in their ride, and we looked at the gaps we had.

Using other systems and specifically our Code of Conduct that we have is patterned after a Code of Conduct that they implemented in Atlanta four years ago and had been very successful. We presented to you -- we are presenting to you a new revised Code of Conduct. What does this do.

That scenario I just talked to you about where the intoxicated person is loud, boisterous, obnoxious and threatening, we now have it within our rules that we can remove them from the system. There are other activities and there are other behaviors that do not rise to criminal level, but obviously offend what I think would be the common sense notion of a safe and secure ride. We also have the authority and the right to remove them from the system.

The police department has now stepped in and they recognize that our problems, small problems lead to bigger problems and they have stepped up in working with us, and you'll hear a little bit more from Adrian Ruiz later.

They have said that they will back us up when we remove someone from the system, and if that person refuses to leave, they are then now trespassing and law enforcement will step in because now they have committed a crime.

So it's a coordinated effort between our security personnel, our employees, and law enforcement agencies from cities throughout the valley, especially in the initial stages Phoenix, Tempe, and Mesa where the light rail runs. This is while the Code of Conduct will apply with all Valley Metro buses and the trains, our enforcement efforts will begin at the trains because we do want to figure out what this balance is and so that's why we're presenting to you the Code of Conduct.

The timing of this is if you approve this today, this will become effective immediately. But we will not immediately go out there and have people start enforcing this. We'll take the next two or three months to have what we would call a soft sell or rollout. We want to educate people as to their rights.
One of the problems we have is that people don't understand that they have the right to ride on a train and on a bus and not be subject to these and they have a right to demand that their rights be respected. So there's an education process.

We mentioned to you that we've been in the media recently when we presented this to the Transit and Rail Management Committees a couple weeks ago. It heightened the interest. So I think the rollout has been very, very good. It's been widely broadcast.

And we're happy for this because we want this level of understanding and of education to go on. We'll do this for the next two or three months until the end of the year. Beginning in 2018, we will then begin to enforce these rules and we will do it with discretion. Part of what we're going to be looking for is retraining and recommitting both our security contract security personnel and our police departments to work as a single unit. Adrian will, once again, explain to you how we're going to be doing that over the next couple three months.

We also will increase the visual nature of our rules. If you go onto our light rail station right now, for example, there will be a sign, you may see it, you may not see it, that will tell you what the basic rules are. If you're inside the train, you'll see a few reminders, but there's nothing that really says you're on transit property now, you're on the rail property now, we expect you to respect our property and that creates a problem for us, because there is no line that delineates what our security personnel's area of influence is.

We're going to change that. And that's also going to take place over the next couple months. The idea is that by as we roll into 2018, we will have a fully implemented Code of Conduct. It won't be perfect. We recognize that this will be a growing, a living, breathing thing. We'll address issues as they come up. We want to make it fair. We want to make it reasonable.

We are not about status. This is not directed toward any one group, any one subgroup or anything. It is completely behavioral. We are trying to target bad behavior. We don't care if you're rich, poor, indifferent to that. If you ride on our train, respect the ride, we will celebrate that and hope that you can take that ride in peace. If you're going to break our rules and not respect the ride, we will deal with that behavior. That's the focus. We understand that implementing that will be an effort.

We'll make the effort. And we expect to be back before this Board on other occasions to talk about how we may want to tweak the rules or we may have to ask for different resources or those kind of things as we implement this. This is not a one-shot deal. Part of the respect the ride is to identify our expectations and to remind people what their rights and their expectations should be. So you'll see "Respect the Ride" go on from now on.
Beginning 2018, we'll also have an outreach, even an ad campaign, a communication campaign where we'll tell people here's what "Respect the Ride" means. We will constantly be harping on the Respect the Ride. We want people to understand that we will take this seriously. We are going to crack down on bad behavior, and we're going to remind people who are riding they do have rights and that right is to be able to be respected while they are a passenger on our train.

Now I talked a little bit about the physical that will take place on our rail stations. Partially this is really, once again, to define the areas and also define the conduct within those areas. I'm going to turn it over to Hillary Foose our communications director, who will go over what some of these physical changes will be over the next two or three months at our thirty-five rail stations. Hillary.

Ms. Foose said Madam Chair, Members of the Board, thank you for your time. Thank you, Scott. I'm going to show you a couple mock-ups of what it is that we're really talking about.

We're talking about enhancing our signage to a great degree. We're going to be adding some striping using very durable materials. Striping is used elsewhere in the country. It is a best practice that we see from our colleagues to really delineate that when you're walking up to the station platform you're walking into an area that has a set of rules, so we'll be adding striping to all thirty-five of our light rail stations at the entryways.

We'll also be enhancing the signage. So when you're walking across that striping, there are rules associated with that -- that when you enter the station there are rules and that signage is going to be made much more clear.

In addition to the entryways, we'll also be adding signage that bring forward even some of our additional rules and expected behaviors in the middle of the stations. So as you're waiting for the train you get some of those secondary but also very important messages.

These are the signs. They're also in front of you here today. What's on these signs are some of our hot issues. The issues that really come up as being challenges for us, and we want to make sure that people are very aware that when they're walking onto our platforms that there are a certain set of rules, again, to be respectful to each other and to our equipment and our staff. So the one on your left is the one that you'll see at the entryways. And the one on the right is will be middle of the station.

We'll also be augmenting our signage in general. In the train we have fifty light rail vehicles. We'll be adding some enhanced signage, to again, point out those important rules and Code of Conduct. We'll also be handing out here shortly a palm card that will
be used by our fare inspectors and our agency staff to be able to reiterate these important messages.

And before I turn it over to Adrian, I want to mention just to reiterate that Scott talked about these changes and they're happening quickly. With your approval today, we'll be moving forward to make some of these changes at the stations across the next couple months by December 31, and as mentioned in your Board memo, so quick timing, but there is budget associated with this effort. It's an important effort. It is within the approved budget that you guys approved earlier this year.

So I'm going to turn it over to Adrian and talk about staffing and training.

Ms. Ruiz said thank you, Chair, Members of the Board. I appreciate it. Thank you, Hillary.

I just want to reiterate a couple of things and speaking on the staffing component and the security contractor as well. What is different about this? Scott mentioned it in his presentation introduction. Again, this is behavior based. This is not a socioeconomic class target. This is, again, behavior based.

For the training we provided on Tuesday to over 90 Allied Universal staff who are out on the system in two different segments. We spoke about this in about two and a half hours each segment. We talked about how to message this forward.

What we forecasted before getting into the conversation with them was at this time up until now we have not messaged this for them. They have been unsupported. Security staff have been unsupported in the signage, the demarcation, and the message from Valley Metro from the CEO and from us to really support this mission, because there has been a Code of Conduct, a very loosely based one, but for them to go out and enforce bicycles, enforce not blocking the aisles, spill-proof containers.

It's been very challenging because the message hasn't coming strong enough from us. That's why the Respect the Ride Campaign exists to make sure they have that support.

I can tell you when we did this presentation with them they were extremely motivated and very hopeful in that now they see with the presentation here, which they were advised of, the demarcation of the platforms and the signage. They are very motivated and feel very supported now and having the message coming from their ridership first from Valley Metro and you all. So I do appreciate this.

In talking about a being a transportation base service and what is changing, we've been a transportation service, that's what we do. We are destination based. And, again, it's about giving the ride back to the passenger.
The training and the education went beyond this in that we have our law enforcement partners here today. Brad Burt with Phoenix PD, if you could stand for me. This has been about a year, year and a half. Thank you. And John King with Tempe Police Department, if you can stand.

Timothy Wahlberg, with Mesa PD, if you could stand. And who do I have with Mesa PD? Mesa PD, unfortunately, could not make it. Do I have -- I see another Phoenix patch there in the background. Do you stand with TEU, correct, the sergeant here. Thank you, Mike.

We have Anthony with Allied Universal Security, if you could stand. He's the account manager. Thank you, Anthony.

And we have Dave Zebro, our security coordinator, he's a staff member with Valley Metro who is the boots on the ground to coordinate, manage and monitor the contract. And then I have Don Schneidmiller, security manager.

So this team is integral. Along with the people you don't see here, are the prosecutors, legal, and the court liaisons that we have worked with over the last twelve to eighteen months to get the trespass language together to identify that when if the event occurs that a passenger is reluctant to change their behavior and is refusing to comply with the rules or the request to leave because they're not compliant is we have PD, prosecutors and legal also supporting us in enforcing Arizona Revised Statute trespass which goes across jurisdictions because it is an ARS code.

So just like any business who operates a business who has the ability to refuse service if they choose to based on how they operate their business because of disruptiveness or so on, they can have the person removed in trespass. It goes the same with bus as well in transportation because we provide a service to get people to their destination.

So I appreciate the assistance we've had with our law enforcement team and our prosecutors who could not be here but communicate with us routinely and from their counsel as well.

Looking at the high-volume platforms, how are we going to do with this staffing. We do have a strategy in mind. It's not just about going out and trying to pick the best locations to go. We know where our high-peak volume platforms are. We have our top ten. Just this week we've messaged out the next steps to our staff as we roll this campaign out. We know we have a big event this week with Lost Lake in Phoenix. We already have staff working that event this weekend.

And we know that come Monday morning, this is going to take some time. This is a culture shift. A change from nine years of operating to now, we're going to start see in the next ninety days, our stations are looking a little differently. We know we have a lot
of burden on our contract security provider to really take the time, as we said in this training, to take the time and message appropriately, courteously and professionally.

And I personally, as well as Dave and Don put our e-mails up for our staff to e-mail us directly if they start seeing challenges in areas and time of day and location to where the message just isn't hitting. And we can get the support they need.

So in talking about how we roll this out, it's going to take a culture shift. We know that. We want to touch the 98 percent who are willing to comply just need to know what is it you need me to do. So that's the messaging.

And we want to encourage the good behavior. We're going to do this as best we can with the existing staff we have. If we need to deploy folks in different areas and time of day, if we need to do a little bit of a surge of additional people at a particular time of day, we have the ability to do that without it impacting negatively the budget.

Will there come a time possibly where we want to look at staffing numbers down the line, a year or two from now, possibly. But that is more of a later conversation. But we're doing this now with our staff volunteers in the future and with working with PD who have been very, very accommodating in doing whatever needs to be done to add the increased presence when necessary when their resources allow.

So that's kind of a little bit of a take on where we've come in the last twelve to eighteen months. Again, staff are very motivated. They're very hopeful that this does get adopted. And they have the voice from Valley Metro including from you all here and the ridership that they are supported in messaging this out.

So if you have any questions of me I'll, be happy to answer them.

Vice Mayor Edwards said thank you, Madam Chair. Scott, I have a question for you. I like the idea. Have we talked about putting this information on the back of the tickets as well so that when they get their ticket they're acknowledging that they have to abide by these?

Mr. Smith said that's not something we've talked about, but we can certainly look to do that.

Vice Mayor Edwards said I think that's something we need to look at because that way by them taking the ticket or getting their pass they acknowledge they will abide by the rules that we've set forth.

Mr. Smith said and you bring up an interesting thing, and this is part of the discussion that we had to work through. Because we are a public transportation, there was a thought that basically we could not control or restrict what happens on our system. I
know that may sound a little surprising, but we didn't have the right.

But we are a ticketed operation. And there's no doubt that being a ticketed operation we can ask people to act a certain way and act with respect. So we will do whatever we can to make sure that when people walk on, that's part of the signage and that is that when people walk on they're very much aware of when you're on this side of the line you can operate under the rules that exist on that side. You cross that line, you now operate under our rules and our rules ask you to ride with respect.

Vice Mayor Edwards said I just think from a legal standpoint and maybe an attorney – That way they don't have the option to say, well, I didn't know. By accepting that ticket you do.

Mr. Smith said we'll look into that. And it's our hope that we blanket enough with information that regardless of where it is that no one can claim ignorance.

Supervisor Gallardo said thank you. And again, I'm very supportive of making sure we have a safe, you know, atmosphere on our trains. We want our customers to enjoy the ride and feel safe. I'm totally on board with that.

I would only recommend a couple of things. One -- well, one particular question, but in regard to the training of the staffing, it looks like they had a pretty extensive training, but I'd hope that this would be an ongoing training, that it's not just done once but continuing to come back with a security staff to kind of get their feedback and what they're seeing out on the trains as well.

But I guess my question also is, is how are we monitoring the situations that occur on the trains. If you bring in our local law enforcement officers, they're required to do police reports. So there's some documentation there. In terms of our security staffing, how do they monitor -- how are we as an agency monitoring what's going on if a security staffer is asking, you know, a passenger to step off the train. Is that being documented? Is the situation being documented? How is that being reported?

Ms. Ruiz said yes. We, in fact, the quarterly reports are due to come out for November. So we do statistically capture that in trespasses, so we look at quality of life issues, we look at crimes against person, we look at criminal damage, but the trespasses are the majority of the time spent as well as standing by for maybe Community Bridges and so on, but it's requesting people to leave the station or the platform and the Park-and-Ride as well.

So you'll see that in the quarterly as we go forward, it's been in there for the quarterly reports. That trespassing is how we document those contacts.
So I would anticipate hopefully it's much like a police program with, I think we mentioned here before, weed and seed where you go into an area and you may be implementing a new program or a new recalibration. You may have a lot of incidents because you have a saturation of staff possibly or you're doing a lot of traffic stops, you have more tickets, you have more warrants arrests and so on. You look to see hopefully that the seeding of that that you recalibrate and we reclassify or re-standardize and level out the community to where you have maybe less criminal behavioral, less quality of life issues because you now seeded the standard.

So I would say that our trespasses have increased because we have the staff, we actually got Board approval in November to add more staff. And with that more staff, they've had more eyes and ears on the system and asked more people to leave if they're not abiding by either fare enforcement or at the time the rules we had enforceable.

So yes, we do document those and those will be in your quarterly as they have been. So if you have any questions on those.

Supervisor Gallardo said in that type of documentation I think is critical, particularly as we move forward, the more detailed, I think the better, because I think you're going to have a certain segment of society that's going to look at this type of policing or regulation as we are targeting a certain social economic segment.

I think you're going to have some folks looking at it that way. I mean, let's be honest. We're not going to do it.

Ms. Ruiz said yeah, we're not.

Supervisor Gallardo said we're not going to do it, but you're going to have community folks and leaders that are going to say, Valley Metro, is just targeting, you know, these folks.

So I think it's important, the more data we have to rebuff that that this is more about, you know, certain situations or incidents that have occurred on our trains, I think the better. And I think the public deserves that type of information.

Ms. Ruiz said I think definitely what we can do is as we move forward on this is, as we get to this layered effect where we do have to have the support of a law enforcement officers out there to reinforce our request for the person to leave because they refused to change the behavior and they're failing to leave our property at request by the contracted agent, is that we can document that -- we had to go to step two with this individual and put that statistic in another bank where we had this many instances where we were able to either correct this behavior and they can comply and they stayed on the system. Perfect.
We had this situation where at first they refused to comply, but at the request to leave, they left. And the third category be they refused to leave at our request and we had to call law enforcement to enforce it. We could actually break that out, so that wouldn't be a challenge at all.

Supervisor Gallardo said and I appreciate that. I just feel that the more information that we are able to collect, I think not only helps us as we move forward in identifying particularly maybe specific areas in certain times of the day that have certain, you know. I know we have a lot of teenagers that travel from school to home. And, you know, kids are going to be kids. And we want to make sure that they get home safe, but that we operate is just fair and equitable.

Councilmember Stipp said thank you. You know, I understand that the focus is on the train aspect, which, and I'm fully supportive. You know, I agree with the concept of measuring where we've been and where we're going as a better benchmark.

The concern that I have because the issue, while not as prevalent or strong on the bus side, is if we're going to roll out a systemwide program, respect the ride, if we completely ignore the buses in even just putting a sticker up that says, you know, respect the ride or something at the bus stops we're going to have a much higher mountain to climb later when we want to implement this on the bus side.

So is the plan to move forward, I don't necessarily have an expectation that we'd have an answer today, but have we looked at what the long-term planning is for signage for buses et cetera? I don't know where to direct that.

Mr. Smith said and I can give you that answer. And that's a great question, one which we went back and forth on. Really, it's a matter of workload and budget. We decided to start with the light rail, first of all, because it's the one that's the highest visibility and where we're getting most of our complaints.

We have a different situation. We obviously have behavioral challenges everywhere in our system, but they're more pronounced in light rail because of the nature of it. They also get noticed more. And generally an operator can immediately remove a rider right now from the buses by just pulling over and stopping if they need to, so it's a different kind of an issue.

But we recognize that we're raising the bar and we're going to put this code out that will apply to all of our buses, paratransit, and that. It's going to be a lot of work to do the signage and everything just for the thirty-five rail stations and to get that implemented.

Also we have money in the existing Valley Metro Rail budget that we can do that with. We don't have that money in the RPTA budget right now. We will be presenting to you
as part of next year’s budget a program which will expand the signage and the notification to keep bus stops. And perhaps all bus stops with stickers and things like that.

So that is something that we'll get -- our plan was to start in January with enforcement. And also find out what the problems are, if there are issues here, with the wording of the things, work that out, but then as we go into next budget year about June, we'll be ready to and we'll have an approved budget where we can then order signage and start placing the signage on the bus stops, too, and on buses.

Councilmember Stipp said thanks, I appreciate that. I think that was the real concern is we've got this and it's an identified problem and I think it's great, and then just, you know, making sure we have a plan to go forward to make this systemwide, because, I think, you're right, anybody, whether they're in tube on rails on they're in a bus, you know, these are basic what I would hope are common behaviors of society that obviously we have to enforce.

Mr. Smith said yeah, you would think so. It's real interesting as I talk to other CEOs, I don't know what happened, something in the water, maybe it was election, who knows, but we all point back to the end of last summer, things started changing.

Our incidence of threatening behavior, poor behavior really started to spike and, you know, we thought it was us and as I talk to the leaders in Chicago and Dallas and LA found that it was the same story.

We also had a change in our transient population about that time. And I think all of you in your cities have recognized that the homeless problem has shifted in the last year or so. We're experiencing that, too, so we're working with your cities and with social agencies to try and figure out how we can balance this Code of Conduct also with the shift in the challenge we have with transients, because it is a challenge we have.

For example, one thing that I failed to mention, which is a big policy change that you need to be aware of and you will be approving is that -- and Adrian mentioned, is that we are now a destination based system.

You have two types of philosophies in public transit. One is if I buy a ticket I can do whatever I want with the ticket. So if I buy a day pass, I can get on a bus or a train and stay all day. And you have that right with the day ticket. That's where we are now. And there are many systems in the country that that's their philosophy.

There are other systems and one which we are proposing to adopt which makes us destination based. If you have that day pass, for example, we are more than glad to take you from point A to point B. But when we get to point B, we have finished our obligation for that trip and we're going to ask you to leave the train, leave the bus, leave
the premises until you need to go back. And when you need to go back, you can go get on.

Our problem is we have people who literally sleep on the buses, they sleep on the trains, and they just go from point to point and they never leave. And we have become basically their home during the day.

Now, there are some who would say, well, you're targeting those. Well, actually, we're not a shelter. We're not lodging. And it creates real problems and issues for us because we are a transportation agency and we are more than happy to transport people.

And we want to be -- we want to be realistic in what we can and cannot do and also a lot of problems stem from those who basically get on and never get off, whether it be a bus or a train. That is a big change for us.

And it's something that we are going to work with and we're going to, you know, it's going to be interesting to implement that, but we feel and as talking to others, we feel that it is essential that we take that approach in order to be very clear as to what the expectations are both for our riding public and for those who are also riding, because I have to admit, if I'm getting on a train, for example, and it's the -- let's say I'm at Mesa Drive and Main in Mesa or 19th and Dunlap at the beginning or the end of line and there's somebody that's sleeping and obviously been there for a while because they set up their corner, that's not a connection. It seems to violate that.

Now, we're not just wanting to throw people on the street, but we want to be clear what we are, and we are coordinating -- and during this two months Adrian has already stepped up. We already have efforts in place and ongoing with your city staff and, as I've said, with agencies to where we can mesh those who do provide these services with us that we are a transportation agency. And we have a responsibility to all of our riders not just a few of them, but all of our riders.

Ms. Ruiz said if I could just emphasize on that the participation and appreciate the participation some of your staff as well as Native American Connections, as well as Southwest Behavioral, Community Bridges, their involvement in the incident-centered care and enforcement program, which I did, I believe, make a presentation here a few months back - ICEP is the acronym.

But that's been in place for almost two years after some data we collected about how we can -- what do we have as issues or concerns right now and we stay involved in that, but as Scott said, we are a transportation service. We are not the social service provider. But we definitely don't turn a blind eye to what is happening around us. So this is our focus. And we continue to move forward with that as well.
Vice Mayor Hartke said so, a couple questions, first, towards you, obviously it seems like the devil is always in the details in terms of enforcement and I work a lot with at-risk populations across the Valley with Continuing Care in Chandler and regionally.

So part of my concern is we are training our guards to identify, you know, there's inebriation from diabetes in terms of if someone is not on top of their stuff and is there an appeal process or are they asking questions, you know, do you have a medical condition before we're going to be asking requesting someone to leave, something like that.

Ms. Ruiz said absolutely. Thank you for your question. And I address the Board, is that in our training in our three like two-minute vignettes that we provided for training and addressing the issue you identify where someone maybe is nonresponsive. We talked about first, are you okay. Do you need medical assistance.

And I will tell you Allied Universal as with any contract service security provider working this system definitely knows that we do have some medical incidents on our stations at bus stops as well as Central Station as well. So those kind of are gathering points where people are either in transit or they use that location possibly to seek help. So we get notifications through emergency call boxes, people that we come across that are maybe nonresponsive and definitely do address the medical first as an emergency versus, hey, you just need to get out of here. Absolutely. So that is part of the two-minute vignette we provide -- actually Allied Universal is the actor in the video and has that protocol of how to address first make sure I don't need to call fire in lieu of just removing the person and then addressing them.

Vice Mayor Hartke said my second question maybe more towards you, Scott, so I understand this is a sealed container. I'm not so certain about your Diet Coke can.

Ms. Ruiz said no, it's not. He would be told to drink that or get off the platform.

Mr. Smith said it's an interesting thing anything that if you drop it will spill is not sealed.

Vice Mayor Hartke said so maybe my related -- really, my question comes down to let's say I get on at Mesa and Main and that mom and pop shop that are selling coffee and doughnuts to the riders that are getting on and that's kind of the basis that they put their business there.

We've done outreach to them. Is there a way if this is a significant part of their business to capture that morning or evening ride, what outreach have we done, or what accommodations are we doing with them.

Mr. Smith said we have not done any specific outreach to those specific businesses, but we will. And people may ask, well, you know, it's easy for me if I walk on with this or a
Big Gulp or whatever, but, yeah, we have issues with coffee cups.

And the issue is more than just cleanliness. Because, believe it or not, our incidents of bad behavior actually increase when there's a spill, a major spill of liquid on the floor. It's not only a maintenance issue, but you can imagine if I'm getting on a train, for example, on a bus and I have to step around over or have to walk through a spill, I'm not in a good mood all of a sudden. And it tends to have an impact.

Sometimes the operator knows about that and they'll call in. Certainly on a bus it's easier to know about. But if it's the back of the bus they may not. On a train, odds are they may not know about that which means that if they do spill that at Mesa Drive that spill goes unattended clear until they get to 19th and Dunlap unless somebody goes up and says hey, you spilled something, or one of our fare inspectors gets on and notices it.

This creates a problem if there's accidents. We had an issue the other day that one of our Board members called and said someone was ill and they threw up. And that was one of those trains where there wasn't a fare inspector, so we had a car filled with that the entire length of the way and you can imagine how uncomfortable that was and how irritable you would get if you had to be in a train with that on the thing.

So our idea is to try and find that balance and to work with those people. For example, we'll be very straightforward with them. You sell a cup of coffee either get it in a sealed thing or if it's just a cup with a lid on it, your people are going to have to drink it here because there's too many problems when they step on. We have to be consistent.

Once again, this is about behavior. It's not about class. And I know a five-dollar cup of coffee merits no more than a ninety-nine cent soft drink in a foam cup. They create the same issues and the same problems.

And, once again, we don't want to -- I know this comes across as sort of harsh, but we have real issues and real problems and we're trying to identify those things that we can be a little bit direct about in the early stages. And our goal is that we do have a culture change that now people when -- six months from now or eight -- nine months from now they realize I can't take that on the light rail, so I better drink it now before I get on that train. Or I can't take this on the bus because I realize that I can't do that.

And so they start accepting and we have a change in culture not only internally, but we've changed the culture among our riding public. As we've studied other systems, we found that overall that has been the impact that there is a shift people begin to understand the expectations.

The more important thing is that other passengers become empowered. Not that they become vigilantes, but they become empowered and they recognize and when
someone walks on they say, you know, you're not supposed to have that or, you know, the peer group steps in and starts elevating the level of performance whereas right now someone may be quiet, they say, I'm not really sure, but now there will be clarity as to what the expectations are.

So this culture shift is long-term. We recognize that there will probably be a few hiccups as we move into it, but we'll try to minimize those through training and communications and being observant, but we recognize there may be and we recognize there will be people who might be unhappy, but the greater good and the greater goal is to create a system that is safe for the majority of the passengers, not those who want to act in another way.

Vice Mayor Hartke said and I suppose we could probably work with them to come up with a container that is acceptable.

My third is, you had mentioned ASU ridership being down and then being afraid. I know we had talked earlier at a previous meeting you had mentioned that ASU had decided to run a concurrent route for whatever reason if it was because of fear or convenience. Is this something that would potentially allow us to go back and talk to them if, indeed, fear was a big issue that was keeping students away, that would allow them to maybe reconsider to reconnect riders on our system?

Mr. Smith said well, first of all, we are already talking with them. As a matter of fact, I'll get into a little bit later some of the joint efforts we have with them as far as an app and other things that we are sort of piggybacking and working with ASU to come up with a safety app that we will provide to all of our riders.

But we have, you know, we're having frank discussions about what we can do. They have multiple security issues. It's not just light rail. It's the surrounding areas because some of the times the student may feel perfectly comfortable on light rail, but then when they get off and have to walk to their class, dorm, car, whatever, they don't feel safe in that walk.

So we're getting Tempe Police, campus police, Phoenix Police, and our security personnel to try and enhance that overall experience because this really does take all four agencies working together because when I get off in Phoenix in the community park there's been challenges there. In downtown Tempe there's been challenges there. And of course on our trains there have been challenges.

So we all have these challenges and we want to make everybody feel safe, so yes, that is part of our goal. How ASU does with the shuttle service, they will determine, but I want to at least give them the option to say I can now, if I want to discontinue, cut back because now our students can ride on light rail and the whole security and safety
situation is to the level we can have confidence that that's not an issue any more. That's our goal.

Councilmember Glover said thank you, Scott. Thank you, Adrian. As Scott has mentioned we’re trying to transform into a destination organization. And when we reach the destination as the end of the line which is Mesa Drive and Main Street, the plan is to clear the train and the platform for those that have purchased a ticket.

What efforts can you share with us that you’ve done to coordinate with local PD to minimize the impacts of moving people from the trains and the stations into the surrounding neighborhoods what efforts have been done?

Mr. Smith said I’ll turn it over to Adrian because she’s in charge of our outreach on that and has done great work on that.

But the first thing is we believe also that by being a destination that we set an expectation and that people will think twice before they get on if they're not going somewhere.

So, for example, we understand that when we get to the end of the line -- we already have this problem right now at the end of day. When we pull a train out of service we, right now, empty the car and put it out, but that's the only time we do it.

The idea is that hopefully people will change their behavior and recognize that, you know, I have someplace else I can go as opposed to going and staying on light rail the whole time. And we hope that that will have a tendency to bring some order to this problem, that we can better connect them with the services.

But also we recognize that we will still have the need to work with agencies and with cities. And Adrian, you can take it from there.

Ms. Ruiz said so it's speaking to your -- thank you for your question. Speaking to your question, working with Lieutenant Tim Wahlberg and Sergeant Dave Stires with Mesa PD, I work with both of them. And we have had been in communication about the end of line question as has Phoenix has concerns because they have the two end of lines. We also have the end of service locations as well when we pull trains in for the end of the night.

And in speaking to them it's making them aware, obviously they've been very involved in this program up to today and into the future, and Mesa PD has already commented back to me that they will support to look for proactively any impact to an increase in issues surrounding the light rail at end of line.
I will also want to emphasize, too, that we do fare sweeps quite often. We do four a month as contracted by our contract with Allied Universal. A lot of them are done in Phoenix and Commander Burt and I had a discussion this week about those fare sweeps, and we're focusing on, okay, we're removing people from this platform, this location. Where are they going. Do we have -- and working with PD because we don't control what happens after they leave.

Is PD paying attention to and working proactively to address any residual effects of these people being displaced meaning we've told them to leave this location, where do they go now. And that's where our relationships with PD are very important in that we just don't want to turn a blind eye to that.

But we want to know, is this impactful to you, and how can we with our connections with Southwest Behavioral and CBI and yours as well, work to support you in that effort, but it's not something Valley Metro can do independently. It's not something that we do as part of our service. But we definitely want to know if that is impactful. I've been talking to Jodi as well about that. And she knows she can call me on speed dial. She has me on speed dial, she can let me know.

Mr. Smith said we're doing the same thing also with the City of Phoenix, City of Tempe. Homelessness, you know, it's a huge issue for all of us. We're neither the cause nor will we be the cure for that. It's going to take a concerted effort. But we recognize that we are a magnet. We are a gathering place.

Therefore, we are brought into that problem in a concentrated manner. We recognize that. We're frustrated because we don't -- we neither have the resources, we're not set up, that's not our mission, nor do we have the capabilities, so working with the cities working with in your city each of the cities have homelessness staff, task force, whatever, plus also the social agencies.

We'll do the best we can to see how we can better meet the needs of that community while also confronting the real problem. And the problem that it relates specifically to us which is a safe and secure system.

Councilmember Hall said thank you. Thank you, Adrian and Scott, for bringing this up.

I'm trying to get my mind around how deep this problem is and I have zero data. Okay. So I don't know how anybody makes any decision on this Board without good data. That should have been included in this. Okay. Number one, how many homeless people are we talking about? How many homeless incidents have there been? What's the number of riders? And what's the number of non-compliant incidents in comparison to those riders? Okay.

Things like that I have no idea. I mean, I'm just using I'm going on your word that it's a
problem. But how wide is it and how deep it is I have no idea. And so you talk about a quarterly report, I have never seen this quarterly report you're talking about. So where does it go? Does it go to the staff? It should go right to the Board members.

It should go right to the Board members, in my opinion. So I would like to see that. So I'm kind of concerned about that. This messaging of this sign board here you say no. No. No. No. I would suggest, unless you've already invested in printing a bunch of these, that you say the following is prohibited: loitering, bike riding, roller skating. Because you say no. No, it's just a basic message where people don't respond to no, in my opinion.

So I think you're better off -- I think we would be better off in our messaging to just say the following is prohibited.

The behavioral issues on rail, what do you do -- if you have to remove somebody, do you have to wait to the next stop to remove them? Is that the way it works?

Ms. Ruiz said if they're on the train? Absolutely it would be the next stop before they would be.

Councilmember Hall said okay. What about a bus? Can the bus -- does the driver does he have the authority to stop the bus and remove the person from the bus?

Ms. Ruiz said I'm going to relay that to Ray because for a safe operation bus service, it should be at a designated bus stop, so -- at a stop --

Mr. Abraham said at a stop, yes.

Ms. Ruiz said not just at any intersection.

Mr. Smith said unless it rises to the level of emergency, then the bus driver's free to stop wherever. Call 911. The operator of a bus has authority. It's an operator in charge. If there was a situation that is deemed by that operator to be unsafe or to be a security thing, the driver has the authority to stop whenever, wherever based on their judgment as to the severity of that problem. Generally, though, they go to the next stop.

Councilmember Hall said okay. And this is just my opinion as one Board member, but I think that this kind of behavior, the enforcement of it, you're taking too soft an approach. But here's the thing, I don't have data to really -- when you take one bad person and forty riders, okay, the enforcement needs to be quick and swift and not whatever. Get that person out of that environment because he's ruining the right for forty people. Okay.
And if we take a soft enforcement and kind of well, you know, a warning here, a warning there, I mean, people know. Now the open container that Vice Mayor Hartke was talking about, okay, that could be a gray area. But a lot of this stuff is very common sense. All right. And if somebody's fighting or being abusive or playing loud music, I mean, that's just not acceptable in a public environment, and I think we need to be really swift about it, not kind of -- and I would like this rolled out with the buses right away, as quickly as we can do it.

I don't know what budget constraints we got, I don't know how much money we're talking about, so that's another hard thing to make a decision about unless I have those numbers.

Mr. Smith said we have enough money to put signs everywhere but Surprise.

Councilmember Hall said but anyway, those are my comments. I love the fact that you're thinking about homelessness providers and how we can accommodate some of those people that are struggling in life. Thank God one of us isn't there. You know, those people have a unique challenge in life, and we need to make sure we're coordinating with providers that can help those people. Okay. So I really encourage that.

One last thing on the service animals, is it realistic to ask somebody to have their service animal not block another seat? I don't know. Is that realistic?

Mr. Smith said I know I have Ron Brooks over there.

Ms. Ruiz said I would look to our expert Ron Brooks. I think that's realistic. It's blocking a seat.

Mr. Brooks said yes.

Mr. Smith said a service animal, generally, as I've watched, you know, Potter and that, service animals generally are trained to not block the other seat. Am I incorrect in that, Ron?

Mr. Brooks said yes, that's pretty correct. I mean, yeah, the person's trained to use their animal correctly, then they shouldn't block a seat.

Councilmember Hall said okay, Ron, but your service animal is underneath you. Is that capable? I don't know.

Mr. Brooks said there is bus seating on most of our bus -- probably all of them, but for sure most of them where that is possible.
Vice Mayor Arredondo-Savage said thank you, Madam Chair. Just a couple things. First, Adrian, thank you for you and your team, because I think it's really important that we had an inclusive regional effort to bring this forward and the support to be able to bring a great Code of Conduct that's enforceable, so then I think we will be able to have some more data, which I completely agree with.

The one question I have, I want to go back to the messaging piece, because I think that that's going to be a really big part if this is something that we vote on and approve and it gets implemented right away. I think the way that we message it is going to be really key not only to the success but an opportunity.

I think, Scott, you mentioned it, this is something that's going to be a complete culture shift for are a lot of people that ride it or maybe even opportunity for those that don't to say, oh, wow, look, they're really doing some positive things, maybe I need to give it another try.

And then my other thought is how do we roll that messaging out to our young people, because I think that if we could work with the schools, the school districts, ASU, of course, like you're already working with them. I mean in the City of Tempe, we have our youth bus passes and whether they're riding the rail or they're riding the bus, I think this behavior should across both, you know, both methods. It's really, really important. And I think if we roll it out, the messaging the right way, we'll be able to do that.

So I think it's great opportunity to really talk about the culture shift about what's right behavior about whether you're on a bus or whether you're on a rail and really work with that future ridership of our young people and to be able to work with the schools because that's kind of a captured audience. And I'm sure a lot of us have high school kids that are riding the bus on a regular basis or light rail, whatever it may be, so I don't want to miss that opportunity and I really want to see us incorporate that into the messaging.

Mr. Smith said Vice Mayor, I'm glad you brought that up. I appreciate that, because we really didn't get into what the messaging would be like over the next while.

And sort of tying into what Councilmember Hall brought up, we went over a lot, not only with us, but we brought in professionals from outside to help define how that message could be a multi-layered, multi-messaged.

There are some of our messaging that are purposefully very direct. We want to send certain messages. As you get into the, for example, when you cross that fare paid -- paid fare zone, it is a direct message. And when we went back and forth and we did have different signage. Well, as you get closer into the station it's much more subtle. It's softer. When you get inside the train it's very soft.
The idea is that we will -- we're selling two messages. We're speaking to two audiences. We're speaking to the audience of those who will behave badly and those who have no intention but want to know what the expectations are.

The other thing is if you approve this today, we have already worked with our communications people and Hillary and her staff and Gricel and her staff in marketing are talking to about the rollout in January, middle to late January, where we will actually have a series of messages. And they will be very, very much more, I would say, whimsical but firm. The idea that hey, listen, we want you to respect the ride. That's why respect the ride.

Respect the ride is not a hard message. It is very much an inviting people, you know, respect the ride, come on, let's be cool.

Using that, we're going to play off of that starting in January and February on a message of public service announcements, social media campaign, outreach, speaking bureau type thing to go into schools, to businesses, places like that to talk about -- and the talk will not be like it is today. I laid for you out the regulatory agenda.

Really, our message is going to be respect the ride. And from that it's much more of a change the culture, respect our buses, respect your fellow passengers, respect that, and that's what our campaign will be based on.

Vice Mayor Arredondo-Savage said that's good. I just don't want to leave out the youth. I think that's going to be really important and a really great way to reach them is through this.

Mr. Smith said believe me, you're not the first one that has asked us about that. It was something that we weren't thinking totally about going into the schools, but as I am driving down Central Avenue yesterday and I drive past Central High School right after the train gets off, and the reality of how our youth uses the system and that platform was jam packed with high school students.

Vice Mayor Arredondo-Savage said right. I agree. Thank you.

Mr. Smith said and so it's a good point, one that we are integrating into our overall public awareness campaign.

Councilmember Tolmachoff said Mr. Smith, has there been any discussion or are we prepared or have a plan for how we're going to handle repeat offenders?

Mr. Smith said we have not refined that program. That's one of the things over the next couple months - we're going to have to figure out the structure as to what do we do with repeat. There is a process with the police department.
Where they do have a repeat offenders. It's more of a legalistic one, though, but we have to get those that aren't -- let's say someone who brings in a cup and spills it three or four times. We're not going to arrest somebody. We're not here to arrest people. We're here to encourage good behavior and to discourage bad behavior.

We have not totally refined that process and what happens if someone comes on three times in a row with a Big Gulp and spills it, what will we do. We'll come back to you later as we get closer to full implementation with those specific steps because there may be some things that we'll need your approval on. We're hoping that we can maybe just in framework we can handle that, but we will let you know what the specific steps are.

The idea is to have something that we can do without involving law enforcement, that's our ultimate goal. There are already steps -- processes in place that would involve when we actually cite someone for trespass. There are procedures in place where we work with the police department and the prosecutors to handle those people.

Mayor LeVault said yes, thank you, Madam Chair. I'm the new kid on the block so I'll be mercifully brief. I want to applaud staff for bringing this forward.

You know, I don't think we should be surprised is that we're having to deal with this. If you look at what is happening across the country both in mass transit and every other public venue, there's been a general coarsening of the culture, and I don't think we're going to see the last of it any time soon.

I believe in the broken window syndrome. If you don't deal with the small quality of life infractions soon you're going to be dealing with much more serious much more frequent all kinds of infractions in crimes. And, Scott, we really are talking about trying to create or cause a paradigm shift, really, a way of changing the way of thinking for our average rider. And it's going to take us some time. I don't expect we'll be perfect right out of the box. I'm sure we'll talk about this on an ongoing basis and we'll make adjustments and refinements along the way, but I really do thank staff for bringing this forward.

Councilmember Orsborn said I really appreciate this conversation going around the table. There's a lot of good points and just about every point that I had to bring up has been already discussed.

I have personal experience with sort of an awkward situation on light rail. I've talked to other people who had that and said I will never ride the light rail because this is the experience that they told me about. So I have every confidence that we'll get it corrected.

And what I would like to think about is in the future when we do have that corrected how do you lure those people back onto light rail and how we market to them, whether it's this program or this program, 2.0 or whatever happens gets discussed later on and
here's the issues that we're having, here's the steps that we took. And here's the safe environment that is now provided both on light rail and on bus.

So I just want to make sure that we have that in our minds so that in the future we're marketing that and bringing people back to light rail.

Mr. Smith said we're going to go on YouTube right now. We were going to show you a short little video we showed to the managers, not that you're not as important, but it goes to what our thought process.

Like I said, we're modeling this after other systems. And Atlanta did a very good job in 2013. They had a much worse problem than we do. They really did. And yet they took that, that soft yet firm approach to things and did it through a series of commercials and other things.

We're going to try to pull this one up for you and we'll show it to you that they did a series of commercials which we plan on producing this.

But I want to get back real quickly, because, I think, Councilmember Hall, you brought up some good points. Here's a challenge we have. Here's a challenge we have. There is no data to show how many people are like what your friend is or your family that say I experience this and I'm never coming back.

We don't track that. But I'll tell you, we do receive complaint after complaint story after story. So, yes, it is anecdotal. We have done rider surveys and we asked them what their number one concern is. ASU students, for example, safety and security.

You look at that and then you look at a decrease in ridership, does it prove a causation? No, but there's definitely a correlation. And I don't think it's inappropriate to make the connection.

We've also seen just recently a slight decrease in our light rail ridership. That decrease in our light rail ridership also matches a significant increase in the number of complaints we get for non-criminal activity. We don't track non-criminal activity. We will now, but we didn't before.

Causation or correlation. There's too many coincidences and that we've noticed and we hear a constant drone from you and from our customers that this is a problem. That's what has moved us to this point.

So while there is not one study or one thing, there's a series of data collections that we've had that we recognize that we cannot wait because as we see people leave the system as we see institutions such as ASU lose confidence in some of our system and
you see that backed up by the ridership numbers, it just begs for action and that's why
we came to you.

Okay. We're going to show you. This is an ad that was produced by Marta related to
their ride with respect. Very similar. We're unabashedly plagiaristic. We don't care on
this. So go ahead.

(A video is shown.)

Mr. Smith said there was a series they did six or seven of these using celebrities.
Ludacris was on there, other local celebrities. And you could see that that was a mix of
it was friendly and whimsical but it was also, you know, we're cracking down.

So the message was two twofold. They were talking to that public that you want to say,
how do we invite people back. Well, I think, when you look at that, it's not a
Armageddon type thing, but it is, listen, we take this seriously. And yet it was presented
in, we believe in a nice way.

We're going to follow that same example where you mix the sort of the whimsical with
the firm message. We're cracking down on this behavior. We want you to be able to
enjoy the ride, and therefore, we want you to in their case ride with respect, for us it's
Respect the Ride. So that's our approach. That will come out starting in January.

Chair Klapp said I think all my questions have been answered. And I appreciate the
really robust discussion on this issue because it indicates to me that the Board is not
taking the issue lightly that we are trying to think about the impact of this on the riders
and the perception that this will place in the public, so I appreciate the extent of the
discussion on this issue.

So I'd like to see if I can have a motion to approve the Valley Metro Code of Conduct.

IT WAS MOVED BY VICE MAYOR ARREDONDO-SAVEAGE, SECONDED BY
COUNCILMEMBER GLOVER AND UNANIMOUSLY CARRIED TO APPROVE THE
VALLEY METRO CODE OF CONDUCT.

Supervisor Gallardo said Madam Chair, just real briefly. Once again, and I'm in support
of it and I think this is a right step because we do want to create a safe environment.

I would just want to emphasize the need for training and continuing training to our
hardworking security folks that are keeping us all safe.
And also perhaps maybe having some type of follow up within eight months or so of the
status of what it looks like and, again, put a lot of emphasis on the reporting and
documentation particularly in the respects to people that are being asked to be removed
or stepped away from our trains. I mean, I would imagine that's the egregious violations, you know, they lose the ride. I mean, these are common sense rules.

And even our high school students should know that, you know, you don't do this in your own high school you shouldn't do it on the train as well. But I think just the reporting, the documentation, the training, it's just so critical.

Mr. Smith said thank you. And Supervisor Gallardo your point is well taken. I know Adrian being a former police officer, she is one that is sort of the keeper of our process in knowing that you can't implement any kind of security or this issue without having the data.

We also recognize that, you know, we didn't walk into this lightly and think that this was just a one presentation effort. We're really putting our necks out there. We get that. You know, as Adrian said, wow, we've really raised the bar and the expectations. We understand that you have expectations of us now and that the public has expectations now.

We're one bad incident away from this thing really being a bad experience, and we're going to do everything we can to make sure that that doesn't happen, but it's a human endeavor. And, you know, we're going to have some, as I think Mayor LeVault said, bumps in the road we're going to have some challenges.

We're going to -- we're going into this very carefully, but understanding that we've now, especially if you look at the press coverage, the expectation of the public are pretty high. And we're willing to accept that challenge. We're also willing to accept the responsibility that comes with that challenge which is right along with what you're saying being able to be accountable. You can't be accountable until unless you truly track it, measure it, report the data. And we'll get there.

Chair Klapp said and I would suppose that with the next reporting to the Board it would include some information on how this will be rolled out to the bus system because since we don't have light rail in my city, we will want to get started on implementing some sort of program sometime soon.

So whatever those plans are, the sooner you can provide that to the cities that are providing just bus service the better, thank you.

Mr. Smith said we'll, do.

4. Future Agenda Items Request and Report on Current Events

Chair Klapp said if there's anything that people request or you have a report on anything that's happening currently in your cities you would like to report. Supervisor.
Supervisor Gallardo said thank you, Madam Chair. I was hoping, Scott, I know we’ve had brief discussions about this privately in other settings, but in regards to wage compliance on a lot of our contracts, I was hoping to be able to have some type of discussion on how we accommodate them. It is a federal requirement and particularly as we start to expand to see the new system kind of being in place, how are we dealing with compliance on many of the projects that we have now on the table and also in the future?

Chair Klapp said wage compliance and a report on that in the future with contracts. Okay. Anything else? No other comments. Then our next meeting will be Thursday, November 16. And that meeting will be at 12:15.

With no further discussion the meeting adjourned at 12:42 p.m.
DATE
November 30, 2017

SUBJECT
Future Agenda Items Request and Report on Current Events

PURPOSE
Chair Klapp will request future agenda items from members, and members may provide a report on current events.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

ATTACHMENT
Pending Items Request
Pending Items Request

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1. **Public Comment on Agenda Action Items (blue card)**

The public will be provided with an opportunity at this time to address the Board on all action agenda items. Up to three minutes will be provided per speaker to address all agenda items unless the Chair allows more at his/her discretion. A total of 15 minutes for all speakers will be provided.

2. **Minutes**

Minutes from the October 19, 2017 Board meeting are presented for approval.

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### CONSENT AGENDA

3A. **Motor and Center Truck Overhaul Program**

Staff recommends that the Board of Directors authorize the CEO to execute contracts with Bridgestone Industrial Products America, Inc. in an amount not to exceed $565,500 and with Vulcanite Pty Ltd. in an amount not to exceed $226,720 for a total amount of $792,220 to provide parts necessary for a Motor and Center Truck overhaul program for the light rail vehicles.

3B. **Power Switch Machine Upgrade**

Staff recommends that the Board of Directors authorize the CEO to purchase nine power switch machines from Voestalpine Nortrak, Inc. for an amount not to exceed $200,925.
3C. **Northwest Phase II Light Rail Extension Public Art Services Contract Awards**  

Staff recommends that the Board of Directors authorize the CEO to execute seven Public Art Services contracts selected by the SARCs for the Northwest Phase II Light Rail Extension for a total of $1,275,000, plus an additional $131,667 (10%) contingency.

3D. **50th Street Station Design Contract Authority Modification**  

Staff recommends that the Board of Directors authorize the CEO to increase the 50th Street Station design contract authority by up to $300,000 which will be held by Valley Metro staff and made available to the Designer, Gannett Fleming, as needed to complete the project.

3E. **Tempe Streetcar Design Contract Authority Modification**  

Staff recommends that the Board of Directors authorize the CEO to increase the Tempe Streetcar design contract authority by up to $400,000. Funds will be held by Valley Metro staff and made available to the Designer, Stantec, as needed to complete the project.

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**REGULAR AGENDA**

4. **Rail Design and Construction Change Process**  

Scott Smith, CEO, will introduce Kyle Strickland, Project Controls Manager, who will provide an update to the Rail Design and Construction Change Process. The updated procedure: includes a revised change review board process; updated levels of authority; and addresses changes in both Federal and local contract administration requirements.

5. **ArtsLine Update**  

Scott Smith, CEO, will introduce Hillary Foose, Director, Communications & Strategic Initiatives, provide an informational update to the Board on the ArtsLine branding initiative and program helping to enhance the perception of Valley Metro Rail and the local arts and culture community.
6. **Future Agenda Items Request and Report on Current Events**

Chair Glover will request future agenda items from members and members may provide a report on current events.

7. **Next Meeting**

The next meeting of the Board is scheduled for **Thursday, January 18, 2018 at 11:15 a.m.**

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 Valley Metro at 602-262-7433 or TTY at 602-251-2039. To attend this meeting via teleconference, contact the receptionist at 602-262-7433 for the dial-in-information. The supporting information for this agenda can be found on our web site at [www.valleymetro.org](http://www.valleymetro.org)
DATE
November 16, 2017

AGENDA ITEM 1

SUBJECT
Public Comment on Agenda Action Items

PURPOSE
The public will be provided with an opportunity at this time to address the Board on all action agenda items. Up to three minutes will be provided per speaker to address all agenda items unless the Chair allows more at his/her discretion. A total of 15 minutes for all speakers will be provided.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

ATTACHMENT
None
Meeting Participants
Councilmember Chris Glover, City of Mesa, Chair
Maria Hyatt, Public Transit Director for Councilmember Thelda Williams, City of Phoenix, Vice Chair
Councilmember Lauren Tolmachoff, City of Glendale
Vice Mayor Robin Arredondo-Savage, City of Tempe
Vice Mayor Kevin Hartke, City of Chandler

Councilmember Glover called the meeting to order at 1:11 p.m. and said the first agenda item is public comment on agenda action items.

1. Public Comment on Agenda Action Items

Mr. Crowley said the Code of Conduct, as I pointed out, the man was saying the bad things were people sleeping on it, being on it all day. You don’t have that in the Code of Conduct. You don’t have people aren’t supposed to sleep on there.

As in his statement of inebriation and intoxication, you know, we’ve got to worry about that. All of those things are covered under the law. I can’t go to any of you and intimidate you with my size, my hands or my voice or my being. That officer there could arrest me.

And when it comes to intimidation, isn’t this a wonderful thing; who was it put there for? Ain’t that nice the public is intimidated to not be able to communicate or touch or see or be around you.

As I stated before, you show no evidence that the recumbent bikes are in any way a negative on the buses. And as Reed pointed out, he’s only been using it for nine years, and now you’re telling that part of a multimodal use of the system, get out, you’re gone.

What Kay would have come up here and talked about also was the size of the baskets and who’s deciding on how that is going to be done in choosing who gets on, who doesn’t, and what the size of the baskets are.
And it doesn’t show anything in here about how you’re going to play that game of, well, it is destination based, and you’re going to get out of here now.

I know that the public in general might not want to see those (unintelligible) et cetera, especially on the vehicle that they’re using. But we can kill people here, the system included by doing things like this.

If you’re making it so that the homeless during the summer at the middle of the day can’t be riding back and forth and you’re putting them out into exposure, some of those people will end up dead. I know you’re not supposed to be a social service agency, but I believe it was Ms. Pastor that has been working with the agencies especially those of the Native American population dealing with the alcoholism in public.

As I said, you don’t have anything in there about intoxicated. You have nothing in there about sleeping. But that’s what you say you’re doing all of this for.

And, most of all, you don’t have anything in there showing that the recumbents shouldn’t be on the light rail. I gave you back 10 seconds.

2. **Minutes**

Chair Glover said the minutes from the September 21, 2017 Board meeting are presented for approval.

*IT WAS MOVED BY VICE MAYOR HARTKE, SECONDED BY COUNCILMEMBER TOLMACHOFF AND UNANIMOUSLY CARRIED TO APPROVE THE SEPTEMBER 21, 2017 BOARD MEETING.*

3. **Consent Agenda**

Chair Glover said the next item on the agenda is the consent agenda. Items are listed on there for approval. Are there any items that a member of the Board would like to remove from the consent agenda? If not, can I get a motion and a second to approve the consent agenda?

*IT WAS MOVED BY MARIA HYATT, SECONDED BY VICE MAYOR HARTKE AND UNANIMOUSLY CARRIED TO APPROVE THE CONSENT AGENDA.*

4. **South Central Light Rail Extension Project Update and Contact Amendments**

Chair Glover said the next item on the agenda is the South Central Light Rail Extension Project Update and Contract Amendment.
Mr. Smith said thank you, Councilmember Glover. As part of this contract or this budget item and contract item, we thought we would update the other members of the Board as to why this was being asked for.

Maria and those in Phoenix are very well aware of the changes that -- the exciting changes that we have in store for downtown Phoenix and the relationship between light rail and Phoenix, which will actually impact all communities, because it will basically change the nature of light rail in the community in the region.

So I'd like to turn it over now to Wulf Grote who can talk about these changes and explain the reason for the ask.

Mr. Grote said thank you. Mister Chairman, members of the Board, when Phoenix passed its referendum for transportation in 2015, the T2050 program, it created a significant change in the dynamic for our rail program not just that we're going to be doing more faster, but that we also are bringing certain lines together in downtown quicker than we had anticipated.

We, in the past, prior to the election and the new tax, we had anticipated that we would have a line coming in from the State Capitol into downtown in 2023, and eleven years later, in 2034, we would have a line coming in from south Phoenix. Well, that all changed with the T2050 program. And now both of these lines are going to be converging in downtown at roughly the same time.

So that created a new dynamic and it also created a need for us to rethink how we approach our configuration of light rail in the downtown area within downtown Phoenix. So in order to really think about this, we had several different things that we factored in. I'm not going to go through all of this; I know we're all anxious to be out of here, but just a couple things I do want to highlight.

One is we have two different projects coming into downtown. We only want to construct one more time in downtown. We don't want to disrupt downtown twice.

The second one I wanted to bring out is the need for a rail focus in downtown to make sure that we have a convenient place for people to transfer with minimal disruption to their trip.

And the third thing is, different than we've had in the past, we now have a rail operation going through downtown that we don't want to disrupt. There's over 50,000 people a day riding that system, and we need to make sure that we don't disrupt that operation. So those are among the many considerations that we have in moving this new idea forward for downtown.
So to date we have one line, 26 miles of it goes all the way from the East Valley, as you know, into north central Phoenix. And when the South Central project comes online, which is the next one, we will have our first branch. So the key in this conversation is how do we bring -- how do we deal with that new branch to the system.

So our recommendation, after looking at lots of different options over the years, here is to create two lines: a north-south line coming from South Central through downtown up to the Metrocenter area; and then another east-west line coming from Mesa through downtown Tempe through central Phoenix, and then going to the State Capitol and eventually going out I-10 at some point in time.

In addition to that we recognize that there’s some need for flexibility in our thinking here and that we recognize that there’s a potential need to connect downtown Phoenix and downtown Tempe particularly the two ASU campuses.

We had some conversation about that earlier today. And we’re considering flexibility to allow for an overlay service to allow that kind of a connection for specific trips between our normal operations.

So if you look at the system today as we come through downtown, this is a map that shows the purple line where the lines come through downtown. The white boxes are where the stations are today. Under the old plan when we bring in South Central, the existing line would continue to operate the way it is, and the line from the south would go through downtown and go up Central Avenue to somewhere around Camelback or so.

Then when shortly thereafter when the line from the State Capitol comes in, it would also -- when the line from the State Capitol comes in, we were considering operating this as a shuttle operation really between the State Capitol and just north of downtown to McKinley and turning the line around.

Well, this, as you can see here, this actually creates several issues for us.

One is we now have three lines on Central Avenue. That’s a lot of transit and could have significant impact on traffic in downtown.

The second one is really we really lack a real focus for transferring and being able to connect into downtown because of the way the stations have been proposed under these separate projects.

And then thirdly, we also really haven’t had a lot of time to consider and we now are considering how we’d operate through construction. And there are some changes that
have to be made because we do have a couple year's construction period that we have to factor in.

So there's a number of changes that we propose. And some of those involve track going further to the west -- this is all part of the South Central project -- excuse me -- track going to the west, moving a couple of stations, adding a station, as well as adding a couple of connections within the downtown area. And I'll try to show this more on a map here on the next slide.

So on this map you'll see what we do is we're taking the -- instead of ending at Central Avenue or 1st Avenue in downtown with our line from the east that we could extend to 3rd Avenue. And so trains coming from the east on Washington would go to 3rd Avenue would turn down 3rd and then come back go to the east on Jefferson.

So in addition to that, we also have a connection that we've added at 5th Street and the purpose for that is for two purposes: one is to provide connection for major events that we have to provide some flexibility in operation for those events.

But the second one, and really important during our construction period, is this allows us to continue operations while we construct in the downtown.

So if there's construction going on at Central and Washington, the trains can be diverted via 5th Street down to Jefferson and over to 1st Avenue, and vice versa if we're doing work on Jefferson, we can divert trains the other way as well.

The other thing I didn't point out in the previous slide but also very important here is that there are -- actually, let me come back to this in a second here.

In the downtown area, you can see on this we've converged all of the stations into one block into downtown. And this next slide really shows this a little bit better that we would have a station on each side of the block between Washington, Jefferson, 1st Avenue, and Central. And people would be able to transfer very easily from one line to the other without having to walk up to three blocks, which is our previous configuration would have required.

The other thing that's really important here is that given the location we recognize that we have to be simple with our stations in this area and that we have to make sure that they fit into the downtown environment and the downtown aesthetic.

So just to give you an idea of what we're talking about, rather than building our big station platforms that you see in many of our stations, what we want to do here in downtown is make it very simple. This is an example. There is no station here yet. This is the existing system on Jefferson looking east at from 1st Avenue.
This is what you see the tracks are actually on the right side of the street here. And with the new station here, we would be adding a very simple platform, a small structure, try to fit it in with the surrounding buildings that are around it, but not a major structure like we have at other locations.

Similarly, on Central Avenue this is the configuration today between Washington and Jefferson looking northbound. The City of Phoenix has a plan to as part of the downtown transportation plan to eliminate traffic in this block except for trains and buses. And this is the concept of what we think this could look like on Central Avenue in that block.

And again, you see a very small structure for our passengers, but still a very simple station and minimal disruption of the aesthetics in this area.

So this whole program, actually, we've gone through with the City of Phoenix and gotten approval by their city council in late September. And we now have to take some actions in order to move this program forward.

We have contracts that you all have awarded in previous meetings. And we need to modify a couple of those and that includes a design services contract that we have AECOM, and we also have a construction manager at risk with Kiewit. Those two contracts need to be modified.

And we also have art services contracts. We won't be modifying the existing contracts, but we will have to provide new artists. They'll be new contracts, and we will be back to the Board at a future date to award those artists contracts when they come on board.

So this gives you an idea of the numbers. The first column of numbers is what we have authority for today. And the columns to the right are the authorities that we're looking for to expand our contracts. And this is the action that we'll want to take today is to change those.

Just so you understand the funding here, the South Central project is funded through a combination of federal, regional, and City of Phoenix funds. In this case for the design modifications that we want to do, we're recommending Regional Public Transportation Funds, because these are funds that were programmed to the Capitol/I-10 project.

And many of the improvements that we are asking for were going to be done as part of that project are being shifted here and that's how we would pay for these changes in design.

So finally, the recommendation here is to provide authorization for our CEO to make the contract changes, as I mentioned.
And, as I also mentioned, we'll be back in the future to talk to you about the public art services and award those contracts as well.

Chair Glover said are there any questions? No questions. Can I get a motion to approve staff recommendations?

It WAS MOVED BY MARIA HYATT, SECONDED BY COUNCILMEMBER TOLMACHOFF AND UNANIMOUSLY CARRIED TO AUTHORIZE THE CEO TO APPROVE CONTRACT AMENDMENTS TO FACILITATE THE PROPOSED DOWNTOWN CHANGES AS FOLLOWS:

- DESIGN (AECOM) - $2,487,000
- CONSTRUCTION MANAGER AT RISK (KIEWIT) - $400,000
- PUBLIC ARTIST SERVICES (ARTISTS TO BE DEFINED) - $700,000

IN ADDITION, A 10% CONTINGENCY TO BE AVAILABLE FOR EACH OF THESE CONTRACTS IS RECOMMENDED FOR BOARD APPROVAL.

5. Valley Metro Code of Conduct

Chair Glover said the next item on the agenda is the Valley Metro Code of Conduct, which we've thoroughly discussed, but, Mr. Smith, would you like to introduce that.

Mr. Smith said as I mentioned, this board's part of this is both to approve the Valley Metro Code of Conduct for the rail but also to approve $495,000, which would be the cost to do all of the physical changes, the signage and everything at the stations, the thirty-five stations across the system.

So those two items, it can be included in one motion, is to approve the Code of Conduct plus the $495,000 as reported in the memo.

Chair Glover said thank you. Any other questions for Mr. Smith? None being, can I request a motion and a second to approve the Valley Metro “Respect the Ride” Code of Conduct with related enforcement and communication efforts to implement the code to designate rail platforms and adjoining areas as paid fare zones and to authorize the installation of striping, signage, and safety striping on tactile stripes at all rail platforms using existing contracts in the amount not to exceed $450,000 plus an additional $45,000 contingency.

IT WAS MOVED BY VICE MAYOR ARREDONDO-SAVAGE, SECONDED BY COUNCILMEMBER TOLMACHOFF AND UNANIMOUSLY CARRIED TO APPROVE THE VALLEY METRO “RESPECT THE RIDE” CODE OF CONDUCT WITH RELATED ENFORCEMENT AND COMMUNICATION EFFORTS TO IMPLEMENT THE CODE,
TO DESIGNATE RAIL PLATFORMS AND ADJOINING AREAS AS PAID FARE ZONES, AND TO AUTHORIZE THE INSTALLATION OF STRIPING, SIGNAGE AND SAFETY STRIPING ON TACTILE STRIPS AT ALL RAIL PLATFORMS USING EXISTING CONTRACTS IN AN AMOUNT NOT TO EXCEED $450,000, PLUS AN ADDITIONAL $45,000 (10%) CONTINGENCY.

6. Future Agenda Items Request and Report on Current Events

Chair Glover said the next item on the agenda is Future Agenda Items Request and Report on Current Events. Are there any agenda items for the future meetings, or is there anything that a board member would like to inform the board about?

If not, our next meeting is Thursday, November 16 at 12:15 p.m. Thank you.

Thank you. This meeting is adjourned. With no further discussion the meeting adjourned at 1:29 p.m.
DATE
November 16, 2017

AGENDA ITEM 3A

SUBJECT
Motor and Center Truck Overhaul Program

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute contracts with Bridgestone Industrial Products America, Inc. in an amount not to exceed $565,500 and with Vulcanite Pty Ltd. in an amount not to exceed $226,720 for a total amount of $792,220 to provide parts necessary for a Motor and Center Truck overhaul program for the light rail vehicles.

BACKGROUND/DISCUSSION/CONSIDERATION
The current age of the light rail vehicles is nine years in revenue service with an average mileage of each vehicle being approximately 470,000 miles. There are currently 50 light rail vehicles (LRVs) in the total fleet and have been in revenue service for nine years. The purpose of the overhaul is to keep the equipment in a state of good repair and to maintain safe and reliable operation.

The contractor(s) will provide parts to overhaul components of the motor and center trucks that include the primary and secondary suspension components including air spring assemblies and chevron springs. The contractor will provide all the necessary parts and materials to complete this portion of the overhaul program.

This is a materials/parts only requirements contract. All labor will be done in house by Valley Metro Rail staff.

In September 2017, Valley Metro issued a Invitation for Bids (IFB) for this contract. An IFB is a competitive procurement utilizing sealed bids and is awarded to the lowest responsive, responsible bidder. The list of companies that submitted bids were as follows:

1. Bridgestone Industrial Products America, Inc.
2. GMI, LLC
3. Kinkisharyo International, LLC
4. Trelleborg Industrial AVS USA, Inc.
5. Vulcanite Pty Ltd.

Bridgestone Industrial Products America, Inc. and Vulcanite Pty Ltd. were determined to be the lowest, responsive, responsible bidders.

An independent cost estimate has been completed. The cost comparison and price analysis were completed by comparing pricing from other transit agencies that have procured similar parts. The proposed price has been deemed fair and reasonable.
COST AND BUDGET
The cost for the parts being purchased from Bridgestone Industrial Products America, Inc. is $565,500 and with Vulcanite Pty Ltd. is $226,720 for a total amount of $792,220. The current lead time for delivery of the parts is six months from the receipt of order. The cost for the purchase of the parts is included in the Valley Metro Rail Adopted FY 2018 Operating and Capital Budget. Contract obligations beyond FY 2018 are incorporated into the Valley Metro Rail Five-Year Operating Forecast and Capital Program (FY2018 thru FY2022).

This project is being funded with Prop 400 funds.

STRATEGIC PLAN ALIGNMENT
This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:

- Goal 2: Advance performance based operation
  - Tactic A: Operate an effective, reliable, high performing transit system

COMMITTEE PROCESS
RTAG: October 17, 2017 for information
RMC: November 1, 2017 approved
Board of Directors: November 30, 2017 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to execute contracts with Bridgestone Industrial Products America, Inc. in an amount not to exceed $565,500 and with Vulcanite Pty Ltd. in an amount not to exceed $226,720 for a total amount of $792,220 to provide parts necessary for a Motor and Center Truck overhaul program for the light rail vehicles.

CONTACT
Ray Abraham
Chief Operations Officer
602-652-5054
rabraham@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

AGENDA ITEM 3B

SUBJECT
Power Switch Machine Upgrade

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to purchase nine power switch machines from Voestalpine Nortrak, Inc. for an amount not to exceed $200,925.

BACKGROUND/DISCUSSION/CONSIDERATION
A power switch machine is a mechanical installation enabling light rail vehicles to be guided from one track to another. The nine switches being replaced are the same type of switches (20) that were purchased last year to start the replacement process of the original 20-mile alignment. Due to budget and time constraints not all of the switches were replaced last fiscal year. This purchase will complete the upgrade.

The original power switch machines along the original 20-mile alignment have reliability issues with clearing signals that indicate the switch position resulting in additional efforts to insure a safe operation. Voestalpines latest design, which Valley Metro Rail is using along the Northwest Extension extension and in the switch replacement last year, uses a new style of indication circuitry that has greater reliability in verifying switch position.

Voestalpine Nortrak, Inc. is the sole source provider for the power switch machines. The equipment is sole source because the switch machine is designed to fit into the existing earth boxes that are currently on the alignment. Selecting another switch machine provider would require modification of the boxes that the power switch machine sits in at an additional cost.

An independent cost estimate and a sole source justification including a cost comparison and price analysis have been completed. The cost comparison and price analysis was completed by comparing pricing to another transit agency that have purchased the same switch machines in the past and also a competitive supplier. Pricing is determined by quantity and standard price sheets. The proposed price has been deemed fair and reasonable.

COST AND BUDGET
The cost to purchase the power switch machines from Voestalpine Nortrak, Inc. is for an amount not to exceed $200,925.

For the Fiscal Year 2018, The VMR contract obligation is $200,925, which is fully funded within the VMR Adopted FY18 Operating and Capital Budget. Contract Obligations beyond FY18 are incorporated into the Valley Metro Rail Five-Year Operating Forecast and Capital Program (FY2018 thru FY2022). The source of funding is Prop 400.
STRATEGIC PLAN ALIGNMENT
This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:

- Goal 1: Increase customer focus
  - Tactic B: Evaluate and enhance passenger safety and security
- Goal 2: Advance performance based operation
  - Tactic A: Operate an effective, reliable, high performing transit system

COMMITTEE PROCESS
RTAG: October 17, 2017 for information
RMC: November 1, 2017 approved
Board of Directors: November 30, 2017 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to purchase nine power switch machines from Voestalpine Nortrak, Inc. for an amount not to exceed $200,925.

CONTACT
Ray Abraham
Chief Operations Officer
602-652-5054
rabraham@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

AGENDA ITEM 3C

SUBJECT
Northwest Phase II Light Rail Extension Public Art Services Contract Awards

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute seven Public Art Services contracts selected by the Stakeholder Art Review Committees (SARCs) for the Northwest Phase II Light Rail Extension for a total of $1,275,000 plus an additional $127,500 (10%) contingency.

BACKGROUND/DISCUSSION/CONSIDERATION
The Northwest Light Rail Extension in Phoenix includes two phases. The first 3.2 mile segment along 19th Avenue, from Bethany Home Road to Dunlap Avenue, was completed in March 2016. Phase II is in preliminary engineering and includes a 1.6 mile segment extending west on 19th Avenue to 25th Avenue, then northward to Mountain View Road, then to a terminus west of Interstate 17 adjacent to the Metrocenter Mall.

Phase II will include three new stations, potentially two park-and-ride lots and a relocated and expanded Metrocenter transit center. The project will include an elevated structure over Interstate 17 and will terminate just west of the freeway.

The Public Art Services Contracts will develop, design and install artwork at all three stations, as well as at the Metro Parkway Transit Center/Park-and-Ride, the Dunlap Avenue Signal House, the 25th Avenue/Mountain View Traction Power Substation site, and the ramp structure of the I-17 light rail bridge. The artists will work with the community to develop artwork that fits within the environment and reflects the spirit of the project. The artists will collaborate with Valley Metro and City of Phoenix staff, the Design Consultant and the CM@Risk Contractor through the process of design and construction.

A Request for Qualifications (RFQ) for Northwest Extension Phase II Public Art Services was issued on June 23, 2017. The RFQ solicited information in the form of Statement of Qualifications (SOQ) from experienced and emerging artists. In conjunction with Phoenix Office of Arts and Culture (POAC) and various local organizations, Valley Metro reached out to the arts community via workshops and seminars. Additionally, four (4) SARC’s were developed to select the artists. The SARC’s are comprised of individuals active within the community.

Valley Metro received 94 SOQs on August 4, 2017. The SOQs were evaluated and ranked by the SARC’s to determine Offerors who could successfully deliver the public art. During October the four evaluation panels selected seven artists best qualified to design, fabricate and install the art for Valley Metro. The recommended artists, their art assignment and cost are identified in the following table.
## Art Assignment

<table>
<thead>
<tr>
<th>Art Assignment</th>
<th>Cost</th>
<th>Artist</th>
<th>Residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>25th Ave/Dunlap Station</td>
<td>$250,000</td>
<td>Pete Goldlust</td>
<td>Eugene, OR</td>
</tr>
<tr>
<td>25th Ave/Mountain View Station</td>
<td>$250,000</td>
<td>Mary Lucking</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td>25th Ave/Dunlap Signal House</td>
<td>$25,000</td>
<td>Oliverio Balcells</td>
<td>Tempe, AZ</td>
</tr>
<tr>
<td>25th Ave/Mountain View TPSS</td>
<td>$35,000</td>
<td>Janelle Stanley</td>
<td>Phoenix, AZ</td>
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<tr>
<td>Bridge Ramp Wall (Design Only)</td>
<td>$40,000</td>
<td>Mary Shindell</td>
<td>Phoenix, AZ</td>
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<tr>
<td>Metro Parkway Transit Center and Park &amp; Ride</td>
<td>$210,000</td>
<td>Susan Zoccola</td>
<td>Seattle, WA</td>
</tr>
<tr>
<td>Metrocenter Station</td>
<td>$270,000</td>
<td>Laurie Lundquist</td>
<td>Tempe, AZ</td>
</tr>
</tbody>
</table>

### COST AND BUDGET

The total price for the seven Public Art Services contracts for the Northwest Phase II Light Rail Extension is $1,275,000. An additional $127,500 (10%) contingency, to be held by staff, is also needed to address unforeseen changes and circumstances that may arise during the art development process.

Project funding is included in the Valley Metro Rail adopted FY18 Operating and Capital Budget. Contract obligations beyond FY18 are incorporated into the Five-Year Operating Forecast and Capital Program (FY18 thru FY22).

### STRATEGIC PLAN ALIGNMENT

This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:

**Goal 2: Advance performance based operation**
- Tactic C: Deliver projects and services on-time/on-budget.

**Goal 3: Grow transit ridership**
- Tactic A: Expand and improve transit services to reach new markets.
- Tactic B: Improve connectivity of transit services for greater effectiveness.

### COMMITTEE PROCESS

RTAG: October 17, 2017 for information
RMC: November 1, 2017 approved
Board of Directors: November 30, 2017 for action
RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to execute seven Public Art Services contracts selected by the SARCs for the Northwest Phase II Light Rail Extension for a total of $1,275,000, plus an additional $127,500 (10%) contingency.

CONTACT
Wulf Grote, P.E.
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wgrote@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

AGENDA ITEM 3D

SUBJECT
50th Street Station Design Contract Authority Modification

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to increase the 50th Street Station design contract authority up to $300,000. Funds will be held by Valley Metro staff and made available to the Designer, Gannett Fleming, as needed to complete the project.

BACKGROUND/DISCUSSION/CONSIDERATION
The contract for Gannett Fleming was executed in June 2016 as summarized below:

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
<th>Cost</th>
<th>Contingency</th>
<th>Total Authority</th>
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</thead>
<tbody>
<tr>
<td>June 2016</td>
<td>Design Services</td>
<td>$1,221,532</td>
<td>$122,153</td>
<td>$1,343,685</td>
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Since that time design contract changes including authorization for additional design services and design services during construction are required to complete the project. A change order summary for the contract is illustrated in Attachment 1.

To avoid project delay and allow the designer to continue with their efforts, staff recommends that up to an additional $300,000 be allocated to the Design contract authority. Board action is needed to authorize the CEO to allocate the proposed $300,000 increase for the Design contract.

COST AND BUDGET
The current total Design contract authority is $1,343,685. The amount of the proposed increase to contract authority is $300,000, bringing the total contract authority to $1,643,685. Funds are available in the project’s overall contingency and this change will not increase the overall project budget of $22,940,000.

Project funding is included in the Valley Metro Rail adopted FY18 Operating and Capital Budget. Contract obligations beyond FY18 are incorporated into the Five-Year Operating Forecast and Capital Program (FY18 thru FY22).

STRATEGIC PLAN ALIGNMENT
This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:
- Goal 2: Advance performance based operation
  - Tactic C: Deliver projects and services on-time/on-budget.
Goal 3: Grow transit ridership
  o Tactic A: Expand and improve transit services to reach new markets.
  o Tactic B: Improve connectivity of transit services for greater effectiveness.

COMMITTEE PROCESS
RTAG: October 17, 2017 for information
RMC: November 1, 2017 approved
Board of Directors: November 30, 2017 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to increase the 50th Street Station design contract authority by up to $300,000. Funds will be held by Valley Metro staff and made available to the Designer, Gannett Fleming, as needed to complete the project.

CONTACT
Wulf Grote, P.E.
Director, Capital & Service Development
602-322-4420
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ATTACHMENT
1 - Contingency Summary
### Change Order Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Executed Change Orders</strong></td>
<td></td>
</tr>
<tr>
<td>Station Physical Model</td>
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<tr>
<td>Scope of Services Clarification</td>
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<tr>
<td><strong>Executed Change Order Total</strong></td>
<td>$3,220</td>
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<tr>
<td><strong>Pending Changes</strong></td>
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<tr>
<td>Final Design Supplement</td>
<td></td>
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<tr>
<td>Operator Restroom Facility - CNPA</td>
<td></td>
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<tr>
<td>Design Services During Construction</td>
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<tr>
<td><strong>Pending Changes Total</strong></td>
<td>$334,250</td>
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<td><strong>Contract Contingency</strong></td>
<td>$122,153</td>
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<tr>
<td><strong>Less Executed Change Order Total</strong></td>
<td>($3,220)</td>
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<tr>
<td><strong>Less Pending Changes Total</strong></td>
<td>($334,250)</td>
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<tr>
<td><strong>Forecasted Funding Remaining / (Shortfall)</strong></td>
<td>($215,317)</td>
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DATE AGENDA ITEM 3E
November 16, 2017

SUBJECT
Tempe Streetcar Design Contract Authority Modification

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to increase the Tempe Streetcar design contract authority up to $400,000. Funds will be held by Valley Metro staff and made available to the Designer, Stantec, as needed to complete the project.

BACKGROUND/DISCUSSION/CONSIDERATION
The contract for Stantec was executed in December 2016 as summarized below:

<table>
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<tr>
<th>Date</th>
<th>Action</th>
<th>Cost</th>
<th>Contingency</th>
<th>Total Authority</th>
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</thead>
<tbody>
<tr>
<td>Dec 2016</td>
<td>Design Services</td>
<td>$8,951,397</td>
<td>$895,140</td>
<td>$9,846,537</td>
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Since that time design contract changes including authorization for additional design services and design of Concurrent Non-Project Activities (CNPA) relating to city of Tempe intersection improvements have been incorporated into Stantec’s contract. The CNPA intersection improvements are fully funded by the City of Tempe and are not included in the project budget. Additionally it is anticipated that re-design efforts will be necessary to provide for a design that is within the construction budget. A change order summary for the contract is illustrated in Attachment 1.

To avoid project delay and allow the designer to continue with their efforts, staff recommends that up to an additional $400,000 be allocated to the Design contract authority. Board action is needed to authorize the CEO to allocate the proposed $400,000 increase for the Design contract.

COST AND BUDGET
The current total Design contract authority is $9,846,537. The amount of the proposed increase to contract authority is $400,000, bringing the total contract authority to $10,246,537. Funds are presently available in the project’s overall contingency to cover this work.

Project funding is included in the Valley Metro Rail adopted FY18 Operating and Capital Budget. Contract obligations beyond FY18 are incorporated into the Five-Year Operating Forecast and Capital Program (FY18 thru FY22).

STRATEGIC PLAN ALIGNMENT
This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:
• Goal 2: Advance performance based operation
  o Tactic C: Deliver projects and services on-time/on-budget.

• Goal 3: Grow transit ridership
  o Tactic A: Expand and improve transit services to reach new markets.
  o Tactic B: Improve connectivity of transit services for greater effectiveness.

COMMITTEE PROCESS
RTAG: October 17, 2017 for information
RMC: November 1, 2017 approved
Board of Directors: November 30, 2017 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to increase the Tempe Streetcar design contract authority by up to $400,000. Funds will be held by Valley Metro staff and made available to the Designer, Stantec, as needed to complete the project.

CONTACT
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ATTACHMENT
1- Contingency Summary
### Change Order Summary

<table>
<thead>
<tr>
<th>Executed Change Orders</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline Schedule Change</td>
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<tr>
<td>Draft DCM Review Change in Scope</td>
<td></td>
</tr>
<tr>
<td>Rio Salado Alignment Alternatives</td>
<td></td>
</tr>
<tr>
<td>Design Services During Construction for Early Work Package</td>
<td></td>
</tr>
<tr>
<td>30% Design 1st and Ash Intersection - CNPA</td>
<td></td>
</tr>
<tr>
<td>Rio Salado Alignment Alternative</td>
<td></td>
</tr>
<tr>
<td>30% Design Deliverable Delay</td>
<td></td>
</tr>
<tr>
<td>Design Services During Construction for Early Work Package 2</td>
<td></td>
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<tr>
<td>Accessibility Review Models</td>
<td></td>
</tr>
</tbody>
</table>

| Executed Change Order Total | $385,590 |

<table>
<thead>
<tr>
<th>Pending Changes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Systems Additions</td>
<td></td>
</tr>
<tr>
<td>24&quot; Inch Waterline Salvage</td>
<td></td>
</tr>
<tr>
<td>Final Design Roundabout - CNPA**</td>
<td></td>
</tr>
<tr>
<td>SRP Irrigation Design</td>
<td></td>
</tr>
</tbody>
</table>

| Pending Changes Total | $663,292 |

| Contract Contingency | $895,140 |

| Less Executed Change Order Total | ($385,590) |
| Less Pending Changes Total      | ($663,292) |

| Forecasted Funding Remaining / (Shortfall) | ($153,742) |
DATE
November 16, 2017

SUBJECT
Rail Design and Construction Change Process

PURPOSE
To provide an overview of the updated Change Process Manual and Procedures for rail projects.

BACKGROUND/DISCUSSION/CONSIDERATION
Agency Staff have finalized an update to the Rail Design and Construction Change Process. The updated procedure includes a revised change review board process; updated levels of authority; and addresses changes in both Federal and local contract administration requirements.

A presentation will be provided at the meeting.

COST AND BUDGET
Not applicable.

STRATEGIC PLAN ALIGNMENT
Not applicable.

COMMITTEE ACTION
RTAG: October 17, 2017 for information
RMC: November 1, 2017 for information
Board of Directors: November 30, 2017 for information

RECOMMENDATION
This item is for information only.

CONTACT
Wulf Grote, P.E.
Director, Capital and Service Development
602-322-4420
wgrote@valleymetro.org

ATTACHMENT
None
Change Management

Change Process & Procedures Manual

November 2017

Summary of Updates

• Updated for FTA Requirements
• Revised Review Boards
• Updated Levels of Authority
• Updated terminology
• Updated Exhibits
Change Process Manual & Procedures

- Draft document for Design and Construction contract changes
- Collaborative
- Best Practices/CPEV
- FTA Circular 4220.1F
  - Guidance for solicitation, award and administration of third party contracts
- Title 48 Federal Acquisition Regulations System – Volumes 1-2, Chapter 1, Parts 1-53
- FTA Pricing Guide for FTA Grantees
- Arizona Revised Statutes 34-101 definitions; 41-2543 cost proposals; and 41-2548 records retention

FTA Circular 4220.1F

- Approval Requirements
- Cost Restrictions
- Independent Cost Estimate
- Cost Analysis
- Profit
- Documentation
Change Process

- Change Request
- Evaluation
- Finding of Fact & Discipline Review
- Independent Cost Estimate
- Time Impact Analysis
Change Process

- Change Request
- Evaluation
- Finding of Fact & Discipline Review
- TRAC

Technical Review Advisory Committee
- Contract Administrator
- Manager of Construction
- Manager of Design
- Manager Program Control
- City Representative(s)
Change Process

Change Request → Evaluation → Finding of Fact & Discipline Review → TRAC

If Change > $150k or CNPA

→ CCB

Change Control Board
- Director of Capital and Service Development
- Chief Operations Officer
- Director, Safety, Security and Quality Assurance
- Chief Financial Officer
- Director, Communications and Strategic Initiatives
- Chief Procurement Officer
- City Representative(s)
Change Process

1. Change Request
2. Evaluation
3. Finding of Fact & Discipline Review
4. TRAC
5. Negotiations

Sub-process:
- Issue Change Order
- Contractor Signs Change Order
- Contract Administrator Signs CO Concurrence
- Agency Representative (w/Approval Authority) Signs Change Order
- Contractor Signs Change Order
<table>
<thead>
<tr>
<th>Authority Level</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;$25,000</td>
<td>Project Manager or Resident Engineer</td>
</tr>
<tr>
<td>$25,000 to $99,999</td>
<td>Deputy Director Rail Program Development</td>
</tr>
<tr>
<td>$100,000 to $149,999</td>
<td>Director of Capital &amp; Service Development</td>
</tr>
<tr>
<td>&gt;$150,000</td>
<td>Chief Executive Officer</td>
</tr>
</tbody>
</table>

**Change Process**

1. **Change Request**
2. **Evaluation**
3. **Finding of Fact & Discipline Review**
4. **TRAC**
5. **Negotiations**
   - **Issue Change Order**
   - **Contractor Signs Change Order**
   - **Contract Administrator Signs CO Concurrence**
   - **Agency Representative (w/Approval Authority) Signs Change Order**
   - **Conform and Distribute**
Change Process

1. Change Request
2. Evaluation
3. Finding of Fact & Discipline Review
4. TRAC
5. Negotiations

Issue Change Order

1. GC or Designer Signs Change Order
2. Contract Administrator Signs CO
3. Agency Representative (w/Approval Authority) Signs Change Order
4. Conform and Distribute

Approximate, depending on complexity of the change

Force Account Proceed Orders

1. Change Request
2. Evaluation
3. Finding of Fact & Discipline Review
4. TRAC
5. Negotiations

Issue Change Order

1. Contractor Signs Change Order
2. Contract Administrator Signs CO
3. Agency Representative (w/Approval Authority) Signs Change Order
4. Conform and Distribute

Approximate, depending on complexity of the change

45-70 Calendar Days or contractual
Force Account Proceed Orders

Change Request → Evaluation → Finding of Fact & Discipline Review → Issue Proceed Order

Contractor Signs Proceed Order → Contractor Proceeds with the Work and Submits Force Account Records → RE Monitors and Approves Daily Force Account Sheets

Issue Change Order → Contractor Signs Change Order → Contract Administrator Signs CO Concurrence → Agency Representative (w/Approval Authority) Signs Change Order → Conform and Distribute
Change Review Boards

- **Merit.** A change is determined to have merit if it possesses a reasonable justification, and is in the best interests of the owner.

- **Validity.** A change is determined to be valid if funds are available for the change, and after negotiations, costs are determined to be fair and reasonable.

- **Necessity.** A change is determined to have necessity if it is non-discretionary and necessary to fulfill the intended scope of the project (e.g. required for safety, or practical operations).

Change Boards

- Technical Review Advisory Committee (TRAC)
  - Merit, validity, necessity
  - Sufficient project Contingency
  - Sufficient Contract Authority
  - Majority
  - Escalation protocol
  - Over $150K forwarded to CCB
Change Boards

- Change Control Board (CCB)
  - Over $150K
    - (aligns with FTA Pricing Guidelines Simplified Acquisition Threshold)
  - Sufficient Project Contingency
  - Sufficient Contract Authority NTE Budget

Typical Change Order Cost Magnitude

<table>
<thead>
<tr>
<th>Project</th>
<th>Change Orders</th>
<th>&gt;$150K</th>
<th>%</th>
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<tbody>
<tr>
<td>Central Mesa Extension</td>
<td>110</td>
<td>24</td>
<td>22%</td>
</tr>
<tr>
<td>Northwest Extension</td>
<td>102</td>
<td>14</td>
<td>14%</td>
</tr>
<tr>
<td>Gilbert Road Extension</td>
<td>25</td>
<td>12</td>
<td>48%</td>
</tr>
<tr>
<td>Tempe Streetcar</td>
<td>14</td>
<td>1</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>251</strong></td>
<td><strong>51</strong></td>
<td><strong>20%</strong></td>
</tr>
</tbody>
</table>
Change Process Manual & Procedures

- Target implementation November 16, 2017
DATE
November 16, 2017

SUBJECT
ArtsLine Update

PURPOSE
To provide an informational update to the Board on the ArtsLine branding initiative and program helping to enhance the perception of Valley Metro Rail and the local arts and culture community.

BACKGROUND/DISCUSSION/CONSIDERATION
Valley Metro Rail (VMR) is a connector of communities and destinations of interest. Specifically, VMR connects more than 55 arts and culture organizations within a half-mile of the line. These venues range from major arts centers to musical halls to historical places and museums. In addition to these destinations, VMR boasts a beautiful array of its own public art at all stations, park-and-rides and many traction power substations.

With all this in mind, “ArtsLine” has come forward as an opportunity to concentrate all this activity and promotion around a singular brand. This brand and associated program help to build a positive perception for the transit system, maximize the current, public investment in this system and, ultimately, create positive rider experiences and gains in overall ridership. In addition, this program magnifies and further solidifies a strong connection with the local arts and culture community, who also help to enhance the livability and quality of life of this region.

ArtsLine comes to life through a variety of current and future initiatives, including:
- Arts & Culture Destination Guide
- ArtsLine Rotating Transit Art Series
- Youth programs like Design a Transit Wrap contest
- Light Rail Plays performed by Rising Youth Theatre actors
- World Bazaar Community Market at 19th/Camelback park-and-ride
- Holiday events including the Mesa Polar Express
- Online at valleymetro.org/arts
- And future initiatives that could include more public art (temporary and potentially permanent); ridership promotions; and events or festivals

COST AND BUDGET
Some of the programming elements (above) have costs incorporated into the approved FY18 Capital & Operating Budget. These costs are largely printing costs. As the program grows, costs will be factored into future budget cycles.
STRATEGIC PLAN ALIGNMENT
This item relates to the following goals and strategies in the Five-Year Strategic Plan, FY 2016 – 2020:

Goal 1: Increase customer focus
   • Tactic A: Improve customer satisfaction

Goal 2: Advance performance based operation
   • Tactic A: Expand and improve transit services to reach new markets
   • Tactic C: Communicate availability, attractiveness and safety of transit service

COMMITTEE PROCESS
RTAG: October 17, 2017 for information
RMC: November 1, 2017 for information
Board of Directors: November 30, 2017 for information

RECOMMENDATION
This item is presented for information only.

CONTACT
Hillary Foose
Director, Communications & Strategic Initiatives
602-322-4468
hfoose@valleymetro.org

ATTACHMENT
None
DATE
November 16, 2017

SUBJECT
Future Agenda Items Request and Report on Current Events

PURPOSE
Chair Glover will request future agenda items from members, and members may provide a report on current events.

BACKGROUND/DISCUSSION/CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

CONTACT
Scott Smith
Chief Executive Officer
602-262-7433
ssmith@valleymetro.org

ATTACHMENT
Pending Items Request
## Pending Items Request

<table>
<thead>
<tr>
<th>Item Requested</th>
<th>Date Requested</th>
<th>Planned Follow-up Date</th>
</tr>
</thead>
<tbody>
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