MEETINGS OF THE
Boards of Directors

| Joint Meeting of Valley Metro RPTA and Valley Metro Rail | Valley Metro RPTA | Valley Metro Rail |

Date:
December 13, 2018

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 14th floor or call 602.262.7433.
Agenda
December 6, 2018

Joint Meeting Agenda
Valley Metro RPTA
And
Valley Metro Rail
Thursday, December 13, 2018
Lake Powell Conference Room
101 N. 1st Avenue, 10th Floor
11:15 a.m.

Action Recommended

1. Public Comment (yellow card)

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

2. Chief Executive Officer’s Report

Scott Smith, CEO, will brief the Joint Board of Directors on current issues.

3. Minutes

Minutes from the October 18, 2018 Joint Board of Directors meeting are presented for approval.

CONSENT AGENDA

4A. Enterprise Resource Planning (ERP) Consultant Services Two-Year Contract Award

Staff recommends that the Boards of Directors authorize for the CEO to execute a 2-year contract with Plante and Moran PLLC in an amount not to exceed $852,720.

1. For Information
2. For information
3. For action
4A. For action
4B. Web Management and Support, Contract-to-Hire Extension

Staff recommends that the Boards of Directors authorize the CEO to purchase professional services from nVision in the amount of $123,988 for temporary assistance from a skilled Web Developer to maintain and oversee the website.

4B. For action

REGULAR AGENDA

5. Results of the Rider Satisfaction and Transportation Demand Management Surveys

Scott Smith, CEO, will introduce Kathy DeBoer from WestGroup, who will provide a presentation highlighting results of the Rider Satisfaction Survey results.

5. For information


Scott Smith, CEO, will introduce Rob Antoniak, Chief Operating Officer, who will request that the Boards of Directors authorize the CEO to execute one-year contract with two one-year extensions with Owens, Harkey and Associates, LLC and with Magenery, LLC for marketing and advertising support services for an amount not to exceed $3,600,000.

6. For action

7. Executive Session

The Boards of Directors may vote to enter Executive Session for discussion or consultation and 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 concerning matters listed on the agenda, personnel 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 performance evaluation of the Chief Executive Officer and General Counsel. Discussion and consultation may be both with and without the Chief
Executive Officer and General Counsel present.

8. **Executive Session Action Items**

The Boards of Directors may take action related to items discussed as part of Agenda Item 7.

9. **Quarterly Reports**

Fiscal Year 2019 Quarterly Reports are presented for information.

10. **Travel, Expenditures and Solicitations**

The monthly travel, expenditures and solicitations for Valley Metro RPTA and Valley Metro Rail are presented for information.

11. **Future Agenda Items Request and Update on Current Events**

Chairs Tolmachoff and Williams 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).
Information Summary

DATE
December 6, 2018

SUBJECT
Public Comment

PURPOSE
The public will be provided with an opportunity at this time to address the committees on non-agenda items and all action agenda items. Up to three minutes will be provided per speaker 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
AGENDA ITEM 2

December 6, 2018

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
December 6, 2018
AGENDA ITEM 3

Joint Boards of Directors
Thursday, October 18, 2018
Lake Powell Conference Room
101 N. 1st Avenue, 10th Floor
11:15 a.m.

RPTA Meeting Participants
Vice Mayor Lauren Tolmanchoff, City of Glendale (Chair)
Councilmember Kevin Hartke, City of Chandler (Vice Chair)
Mayor Thelda Williams, City of Phoenix, (Treasurer)
Councilmember Pat Dennis, City of Avondale
Councilmember Eric Orsborn, City of Buckeye
Vice Mayor Bob Jones, City of El Mirage (phone)
Councilmember Brigette Peterson, Town of Gilbert
Councilmember Bill Stipp, City of Goodyear
Councilmember Jon Edwards, City of Peoria
Councilmember Susanne Klapp, City of Scottsdale (phone)
Councilmember Skip Hall, City of Surprise (phone)
Councilmember Robin Arredondo-Savage, City of Tempe
Mayor Evertt Sickles, Town of Wickenburg
Mayor Michael LeVault, Town of Youngtown (phone)

Members Not Present
Councilmember Nick DePorter, Town of Fountain Hills
Supervisor Steve Gallardo, Maricopa County
Councilmember Chris Glover, City of Mesa
Councilmember Linda Laborin, City of Tolleson

Valley Metro Rail Participants
Mayor Thelda Williams, City of Phoenix (Chair)
Councilmember Robin Arredondo-Savage, City of Tempe (Vice Chair)
Vice Mayor Lauren Tolmanchoff, City of Glendale
Councilmember Kevin Hartke, City of Chandler
Scott Butler for Councilmember Chris Glover, City of Mesa (phone)

Chair Tolmanchoff called the meeting to order at 11:16 a.m. The Pledge was recited.
1. Public Comment on non-agenda action items

Chair Tolmachoff said the first item on our agenda will be public comments. Please state your name and city for the record and you will have three minutes to speak. The first speaker we have is Art Marsden.

Ms. Marsden said I live in the City of Phoenix. And I want to start off by thanking Valley Metro and the Board for putting in a dedicated transportation system because it does let developers know that there is a safe and efficient way to move the people who interact with their investments.

And as we know transportation must be safe. So I also want to give a shout-out for my appreciation about the measures that have been enacted to improve safety on the light rail line. You guys have had more safety officers put in place. You've given them more training and ability to ensure safety. And I love the Respect the Ride, the right and the wrong characters. I've seen those out in the community and on the trains. And also this enables our officers to remove and apprehend people who are trying to ruin the light rail ride for others.

Now I do live at 11th Avenue and Camelback. And I would like another level of safety for the light rail at 11th -- 7th Avenue and Camelback for pedestrians and drivers alike.

I was talking to my community action officer in the Desert Horizon Precinct and right after an August meeting we pulled crime stats and we saw that the average was one car-pedestrian accident per week. And just two days ago we pulled the statistics again and again it averaged one car-pedestrian accident per week at the 7th Avenue and Camelback platform area. So that means once a week there's a driver who now has to live with hitting a pedestrian with their car.

And these pedestrians include school kids of all ages especially at three o'clock when the high school students from Central High School get off the light rail and just run across the street to go to the McDonalds there. It also includes workers and shoppers who are trying to shave just a few minutes off to get onto the light rail, and in all honesty it also involves people of varying degrees of sobriety trying to get on the platform and even the light rail. And this is very unnerving for the drivers to have unpredictable actions from pedestrians at all different times and it just raises the stress level of driving in that area.

And I ride my bike a lot. And I've been stopped at that light many times. And I've shrieked for the safety of people.

And I've also heard the train horn, you know, warning someone who's on the track, cars are honking, it's just a high stress, unsafe intersection with jaywalkers. Now also I
heard about the jaywalking abatement project with Bree Burkitt up at 19th Avenue and Northern. And I would be willing to work with Valley Metro to do a jaywalking abatement program at 7th Avenue and Camelback.

So let's see what can be done to make that area have more, you know, safety and law and order the 7th Avenue and Camelback light rail stop which is my neighborhood. And I did submit a letter to Pat which reviews my points as well as it includes my contact information. Thank you.

Mr. Crowley said let the record reflect that I was pointing to my Cardinals hat. I love the way that the minutes always show how intelligent and fortuitous I am.

Since this is the joint committee I wonder how much that we are actually doing to make it multimodal and intermodal. I find it fascinating that I've got the document from '06 stating what you're supposed to be doing over the next year, the transit plan, and it even has a wonderful little map there. And one of the roads is Queen Creek that was supposed to go in last year according to the plan, not that Chandler and Gilbert would have wanted a road connecting them from one side to the other. And then I also wonder where is Queen Creek at the dais because it is a part of the metroplex.

I'd also like to know who you're having this meeting for because when I look at you I see that you are talking to senior staff and that's who is looking at those, whatever you want to call them, on the wall. Is there any chance we could get you to turn the horseshoe sideways so that you would be speaking to who you're supposed to be doing this in front of and for. Just a thought. Or you might worry that with staff with their back to the public they would not be able to concentrate and do the meeting as it should be.

During the transit part I'm going to be bringing up more of these roadways here because you haven't been doing things according to population as it should be. Mr. Smith made sure a long time ago that the East Valley was going to be getting parts of it and a major percentage because they were pointing out that at that time they had the higher population than the West Valley.

So that has changed and we're all bigger. And we need to get the job done better.

And when it comes to Mesa I find that with you still having over two-thirds with your strip annexation or a third of your population that has no transportation at all when it comes to mass transit. With you being the same size as Salt Lake, and that's the city that we get compared to occasionally, can't you bring it up to the standard that your population is. Thank you.

2. **Chief Executive Officer’s Report**

Chair Tolmachoff said the next item on the agenda is the CEO's report.
Mr. Smith said thank you, Madam Chair, and members of the boards, the joint boards. Welcome. I'd like to report on some of the things that are upcoming, some of the things that we've done since we were last together.

First of all, I would like to mention that next Thursday we have our annual Clean Air Campaign luncheon at the JW Marriott Desert Ridge Resort and Spa. Many of you and your staffs are participants in this. And over the years cities lead the way in creating activities and wonderful things that go on to help our clean air. And this is to celebrate those efforts. So that's next Thursday. You're all welcome to come. And help us to celebrate those actions.

Also on October 22, we put our service changes in, that is, this next Monday. But one thing that we want to point out other than some of the specific changes to routes are that beginning on October 22, we are now going to a regular schedule on a good chunk of our legal holidays that would be the ones mentioned up on the screen – Veterans Day, the day after Thanksgiving, Christmas Eve, MLK Day, Presidents Day.

Up until now we have gone to a Sunday schedule on these holidays and we recognize that a lot of people still work and they need transit, so one of the service expansions that we're doing is to extend regular service hours to these holidays so that will happen this next Monday, along with others such as what you talk about the new Scottsdale routes and other things that will happen this next Monday.

We also like to show you some of the things that are happening outside of what we do in this room that are very important. On August 9, for example, Valley Metro and other city partners in cooperation with the Transportation Security Administration participated in a tabletop exercise at our operations and maintenance center. That's where the picture was taken.

This exercise was prepared by the TSA and designated challenge the agency as well as internal external partners including cities in the preparation and response and recovery to an incident. We recognize that when you're putting almost 250,000 people a day in our system, 50,000 on light rail a little less than 200,000 on our buses that's certainly is a gathering and we need to be prepared for something that might happen, so we're glad that our staff and some of your staff were able to participate in that.

Around that time also we hosted a delegation from Vietnam in early October. We worked with ASU, MAG, others who participate in this. The delegation was given an overview of Valley Metro, our transportation system, it's funding sources, and we talked a lot about our new partnership with Waymo. They were very interested in autonomous vehicles and what we were doing and how transportation would play out in the future.
As you know we also like to celebrate successes by our team members. We have a
great group of people who work diligently every day and who do a yeoman's job in really
what is a twenty-four-seven operation.

And I think last month or the month before we talked to you about some of our security
guards who stepped in to stop a much more serious event from happening -- incident
from happening.

Well, this is another sort of happy story about somebody who stepped in when they
didn’t have to but they wanted to. This is Ashley Hailey. And she’s on our staff. And
she was exiting the light rail vehicle at Central and Camelback and headed to her car at
the Park-and-Ride. She witnessed a little girl get separated from her mother.

Now this is something you see happens where the parent gets in, the doors shut,
there's somebody on the platform. Well, this happened. The mother got on, the doors
shut, the little girl's on the platform. You know, you're terrified.

Ashley jumped into action. She tried to press the button, she tried to get the attention of
the operator, but it was too late, the light rail sped off. At this point in time Ashley could
have just been another one of those people who say not my problem and moved on, but
of course she didn't.

She walked up to the little girl who at this point in time was just traumatic crying. She
consoled the crying girl and there was another concerned customer on the platform that
had a bicycle with him. Ashley then jumped into action and started giving
instructions -- which for those of you who know Ashley that was a very, very common
thing. She's a doer. She told -- now this could be like in a Hollywood -- she instructed
the bicyclist to move ahead and try and beat the train to the next station. And so this
bicyclist went ahead to the light rail station at 7th Avenue and the bicyclist just motored
down Camelback there, beat the car and of course, opened it up and told the mother
your daughter's okay. Of course the mother was frantic at this time. Told the mother
you're okay. And to let her know Ashley was headed on her way with the next train
down to 7th Avenue.

Ashley then carried the girl, walked with her down Camelback because another 12
minutes and she knew that was too long to the next station. The gentleman on the bike
found the mother, of course, let her know mother and daughter were reunited on the 7th
Avenue station.

Ashley's quick thinking enabled her to reunite this little girl with her mother. Her instinct
was to do whatever it takes, which is one of our core values, work as a team, provide
what I would call the highest level of customer care.
So we just like to celebrate Ashley Hailey for her actions and ask you to join us in congratulating her. And we would like to invite Ashley to come on up here with the board chairs, if you could. Thank you again. And thanks to Ashley for demonstrating the best of Valley Metro.

Also in front of you, you will find a copy of a book. This is Jeremy Jackrabbit. For several years Rodney Glassman and his -- was at the time when he started was on the Tucson City Council, and his wife Sasha have been writing children’s books. And these are focused on sustainable activities, you know, harvesting rain, planning zeriscape, things like this.

This year Rodney approached us and said hey listen I've never done anything with, which is really one of the most fundamental sustainable activities, which is public transportation. So we partnered with Rodney and ASU and the Phoenix -- Arizona Coyotes to do Jeremy Jackrabbit Hops on Board.

And a few weeks ago we had an event to celebrate one other thing. In this book which is written mostly by Sasha and Rodney we have artists and the artists are local children from elementary schools around the valley. And there were hundreds of them that submitted proposals and their art was used.

And we just want to show a short little snippet that the Arizona Coyotes helped us to prepare and you'll see some of their players and others in here to celebrate the book Jeremy Jackrabbit Hops on Board.

Now the great thing about this is that over 50,000 of these books were printed and distributed to kindergartners around the valley free of charge.

So the idea is to introduce people early to public transportation, light rail, and we're grateful that we had the opportunity to join with the Coyotes and with the jackrabbits and with the Glassmans to be part of this process this year. And that's my report.

Chair Tolmachoff said thank you, Mr. Smith.

3. Minutes

Chair Tolmachoff said the next item on the agenda is the minutes from the August 30, 2018 joint board meeting. Are there any comments or corrections to the minutes? If not, can we have a motion?

IT WAS MOVED BY COUNCILMEMBER PETERSON, SECONDED BY VICE MAYOR ORSBORN AND UNANIMOUSLY CARRIED TO APPROVE THE JOINT BOARD MEETING MINUTES FROM AUGUST 30, 2018.
4. **Consent Agenda**

Chair Tolmachoff said the next item on the agenda is the consent agenda. Items on the consent agenda are listed for approval as one motion. Anyone would like to hear any of the items separately or have any discussion on any of the items? If not.

**IT WAS MOVED BY COUNCILMEMBER PETERSON, SECONDED BY COUNCILMEMBER ARREDONDO-SAVAGE AND UNANIMOUSLY CARRIED TO APPROVE THE CONSENT AGENDA.**

5. **Transit Life Cycle Program Overview**

Chair Tolmachoff said the next item on the agenda is the Transit Life Cycle Program overview. Mr. Smith.

Mr. Smith said thank you, Madam Chair. Last meeting Vice Mayor Edwards asked us to come back and give a presentation on our funding, how that funding works in our system. And I'm paraphrasing you, vice mayor.

So we went back and looked at the actual transcript, so we tried to get this right, but really to get a better understanding of some of these things that we talk about are mysteries. And I know since we're so dependent through here on especially Prop 400 funds that service changes and the differences between where money goes that it becomes a mystery.

So we asked our CFO, Paul Hodgins, to prepare a presentation for you to talk about a little bit of the history and about where we are and how moneys flow in and how they flow out through our budget process, so I'll turn it over to Paul.

Mr. Hodgins said thank you, Mr. Smith. Chair, members of the Board, it's a high-level overview. I want to start with a little bit of history and focus on the revenue side and then I'll talk a little bit about the programming on how we program some projects for the life cycle plan.

So very quickly, if we go back to the regional transportation plan and how that was developed, that was all done at MAG at the transportation policy committee which was actually created back in 2001 or 2002, to develop the plan.

And very quickly, the process they used, they really did a call for all transportation needs and they look at them by subregions, so whereas the prop 300, the previous 20-year tax focused on freeways, they wanted to make this multimodal, so we looked at what are the freeway needs, what are the transit needs, what are the street needs. So there's a list of needs that were assessed by subregion using population as kind of a guide in looking at how the sales tax revenues would be allocated. There was an
assessment on a prioritization within each subregion for all of those projects which led to the development of the plan.

So this slide, it's a little bit busy, but it kind of highlights some of the decisions that were made in developing the plan and how it's allocated.

So the top box really looks at a high level. The population shares that were used was a blend of the current population and future population forecast. And you can see East Valley is about in rough terms 35 percent, 40 percent for Phoenix and 25 percent for the West Valley and the shares in the regional transportation plan of where the sales tax funds were allocated roughly coincide, you know, with plus or minus a little bit with the population shares.

When you look by mode within the plan, those shares can vary greatly. For instance, on the freeways that's fairly evenly split. The arterial street program is highly tilted towards the East Valley with almost two-thirds of the arterial money going into the East Valley, very little in Phoenix, whereas if you look at the rail program, most of it is in Phoenix. So you can see where each of the subregions really prioritized and what they focused on for their allocation of the regional funds.

So overall when you get to the bottom line, again, the allocations on a subregional basis were for the whole Prop 400 program, whereas the allocation by mode didn't necessarily match, but this was the plan that was taken to the legislature and allowed to be put on the ballot.

Mr. Smith said if I could step in real quickly here. The top box was decided on an overall basis. And the Prop 400 funds are allocated by region in whole as different buckets. Then the members of each region made on the subregion made their own allocations.

So the East Valley cities got together. They decided how they wanted to split up their part of the 31.5 percent. The West Valley got together and decided how they wanted to split up their 25.8 percent share of the whole pot and they're the ones that decided where the priorities were.

So a lot of times when we talk about the differences in how money flowed, you can see down on the bus, for example, and this was decisions made at the time within each subregion, Phoenix obviously chose to have a great chunk of its money go to light rail. That was its decision. The East Valley, if you look at the bus, for example, had 43 percent of its pot they chose to allocate toward bus system. The West Valley only 5.8 percent of their pot with a bigger chunk on freeways and highways and partially that was because to finish the 303 and to do those types of things.
And these are the actual tables from the time when those decisions were made and it comes from -- this is actually a MAG slide that the mayors have seen because it was the one that Eric Anderson used in the West Valley mayors and managers meeting.

So it gives you a good example of how decisions were made clear back in 2003 and 2004 as to how the Prop 400 funds would be allocated for the next twenty years. And then that was what, as Paul said was what presented to the legislature and that program was then fixed. And firewalls were set up between, for example, freeway and transit and could not go between the different modes. Okay. Now I let it go back to you.

Mr. Hodgins said right. So following up with what Mr. Smith said, the Prop 400 went to the voters in November of 2004. It was a half cent. Again, it was an extension from the previous twenty-year tax, provides funding for three major modes: the freeway program, the arterial program and the transit program with specific allocations or firewalls within the statute.

So it's about 56 percent for the freeway program, ten and a half for arterials and 33.3 percent for the transit program.

And as Mr. Smith noted, those are firewalled. We cannot move the sales tax revenues between modes. So transit money stays in transit, freeway money stays in freeway. That's not necessarily true of federal money within the regional plan. It applies just to the sales tax revenues.

So as far as how we forecast the revenues, that's really managed by ADOT. They began this process in the 1990s as part of the prop 300. They developed what they call a risk analysis process. They have an econo-metric model with independent variables that are tied to each of the categories of the transaction excise tax. And each year they bring together a panel, ten experts, economists, financial experts, somebody, for instance, from the state demographer's office is usually there to talk about population, that's one of the independent variables -- and they have an in-depth discussion of all the independent variables that feed the model and each of the panelists then submits their forecast for the independent variables. ADOT puts them through the model and comes up with a forecast.

In fact, the most recent forecast was published just a couple of years ago -- couple of years -- couple of weeks ago on October 3.

As far as the comparison of the revenue forecast, this can be a little complicated, so let me just explain. So each bar represents the full twenty years of the tax and which year it was developed.
So the first bar on the far left was the twenty-year forecast and it's all green because it is a full 20-year forecast. It was developed for the regional transportation plan.

The next bar over was developed in 2006. We see a very small purple section that's six months of actual revenues through June 30 of 2006. The rest of it is a forecast all the way down to 2018.

This is the most recent forecast. So it's actual revenues. The purple part of the bar are actual revenues from January of 2006 through June of 2018. And then the green bar is the forecast that was just published.

So you can see over the years before the recession we're looking at just under about $4.8 to $5 billion for transit. And then as the recession hit, it started to fall. And in 2010 or since 2010 we've been fairly consistent with the twenty-year total and somewhere in the $2.8 to $2.9 billion range, which is a roughly 40 percent decrease from what we anticipated when we developed the regional plan.

Councilmember Hall said now, Paul, when you say we, are you talking about ADOT?

Mr. Hodgins said it's a general we. ADOT does the forecast. MAG developed the plan. You know, it's a general we. Those who were involved in the plan.

Mr. Smith said and Councilmember Hall, this is Scott, ADOT gives us the numbers that we have to work with. And we don't work on a year to year basis. We look at the life cycle, that's why it's called the transit life cycle plan.

And the life cycle is from now today through the end of 2025 because that's when Prop 400 ends that's when our half-cent sales tax our 33 percent that's dedicated to transit will go away unless there's some extension.

So when you look at these bars, these -- and the reason the purple bar is going up is of course as we get closer and closer to 2025, we are -- we have collected and spent more of the twenty-year forecast.

And so when we do the transit life cycle, we look ahead and we balance -- and Paul will get into how this has to balance out -- we'll look and say what are we doing.

So for now we're basically budgeting for the next six years because we have six years left between now and the end of 2025. And that's how we create the life cycle plan.

So when you come to us and ask us for something, we plug it into this analysis as to what do we see a combination of the ADOT forecast between now and the end of 2025.

Councilmember Hall said okay. ADOT didn't do a very good job forecasting.
Mr. Smith said well, I think they might not have been alone on that in 2006. I think most people sort of missed the boat on the great recession.

Mr. Hodgins said I think almost everybody missed that boat.

Mr. Smith said well, the interesting thing is if you look from 2009 on they've been pretty on. Those forecasts are also based on actual collections and ADOT has been pretty set and pretty good on their forecast as to what's going to be collected over the next few years.

What it also tells you is even if we have a big increase next year, remember, that's got to be evened out -- it's already been taken into account, so we have revenue growth -- and this is a question I get a lot -- hey, the economy is doing a lot better, why don't we have more money. Well, that was taken into account when ADOT was forecasting in this time period.

So they forecast the revenue growth and that's already in our life cycle plan, that forecast. And they've been pretty much on board. You can see that since the last six, seven, eight years, we've held pretty steady as to what their forecast is, so they've already forecast these revenue growths in the 20-year plan which we have six years left. Does that make sense to everyone? So it would take a gigantic upswing or down swing.

Councilmember Hall said Scott, do we get a copy of the latest forecast? October 3?

Mr. Smith said yes.

Mr. Hodgins said Councilmember, I have a copy if you'd like to see it, I'd be happy to send it out. It's also available on ADOT's Website.

Chair Tolmachoff said I just want to make sure I understand. Now that there's revenue growth and there was obviously not enough revenue for the stuff that was in the pipeline because of the recession, are those projects backfilled as the revenue grows or how do we -- how is that managed?

Mr. Smith said well, how it's managed is that, depending on which year you're in, what we do, and maybe I'm stepping a little bit on Paul, do you want to explain how this works how the TLCP works.

Mr. Hodgins said the last section of the presentation talks a little bit about when we have additional revenues forecasted or actual revenues how we manage that through the programming process. So I don't want to jump ahead too much.

Mr. Smith said but I'll answer the first part. He'll go ahead and get into the details.
Every year, once again, ADOT projects out what the revenue growth will be to give us a number as to what we can expect over the next "X" number of years.

So, for example, the number they gave us just two weeks ago on October 3, is here's the revenue that you can expect over the next six years through 2025. Then we create a program based on those projected revenues.

Does that make sense now? We don't look every year to see what moneys can be spent.

Mayor Williams said but the projects that were delayed are they still moving forward and then included as you go forward?

Mr. Smith said well, we have projects that are programmed clear through the end of 2025 based on the revenue that's available.

Chair Tolmachoff said I think what we're trying to understand is, let's say, there was a project in the pipeline in 2006 and then as you move forward 2007, 2008 the revenues were not there, so what happens to those projects?

Mr. Smith said great question. And I'll even reference Mr. Crowley here. He's goes back to the plan that was adopted in 2004. That plan had a lot of bus routes, had a lot of coverage, had a lot of everything.

We hit this depth in 2008 and 2009, and I know because I was involved in this process with Mayor Scruggs and a lot of others, we had to go back and do what's called a rebalancing. Because as you can see, we had a program, a 20-year program based on almost five billion dollars in revenues.

Well then in 2009 they came to us and huh-uh. You're only going to have $2.8 billion.

So we had to then pick and choose what service we could continue to provide for the remainder of the program. So, yes, there was service that was cut, there was service that was reduced, there were projects that were in the plan that were now put outside the plan.

And so every year we look at that to see, okay, now do we have revenue to where maybe we can expand service, we can bring projects back into the plan, that's how it works.

Vice Mayor Edwards said I have a question. So we're talking about projects. So who decides the priority of the projects? Is it the Board or is it your group? And the reason I ask that is, because I'll give you an example, farebox that was not in your CIP, it was a one-off.
And so who decided when that project was going to come to the forefront because it was $32 million, $32 to $53 million that was now put onto a project that even though we approved it, but how does that affect the other projects that were in the cue waiting to be implemented?

Mr. Hodgins said in this case our planning staff and MAG's planning staff work together to look at the fleet replacement plan primarily and deferred some fleet replacements working with operations staff on which ones made sense to defer.

So we were able to defer some of those to fit the fare collection system without impacting service or without impacting any of the major capital projects. So it was shuffling a little bit the fleet replacement plan.

Mr. Smith said so the plan includes three basic components: It has a service component, that means the routes that we run, how frequently we run them, how far; it includes a capital component, which is primarily fleet, fleet meaning the buses that we do, things like farebox; and then has a project, things like park-and-rides and other capital type of things that are not fleet, non-revenue type things.

And I think what Paul is saying is that we looked at that. We didn't look -- we didn't touch the service side, but what we did is we said what is our highest priority. And we believed, we meaning the staffs, professional staffs, look at it and said right now we're losing seven figures a year because we have a fare collection system that is antiquated.

So as we shuffle out and put off maybe some bus replacements, we can then plug in this capital project without impacting service. So we maybe we're going to keep buses on the roads another two years as opposed to that. That's the decision making.

Then MAG goes that proposal isn't the final word because it then goes to -- who's the second part of we -- the planning groups. And it goes to the financial, the subcommittee system, and then is included as part of the transit life cycle plan, which is the plan every year of how we're going to utilize these things. So a lot of different eyes get to look at this, including your staff, who participate on these committees.

Vice Mayor Edwards said I have a problem with this because the reason from an elected official's perspective and I'm talking about specifically 83rd bus routes. So your staff has had discussions with my staff and low and behold we have a $1.2 million shortfall where the City of Peoria was promised that Valley Metro would take over the operation of that in 2022 or 23. We're now being told it's not even on the schedules in 25 and some are even farther behind that.

And as an elected official and the city we have budgeted our capital improvement projects based off the funding that we have available not anticipating that we're going to have to carry a $1.2 million for multiple years.
So what does that do to us? That impacts all of our projects that we’re able to deliver to our residents. And, Scott, you know this, but I need some answers because my mayor’s not happy about this at all and so we have some serious discussions that we’re going to have to talk about as to what projects that we have possibly coming down the pipe that we’re not going to be able to fund and we’ve already promised to our residents.

Mr. Smith said and I can explain that very issue. I met with Mayor Carlat and explained it, too, because we looked into it. That was one of those Route 83 was one of those that was in the original plan. And when we rebalanced it was completely taken out of the plan. So there was no money to be able to operate Route 83 with regional moneys.

In 2016 because of the uptick in some of the things in some of the revenues through this process it was decided to that there would be enough money in 2025 to bring Route 83 back into the plan.

In the original plan it was anticipated, the original one before all of the rebalancing, that that would be a project that could be or that could be route that could be picked up by regional funds in 2022-23. It got taken out and got put into 2025.

We're still trying to figure out where the 2023 -- 2022-23 number how that mistakenly was put in because it hasn't been anticipated 2022-23 for eight years.

And somehow there was a communication snafu -- our staff, your staff, all of the staff probably -- there was a wrong number given out because 2025 is what it's in the plan for right now. It hasn't been in 2022-23 since 2009 since the rebalancing.

Vice Mayor Edwards said there's no contingency funding anywhere available to plug this back in to move it up closer.

Mr. Smith said well, once again, contingency funding we don't have like a giant, but every year we look at the plan for the next six years and we analyze what's needed and what's available. So as I told the mayor, we will look at that and see if we can shuffle some things around just like we did on the farebox. We reprioritized.

We can reprioritize. Now we can't take the Route 83 in Peoria and tell Councilmember Hartke, you know, I'm sorry, you're going to have to give up this plan and that because that's a joint decision.

Vice Mayor Edwards said that's a joint discussion. I understand that. And that's where jurisdictional equity comes into play here.

Mr. Smith said exactly.
Vice Mayor Edwards said I understand that. But I don't think that that's a decision that your board or your people need to make alone. That's something that needs to belong to us.

Mr. Smith said we don't. We present proposals and they go through the committee process which includes your staff and then it's presented here to the Board for your approval every year. We update and approve the TLCP, which we did in May.

Vice Mayor Edwards said so do you have a complete list of projects that aren't funded that you're looking at in the next year that we can have insight into so we know what's coming down the pipe so that we're not -- I don't want to use the word blindsided, but, I mean, you guys are the ones bringing it to us asking for us to approve this. I want a full list of all the potential projects that are coming down the pipe so I fully understand if the 83 bus route doesn't get funded that's fine. This is the impact that's going to take place.

Mr. Smith we can certainly do that. And I would suggest also that when we have these discussions make sure that your staff comes back and talks to you about what's being discussed. Because we have service planning groups. These route changes that you see up here that you'll see being presented now, those are not something that we just unilaterally come up with. A lot of those come from your staff that suggest or request.

But they all go through a committee process. And they're all talked about as we ever year we juggle the money that we have and match it with priorities. And usually we don't set those priorities. Those priorities come from the cities.

So as I told the mayor, we certainly will look at that priority which is now a Peoria priority and understanding it was a communication but that doesn't diminish the fact.

Councilmember said that doesn't fix the problem.

Vice Mayor Edwards said you know, obviously, when the route came into play the ridership is triple or quadruple the amount of what was ever anticipated, which is a great thing, but now the problem is, you know, we're going to be on the hook for five years from a city perspective which means what projects for growth in our city are going to be impacted.

Mr. Smith said and what we'll do, what I promised her and we haven't really had a chance to really sit down and go through that because I just met with her last week or so, but I said we'll do everything we can to find out if there's ways if we can find something that we can advance that up and what that would be present it to the group for their consideration. Because that's now -- it's obvious that it's a high priority for you. It has real consequences. We recognize that.

Vice Mayor Edwards said all right. Thank you, Scott.
Mr. Smith said so we'll do that.

Mr. Hodgins said some of that I'll address in the slides and give you a little more information about how the staff is involved in some of those discussions.

Councilmember Dennis said just one real quick -- I'm sorry, Paul. I know you really want to get through your slides.

Mr. Smith said but we want to answer your questions. I mean, that's the purpose for this.

Councilmember Dennis said going back to I think it was like '08, '09 when we looked at reprioritizing the plan because of the reduced revenue that was coming in, can we get a list of what those projects that were had either fallen to the wayside or moved out further years. Just so when new dollars come in that we take a look at the time frame those old projects were, you know, moved out of the plan that possibly could be put back into the plan.

Mr. Smith said once again, we have the list that was originally in the plan. You have what is now. We can certainly show you that. And I can tell you, you know, I don't think any of you were in that. That was a very ugly process as you can imagine. We're cutting 40 percent out of our transit. And it was hard. And it's also hard because there's differences in service levels there's differences in priorities.

And, you know, that was one of the more challenging as one who is smack dab in the middle of that that was one where the regions really had to pull together. There was a lot of give and take between Phoenix East Valley and West Valley because there are differences in cost, there's differences in reach.

And so this was not a decision that was made in a lackluster manner. So absolutely you can see what was originally in the plan and then what's been where we are now.

Councilmember Hall said Scott, this is Skip, just real quick, on the rebalancing that you did in 2009 -- 2008 and 2009, whatever, were all the cities represented in that discussion?

Mr. Hodgins said yes.

Councilmember Hall said or was it a certain amount of mayors.

Mr. Smith said no, Councilmember, it was done at the TPC and the Regional Council. So if a city is represented on the Transportation Policy Committee and on the Regional Council they were all involved. It was something that was done with full staff
participation because the decisions were brutal. The decisions were pretty significant. And, yes, it was a joint discussion.

Mr. Hodgins said I would add that there were significant numbers of meetings the Board asked us to create a Transit Life Cycle Program Working Group which is staff from all of the cities. We participated in crafting a rebalanced program that went through significant scrutiny from the Board and ultimately went to MAG for additional discussion at the TPC. So there was involvement from not just everybody at Valley Metro but also from MAG.

Chair Tolmachoff said okay. Before you move on, we've got a few more questions. Go ahead, Bill.

Councilmember Stipp said this is completely the new guy questioning trying to figure out how does light rail fit into this whole discussion. Were there light rail projects that were also scrapped from that list? From a very high-level conceptual idea we spend hundreds of millions of dollars on that project when we have left bus service which is far cheaper to put in place.

Mr. Smith said that's important. The answer is yes, there were several light rail projects that were pushed out of the project. And once again, the answer is was there a trade-off between, for example, West Valley bus and light rail, no. The reason for that is as you can see 42.7 percent of the funds went to the central city Phoenix because of jurisdictional equity. And they decided and Mesa and Tempe decided how those light rail funds were being used within their region. There's no cross-pollination between light rail built in Phoenix and bus service in the West Valley. Those are some of the firewalls that are put up there.

You can see the only rail that's in that original one 2 percent to the West Valley that basically was the Glendale the amount that went into Glendale. And that was included in there because that was part of the plan or maybe some other planning type stuff. But it was a very small percentage with the anticipation there might be something built into the West Valley. But there was never a trade-off between let's pull money out of bus and build light rail.

Councilmember Stipp said so now that the light rail is not going to go into Glendale that 2 percent of whatever pot that is what happens to that?

Mr. Smith said by statute you cannot trade, as Paul said between the different types of funding. You can't take transit money and put it into streets or arterials and vice versa. So that money had to stay in transit.

By Board policy by Valley Metro policy, the funds have to stay within the mode. So rail money has to stay within the rail program. Bus money has to stay within the bus
money. And that was to protect, exactly what you’re saying, so you couldn't borrow money primarily from the bus program to fund light rail.

So that money that was earmarked for rail programs stayed in the rail programs. And is now in the reserve for rail programs to be used on rail projects.

Councilmember Stipp said which are not in the West Valley.

Mr. Smith said which are not in the West Valley. If there was a rail project in the West Valley it would go to that project.

Councilmember Stipp said so the West Valley loses it's 2 percent of the overall allocation.

Mr. Smith said because there's no rail project.

Councilmember Stipp said because a program chose not to go forward, if that 2 percent represents $100 million that $100 million goes elsewhere within rail because we have a -- we’ve said that's basically what our policy is as opposed to us changing that policy and saying we're going to allow that to stay in the West Valley.

Mr. Smith said that's correct. Because the policy was set that the rail money has to stay in rail money. And it was actually $51 million. So, yes, that 50 million dollars went back into the rail program and it is now in that reserve. Yes.

Councilmember Stipp said so $51 million goes a long way towards bus service in the West Valley which we don't have access to. And I don't want to make this an east versus west, kind of thing, but we're really talking about now we're talking about regional equity and we've lost some of our equity in this.

Mr. Smith said if it plays out -- and I will tell you this that on that number there a lot of people ask about the income allocations those -- not income but the population allocations, those population allocations were set at the time.

They were set at the time and as you can see it was 25 percent population that was the anticipated population share during the entire twenty years, so in other words, people recognized that in this twenty-year period the West Valley would grow faster than other areas. That was anticipated.

The actual number that came in, and Eric Anderson didn't have those numbers for the mayor/managers, that actually came in at 23 percent for the West Valley. So in reality the West Valley has gotten a greater share than the East Valley, but that's just how it plays out. That's how it's played out.
This is one of the challenges in setting a program in one year and saying it's inflexible for twenty years because things do change and, you know, it's one of our all of our frustration is why can't we move this money here to there to meet current needs because that's what it took to get it through the legislature and everyone agreed that we would put a program in place we would set up these firewalls and these buckets and that's how we would run it.

Councilmember Stipp said I'm not disagreeing with that, but I would have to argue with the fact that it's actually 23 percent versus 25. If it actually had been 28 percent versus 25 we wouldn't be having that discussion.

Mr. Smith said you would have a different discussion. Why we didn't get our full allocation -- you're exactly right.

Councilmember Stipp said I want to go back to what we actually stuck to which is the 2 percent of that overall allocation because that's just the fact.

Mr. Smith said that's the fact.

Councilmember Stipp said and because we have a Board policy that says rail stays with rail, the West Valley has lost 2 percent of its allocation and I think that's something that this Board needs to revisit and look at from a regional, not jurisdictional but a regional perspective.

Mayor Williams said is that set by the legislature?

Mr. Smith said no. The legislature part of the statute is you cannot go between modes meaning transit to streets freeways. It's a Valley Metro Board established policy that was set that you could not go between rail and bus and unlock them. That is a Valley Metro policy.

Vice Mayor Edwards said Madam Chair, I would like to ask this Board to consider changing that policy. If maybe having ad hoc or however you want to do it, but I think this needs to be looked at more in-depth because the West Valley's not getting their fair share of money and as Money Magazine just rated Peoria the fastest growing city in the state of Arizona and the 27th fastest growing city in the country.

And I'd be remiss to say that we need our money and we need our mode of transportation, not only Peoria but the entire West Valley. And jurisdictional equity when it comes to Prop 400 plus or whatever that's going to be called we need to have a sit down and say you know what, we need to look at this again.

And from a legislative standpoint I think there's needs to be some I know that they've got these checks and balances, but I think at some point there needs to be something in
there that says if the west is growing at leaps and bounds "X" percent or the east or the central, it doesn't matter where it is, but there needs to be a trigger to say if you're growing so fast we can't wait twenty years to revisit it. It makes no sense.

Chair Tolmachoff said so if I can.

Mr. Smith said just so you know I'm not getting on you, but just so you know one of the things that was in the bill that did not pass but which everyone sort of agreed to and I would assume that as we move forward in the Prop 400 extension that everyone agrees that the twenty-year fixed program is not really applicable to today's world with technology and everything. And so there was a measure put in there that the plan would be revisited every five years. And could be adjusted at that time.

So I think the sort of the sense of the community as we talked about what would be going forward and even though that didn't pass I would anticipate that whatever proposal is on the Board will include that ability to be flexible.

And I think everyone realizes that having twenty-year plan sounds great in year one and in year fifteen you realize the world's changed. And we need to have that ability to adopt a plan to the changing world.

Chair Tolmachoff said if I could clarify what you're saying. So are you talking about a project that was plugged in and then doesn't like what happened with Glendale, right, so not generally speaking that money can be moved between rail and buses. So would that be an item for future discussion.

Mr. Smith said for future discussion.

Chair Tolmachoff said so we'll put that at the end then.

Mr. Smith said that's a policy issue and as a bureaucrat that I am, I am more than willing to allow you elected officials to make those policy decisions, but we will help in however way we can.

Chair Tolmachoff said all right. Would you like to continue?

Mr. Hodgins said as Mr. Smith mentioned this is a Board policy allocation. It was adopted by the Board back in 2005 as we're looking to implement the Transit Life Cycle Program.

And so each year we allocate about 57 percent of the revenue to the bus program and about 43 percent to the rail program. And each program has its own financial model. And each financial model has to be balanced.
So as we went through the recession, light rail had to balance within the light rail program. And we did defer the northeast extension which impacted Phoenix. And then we deferred a whole slew of bus routes and capital facilities in the bus program. But each was done discreetly.

So as a quick look to highlight again, the 57 percent or so of bus revenues and this just represents the latest forecast compared to the RTP, so we do program growth every year. The last year the drop off was because fiscal 26 only has a half year of revenues because the tax expires in December of 2025, so we do project some growth through the end of the program.

The top line is the original RTP forecast. That's what we expected. The bottom line, the lesser number, is the current.

So for the bus program we had just over $80 million in fiscal 2018. That should grow to about $120 million by fiscal 2025. That's the current projection. And as discussed, we do have this guiding principle about jurisdictional equity that we take the bus revenues and we allocate them by subregion similar to the way the plan was developed. And we looked at those percentages from the original plan. And again it only applies to the half-cent sales tax revenues. And we look at where those funds are scheduled to be, either they've been spent already or forecasted to be spent for fleet and service etcetera.

And the Board policy to maintain that jurisdictional allocation is that each subregion has to be within two and a half percent of its policy allocation.

So this is the table from the TLCP that was adopted in May. So if I take the top line for central or Phoenix what we calculate will be spent over the twenty years in Phoenix is $434 million. And their policy allocation based on the original plan would have them at $438 million of the available revenues. So they're slightly under allocated. If we had money to spend they would have about $4 million to spend to get to the policy amount, but they are within the two and a half percent policy, so we consider that balanced.

All three of the subregions are within the two and a half percent, so in terms of maintaining jurisdictional equity based on board policy, although nobody's perfect, it's within policy.

Councilmember Hall said I want to insert something. Jurisdictional equity was not Board policy. Jurisdictional equity as I understood it in my discussions with Scott was a combination of MAG and Valley Metro; right, Scott?

Mr. Smith said trying to think of the conversation I had with you. I don't -- maybe -- Paul was there.
Councilmember Hall said you know, I've had a problem with jurisdictional equity since the beginning, okay, we just got screwed. Surprise got screwed. There's no question about it. We put a lot of money in the pot and we don't get anything back. Okay. We got a freeway 303. That was Goodyear and Buckeye and Peoria and Surprise and it's a whole combination of regional money. Okay.

But so, but the way you explained it to me was MAG had a big part in coming up with jurisdictional equity back in 2003 -- 15 years ago.

Mr. Smith said well, Councilmember Hall, jurisdictional equity is a concept that goes across all programs related to Prop 400. So when we're talking about MAG, really we are part of that process in defining how Prop 400 moneys are spent. There really isn't a whole lot of separation. Even though we approve our transit life cycle, the moneys come in, they're allocated out, but it's a concept that was put in place in order to get Prop 400 passed is that jurisdictional equity. And it applies to street projects and to transit and to other things as they're applied at both the Valley Metro and the MAG level.

Mr. Hodgins said I would say MAG's concept that they consider geographic equity and that's what they used to create the plan sort of the West Valley, East Valley central valley in looking at the needs and programming the projects that drove the allocations and the firewalls.

Mr. Smith said and frankly, it was a political -- I wasn't there, so I can't speak from personal experience, but it was a political reality in what can we do to get this through. And everyone felt like they had to that they didn't want to be left out. Just like you feel right now.

Jurisdictional equity actually came back to the fact that, listen, if we're going to put into the plan there should be projects within our area that at least get us back close to what we had. There should be a consideration -- let me put it that way. And that was the political reality to get everyone to buy in to Prop 400.

Mr. Hodgins said so when I say the Board policies, during the recession when we were trying to rebalance the program the Board adopted some specific policies on how the funds get allocated by subregion, and that's this within two and a half percent, and that really is what helped guide the discussions for rebalancing the program back in 2009, 2010.

So there are some specific Board adopted policies related to jurisdictional equity. But the concept, the geographic equity concept, was really used to help develop the plan in the first place at MAG. And, once again, Councilmember Hall, if we go back to that table I wasn't there, but at that time, as you saw, there was a conscious decision made by everybody east, west, central on how to allocate the funds that would be available to them over the twenty years.
As you saw there was the West Valley, the leadership at that time, decided to allocate a different or lower percentage of the available funds to transit than others did because they had different needs.

There's no doubt that from a timing and other issue that that freeway you talked about was a major priority for the West Valley which was why there was a disproportionate amount allocated to freeways -- a higher amount than there was either for Phoenix or the East Valley and that was the decision that was made.

And, you know, in hindsight I guess it's easy to look back and say, gee, why didn't we do it differently, but that was the decision that was made and I think that if you drive down the 303 or go over the overpasses on Grand Avenue and those things that were included in that calculation, you know, people have ended up getting what they bargain for back at that time.

Chair Williams said and if I may, Skip, and I know, you and I have had this discussion many times as well, and when you're looking at transit from some of these other West Valley cities and trying to compare based, I think an apple to an orange, the cities that have a little more robust transit system have a dedicated funding source. Glendale has a half-cent sales tax.

So some of the when you're comparing a city with a dedicated funding source to a city without a dedicated funding source, obviously you're not going to be able to line things up, so I think that we need to keep in mind that there are cities that have that dedicated funding source.

Councilmember Hall said sure. It's just, you know, I don't mean to beat a dead horse, but my last calculation was Surprise residents have paid in about $110 million. Okay. And what they look at is they've got the part of the 303 Bell and Grand. They are no -- there's not a bus within six miles of Surprise for the grid.

And so I'm just reflecting what the taxpayers tell me, you know, they pay this half cent in and where are we in terms of the grid. We're not in, you know. It's really sad. And if you look at a transit map it's just El Mirage, Surprise, Peoria, Youngtown, I mean, we're just out there on an island, you know. And there's a lot of growth out here, a lot of growth.

And it's just really sad that we couldn't make some kind of adjustment along the road that, but we had to be fixed for twenty years. It just doesn't make any sense to me, you know. But, anyway, but that's, you know, we can go on with it, I'm just, you know, I'll get off my high horse. I just I'm so frustrated by it.
Mr. Smith said and if I could, not to either stop you from beating your dead horse, but, once again, let's remember we have over a two-billion-dollar shortfall and that really is what has caused us to have some of the pain we're having. Because I think if we would have had that money a lot of these gaps would have been filled. We would have had the resources to fill those gaps. Unfortunately we had the worst recession since the Great Depression from 2009 when things fell off.

You know, and you look at what could we have done with that additional two billion dollars. We probably wouldn't be having this conversation today.

So I think you can look at what was set up. It was set up I think with good intentions with leaders who tried to bring what was best for their areas. And we ran into a brick wall. And it was ugly. And that's really the evil in this is that the economy died and we're two billion dollars short. That's a lot of money.

Councilmember Dennis said I agree that we've had a lot of downfall, but I think from the years that I've been around when we looked at the 20-year plan, the West Valley prior to the 20-year plan had the 303 kind of pulled from the prior plan, so we're always -- as the West Valley we have always been working in the deficit because we never had those projects fulfilled.

So when we went into prop 300 and really look at how do we try to catch up on areas that we felt short on and that's why we kind of created the 303 as being a priority as making sure that was getting completed.

I think every city needs to probably pay attention to, you know, if this is a priority to the community going out and getting a sales tax dedicated to transportation, but additional to that with the downfall, but I'd still want to say that the West Valley still needs to because of we've always been in the deficit because of all the planning. We've always been in the background and we need to really kind of pay attention to when we do get those additional dollars to bring them back in and if that two percent can be moved into transit to the West Valley from rail if it's not, you know, if we can bring that back and change our policy that's important to the West Valley that we need to do that.

Mayor Williams said you know, I have to speak up for Phoenix here. I think we had projects delayed that were delayed in this process and we were hoping some of that money would come back so they could be resurrected and continued.

In the meantime knowing the billions that's been short on 400, the reason Phoenix went out and passed 2050 is because it's a priority for buses, streets and rail in the City of Phoenix to continue to grow. And we had to make the decision that our taxpayers had to fund a lot of that to make it happen.
Doesn't mean we're not going to be one day getting our share because everybody travels through Phoenix so roads have to connect to our transit, it's a system, whether it's in your city or another or mine it's a regional system, and we have to keep that in mind as we move forward.

You know, Skip, I don't want to argue with you, but, just remember, when we tax our residents to help supplement and increase bus service especially, I represent the northern area of the city, a third of my district had no bus routes, nothing. Zippo. Has a lot of population, but when we passed 2050 we have now extended those routes. Granted they're half hour or an hour system, but at least they have that option. They don't have the circulators et cetera, but we ponied up the money. And so I just want you to remember that as you're talking about this.

Councilmember Hall said right. I understand, Thelda. And, believe me, I'm very cognizant of Phoenix and the challenges of Phoenix, so I really appreciate that. I just sometimes feel like us out in the middle of used to be nowhere now I've got 135,000 residents that sometimes it's forgotten about especially when you make a plan for twenty years and it's just fixed, you know, there's no flexibility in it. That was my only problem. But I totally understand what you're saying Thelda. And I appreciate it.

Councilmember Arredondo-Savage said I just want to kind of piggyback on Mayor Williams thoughts just from the East Valley and from the Tempe perspective, too. I mean, you know, we do have a dedicated funding source and I think that has to be accounted for. And we have a population that increases over 50 percent every single day.

So we basically are in kind of that situation too, but this is a regional system and we have to be able to work together. And unfortunately not everybody's going to get what they want all the time and the same with us.

I mean, we've got a lot of delayed projects that haven't happened, but we realized how important it was to our community and our community came through to make sure that it was a priority for us now and in the future.

So we're very fortunate to have that committed funding source for Tempe and we're happy to be regional players, too. I totally understand that, but I think in all fairness, I think we've got to look at the differences. I think the vice mayor mentioned comparing apples to oranges, I think we just to have to be careful with that.

Chair Tolmachoff said are we ready to move on? Okay.

Mr. Hodgins said I will try to be very quick. Just a couple things to highlight. There are all kinds of projects that are eligible. I will note that circulator service is something that's specifically excluded in the regional plan from regional funding. We do pay for
paratransit, but it has to be for ADA service. If you're providing, if we want to provide any non-ADA, general public or anything like that, that has to be locally funded. There's a couple of exceptions, but it's pretty wide open.

We also provide support services such as regional call center, marketing, planning administration. The regional funding the PTF can pay for fleet, buses, paratransit, vanpools and then a variety of facilities including bus stops.

Chair Tolmachoff said you had that slide where you showed the projected fare revenue increase on buses. Was that those projections, that one, based on the upgraded farebox?

Mr. Hodgins said this is actually the sales tax forecast from ADOT. For just the bus program. Sorry, if I didn't make that clear.

Chair Tolmachoff said do we know, are there any projections on how much that's going to fund the system, the revenues that's going to?

Mr. Hodgins said once the fare collection system is replaced. We anticipate -- it's not an exact number, but anywhere from $3-5 million in additional revenue annually. That's kind of what we estimate the loss is right now from the reduced fare.

Chair Tolmachoff said okay. Thank you.

Mr. Hodgins said to talk just a little bit about the programming process, so we have a short range transit program that we develop at least every two years. So it's there to identify regionally and locally funded transit service changes. So we develop that based on input from the members.

All of our cities come to the meetings through their service planning working group. The cities, the staff we put together all of the concepts of service changes that we would like to see.

And that program provides input to our service change process that comes to the Board twice a year to the Transit Life Cycle Program, as we've discussed, the fleet management plan, capital needs, so it's not just limited to service. If there are bus stops, park-and-rides, transit centers that we think are needed as part of any growth, they would be included there and also the transportation improvement program at MAG.

So it's really split into two planning periods. We have the short term or what we call the production years, years one and two, that's where the service changes are committed. We have an implementation date and we have committed funding either regionally or locally.
Then we have years three through five which are development. They're concepts that either require some analysis or they have no committed funding yet and we continue to look at them.

And that's where something like additional regional funding for Route 83 would be included in those years, three through five, as we continue to move forward. And so any other concepts like that we would ask your staff to bring it forward. They're included in the short range transit program.

So the process we go through really, as I said, with member agencies we have our transit standards and performance measures. I wasn't going to go into detail on those, but it helps us to do some analysis on the benefits of particular service improvements.

We prioritize those concepts for the production years. And then we document a final list of changes that are either regionally or locally funded. And to be in those years they have to have a funding commitment.

So the local funding commitment we would require a letter from the city. It's got to be a commitment of two years for a significant improvement.

For the regional funding what we look at we look at these service changes that are eligible for regional funds, as we've discussed. We look first to see if there are available funds within the overall program. And we look to see if there are available funds within the jurisdictional equity policy. And assuming that this year there will be, as the forecast went up about $25 million over the life for the bus program, there will likely be some funds that are available for programming.

So we get a meeting with each -- the cities from each of the subregions, look at those projects that are programmed in the short range program, which ones are eligible for regional funding, and it would basically be a negotiation with the members from each subregion to program those available funds.

So it really is an iterative process, collaborative process with the members. It's not just us. We may help with some recommendations based on the transit standards and performance measures, but it's really up to the cities to come to some consensus on how to program additional funds.

That's the end of my presentation. I'd be happy to answer any further questions.

Vice Mayor Edwards said I actually have one more. And so can you kind of give me an understanding, Dial-A-Ride. I understand that the Dial-A-Ride costs are significantly higher than the ridership, and so how is that determined when this goes out to bid because, and again, my understanding is that the trips expected is not as much as it was anticipated, but yet when the contractor bid the contract he was bid for "X" amount
of trips, and so there’s a shortfall there. How is that covered? Is that passed on to the cities to make up that difference?

Mr. Hodgins said well, the funding for paratransit services a little bit complicated. It’s a combination of regional funds and local funds. As I mentioned the regional funds can be used for ADA, but early on in the process when we were developing the life cycle we recognized that we needed to have basically a cap on the amount of regional funding. And that as we expanded service, you know, additional funding really would have to come from the cities so that paratransit didn’t take away from light rail or bus service or anything else because there was a potential for significant growth.

So we put in some caps. So each city really has an allocation each year of regional funds for ADA. So we spend those regional funds first for eligible trips. And then anything above that is the responsibility of the city. So it’s a little bit complicated.

So the answer to the issue with Transdev or with the current contract is complicated by we look at that as an overall contract, but they’re providing service across the whole valley, so within each city there may be increased trips or reduced trips, so that’s kind of a complicating factor. I’m not sure I’m answering your question yet.

Councilmember Hall said well, yeah, but Paul, if I could insert what Jon’s talking about, did Transdev lose -- did they lose a bunch of money? Let’s be honest. Did they lose a whole bunch of money on this contract?

Mr. Hodgins said they’re telling us that they lost some money, it’s a specific term, I guess, in the first year because the number of trips across the valley was significantly lower and they bid the contract on a per trip basis.

Councilmember Hall said so did they put in a change request back in January?

Mr. Hodgins said so they have been discussing with us some potential changes to the contract rates and we’ve been talking to them over several months. That’s correct. Councilmember Hall said okay. So when did our staff know about it?

Mr. Hodgins said I first brought it up at a financial working group, I believe it was in August. There may have been discussions with certain staff members at the -- what do they call it -- accessible transit working group with some of the staff members. But officially from a financial side it was in August.

Councilmember Hall said okay. So, they put in their request, as I understand it like January, and then we find out about it in August? So I’m just wondering why we aren’t notified earlier than when this reconciliation happens. I mean, in Surprise it wasn’t too bad. I mean, it was $25,000, I think. But it could have been a lot worse and we didn’t even know about it.
All of a sudden we just got an invoice for a total of $27,711; $25,000 of that was paratransit, but, I mean, that was a surprise to us, okay. So I'm trying to think how can we know about this earlier so that we can make adjustments at the city level in our budget or in our budget process when we're doing the budget for the upcoming year. Do you know what I mean, Paul?

Mr. Hodgins said yes. You're absolutely correct. We should have notified the cities sooner. We completely dropped the ball on that and we are fixing that. Moving forward we will have much better communication.

Councilmember Jones said I want to ask a question to Paul also there. I know that you dropped the ball on that, but there's been a lack of communication going to some of the cities as to the increase in cost.

I would like to request a face-to-face meeting with Scott and the CFO and maybe we can sit down and discuss this because this stuff we asked three times to have brought up when we're doing our budget process. And because it never came up and now we get a bill of $55,000. We're behind the eight ball and we're kind of screwed on this because we don't have the money to pay this bill.

So I want to request a meeting face to face with Scott and the CFO where we can sit down because we're not getting return e-mails, we're not getting return calls and we just need to sit down and discuss what we're going to do with this balance.

Mr. Hodgins said yes, sir. We'd be happy to come out and meet with you.

Councilmember Jones said all right. You get together after this and we'll set up a meeting time where we can all sit down face to face and discuss this. Thank you.

Chair Tolmachoff said are we ready to move on from this topic? Did you get your question answered?

Vice Mayor Edwards said I did. Again, Paul, I want to thank you and your staff for doing such a good job on this in explaining it. I know it's kind of brutal, but it was very well received. Thank you.

Mr. Hodgins said my pleasure. And if you have any additional questions I'm available.

6. Executive Session

Chair Tolmachoff said the next item on the agenda is an executive session. Are we going to have an executive session?
Mr. Smith said it's your call. The next meeting most of it is on consent the RPTA meeting. We can put this off. The only thing on executive as I talked about Michael and I, and we can do that next month if you would like.

Chair Tolmachoff said does the Board want to go ahead and go in and if we want to cut it short we can. It's up to the body what you want to do.

Councilmember Arredondo-Savage said it would be great to be able to have the background material a little bit earlier. I know we did get it. And I appreciate it, but, you know, getting it at 10:15 is not really probably one of those things that's very helpful. So, I'm happy going to go in but not with the maybe at least maybe having the initial discussions and then maybe a follow-up.

Chair Tolmachoff said is everyone in agreement with that? Just a quick discussion and then we'll.

**IT WAS MOVED BY COUNCILMEMBER ORSBORN, SECONDED BY COUNCILMEMBER PETERSON AND UNANIMOUSLY CARRIED TO ENTER INTO EXECUTIVE SESSION.**

The regular meeting adjourned at 12:40 p.m.

The regular meeting reconvened at 1:12 p.m.

Chair Tolmachoff said okay. I'm going to call the Joint Board meeting back to order. And there are no action items as a result of the executive session.

7. **Executive Session Action Items**

No action was taken on this item.

8. **Travel, Expenditures and Solicitations**

Chair Tolmachoff said we'll move on to the next item on the agenda and that is the travel expenditures and solicitations. This item is presented for information only. Are there any questions on any of the items in the travel and solicitations from any of the Board members?

Mayor Williams said it was quite a list. I will just make not a motion, but a comment that it was a very long travel list this past month.

Mr. Smith said it is a long travel list because this organization -- and, you know, it's great you bring that up. We are very different than others and especially cities. And part of the reason is because the nature of our business is we have no peer. And that's not a
bragging that's just to say there's no other transit systems other than the City of Phoenix that we really compare with.

The other thing is that we have to travel to meet with FTA and other things. That's what I mean by we have no peers. It's not like we can go next door. Much of our training is done on a regional or national basis. And like, for example, on this one, I think there's six or seven people that went to San Francisco for meetings with the FTA. You have to go.

And so that's why I know there have been some questions as to why is this list why are people going everywhere around. That's the way it is because it's the nature of the business. We don't travel except for when we have to. We go over, as part of our budget process, we designate travel as being critical, essential or, you know, just sort of would love to.

And we only budget for things that are critical or essential. Critical means meet with the FTA. You have to be there. Essential would be certain training that you have to do.

So if there's any trip or whatever you would like us to talk about we'd love to do that because I think we keep a pretty good handle on where we travel. But we are going to travel more than what you'll see even in your city. It's just the nature of the business we're in.

Mayor Williams said we could have another discussion on this probably at another time.

Chair Tolmachoff said okay. Anything further on travel and solicitations? Okay.


Then we'll move on to future agenda items or any current events. Any members have anything they would like to have noticed for a future agenda?

Chair Tolmachoff said okay. If nobody has anything for a future agenda or any comments or suggestions, we'll adjourn the joint board meeting.

Next meeting will be on Thursday, December 13, 2018 at 11:15.

With no further discussion the meeting adjourned at 1:15 p.m.
AGENDA ITEM 4A

DATE
December 6, 2018

SUBJECT
Enterprise Resource Planning (ERP) Consultant Services Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a 2-year ERP consulting services contract with Plante & Moran, PLLC in an amount not to exceed $852,720, which includes a 10% contingency of $77,520.

BACKGROUND | DISCUSSION | CONSIDERATION
Valley Metro currently has multiple financial systems that are not integrated and/or unable to integrate with each other. Certain aspects of these systems have been in use for more than 10 years. Valley Metro staff has begun to evaluate the various systems in use, however the time and knowledge needed to fully evaluate these systems is not currently available to perform the comprehensive evaluation that is needed.

In February 2018 the Board authorized the CEO to issue a Request for Proposals (RFP) for Enterprise Resource Planning (ERP) Consultant Services. The RFP issued requested ERP Consultant Service to assist in the comprehensive evaluation of the various applications currently in use throughout Valley Metro against business needs and best practices for transit agencies. The objectives of the evaluation are to:

- Understand the current system capabilities and compare those against business needs and best practices/current software functionality available in the today’s market;
- Identify areas where the current application is capable of meeting needs, but additional staff training is needed to utilize the application to it’s potential;
- Identify if there is a need for Valley Metro to replace its current systems and prepare a work scope for potential new systems.

In July 2018, Valley Metro issued a federally compliant RFP for the ERP Consultant Services. A total of five firms submitted proposals. A selection committee, comprised of Valley Metro staff evaluated the proposals and conducted in-person interviews with three of the five firms. Based on the proposals and in-person interviews Plante & Moran PLLC was selected.
There are four distinct phases that will be performed by the ERP Consultant under this contract. These phases are:

1. ERP Software – Needs Assessment
2. ERP RFP Development
3. ERP Vendor Evaluation & Selection
4. ERP Installation & Implementation

Based on the results of each phase, a determination will be made whether to move forward to the next phase.

**COST AND BUDGET**
The cost for the ERP Consultant Service will be funded equally by RPTA and VMR. Funds available in the Fiscal Year 2019 Budget for Phase I. Budget for future phases will be included in FY 2020 budget. The budget for Phase IV may be renegotiated based on the level of effort identified through the previous phases.

<table>
<thead>
<tr>
<th>Phase</th>
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<tbody>
<tr>
<td>I. Needs Assessment</td>
<td>$92,400</td>
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<tr>
<td>II. RFP Development</td>
<td>51,600</td>
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<tr>
<td>III. Vendor Evaluation and Selection</td>
<td>55,200</td>
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<tr>
<td>IV. Installation and Implementation</td>
<td>576,000</td>
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<tr>
<td><strong>Total Cost</strong></td>
<td><strong>$775,200</strong></td>
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<tr>
<td><strong>Total Contract Authority</strong></td>
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**COMMITTEE ACTION**
RTAG: November 20, 2018 for information
TMC/RMC: December 5, 2018 approved
Boards of Directors: December 13, 2018 for action

**RECOMMENDATION**
Staff recommends that the Boards of Directors authorize the CEO to execute a 2-year ERP Consultant Services contract with Plante & Moran PLLC in an amount not to exceed $852,720.

**CONTACT**
Paul Hodgins
Chief Financial Officer
602-523-6043
phodgins@valleymetro.org

**ATTACHMENT**
None
Current Systems

• **Multiple systems are not integrated**
  - Financial/accounting
  - Fixed assets
  - Human resources
  - Payroll/timekeeping
  - Grants management
  - Asset management/maintenance
  - Capital projects
  - Procurement
  - Contracts management

• **Results in:**
  - Manual downloads/uploads to share data
  - Manual entries in multiple systems
  - Inefficient use of staff time
ERP Consultant Scope of Work

• Four Phases
  1. Needs Assessment
     1. Can existing systems be integrated for efficiency
     2. What systems should be retired
     3. What new systems can be purchased to fill gaps
  2. Develop RFP technical specifications
     1. Specifications for new systems
     2. Specifications for integration with existing systems
  3. Evaluation of vendor proposals
  4. Installation and implementation oversight

Proposal Evaluation

Five firms proposed
• Top three firms were interviewed

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Cost

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</table>

Recommendation

Staff recommends that the Boards of Directors authorize the CEO to execute a 2-year ERP Consultant Services contract with Plante & Moran PLLC in an amount not to exceed $852,720.
Information Summary

DATE
December 6, 2018

AGENDA ITEM 4B

SUBJECT
Web Management and Support, Contract-to-Hire Extension

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to purchase professional services from nVision in the amount of $112,716 for temporary assistance from a skilled Web Developer to maintain and oversee the website.

BACKGROUND | DISCUSSION | CONSIDERATION
During spring 2018, staff identified the need and budgeted for the current website management and development to be moved in-house from a contract that is coming to an end on November 30, 2018. For the past several months staff has been working to recruit a skilled professional to fill that role. Between September and October of this year, the identified professional accepted this role and then rescinded after their current employer countered 72 hours in advance of their start date.

Due to the urgent nature of this role and the pending contract expiration staff initiated a solution and engaged with nVision for temporary assistance from a skilled “Full Stack Developer” to maintain and oversee the front and back end of our website as we continue this recruitment. Following this engagement, staff was offered the option to extend the Full Stack Developer’s engagement to a half-year with a contract-to-hire clause and we would like to take advantage of this opportunity.

COST AND BUDGET
The contract extension is $112,716. The RPTA portion is $56,358 and the VMR portion is $56,358. All costs in FY19 are included in the RPTA and VMR Amended FY 2019 Operating and Capital Budgets.

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<td>Mohave: 18KNVIS2-1109</td>
<td>$112,716</td>
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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.
• Tactic E: Enhance services and facilities for seniors and people with disabilities.

• **Goal 2: Advance performance-based operation**
  • Tactic D: Maintain a culture to recruit and retain a qualified and diverse workforce.

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

**COMMITTEE ACTION**
RTAG: November 20, 2018 for information
TMC/RMC: December 5, 2018 approved
Boards of Directors: December 13, 2018 for action

**RECOMMENDATION**
Staff recommends that the Boards of Directors authorize the CEO to purchase professional services from nVision in the amount of $112,716 for temporary assistance from a skilled Web Developer to maintain and oversee the website.

**CONTACT**
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Chief Operating Officer  Manager, Information Technology
602-495-8209  602-495-8253
rantoniak@valleymetro.org  pozlin@valleymetro.org

**ATTACHMENT**
None
Information Summary

DATE
December 6, 2018

AGENDA ITEM 5

SUBJECT
Results of the Rider Satisfaction and Transportation Demand Management Surveys

PURPOSE
To provide an informational update on the results of the 2018 Rider Satisfaction and Transportation Demand Management Surveys.

BACKGROUND | DISCUSSION | CONSIDERATION
Valley Metro regularly conducts surveys to garner public feedback and opinion of regional services in an effort to evaluate and improve. Valley Metro conducts the Rider Satisfaction Survey (intercept and online) every other year with bus and rail riders. The Transportation Demand Management (TDM) Survey (phone) is conducted each spring with the general public.

Rider Satisfaction Survey

The Rider Satisfaction Survey aims to measure satisfaction with Valley Metro services, performance, facilities, communication materials and other topics from a diverse set of riders. Survey locations include 15 key transit centers across the Valley. In addition to the intercept survey, Valley Metro posts a link to an online survey where riders can review and complete the survey as well. The data from each survey is processed separately for analytical purposes. Both survey types are available in English and Spanish.

In 2018, 651 surveys were completed in the April – May timeframe with a margin of error of +/- 3.48%. Results are summarized below and often compared to prior surveys.

Rider Demographics and Characteristics

- Self-reported demographics of riders as a whole were generally comparable to 2016 figures. Notably, the average household income reported by riders had previously declined since 2013 but has now increased again to an average of $31.9 thousand dollars per year.
- On average, riders report using public transit for 7.9 years, which is one year longer than in 2016. The proportion riding transit for more than ten years increased to 27% in 2018 (up from 20% in 2016).
• Nearly four in ten bus riders (39%) reported riding the bus six to seven days a week, which is a similar proportion compared to recent years.
• Among light rail riders, the average reported frequency of riding light rail increased slightly to 3.8 days per week in 2018 from 3.6 in 2016.
• More than one-half of all riders surveyed (52%) reported using public transit more often than they did a year ago, and less than one in ten (8%) reported using public transit less often.
• Only 23% of total riders reported that they could have used a personal vehicle for the trip they were currently on. Nearly half (47%) said zero vehicles were available in their household at all.
• Less than half of riders reported having a valid driver’s license (44%), representing the lowest level in the past ten years of this survey.
• Smart phone usage among riders continues to rise. Four fifths (80%) of riders reported carrying a mobile phone at the time of being surveyed. Among those, a significantly higher proportion in 2018 reported their phones were smart phones (90% up from 81% in 2016). While smart phone users were slightly less likely to report using Androids this year (71% down from 76%), iPhone usage increased significantly to 26% in 2018 after dropping to 20% in 2016 from 31% in 2014.

Trip Characteristics

• The majority of riders (79%) indicated they walked to their first transit location. The other primary ways riders reported reaching public transit were biking, driving/riding with others, and driving alone (7%, 6% and 5%, respectively).
• A strong majority of riders (82%) also reported they would walk to their destination after getting off at their last transit stop for the trip.
• One-third (32%) of transit users indicated they would be likely to use an on-demand ride service, such as Uber or Lyft, to reach a nearby transit center or light rail station. Slightly fewer (29%) reported being likely to use a self-driving shuttle or autonomous vehicle to reach public transit.

Overall Satisfaction

• More than four in five riders (81%) gave high overall satisfaction ratings for transit service. This is similar to the 79% rating achieved in 2016 and is in line with 2011/2012 levels. Transit riders were significantly more likely to report being “very satisfied” this year than in the prior three study periods (44% vs. 38% in 2016, 36% in 2014 and 34% in 2011).

Satisfaction with Bus Elements

• Bus riders gave the highest satisfaction ratings to usefulness of the Transit Book (63% rated 4 or 5) and value of service for fare paid (82%). The lowest ratings was for cleanliness at the bus stop (48% rated 4/5).
• In 2018, bus riders were asked for the first time to evaluate using the Ridekick app for planning their trips; nearly three in four of those with an opinion rated it highly (73% rated 4 or 5).
• Compared to 2016, satisfaction levels increased significantly for three attributes: Value of service for fare paid (82% up from 72%), ability to transfer between buses (68% up from 61%), and bus arrival and departure times (62% up from 54%). Satisfaction decreased significantly for cleanliness at the bus stop (48% down from 58%).

Satisfaction with Rail Elements

• Light rail riders gave the highest satisfaction ratings to train arrival times (88% 4/5 rating), ease of purchasing passes at fare vending machines (87%), and value of service for fare paid (86%). Four elements experienced significant decreases in satisfaction compared to 2016: customer service (79% vs. 86%), cleanliness inside the train (77% vs. 85%), cleanliness at the stations (73% vs. 84%), and personal safety (71% vs. 80%).
• In 2018, rail users were asked for the first time to evaluate using the Ridekick app for planning their trips; seven in ten of those with an opinion rated it highly (70% rated 4 or 5).

Likelihood to Recommend Transit Service

• The 2018 likelihood to recommend level was consistent with 2016 and 2014. Just over eight in ten riders (82%) indicated being highly likely to recommend the transit service to other people. However, the percent giving a “very likely” rating increased significantly over 2016 (62%, up from 56%) while “4” ratings declined (20%, down from 25%).

Likelihood to Continue Riding

• Four in five riders (79%) indicated they are highly likely to continue riding public transit for the next year. This represents the highest percentage measured over the prior six study periods and a significant increase compared to the 74% measured in 2016. Light-rail only riders were even more likely to be highly likely to continue riding public transit (84% vs. 74% bus only and 79% dual mode).

TDM Survey

The Transportation Demand Management (TDM) Survey measures awareness and opinions on transportation and air quality issues from the general public. The annual phone survey measures perceptions about important Valley issues, media awareness, commuting behavior, perspectives on alternative mode use and factors affecting commute behavior.
In 2018, 400 telephone interviews were conducted in the April – May timeframe with a margin of error of +/- 5%. Results are summarized below:

- One in four (24%) residents surveyed mentioned an air quality/transportation-related issue as being one of the most important issues facing the Valley. Although this represents a slight decrease after the significant spike observed last year, it is higher than the 21% measured in 2016.
- Recall of Valley Metro advertising declined to the lowest level measured since 2003; 26% of residents recalled seeing or hearing advertising in the past year. The current awareness level is significantly lower than the 32% to 56% levels achieved between 2007 and 2014, but is not statistically different than the past two years.
- Awareness of a mail piece for ShareTheRide or to try different forms of transportation fell to a study low of 7% (down from 12% last year).
- Attitudes toward advertising that encourages people to use alternative modes of transportation remain stable and positive; three in four residents (77%) viewed this type of advertising as very or somewhat favorable.
- In 2018, the percentage of employees/students using traditional alternative modes of transportation (i.e. bus, bike, light rail, walk, carpool, or vanpool) declined to an all-time study low of 18%, compared to 21% in 2016.
- Total alternative mode usage including teleworking and compressed schedules stands at 41%, a decrease compared to the past five years but higher than the 37% measured in 2012.
- Those that use alternative modes do so for convenience (43%) and saving gas/money (22%).
- Nearly one in four (23%) employees were aware Valley Metro offers an online matching system. While this represents a 3 to 5-point drop compared to the past three years it is slightly higher than the 20% measured in 2014. Slightly more than half (52%) of respondents not carpooling/vanpooling indicated they would be somewhat or very likely to consider using the online matching system.
- Residents were asked which types of information would be most likely to encourage them to consider alternative modes of transportation (multiples responses allowed). Like last year, the most compelling messages in 2018 were saving money (64%), improving the environment (62%) and improving the community (61%).

**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
- Tactic C: Enhance customer service to member cities

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

**Goal 3: Grow transit ridership**
• Tactic A: Expand and improve transit services to reach new markets

COMMITTEE ACTION
RTAG: November 20, 2018 for information
TMC/RMC: December 5, 2018 for information
Board of Directors: December 13, 2018 for action

RECOMMENDATION
This item is presented for information only.

CONTACT
Rob Antoniak
Chief Operating Officer
rantoniak@valleymetro.org
602.495.8209

ATTACHMENT
Executive Summary
2018 Rider Satisfaction & TDM Research Findings

2018 RIDER SATISFACTION SURVEY: CONCLUSIONS

1. Continuing the trend noted in 2016, the Valley Metro transit system is meeting the needs of its riders with a higher degree of satisfaction than it has in the recent past. Overall satisfaction with the transit system was up slightly this year, but more importantly, the percent of riders indicating they are “very” satisfied was up significantly. In addition, the proportion of riders falling into the category of “Loyal Advocates” reached a ten-year high.

2. This higher level of satisfaction also appears to be causing riders to be more loyal and optimistic about their propensity to keep using the transit system in the future. The percent giving a high loyalty rating is the highest it has been in more than six years, and a majority of riders believe the system has improved in the past year.

3. Reversing a trend noted last year, riders were significantly more likely to indicate satisfaction with bus arrival and departure times. This is still one of the lower rated items, but riders have noted an improvement. This is an important shift as this attribute continues to be a driver of overall satisfaction with the transit system.

4. The feedback on the Ridekick app shows that the riders using the app are fairly satisfied with its performance, but it also stands out as an area of opportunity for Valley Metro. It is a key driver of overall satisfaction among those using it, but only a small portion of riders actually use it and/or have an opinion of it. As the proportion of riders with a smart phone increases, the app is a very viable option for the majority of riders.

5. Cleanliness at both bus stops and light rail stops was elevated as a concern among riders this year, with riders significantly less likely to indicate satisfaction with this element. This is another area of opportunity and importance for Valley Metro as this is also a key driver of overall satisfaction, particularly among light rail riders.

6. As in 2016, personal safety is a concern among light rail riders. Satisfaction with these element decreased this year, and it continues to be a key driver of overall satisfaction among light rail riders. This should continue to be an important focus for Valley Metro.

7. As in 2016, less than one quarter of riders overall indicated they could have used a vehicle instead of their current transit trip (and nearly half reported having no vehicles available for their household). Additionally, the percent of riders with a driver’s license is at a 10 year low. These findings continue to highlight the point that a large majority of riders are heavily dependent on the public transit system to make their regularly planned trips.
Valley Metro conducts annual rider satisfaction surveys to monitor the overall level of satisfaction among transit riders. This report presents the results of the nineteenth Rider Satisfaction Tracking Survey, which was conducted in April and May, 2018.

Data for the rider satisfaction study in 2018 was collected using one methodology – intercept interviews using iPad technology. Subgroups analyzed within the report are bus-only riders (n=239), dual-mode riders (n=392) and light-rail-only users (n=158). The overall margin of error for the study is ±3.48% at the 95% confidence level. Intercepts generally took between 10 to 12 minutes to complete.

Rider Demographics and Characteristics

- Self-reported demographics of riders as a whole were generally comparable to 2016 figures. Notably, the average household income reported by riders had previously declined since 2013 but has now increased again to an average of $31.9 thousand dollars per year.
- On average, riders report using public transit for 7.9 years, which is one year longer than in 2016. The proportion riding transit for more than ten years increased to 27% in 2018 (up from 20% in 2016).
- Nearly four in ten bus riders (39%) reported riding the bus six to seven days a week, which is a similar proportion compared to recent years.
- Among light rail riders, the average reported frequency of riding light rail increased slightly to 3.8 days per week in 2018 from 3.6 in 2016.
- More than one-half of all riders surveyed (52%) reported using public transit more often than they did a year ago, and less than one in ten (8%) reported using public transit less often.
- Only 23% of total riders reported that they could have used a personal vehicle for the trip they were currently on. Nearly half (47%) said zero vehicles were available in their household at all.
- Less than half of riders reported having a valid driver’s license (44%), representing the lowest level in the past ten years of this survey.
- Smart phone usage among riders continues to rise. Four fifths (80%) of riders reported carrying a mobile phone at the time of being surveyed. Among those, a significantly higher proportion in 2018 reported their phones were smart phones (90% up from 81% in 2016). While smart phone users were slightly less likely to report using Androids this year (71% down from 76%), iPhone usage increased significantly to 26% in 2018 after dropping to 20% in 2016 from 31% in 2014.
Trip Characteristics

- The majority of riders (79%) indicated they walked to their first transit location. The other primary ways riders reported reaching public transit were biking, driving/riding with others, and driving alone (7%, 6% and 5%, respectively).
- A strong majority of riders (82%) also reported they would walk to their destination after getting off at their last transit stop for the trip.
- One-third (32%) of transit users indicated they would be likely to use an on-demand ride service, such as Uber or Lyft, to reach a nearby transit center or light rail station. Slightly fewer (29%) reported being likely to use a self-driving shuttle or autonomous vehicle to reach public transit.

System Satisfaction

Bus Elements

- Bus riders gave the highest satisfaction ratings to usefulness of the Transit Book (83% rated 4 or 5) and value of service for fare paid (82%). The lowest ratings was for cleanliness at the bus stop (48% rated 4/5).
- In 2018, bus riders were asked for the first time to evaluate using the Ridekick app for planning their trips; nearly three in four of those with an opinion rated it highly (73% rated 4 or 5).
- Compared to 2016, satisfaction levels increased significantly for three attributes: Value of service for fare paid (82% up from 72%), ability to transfer between buses (68% up from 61%), and bus arrival and departure times (62% up from 54%). Satisfaction decreased significantly for cleanliness at the bus stop (48% down from 58%).

Light Rail Elements

- Light rail riders gave the highest satisfaction ratings to train arrival times (88% 4/5 rating), ease of purchasing passes at fare vending machines (87%), and value of service for fare paid (86%). Four elements experienced significant decreases in satisfaction compared to 2016: customer service (79% vs. 86%), cleanliness inside the train (77% vs. 85%), cleanliness at the stations (73% vs. 84%), and personal safety (71% vs. 80%).
- In 2018, rail users were asked for the first time to evaluate using the Ridekick app for planning their trips; seven in ten of those with an opinion rated it highly (70% rated 4 or 5).
Overall Satisfaction

- More than four in five riders (81%) gave high overall satisfaction ratings for transit service. This is similar to the 79% rating achieved in 2016 and is in line with 2011/2012 levels. Transit riders were significantly more likely to report being “very satisfied” this year than in the prior three study periods (44% vs. 38% in 2016, 36% in 2014 and 34% in 2011).

Likelihood to Recommend Transit Service

- The 2018 likelihood to recommend level was consistent with 2016 and 2014. Just over eight in ten riders (82%) indicated being highly likely to recommend the transit service to other people. However, the percent giving a “very likely” rating increased significantly over 2016 (62%, up from 56%) while “4” ratings declined (20%, down from 25%).

Likelihood to Continue Riding

- Four in five riders (79%) indicated they are highly likely to continue riding public transit for the next year. This represents the highest percentage measured over the prior six study periods and a significant increase compared to the 74% measured in 2016. Light-rail only riders were even more likely to be highly likely to continue riding public transit (84% vs. 74% bus only and 79% dual mode).

Perception of Service Change

- When asked whether they thought Valley Metro service has improved, remained the same, or declined in the past year, over half of riders (56%) stated service has improved (up significantly from 42% in 2016 and 36% in 2014). While one-third felt service remained the same, only 3% perceived that Valley Metro service declined. Dual-mode riders were most likely to feel service improved (61% vs. 45% light rail only and 54% bus only).

Key Drivers for Bus Riders

- The elements most highly correlated with overall satisfaction were: ability to transfer between buses (0.525), using Ridekick app to plan trip (0.478), value of service for fare paid (0.476), and bus arrival/departure times (0.470).
- Areas of opportunity among bus riders (i.e., elements with comparatively low levels of satisfaction, but relatively high correlation with overall satisfaction with the transit service) include: bus arrival/departure times, ability to transfer between buses, cleanliness inside the bus and notification of service changes.
Key Drivers for Light Rail Riders

- The elements most highly correlated with overall satisfaction were: online trip planner (0.534), using the new Ridekick mobile app to plan your trip (0.493), ability to transfer between bus and light rail (0.479), and personal safety (0.457).

- Areas of opportunity among light rail riders (i.e., elements with comparatively low levels of satisfaction, but relatively high correlation with overall satisfaction with the transit service) include: Ridekick app usage to plan trips, personal safety, presence of fare inspectors, cleanliness at light rail stations, and online trip planner.

Primary Source of Transit Information

- In 2018, riders were most likely to list the following as primary sources for route and schedule information: visiting valleymetro.org from a mobile phone (24%), Google/Google maps (17%), calling Valley Metro (14%), and the transit book (10%).

- There were several significant changes compared to 2016 with most notable being the significant decline in the proportions seeking information from valleymetro.com on either a mobile phone or computer/tablet, the Transit Book, and stop/station signage. Instead riders were significantly more likely to report depending on Google for information (17% up from 2%).

Loyalty Segments

Five different loyalty segments were identified using rider answers to three questions: Overall satisfaction with the transit system in the Valley, likelihood to recommend the transit service, and likelihood to be riding the transit system one year from now.

- **Loyal Advocates**: Riders who are completely satisfied (give a “5 – Very Satisfied” rating), are very likely to recommend the transit service to others (give a “5 – Very Likely” rating), and are very likely to continue using the transit service one year from now (give a “5 – Very Likely” rating).

- **Secure Riders**: Riders who are both satisfied and likely to continue riding (give a “4” or “5” rating on both measures).

- **Vulnerable Captive Riders**: Riders who are unsatisfied (give a “1 to 3” rating for overall satisfaction), but who are likely to be riding transit in a year (give a “4” or “5” rating).

- **Vulnerable Satisfied Riders**: Riders who are satisfied (give a “4” or “5” rating for overall satisfaction), but who are not likely to be riding transit in a year (give a “1 to 3” rating).

- **At Risk Riders**: Riders who are unsatisfied (give a “1 to 3” rating for overall satisfaction) and also are likely to stop using the service in the next year (“1 to 3” rating).
Key 2018 Loyalty Findings include:

- Loyal Advocates comprised 31% of total riders, the highest proportion measured over the past ten years.
- Secure riders comprised 36% of the total (essentially the same as in 2016).
- Vulnerable Captive and Vulnerable Satisfied riders comprise nearly the same percentage of riders (11% and 12%, respectively and compared to 12% and 16% in 2016).
- At Risk riders represent 8% of riders and aside from a spike in 2013, it is fairly consistent with prior findings.
1. Concern over air quality and transportation/congestion issues declined this year and were overshadowed by the “Red-for-Ed” movement that dominated headlines for April and May (the time of data collection). However, a strong majority of residents rate the Valley’s air quality as a big or moderate problem and the perception that traffic congestion is a problem in the Valley continued to be a higher level than in previous years. So while the news headlines influenced the top-of-mind responses, residents continue to be concerned about air quality and transportation/congestion issues.

2. Recall of advertising related to efforts to reduce pollution and frequency of driving alone decreased to the lowest levels in more than a decade. Although favorability of advertising about alternate modes of travel remained stable and strong in 2018, at least half of the residents aware indicated they did “nothing” in response to the ads. The challenge is for Valley Metro to continue to promote the need for changing travel behavior as a way to address growing concerns about growth and congestion, but within a growing economy where “convenience” is more important than cost savings.

3. Unfortunately alternative mode usage declined to some of the lowest levels ever recorded for this tracking study, and this was primarily due to a decline in the percentage of commuters commuting via carpools and vanpools. Telecommuting was the one bright spot in 2018, showing a significant increase in usage. These changes reinforce the conclusion that convenience continues to be the primary appeal for alternate mode usage, with less motivation from cost savings potential. As noted in 2017, this is cycle that we have seen repeated over the years – when the economy is tight and people are concerned about costs they are more likely to use public transit and other alternate modes as a way to tighten their belt, but as soon as the economy shows signs of improvement, behavior reverts back to what is most convenient. Messaging should emphasize the convenience-related benefits of alternate mode usage to capture attention of residents.

4. With the general lack of awareness of transportation coordinators and/or encouragement for alternate mode usage at large companies, but with some indications that employed residents would like assistance finding carpool partners, it would seem that Valley Metro needs to find a different way to contact/educate employed residents outside of the employer.
This report presents the results of a telephone survey of residents living in Maricopa County conducted by WestGroup Research. The purpose of the telephone survey is to assess participation in, and reactions to, the Travel Reduction Program and Transportation Demand Management for Valley Metro. Transportation Demand Management (TDM) refers to various strategies that change travel behavior in order to increase a transportation system’s efficiency and achieve specific planning objectives. TDM strategies encourage more efficient travel patterns, such as shifts from peak to off-peak periods, from automobile to alternative modes, non-travel alternatives and from dispersed to closer destinations. The study was conducted in partnership with the Arizona Department of Environmental Quality, Maricopa Association of Governments, Maricopa County Air Quality Department and Valley Metro.

The interviews were conducted between April 3 and May 17, 2018. Results are based on 400 telephone interviews conducted with 198 male and 202 female residents. Quotas were set to target approximately three quarters of employed residents, either full or part time (employed n=292), while remaining residents were either unemployed, house-spouses, students, or retired. The survey took approximately 16.5 minutes to complete. The total sample has a margin of error of ±5.0%.

Perceptions of Valley’s Major Issues

- One in four (24%) residents surveyed mentioned an air quality/transportation-related issue as being one of the most important issues facing the Valley. Although this represents a slight decrease after the significant spike observed last year, it is higher than the 21% measured in 2016.

- Education ranked first with 39% citing it as one of the most important issues facing the Valley. This significant increase from 24% in 2017 is undoubtedly due to the “Red-For-Ed” protests, walk-ins, and walk-outs that occurred across Arizona in April and May while telephone surveys were in progress for this study. Concerns over the economy/unemployment completed the top three most important issues mentioned by residents this year (20%).

- Similar to last year, more than nine in ten residents (91%) believe the Valley’s traffic congestion problem is big (48%) or moderate (43%).
  - While a vast majority of residents perceive traffic congestion in general to be a problem, far fewer report personally experiencing a problem with congestion. Similar to the last four years, just over one-half (52%) of residents said the Valley’s traffic congestion was a big (21%) or moderate (32%) problem for them personally.

- Consistent with last year, 87% of residents believe the Valley’s air quality problem is big (36%) or moderate (51%).
In 2018, three in four residents (76%) recall being notified of high pollution advisories in the past six months (up slightly from 73% last year, but still down from the 78% attained in 2016). The top sources of HPA awareness were television (45%), freeway signs (33%) and the radio (22%).

Recall of Valley Metro advertising declined to the lowest level measured since 2003; 26% of residents recalled seeing or hearing advertising in the past year. The current awareness level is significantly lower than the 32% to 56% levels achieved between 2007 and 2014, but is not statistically different than the past two years.

Recall of all three specific advertising types – traffic reports, mail, and online – declined significantly this year compared to 2017, though all are statistically similar to 2016.

One-third (34%) of residents recalled traffic reports reminding drivers to use alternative modes of transportation (down significantly from 43% last year).

Awareness of a mail piece for ShareTheRide or to try different forms of transportation fell to a study low of 7% (down from 12% last year).

For the fourth year, residents were asked if they have seen anything online encouraging them to change their commuting method (“change their game plan”); only 14% recalled this type of online advertising which is the lowest level measured to date and significantly lower than in 2017 and 2015.

Attitudes toward advertising that encourages people to use alternative modes of transportation remain stable and positive; three in four residents (77%) viewed this type of advertising as very or somewhat favorable.

One-half of residents surveyed (49%) recalled seeing or hearing news stories about Valley Metro services, transit services, traffic congestion, or air quality in general. While this level of recall is consistent with the past three years, it remains significantly lower than achieved in 2014 back to 2009.

One-half of those aware of the advertising /news stories said they or their family members had not done anything in response to the ads and news stories (49%).
Commuting Behavior

- In 2018, the percentage of employees/students using traditional alternative modes of transportation (i.e. bus, bike, light rail, walk, carpool, or vanpool) declined to an all-time study low of 18% (14% some traditional AMU and 4% always traditional AMU).

- Only 14% of employed residents or students indicated they car/vanpool, which is down from 17% last year and close to the study lows measured in 2012 and 1989.

- The percent of employees who telework increased this year to the highest level since before 2014.

- Total alternative mode usage including teleworking and compressed schedules stands at 41%, a decrease compared to the past five years but higher than the 37% measured in 2012.

- As a percentage of trips excluding teleworking and compressed work schedules, just 12% of total trips from surveyed employees/students were via an alternative mode of transportation. The percentage of carpooling trips declined to 8% which ties the all-time low measured in 2006 and is most similar to the 9% and 10% recently measured between 2012 and 2015.

- The percentage of trips saved by teleworking, however, increased significantly to 12% (up significantly over the past five years).

- As a percentage of trips, alternative modes (including teleworking and compressed schedule) accounted for 26% of residents’ trips – down from 31% last year and 35% in 2016.

- In 2018, the carpool frequency among carpoolers fell to the lowest level ever recorded (2.4 days per week average), and the percentage of those who carpool decreased to all time low of 13%.

Comparison of Large and Small Organizations

- The majority of residents surveyed who work in large organizations (88%) and small organizations (92%) indicated that at least one day a week they drive alone or use a motorcycle to commute to work.

- The percentage of employees using any type of alternative mode of transportation is essentially equal among employees at larger organizations (40%) and smaller organizations (41%), though traditional alternate mode usage is higher among those at small companies (20% vs. 15% for large companies.)
• In 2018, alternative mode trips accounted for 25% of work trips among employees of large organizations and 28% for small organizations.

Perspectives on Alternative Mode Usage

• Employees and students who use alternative modes of transportation most often cite convenience (37%) as the primary motivation for using those modes of transportation.

• When asked how they would go about finding partners for carpooling/vanpooling, employees were again most likely to say they would contact friends/coworkers/word-of-mouth (35%, same as last year). The proportion of employed residents who said they would seek a carpool partner through their place of employment has been trending downward for the past five years and although it spiked up last year, it has fallen again this year to one of its lowest levels ever measured (12%).

• Nearly one in four (23%) employees were aware Valley Metro offers an online matching system. While this represents a 3 to 5-point drop compared to the past three years it is slightly higher than the 20% measured in 2014. (Of those who said “yes”, none were able to correctly identify the name of the service (this was also the case in 2014 through 2017).

• As in three of the four previous years, two thirds of employed residents indicated “yes,” they would consider using Valley Metro’s online matching system.

• Just over one-half (52%) of employed residents who are not currently carpooling/vanpooling indicated they would be somewhat or very likely to consider a customized matching system. This is up slightly compared to recent years and significantly higher than 42% in 2013.

Factors Affecting Commute Behavior

• Similar to recent years, just under two-thirds (62%) of non-alternative mode users suggested changes that may make it possible for them to use an alternative mode of transportation to commute to work or school in the future. An improved and expanded light rail system (11%) and bus system (14%) were again at the top of the list of suggested improvements.

• Two-thirds of (65%) employed residents surveyed indicate their company does not have a transportation coordinator, which is comparable to levels in recent years. Unsurprisingly, those who work in companies with 50 or more employees
were significantly more likely to report having a transportation coordinator (31% vs. 7%).

- Four in ten (40%) employed residents indicated their company offers resources that provide information about ways to commute to work other than driving alone. This is consistent with measurements for the past few years.

- When asked about the types of information they would want at their worksite, employees most frequently request carpool (11%) or vanpool (7%) related information. However, two-thirds indicate a lack of interest – by either stating “nothing/not interested” (39%) or simply saying “don't know” (26%).

- Only one-third (34%) of employed residents indicate their employers have encouraged them to commute to work by some means other than driving alone.

- Suggestions for how employers could encourage alternate mode usage most commonly center on incentives or rewards (18% down from 25% last year), but a full 44% indicated there was nothing their employer could do to motivate them to commute to work by a means other than driving alone.

- Similar to recent years, the top steps residents were most willing to take to reduce drive alone trips were occasionally work from home with 53% giving it a rating of “9” to “10 – very willing” followed by working a compressed work week (44%) and make fewer automobile trips (36%).

- Residents were asked which types of information would be most likely to encourage them to consider alternative modes of transportation (multiples responses allowed). Like last year, the most compelling messages in 2018 were saving money (64%), improving the environment (62%) and improving the community (61%).
2018 Rider Satisfaction Results

December 2018

Background and Methodology

• Data collected in April and May 2018
• Total of 789 in-person intercept surveys were completed
  • 651 intercepts conducted across the Valley Metro service area
  • 138 additional intercepts completed with Phoenix bus riders to provide an over-sample for separate report for Phoenix Transit
  • Total results weighted back to original proportion of 46%

• Key sub-groups analyzed include bus-only riders, dual-mode riders and light-rail-only riders
• The overall margin of error for the study is +/-3.5% at the 95% confidence level

NOTE:
△ = a significant increase compared to 2016
▼ = a significant decrease compared to 2016
### Intercept Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Completes</th>
<th>% Total Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Station</td>
<td>80</td>
<td>10%</td>
</tr>
<tr>
<td>Metrocenter Transit Center</td>
<td>75</td>
<td>10%</td>
</tr>
<tr>
<td>Desert Sky Transit Center</td>
<td>74</td>
<td>9%</td>
</tr>
<tr>
<td>Paradise Valley Transit Center</td>
<td>57</td>
<td>7%</td>
</tr>
<tr>
<td>Ed Pastor Transit Center</td>
<td>56</td>
<td>7%</td>
</tr>
<tr>
<td>Sunnyslope Transit Center</td>
<td>53</td>
<td>7%</td>
</tr>
<tr>
<td>Tempe Transportation Center</td>
<td>46</td>
<td>6%</td>
</tr>
<tr>
<td>Mesa Dr/Main St. Transit Center</td>
<td>41</td>
<td>5%</td>
</tr>
<tr>
<td>Desert Sky Transit Center</td>
<td>36</td>
<td>5%</td>
</tr>
<tr>
<td>59th Avenue and Olive</td>
<td>35</td>
<td>4%</td>
</tr>
<tr>
<td>Montebello and 19th Ave. Transit Center</td>
<td>32</td>
<td>4%</td>
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<tr>
<td>Price-101 Fwy/Apache Blvd</td>
<td>25</td>
<td>3%</td>
</tr>
<tr>
<td>Central/Camelback Station</td>
<td>16</td>
<td>2%</td>
</tr>
<tr>
<td>University/Arival Station</td>
<td>16</td>
<td>2%</td>
</tr>
<tr>
<td>Chandler Fashion Center</td>
<td>10</td>
<td>1%</td>
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<tr>
<td>Chandler Park-and-Ride (Hamilton &amp; German)</td>
<td>5</td>
<td>1%</td>
</tr>
<tr>
<td>LIGHT RAIL TRAIN</td>
<td>132</td>
<td>17%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>789</strong></td>
<td><strong>100%</strong></td>
</tr>
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### City of Residence

<table>
<thead>
<tr>
<th>City</th>
<th>2018 n=789</th>
<th>2016 n=736</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phoenix</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Mesa</td>
<td>17%</td>
<td>18%</td>
</tr>
<tr>
<td>Tempe</td>
<td>12%</td>
<td>11%</td>
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<tr>
<td>Glendale</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>Chandler</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Scottsdale</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Peoria</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Gilbert</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Tolleson</td>
<td>1%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Avondale</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Queen Creek</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td>Laveen</td>
<td>1%</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>&lt;1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Demographics

<table>
<thead>
<tr>
<th>Demographics</th>
<th>2018 n=678</th>
<th>2016 n=736</th>
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<tbody>
<tr>
<td>Gender</td>
<td>A</td>
<td>B</td>
</tr>
<tr>
<td>Male</td>
<td>52%</td>
<td>51%</td>
</tr>
<tr>
<td>Female</td>
<td>48%</td>
<td>49%</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Under 25</td>
<td>26%</td>
<td>24%</td>
</tr>
<tr>
<td>25 to 54</td>
<td>53%</td>
<td>52%</td>
</tr>
<tr>
<td>55 and older</td>
<td>18%</td>
<td>17%</td>
</tr>
<tr>
<td>Refused</td>
<td>3%</td>
<td>7%</td>
</tr>
<tr>
<td>Average</td>
<td>38.1</td>
<td>38.7</td>
</tr>
<tr>
<td>Ethnic Origin</td>
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<tr>
<td>White</td>
<td>39%</td>
<td>40%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>23%</td>
<td>22%</td>
</tr>
<tr>
<td>Black</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>Other</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td>Refused/NA</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;$20,000</td>
<td>42%</td>
<td>49%</td>
</tr>
<tr>
<td>$20,000 to $30k</td>
<td>17%</td>
<td>17%</td>
</tr>
<tr>
<td>$30K to $60K</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>$60,000+</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Avg. (000)</td>
<td>31.9</td>
<td>25.9</td>
</tr>
</tbody>
</table>

### Employment

- Full-time: 36% (2018), 41% (2016)
- Student: 19% (2018), 19% (2016)
- Part-time: 21% (2018), 22% (2016)
- Unemployed: 15% (2018), 13% (2016)
- Unemployed – seeking work: 10% (2018), 10% (2016)
- Unemployed – not seeking work: 5% (2018), 3% (2016)
- Retired: 8% (2018), 8% (2016)

### Key Characteristics (all based to total):

- 1+ Vehicles available in HH: 53% (2018), 54% (2016)
- Access to vehicle for current trip: 23% (2018), 23% (2016)
- Have valid driver’s license: 44% (2018), 47% (2016)
- Have mobile phone on bus/train: 80% (2018), 80% (2016)
- Have smartphones on bus/train: 72% (2018), 64% (2016)
Transit Usage

Usage

<table>
<thead>
<tr>
<th></th>
<th>2018 (n=789)</th>
<th>2016 (n=736)</th>
<th>2014 (n=748)</th>
<th>2013 (n=764)</th>
<th>2012 (n=602)</th>
<th>2011 (n=761)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg # Years Used Transit in Valley</td>
<td>6.9</td>
<td>6.3</td>
<td>6.0</td>
<td>6.3</td>
<td>6.1</td>
<td>6.7</td>
</tr>
<tr>
<td>Avg # Days Ride Bus per Week</td>
<td>4.8</td>
<td>4.7</td>
<td>4.7</td>
<td>4.8</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>Avg # Days Ride Rail per Week</td>
<td>3.8</td>
<td>3.6</td>
<td>2.9</td>
<td>3.4</td>
<td>3.7</td>
<td>3.2</td>
</tr>
</tbody>
</table>

Change in Transit Use Compared to 1 year Ago

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>More often</td>
<td>52%</td>
<td>46%</td>
<td>46%</td>
<td>52%</td>
<td>62%</td>
</tr>
<tr>
<td>Less often</td>
<td>8%</td>
<td>8%</td>
<td>9%</td>
<td>5%</td>
<td>12%</td>
</tr>
<tr>
<td>The same</td>
<td>42%</td>
<td>39%</td>
<td>27%</td>
<td>46%</td>
<td>20%</td>
</tr>
</tbody>
</table>

2018 Mode of Travel To and From Transit

To Transit

<table>
<thead>
<tr>
<th>Mode of Travel</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk</td>
<td>79%</td>
<td>82%</td>
<td></td>
</tr>
<tr>
<td>Bike</td>
<td>7%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Drive/ride with others</td>
<td>6%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Drive alone</td>
<td>5%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Neighborhood circulator</td>
<td>2%</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Uber/Lyft</td>
<td>1%</td>
<td>1%</td>
<td></td>
</tr>
</tbody>
</table>

From Transit

<table>
<thead>
<tr>
<th>Mode of Travel</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bike</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drive/ride with others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drive alone</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neighborhood circulator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uber/Lyft</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How did you get to the transit stop where you first boarded public transit today (either bus or light rail)?

Up from 3% in 2016
Satisfaction with Bus Elements

Rate “4” or “5 – Very Satisfied”

- Usefulness of Transit Book: 62% - 21% - 17% - 88%
- Value of service for fare paid: 65% - 21% - 14% - 92%
- Customer service when calling 602-253-5000: 66% - 19% - 15% - 83%
- NextRide text or call for next bus arrival: 61% - 18% - 15% - 77%
- Personal safety: 64% - 17% - 19% - 77%
- Downloading eTransitBook maps/schedules: 59% - 21% - 19% - 75%
- Driver courtesy: 50% - 20% - 30% - 75%
- Online trip planner: 57% - 22% - 21% - 74%
- Using the new Ridekick mobile app to plan your trip: 56% - 17% - 27% - 78%
- Cleanliness inside the bus: 46% - 23% - 31% - 69%
- Notification of service changes: 46% - 21% - 33% - 68%
- Availability of locations to purchase passes: 43% - 25% - 32% - 68%
- Ability to transfer between buses: 32% - 30% - 48% - 62%
- Bus arrival/departure times: 28% - 32% - 44% - 62%
- Cleanliness at the bus stop: 26% - 30% - 44% - 62%

Satisfaction with Light Rail Elements

Rate “4” or “5 – Very Satisfied”

- Train arrival times: 61% - 26% - 13% - 88%
- Ease to purchase passes at fare vending machines: 66% - 21% - 13% - 87%
- Value of service for fare paid: 60% - 21% - 19% - 86%
- Train station kiosk signage: 60% - 21% - 19% - 86%
- NextRide text or call for next train arrival: 61% - 21% - 18% - 86%
- Quantity and quality of onboard announcements: 57% - 26% - 18% - 83%
- Usefulness of Transit Book: 57% - 25% - 20% - 82%
- Ability to transfer between bus & light rail: 55% - 25% - 20% - 81%
- Customer service when calling 602-253-5000: 59% - 20% - 21% - 79%
- Online trip Planner: 59% - 20% - 21% - 79%
- Cleanliness inside the train: 48% - 24% - 28% - 77%
- Cleanliness at the light rail stations: 42% - 31% - 27% - 78%
- Personal safety: 45% - 26% - 29% - 71%
- Presence of fare inspectors: 46% - 25% - 29% - 71%
- Using the new Ridekick mobile app to plan your trip: 51% - 19% - 22% - 70%

[Images of transit vehicles and graphs showing satisfaction ratings]
Overall Satisfaction with Transit

**Rate “4” or “5 – Very Satisfied”**

<table>
<thead>
<tr>
<th>Year</th>
<th>4</th>
<th>5 - very satisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>37%</td>
<td>44%</td>
<td>81%</td>
</tr>
<tr>
<td>2016</td>
<td>34%</td>
<td>42%</td>
<td>76%</td>
</tr>
<tr>
<td>2014</td>
<td>34%</td>
<td>36%</td>
<td>70%</td>
</tr>
<tr>
<td>2013</td>
<td>36%</td>
<td>34%</td>
<td>70%</td>
</tr>
<tr>
<td>2012</td>
<td>39%</td>
<td>42%</td>
<td>81%</td>
</tr>
<tr>
<td>2011</td>
<td>37%</td>
<td>42%</td>
<td>78%</td>
</tr>
<tr>
<td>2010</td>
<td>38%</td>
<td>37%</td>
<td>75%</td>
</tr>
</tbody>
</table>

No significant differences between rider types for top two rating -
- Bus only: 82%
- Bus/LR: 81%
- LR only: 77%

Top Reasons for Satisfaction

- Satisfied/good service (21%)
- Frequent/available/reliable (16%)
- Good routes/convenient routes (12%)
- It's convenient (6%)
- Easy to use (4%)
- Friendly/helpful/careful/good drivers (5%)
- Only way I can get around (4%)
- Don't have to deal with traffic/less stress (3%)
- Fast (3%)

Light Rail Only riders less likely to mention being satisfied with service and drivers, but more likely to cite ease of use.
Top Reasons for Dissatisfaction

- Increase frequency/need later/earlier hours/not on time: 43%
- Rude/unprofessional drivers: 10%
- Buses take too long/buses are slow: 10%
- Need better routes/more routes: 8%
- Poor transfers/timing coordination: 7%
- Schedules and bus arrivals don’t match: 3%
- Buses are dirty: 3%
- Drivers need better skills: 3%

Light Rail Only Riders stood out for mentioning dissatisfaction with routes – 17% suggested more/better routes vs. 8% bus only and 4% combo riders.

Likelihood to Continue Riding

Light Rail Only riders significantly more likely than Bus Only riders to be highly likely to still be riding transit in one year --

- Bus only: 74%
- Bus/LR: 79%
- LR only: 84%
Top Sources of Transit Info by Rider Type

![Bar chart showing source of transit info by rider type]

**Conclusions (1)**

- Continuing the trend noted in 2016, the Valley Metro transit system is meeting the needs of its riders with a higher degree of satisfaction than it has in the recent past.
  - The percent of “very satisfied” riders increased significantly
  - The proportion of riders falling into the “Loyal Advocates” reached a ten-year high

- Higher satisfaction also appears to be causing riders to be more loyal and optimistic about their propensity to keep using the transit system in the future.
  - The percent giving a high loyalty rating is highest it has been in more than six years.
  - A majority of riders believe the system has improved in the past year

- Reversing a trend noted last year, riders were significantly more likely to indicate satisfaction with bus arrival and departure times. This is an important shift as this attribute continues to be a driver of overall satisfaction with the transit system.
Conclusions (2)

• The feedback on the Ridekick app shows users are fairly satisfied with its performance.
  ▪ Ridekick stands out as an area of opportunity for Valley Metro as it is a key driver of overall satisfaction among users, but only a small portion of riders use it/have an opinion about it.
  ▪ As the proportion of riders with smart phones increases, Ridekick is a viable option for a majority of riders.

• Cleanliness at both bus stops and light rail stops was elevated as a concern among riders this year as satisfaction declined significantly with both elements. This is another area of opportunity and importance as these are key drivers of overall satisfaction, particularly among light rail riders.

• As in 2016, personal safety is a concern among light rail riders. Satisfaction decreased significantly this year, and it continues to be a key driver of overall satisfaction among light rail riders.

Conclusions (3)

• As in 2016, less than one quarter of riders overall indicated they could have used a vehicle instead for their current transit trip.
  ▪ Almost half indicated there were no vehicles available in their household.
  ▪ The percent of riders with a driver’s license was at a 10 year low.
  ▪ These findings highlight the point that a majority of riders are heavily dependent on the public transit system to make their regularly planned trips.
Information Summary

DATE
November 28, 2018

AGENDA ITEM 6

SUBJECT
Marketing and Advertising Support Services Contract Awards

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute one-year contracts with two one-year extensions with Owens, Harkey and Associates, LLC (OH) and with Magnetry, LLC (Magnetry) through the State of Arizona Cooperative Purchasing Contract for marketing and advertising support services for an estimated amount not to exceed $3,600,000. All projects assigned to these two agencies will be task-order based and will be assigned to each agency as needed during the contract years.

BACKGROUND | DISCUSSION | CONSIDERATION
Valley Metro utilizes marketing and advertising support services to provide unique support to Valley Metro’s in-house marketing and communications teams to assist with the implementation of strategic marketing. Support from outside creative firms allows Valley Metro to sustain existing riders, target discretionary riders and develop custom tactics to increase overall system ridership and community support for transit.

This support is critical to the success for some of the highest profile marketing and communications seen throughout the region including campaigns such as: Respect the Ride; Right & Rong; Quality of Life; value of transit initiatives; safety and security education; ridership attraction and retention; and more.

Valley Metro will engage the selected firms in the following areas:
• Marketing Campaign Development and Public Relations Services such as traditional campaign strategy development, creative concep ting, campaign implementation, campaign evaluation through metrics analysis and reporting.
• Digital/Social Media Marketing Campaign Development with an emphasis on digital strategy development, creative development of digital content, and digital campaign implementation.
• Media Planning and Buying which will include recommending a multi-media plan to support initiatives and effectively reach target audience(s) through multiple media channels such as digital ads, newspaper, radio and other mass media.
• Web Support, including creative development of website(s) graphics and promotions, smart phone/tablet applications development, user experience
services, gaining knowledge of users through research and web-based surveys, co-promotional opportunities and placing internet advertising.

- Services under this contract will also be available to the City of Phoenix for T2050 for approximately $250,000 each year.

Valley Metro will use the State of Arizona Cooperative Purchasing Contracts. These contracts are competitively solicited and awarded with cooperative language that allows public agencies to utilize them. It is anticipated that 80% of the marketing support services would be handled by OH with the remaining 20% being performed by Magnetry.

The cooperative contracts comply with Federal Transit Administration requirements. This State of Arizona cooperative purchasing contract expires August 31, 2019 and has two one-year extensions. While staff anticipates the State of Arizona contract being renewed through August 31, 2021, if it is not renewed Valley Metro would issue a competitive solicitation for these services.

COST AND BUDGET
The estimated $1,200,000 for first-year costs are included in the FY19 Valley Metro RPTA and VMR budgets. All future year costs will be reflected in the annual Valley Metro RPTA and VMR budgets. The total contract cost is estimated at $3,600,000.

STRATEGIC PLAN ALIGNMENT
FY 2016 – 2020:
- Goal 1: Increase customer focus
  o Tactic A: Improve customer satisfaction
- Goal 2: Improve service
  o Tactic A: Expand and improve transit services to reach new markets
- Goal 3: Grow transit ridership
  o Tactic A: Expand and improve transit services to reach new markets
- Goal 5: Advance the value of transit
  o Tactic A: Communicate and inform public on value of transit

COMMITTEE PROCESS
RTAG: November 20, 2018 for information
TMC: December 5, 2018 for action
Board: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the TMC/RMC forward to the Boards of Directors authorization for the CEO to execute one-year contract with two one-year extensions with Owens, Harkey and Associates, LLC and with Magnetry, LLC for marketing and advertising support services for an amount not to exceed $3,600,000.
CONTACT
Rob Antoniak
Chief Operating Officer
602.495.8209
rantoniak@valleymetro.org

ATTACHMENT
None
Contract Award for Marketing & Advertising Services
December 2018

Goals – Marketing & Advertising

• Maintain and improve Valley Metro reputation
• Create a positive image of/increase value of bus, light rail and ridesharing
• Increase awareness of Valley Metro’s commitment to safety and quality
• Attract riders to transit and commute alternatives
• Highlight progress and support areas under construction
Background

- Current contract with Moses expires Dec. 31
- Budget flat compared to last 2-3 fiscal years
- Competitive Solicitation Process
  - State of Arizona Cooperative Purchasing Contract
  - 8 qualified firms invited to interview
  - 5 firms accepted

Assignment

Some people will never ride Valley Metro, we would like to have you present to us how you can help us improve overall public perception and gain public support from Maricopa County 18+ year old voting and non-voting residents. Please make sure to address how you would suggest to riders and non-riders alike, why public transportation is important to them and the Valley’s quality of life.
Partners

/ˈpɑːtnərz/ plural noun

Trusted collaborators helping to solve problems. People who go further than requested and work decisively to face the future together.

Synonyms: colleague, associate, coworker, collaborator, teammate, dignitary, nemate, indispensable ally.
INTRODUCTION TO OH PARTNERS

OH has landed on Inc. Magazine’s list of the Fastest Growing Private Companies for the past six years, and ranked as one of the Top 100 Fastest Growing Advertising Agencies in the country. And our foot is still on the accelerator.

Inc. 500 5000

Inc. 500 and Inc. 5000 has named OH one of the fastest growing companies six years in a row

AND

Agency Post

The Agency Post has named OH one of the fastest growing agencies in the country
OH PARTNERS - CAPABILITIES
Services We Offer

OH PROCESS
DISCOVER 
DISTILL & DEFINE  
DEVELOP  
ROLL-IN  
ROLL-OUT  
ANALYTICS/  
KPI  
EVALUATION
OBJECTIVES

Improve overall public perception and gain public support from Maricopa County 18+ year old voting and non-voting residents.

MAN-ON-THE-STREET VIDEO
CLICK VIDEO BELOW

https://www.youtube.com/watch?v=metro_video.mpd
**PRIMARY TARGET OPPORTUNITY**

Non-Riders who have neutral thoughts about Valley Metro

- 41% of all surveyed claim to have never taken Valley Metro
- Of this group, 59% had neutral perceptions towards Valley Metro
- 24% of the entire Valley population
- The younger you are, the more likely you have a neutral opinion (70% of all 18-34)
- Implication: codifying positive sentiments earlier in life will help future perception

- Allows for subgroups (e.g., geography, income, neighborhood, employment status, business type, etc.)
- Great news is that 80% more people are net positive than net negative

**LEFT ONE BOX**

80% of the audience moving "left one box" is significant (2.2MM adults*)

Moving from negative sentiments to positive sentiments (two+ boxes) requires a lot of effort given the target size

* 23 Census 2020: Adult Population of Maricopa County
STRATEGY - THINK GLOBALLY. CONNECT LOCALLY.

- Build the Valley Metro brand in a way that connects on both an emotional and rational level with Valley residents.

- Focus efforts on the non-riding community that have neutral perceptions about Valley Metro.
- Current riders will naturally feel rewarded and validated through the process.

- Relate positive experiences and benefits of public transportation down to the individual and community level.

- Utilize integrated campaign pulsed throughout the year to keep Valley Metro top-of-mind among consumers.

- A small shift in perception to the positive can make a big difference.

PATHWAY TO CHANGING PERCEPTION

1. AWARENESS
   - Digital, Social, OOH, Sponsorships

2. CONSIDERATION
   - Social, Video, OOH, Sponsorships

3. ENGAGEMENT
   - Rich Media, Video, Social, Search

4. PERCEPTION
   - Surveys, Social

5. ADVOCACY
   - Word of Mouth
ANALYTICS / KPI EVALUATION

After curating, executing and promoting the marketing plan to engage your audiences, we analyze. The key ingredient to OH’s process is the analysis of results. Did we hit our goal results? How was our engagement rate? What was the top performing media mix and why and how did users engage with it? By analyzing the results, we are able to learn more about your audience and optimize your marketing mix strategy moving forward. This method helps make sure you have the strongest brand presence possible. The result? Understanding of performance will help Valley Metro inform and engage customers and stakeholders alike.
Recommendation

Staff recommends that the Boards of Directors authorize the CEO to execute one-year contract with two one-year extensions with Owens, Harkey and Associates, LLC and with Magnetry, LLC for marketing and advertising support services for an amount not to exceed $3,600,000.
DATE
December 6, 2018

SUBJECT
Executive Session

PURPOSE
The Boards of Directors may vote to enter Executive Session for discussion or consultation and 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 concerning matters listed on the agenda, personnel 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 performance evaluation of the Chief Executive Officer and General Counsel. Discussion and consultation may be both with and without the Chief Executive Officer and General Counsel present.

BACKGROUND | DISCUSSION | CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
The Joint Boards of Directors may vote to enter Executive Session.

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

ATTACHMENT
None
Information Summary

DATE
December 6, 2018

AGENDA ITEM 8

SUBJECT
Executive Session Action Items

PURPOSE
The Joint Board of Directors may take action related to items discussed as part of the Agenda Item 7.

BACKGROUND | DISCUSSION | CONSIDERATION
None

COST AND BUDGET
None

COMMITTEE PROCESS
None

RECOMMENDATION
The Joint Boards of Directors may take action related to the items discussed as part of Agenda Item 7.

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

ATTACHMENT
None
Information Summary

DATE
December 6, 2018

AGENDA ITEM 9

SUBJECT
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
• Finance

• Capital and Service Development
• Communication & Strategic Initiatives
• Marketing

COST AND BUDGET
None

COMMITTEE PROCESS
TMC/RMC: December 5, 2018 for information
Boards of Directors: December 13, 2018 for information

RECOMMENDATION
This item is presented for information only.

CONTACT
Ray Abraham
Chief Operations Officer
rabraham@valleymetro.org

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

Adrian Ruiz
Director of Safety and Security
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Hillary Foose
Director, Communications & Strategic Initiatives
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Paul Hodgins
Chief Financial Officer
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Rob Antoniak
Chief Operating Officer
rantoniak@valleymetro.org

Valley Metro
101 N. 1st Ave.
Phoenix, AZ 85003
Fiscal Year 2018 Quarterly Report

December 2018

Regional Ridership

<table>
<thead>
<tr>
<th></th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>12,195,380</td>
<td>12,321,934</td>
<td>12,122,590</td>
</tr>
<tr>
<td>Light Rail</td>
<td>3,784,016</td>
<td>3,926,680</td>
<td>3,723,173</td>
</tr>
<tr>
<td>Total</td>
<td>15,979,396</td>
<td>16,248,614</td>
<td>15,845,763</td>
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</tbody>
</table>
### Fixed Route Bus – East Valley

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
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<tbody>
<tr>
<td>On-Time Performance</td>
<td>≥ 92%</td>
<td>94%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>Complaints Per 100,000 Boardings</td>
<td>≤ 45</td>
<td>56</td>
<td>49</td>
<td>62</td>
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<tr>
<td>Mechanical Failures Per 100,000 Revenue Miles</td>
<td>≤ 12</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>Revenue Service Completed</td>
<td>≥ 99.85%</td>
<td>99.97%</td>
<td>99.97%</td>
<td>99.95%</td>
</tr>
<tr>
<td>Preventable Accidents per 100,000 Miles</td>
<td>≤ 0.90</td>
<td>0.79</td>
<td>0.91</td>
<td>0.79</td>
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<tr>
<td>Ridership</td>
<td>--</td>
<td>3,281,017</td>
<td>3,470,024</td>
<td>3,272,135</td>
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### Fixed Route Bus – West Valley

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>≥ 92%</td>
<td>95%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Valid Complaints Per 1,000 Boardings</td>
<td>≤ 0.25</td>
<td>0.07</td>
<td>0.09</td>
<td>0.06</td>
</tr>
<tr>
<td>Miles Between Road Calls</td>
<td>&gt; 5,000</td>
<td>10,054</td>
<td>6,696</td>
<td>9,924</td>
</tr>
<tr>
<td>Revenue Service Completed</td>
<td>≥ 99.85%</td>
<td>99.97%</td>
<td>99.98%</td>
<td>99.96%</td>
</tr>
<tr>
<td>Preventable Accidents per 100,000 Miles</td>
<td>≤ 1.50</td>
<td>0.33</td>
<td>0.37</td>
<td>0.35</td>
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<tr>
<td>Ridership</td>
<td>--</td>
<td>106,526*</td>
<td>125,382</td>
<td>97,027*</td>
</tr>
</tbody>
</table>

*Express, & Circulator Service Only (Route 251 transferred to Phoenix to operate)
### Light Rail

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>≥ 95%</td>
<td>93%</td>
<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>Complaints Per 100,000 Boardings</td>
<td>≤ 3.0</td>
<td>0.7</td>
<td>0.5</td>
<td>0.64</td>
</tr>
<tr>
<td>Preventative Maintenance Inspections - % On-Time (LRV)</td>
<td>≥ 80%</td>
<td>99%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Preventative Maintenance Inspections - % On-Time (Systems)</td>
<td>≥ 80%</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>Preventable Accidents per 100,000 Miles</td>
<td>≤ 0.90</td>
<td>0.12</td>
<td>0.00</td>
<td>0.37</td>
</tr>
<tr>
<td>Ridership</td>
<td>--</td>
<td>3,784,016</td>
<td>3,926,680</td>
<td>3,723,173</td>
</tr>
</tbody>
</table>

### Customer Service – Call Center

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Target</th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Received</td>
<td>--</td>
<td>311,760</td>
<td>336,484</td>
<td>340,368</td>
</tr>
<tr>
<td>Complaints Processed</td>
<td>--</td>
<td>9,026</td>
<td>9,387</td>
<td>9,074</td>
</tr>
<tr>
<td>NextRide Inquiries Handled by Interactive Voice Response (IVR)</td>
<td>--</td>
<td>232,784</td>
<td>243,933</td>
<td>237,283</td>
</tr>
<tr>
<td>NextRide Inquiries Handled by Text Messaging</td>
<td>--</td>
<td>666,366</td>
<td>471,529</td>
<td>662,618</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>--</td>
<td>2:26</td>
<td>2:07</td>
<td>2:28</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>≤ 1.00</td>
<td>0:16</td>
<td>:18</td>
<td>:19</td>
</tr>
</tbody>
</table>
Bus Accidents

<table>
<thead>
<tr>
<th></th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>80</td>
<td>77</td>
<td>77</td>
</tr>
<tr>
<td>NTD</td>
<td>3</td>
<td>6</td>
<td>3</td>
</tr>
</tbody>
</table>

Police Incidents - Bus

<table>
<thead>
<tr>
<th></th>
<th>FY18 Q4</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Incidents</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Criminal Damage</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>8</td>
</tr>
</tbody>
</table>
Fare Inspections and Fare Evasions

Inspected and Fare Evasion Percentage

<table>
<thead>
<tr>
<th>Percentage Inspected</th>
<th>Fare Evasion Rate</th>
</tr>
</thead>
</table>

Total Inspections for Q1 = 576,634

Fare Compliance

FY18 Q4 FY18 Q1 FY19 Q1

94% 92% 94%
Citations Issued by Allied Universal

Top Violations
The purpose of a fare sweep is to ensure fare compliance and revenue recovery. Fare Sweeps are conducted with the support of sworn officers.
Off Duty Program – Tempe PD

TPD Activity

- Fare Inspection: 82.5%
- Fare Violation: 5.5%
- Alcohol Violations: 0.5%
- Trespass: 2.8%
- Code of Conduct Warnings: 4.7%
- Warrant: 0.8%
- Positive Feedback: 3.1%

Criminal Activity

<table>
<thead>
<tr>
<th>Criminal Activity</th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Crimes System</td>
<td>8</td>
<td>22</td>
<td>4</td>
</tr>
<tr>
<td>Park N' Ride</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Crimes Against Persons System</td>
<td>50</td>
<td>53</td>
<td>42</td>
</tr>
<tr>
<td>Park N' Ride</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Code of Conduct System</td>
<td>583</td>
<td>458</td>
<td>539</td>
</tr>
<tr>
<td>Park N' Ride</td>
<td>13</td>
<td>222</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activity</th>
<th>FY18 Q4</th>
<th>FY18 Q1</th>
<th>FY19 Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Responses System</td>
<td>194</td>
<td>336</td>
<td>200</td>
</tr>
<tr>
<td>Park N' Ride</td>
<td>6</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Warrant Arrests System</td>
<td>17</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>Park N' Ride</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
## Incident Table

<table>
<thead>
<tr>
<th>City Jurisdiction</th>
<th>Phoenix</th>
<th>Tempe</th>
<th>Mesa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crimes Against Persons</td>
<td>32</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Property Crime</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Code of Conduct</td>
<td>436</td>
<td>45</td>
<td>41</td>
</tr>
<tr>
<td>Grand Total</td>
<td>471</td>
<td>52</td>
<td>45</td>
</tr>
</tbody>
</table>

### Platform Activity

<table>
<thead>
<tr>
<th>City</th>
<th>Phoenix</th>
<th>Tempe</th>
<th>Mesa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Platforms Per City</td>
<td>26</td>
<td>9</td>
<td>5</td>
</tr>
</tbody>
</table>

### Crimes Against Persons
- 19th/Dunlap: 5
- Glendale: 4
- Montebello: 4
- Thomas/Central: 4
- Indian School/Central: 3

### Property Crimes
- 19th/Northern: 1
- 1st/ Jefferson: 1
- 44th/ Washington: 1

### Code of Conduct
- 19th/Dunlap: 96
- Camelback: 62
- Camelback: 55
- Glendale: 51
- 24th St./Washington: 34

## Valley Metro RPTA Operating Results – Q1

**RPTA Budget vs. Actual Report**

For the quarter ending September 30, 2018

<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>24.0</td>
<td>9.7</td>
</tr>
<tr>
<td>Paratransit</td>
<td>9.8</td>
<td>5.8</td>
</tr>
<tr>
<td>Vanpool</td>
<td>0.2</td>
<td>0.1</td>
</tr>
<tr>
<td>Regional Services</td>
<td>3.2</td>
<td>2.2</td>
</tr>
<tr>
<td>Planning</td>
<td>1.0</td>
<td>0.3</td>
</tr>
<tr>
<td>Administration</td>
<td>0.9</td>
<td>1.0</td>
</tr>
<tr>
<td>METRO Rail (Salary, Fringe, OH)</td>
<td>5.9</td>
<td>5.1</td>
</tr>
<tr>
<td><strong>Total Operations Expenditures</strong></td>
<td><strong>45.0</strong></td>
<td><strong>24.2</strong></td>
</tr>
</tbody>
</table>
## Valley Metro RPTA Capital Results – Q1

### RPTA Budget vs. Actual Report

For the quarter ending September 30, 2018

<table>
<thead>
<tr>
<th>Capital 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>Bus Purchases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valley Metro</td>
<td>9.4</td>
<td>0.5</td>
</tr>
<tr>
<td>Lead Agency</td>
<td>1.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Paratransit Vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lead Agency</td>
<td>0.1</td>
<td>0.0</td>
</tr>
<tr>
<td>Vanpool Vehicles</td>
<td>0.8</td>
<td>1.0</td>
</tr>
<tr>
<td>Other Capital</td>
<td>2.9</td>
<td>0.1</td>
</tr>
<tr>
<td>METRO Rail</td>
<td>11.8</td>
<td>3.9</td>
</tr>
<tr>
<td>Total Capital Expenditures</td>
<td>26.0</td>
<td>5.5</td>
</tr>
</tbody>
</table>

## Valley Metro Rail Operating Results – Q1

### VMR Budget vs. Actual Report

For the quarter ending September 30, 2018

<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>Rail Operations</td>
<td>13.0</td>
<td>8.4</td>
</tr>
<tr>
<td>Future Project Development</td>
<td>3.7</td>
<td>1.1</td>
</tr>
<tr>
<td>Agency Operating</td>
<td>0.4</td>
<td>0.3</td>
</tr>
<tr>
<td>Total Operating Activities</td>
<td>17.1</td>
<td>9.8</td>
</tr>
</tbody>
</table>
Average Rail Fare
FY 2018 History / FY 2019 1st Quarter
Average Fare – 12 Months Rolling by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Fare Revenue Budget</th>
<th>Fare Revenue Collected</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 FY18</td>
<td>$3,672,482</td>
<td>$2,865,467</td>
<td>($807,015)</td>
</tr>
</tbody>
</table>

Budget $0.85

Valley Metro Rail
Capital Results – Q1
VMR Budget vs. Actual Report
For the quarter ending September 30, 2018

<table>
<thead>
<tr>
<th>Capital 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></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rail Projects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tempe Streetcar</td>
<td>3.8</td>
<td>2.4</td>
</tr>
<tr>
<td>Gilbert Rd</td>
<td>14.5</td>
<td>7.6</td>
</tr>
<tr>
<td>50th St LRT Station</td>
<td>1.5</td>
<td>0.8</td>
</tr>
<tr>
<td>South Central</td>
<td>5.0</td>
<td>2.6</td>
</tr>
<tr>
<td>Northwest Phase II</td>
<td>1.1</td>
<td>0.0</td>
</tr>
<tr>
<td>OMC Expansion</td>
<td>0.1</td>
<td>0.1</td>
</tr>
<tr>
<td>System-wide Improvements</td>
<td>6.3</td>
<td>1.8</td>
</tr>
<tr>
<td>Total Capital</td>
<td>32.3</td>
<td>15.3</td>
</tr>
</tbody>
</table>

$ Millions
## Transit Planning Projects

<table>
<thead>
<tr>
<th>Project/Study Name</th>
<th>Completion Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit Stop Inventory and Accessibility Study</td>
<td>September 2018</td>
<td>• Project complete</td>
</tr>
<tr>
<td>Transit Stop Inventory Reconciliation with Bus Stop Database</td>
<td>February 2019</td>
<td>• Verified bus stop amenities and locations for use in online maps.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Preparing bus stop photos for online publishing.</td>
</tr>
<tr>
<td>Quality of Life Study</td>
<td>December 2018</td>
<td>• Study communicates the community benefits of VM Light Rail over the past 10 years.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Preparing final report and executive summary.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Anticipated release date: December 6, 2018.</td>
</tr>
<tr>
<td>October 2018 Fixed Route Service Changes</td>
<td>October 2018</td>
<td>• Presented final recommendations to the RPTA Board.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Implementation plans on schedule for October 22, 2018.</td>
</tr>
<tr>
<td>Follow-up ASU Student Survey – LRT Focus</td>
<td>September 2018</td>
<td>• Project complete</td>
</tr>
<tr>
<td>Transit Standards and Performance Measures – Phase IV</td>
<td>Summer 2019</td>
<td>• Held kick-off meeting the Technical Working Group.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Refined scope of work.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reviewed and revised Phases I – III.</td>
</tr>
</tbody>
</table>

## Corridor and Facilities Planning

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northwest LRT Extension Phase II</td>
<td>2023</td>
<td>Project Development</td>
<td>Summer 2019</td>
<td>• 30% engineering design level completed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• NTP was given to the Final Design Consultant.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Public review of Environmental Assessment will conclude in October 2018; draft FONSI is under FTA review.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Completed internal Risk Assessment and Value Engineering Study.</td>
</tr>
<tr>
<td>Capitol/I-10 West LRT Extension</td>
<td>2023 (Phase I)</td>
<td>Environmental Assessment (EA)</td>
<td>Spring 2020</td>
<td>• Traffic analysis and modeling continue, with focus on Phase 1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Conceptual designs developed for Washington St. Phase 1 options.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Stakeholder outreach regarding Phase 1 alignment.</td>
</tr>
<tr>
<td>West Phoenix</td>
<td>2026</td>
<td>Alternatives Analysis</td>
<td>January 2019</td>
<td>• Ongoing coordination with City of Phoenix, ADOT, and MAG.</td>
</tr>
<tr>
<td>Paratransit O&amp;M Facility Study</td>
<td>Spring 2019</td>
<td>Site Design</td>
<td>Spring 2019</td>
<td>• Developing 15% design for primary facility</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Developing cost estimate based on design</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Began negotiations with HP for a planned NTP in January 2019.</td>
</tr>
</tbody>
</table>
## Corridor and Facilities Planning

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Glendale Park-and-Ride Study</td>
<td>April 2019</td>
<td>Site Selection</td>
<td>June 2018</td>
<td>- City of Glendale in negotiations with property owner of recommended site – the Dream City Church (at 75th Ave/Loop 101) for shared parking usage.</td>
</tr>
</tbody>
</table>
- Project complete.                                                                 |
- Initiating 15% design of an early action bus ramp.  
- Initiated traffic analysis.                                                                 |

## Corridor and Facilities Planning

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
</table>
| Fiesta District Alternatives Analysis | Summer 2019      | Tier I Analysis | December 2018  | - Completed Tier 1 Evaluation.  
- Developed materials for one-on-one stakeholder meetings where Tier 1 results will be presented.  
- Preparing for November Public Meeting                                                                 |
| Arizona Avenue Alternative Analysis | February 2020    | Existing Conditions | December 2018  | - Study placed on hold until late 2018 at the request of Chandler  
- Drafted an Existing and Future Conditions Report.                                                                 |
| Tempe / Mesa Streetcar System Study | March 2020       | Tier I Analysis | December 2018  | - Provided study information at the Tempe Urban Core Master Plan Open House.  
- Identified preliminary streetcar alternatives for evaluation.  
- Drafted and Existing Conditions memo.                                                                 |
Peoria Park-and-Ride

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2019</td>
<td>Final Design</td>
<td>December 2018</td>
</tr>
</tbody>
</table>

**Status**
- Design services underway to deliver 100% drawings.
- Began cost negotiations with job-order contractor for construction.

Design not final

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</td>
<td>Spring 2019</td>
<td></td>
</tr>
<tr>
<td>(71% complete)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Completed installation of south station foundation and continuing with north station.
- Completed installation of security fence along the north/south station foundation construction zone and installed a "coming soon" banner sign
- Began installation of trees along the project alignment

Data as of 31OCT18  For more details, visit valleymetro.org
50th Street Station
Expenditures to Date

<table>
<thead>
<tr>
<th>Description</th>
<th>Expended ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
<td>$ 7.9</td>
</tr>
<tr>
<td>Right of Way</td>
<td>$ 0.8</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$ 4.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 13.2</strong></td>
</tr>
</tbody>
</table>

Project Contingency

<table>
<thead>
<tr>
<th>Description</th>
<th>Dollars ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Contingency</td>
<td>$ 4.6</td>
</tr>
<tr>
<td>Executed Change Orders &amp; Budget Transfers</td>
<td>(3.4)</td>
</tr>
<tr>
<td>Total Project Contingency Remaining</td>
<td>$ 1.2</td>
</tr>
</tbody>
</table>

Data as of 31OCT18

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</td>
<td>Spring 2019</td>
<td>• Gilbert Road intersection paved</td>
</tr>
<tr>
<td></td>
<td>(79% complete)</td>
<td></td>
<td>• Crews have completed approximately 99% of the embedded guideway</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Mass Electric is hanging messenger and contact wire</td>
</tr>
</tbody>
</table>

Data as of 31OCT18  For more details, visit valleymetro.org
Gilbert Road Extension
Expenditures to Date

<table>
<thead>
<tr>
<th>Description</th>
<th>Expended ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
<td>$ 96.9</td>
</tr>
<tr>
<td>Light Rail Vehicles</td>
<td>$ 5.8</td>
</tr>
<tr>
<td>Right of Way</td>
<td>$ 10.1</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$ 9.8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$ 122.6</strong></td>
</tr>
</tbody>
</table>

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>$ (3.5)</td>
</tr>
<tr>
<td><strong>Total Project Contingency Remaining</strong></td>
<td><strong>$ 7.2</strong></td>
</tr>
</tbody>
</table>

Data as of 31OCT18

South Central Extension

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2023</td>
<td>Design (71% complete)</td>
<td>Summer 2019</td>
<td>• Quantity reconciliation for 60% cost estimate completed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Documentation for Entry into Engineering provided to FTA</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Comment resolution task forces started for the 60% design</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>resolution and concurrence between project team and stakeholders</td>
</tr>
</tbody>
</table>

Data as of 31OCT18  For more details, visit valleymetro.org
South Central Extension
Expenditures to Date

<table>
<thead>
<tr>
<th>Description</th>
<th>Expended ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracted Services</td>
<td>$ 1.1</td>
</tr>
<tr>
<td>Right of Way</td>
<td>$ 0.3</td>
</tr>
<tr>
<td>Professional Services</td>
<td>$ 23.7</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$ 25.1</strong></td>
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Project Contingency

<table>
<thead>
<tr>
<th>Description</th>
<th>Dollars ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Contingency</td>
<td>$ 217.3</td>
</tr>
<tr>
<td>Executed Change Orders &amp; Budget Transfers</td>
<td>($ 7.5)</td>
</tr>
<tr>
<td><strong>Total Project Contingency Remaining</strong></td>
<td><strong>$ 209.8</strong></td>
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Data as of 31OCT2018

Tempe Streetcar

<table>
<thead>
<tr>
<th>Project Complete</th>
<th>Current Phase</th>
<th>Phase Complete</th>
<th>Status</th>
</tr>
</thead>
</table>
| 2020             | Construction (6% complete) | Winter 2020    | • Project team is preparing for guideway construction start the week of November 5  
|                   |                      |                | • Community Relations continued outreach for ongoing utility work and upcoming track work  
|                   |                      |                | • Streetcar Sync event held October 24                                    |

Data as of 31OCT18. For more details, visit valleymetro.org

Data as of 31OCT18.
### Tempe Streetcar Expenditures to Date

<table>
<thead>
<tr>
<th>Description</th>
<th>Expended ($M)</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Vehicles</td>
<td>$ 5.4</td>
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<tr>
<td>Right of Way</td>
<td>$ 0.4</td>
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<tr>
<td>Professional Services</td>
<td>$ 16.7</td>
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<td><strong>Total</strong></td>
<td><strong>$ 34.3</strong></td>
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### Project Contingency

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<tr>
<td>Executed Change Orders &amp; Budget Transfers</td>
<td>$(18.1)</td>
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<tr>
<td>Total Project Contingency Remaining</td>
<td>$ 19.4</td>
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</table>

**Data as of 31OCT2018**

### Community Relations Update

- Implemented safety outreach campaign for the Main St/Horne roundabout on the Gilbert Road Extension
- 250+ attended Gilbert Road Extension’s safety-focused community event Heroes on Main Street
- Conducted public meetings/outreach for:
  - 50th Street Station Construction Update
  - Fiesta District Alternatives Analysis Alternatives Review
  - Northwest Extension Phase II Draft Environmental Assessment Review
  - South Central Extension 2-lane and 4-lane Analysis
  - South Central Extension Art Elements Update
  - Tempe Streetcar Construction Kick-off
- Launched a STEM-focused program “Engineers of the Future” to provide mentorship to 7th and 8th grade students along the South Central Extension (with PGH Wong)
Communications Update

- Introduced Right & Rong educational campaign to media & public
- Supported media & event planning for Waymo partnership announcement
- Initiated beta testing of AlertVM safety app
- Developed media/PR plan for VMR’s 10-year anniversary
- Conducted Safe Place refresher training with front-line staff
- Provided communications/media support for:
  - Capital projects, in particular South Central Ext.
  - Clean Air Awards/alternative modes
  - Service changes & disruptions

Community Relations Update

- Launched *Jeremy Jackrabbit Hops on Board* children’s book focused on public transit
- Engaged with ASU students to encourage ridership & U-Pass usage
- Launched the Cool Transit STUFF 3rd grade art contest
- Conducted outreach as part of:
  - October & April (proposed) service changes
  - Phoenix’s pedestrian safety campaign
- Conducted hands-on travel training with:
  - Lutheran Social Services
  - OIC Arizona
  - Ability360
Marketing Update

- Rail Ride Program with Talking Stick Resort Arena kicked off Suns Season Promotion
- ArtsLine Program, first ever photography installation featuring local photographer Zee Peralta
- Launched bus pass up campaign addressing #1 customer service complaint
- Prepped promotions for Alert VM Safety & Security App, launched November 26, 2018
Information Summary

DATE
November 28, 2018

AGENDA ITEM 10

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>Service Analyst II</td>
<td>EnoMAX Program</td>
<td>Nashville, TN</td>
<td>9/23/18-9/27/18</td>
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<td>$19.37</td>
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<td>Arlington, VA</td>
<td>10/3/18-10/5/18</td>
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<td>$577.30</td>
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<td>$34.29</td>
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<td>APTA Annual Mtg</td>
<td>Nashville, TN</td>
<td>9/21/18-9/26/18</td>
<td>$1,888.67</td>
<td>$702.98</td>
<td>$138.34</td>
<td>$833.85</td>
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<td>$0.00</td>
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<tr>
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<td>Washington, DC</td>
<td>9/5/18-9/6/18</td>
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<td>Safety Specialist</td>
<td>Advanced Rail Incident Investigation</td>
<td>Chicago, IL</td>
<td>9/9/18-9/14/18</td>
<td>$2,502.97</td>
<td>$340.41</td>
<td>$47.36</td>
<td>$1,708.20</td>
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<td>Chief Operations Officer</td>
<td>Transit Bus System Safety</td>
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<td>8/26/18-8/31/18</td>
<td>$1,446.65</td>
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<td>Quality Assurance Program Coordinator</td>
<td>Bus Inspections</td>
<td>Grand Forks, ND</td>
<td>8/26/18-8/31/18</td>
<td>$1,819.34</td>
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<td>$382.47</td>
<td>$513.90</td>
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<tr>
<td>Job Title</td>
<td>Purpose of Travel</td>
<td>Location</td>
<td>Dates Traveled</td>
<td>Total Travel Cost</td>
<td>Airfare</td>
<td>Other Transport</td>
<td>Lodging</td>
<td>Meals</td>
<td>Misc.</td>
</tr>
<tr>
<td>--------------------</td>
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</tr>
</tbody>
</table>

Report reflects Out of State (AZ) Travel
1 Parking
2 Fuel for Rental Car
3 Baggage
4 GoGoAir - Internet Access
5 Seat Upgrade
6 Early Check-in
<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 Annual Meeting</td>
<td>Nashville, TN</td>
<td>9/22/18-9/26/18</td>
<td>$1,609.33</td>
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<td>$34.02</td>
<td>$833.85</td>
<td>$213.50</td>
<td>$0.00</td>
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<td>Facilities Maintenance Manager</td>
<td>EnoMAX</td>
<td>Nashville, TN</td>
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<td>Nashville, TN</td>
<td>EnoMAX</td>
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<td>$862.14</td>
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<tr>
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<td>Pittsburgh, PA</td>
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<td>Rail-Volution</td>
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<td>$752.40</td>
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</tbody>
</table>

Report reflects Out of State (AZ) Travel

1 Parking
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<table>
<thead>
<tr>
<th>Document Number</th>
<th>Name</th>
<th>Transaction Description</th>
<th>Effective Date</th>
<th>Transaction Amount</th>
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</thead>
<tbody>
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<td>Aug. 2018 Express, Circulator, Local, Flash Routes</td>
<td>10/4/2018</td>
<td>5,843,386.34</td>
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<tr>
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<td>PPE 10-7-18 Wages Payable - Reverse Wire</td>
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<td>10/17/2018</td>
<td>176,516.00</td>
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<tr>
<td>39196</td>
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<td>1630 2018 Startrans President S2 Cutaway White Van</td>
<td>10/17/2018</td>
<td>176,516.00</td>
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<td>PPE 9-23-18 ASRS Contributions Employee</td>
<td>9/28/2018</td>
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<tr>
<td>20180928W001</td>
<td>ASRS</td>
<td>PPE 9-23-18 ASRS Contributions Employee</td>
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<tr>
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<td>ASRS</td>
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<td>Wells Fargo</td>
<td>September 2018 Wells Fargo Credit Card Purchases</td>
<td>10/15/2018</td>
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Total 16,171,157.56
## Valley Metro Regional Public Transportation Authority
### Monthly AP Payments over $25,000
#### October 21, 2018 to November 20, 2018

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### Valley Metro Regional Public Transportation Authority
#### Monthly AP Payments over $25,000
October 21, 2018 to November 20, 2018

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**Total** 9,563,178.24
DATE
December 6, 2018

SUBJECT
Future Agenda Items Request and Report on Current Events

PURPOSE
Chairs Tolmachoff and Williams 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
None.

Pending Items Request

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<th>Item Requested</th>
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1. Public Comment (blue card)

The public will be provided with an opportunity at this time to address the committees on non-agenda items and all action agenda items. Up to three minutes will be provided per speaker 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 18, 2018 Board meeting are presented for approval.

**CONSENT AGENDA**

3A. In-ground Vehicle Lifts Contract Award

Staff recommends that the Board of Directors authorize the CEO to execute a contract with Southwest Lift & Equipment, Inc. through the State of Arizona Cooperative Purchasing Program and the National Association of State Procurement Officials (NASPO) for the installation of in-ground vehicle lifts at the Mesa Bus Operations and Maintenance facility for an amount not to exceed $1,038,400.

3B. Authorization to Issue a Competitive Solicitation for Employee Benefits Consulting Services

Staff recommends that the Board of Directors authorize for the CEO to issue a competitive solicitation for Employee Benefits Consultant Services.
REGULAR AGENDA

4. **2019 Origin and Destination Study Contract Award**

Scott Smith, CEO, will introduce Omar Peters, Planner III, who will request that the Board of Directors authorize the CEO to execute a contract with ETC Institute for the 2019 Origin and Destination Study for an amount not to exceed $852,773.

4. For action

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

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

5. For information

6. **Next Meeting**

The next Board meeting is scheduled for **Wednesday, January 17, 2019 at 11:00 a.m.**

6. For information

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)
Information Summary

DATE
December 6, 2018

AGENDA ITEM 1

SUBJECT
Public Comment

PURPOSE
The public will be provided with an opportunity at this time to address the committees on non-agenda items and all action agenda items. Up to three minutes will be provided per speaker 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.

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

ATTACHMENT
None
Minutes
December 6, 2018

AGENDA ITEM 2

Board of Directors
Thursday, October 18, 2018
Lake Powell Conference Room
101 N. 1st Avenue, 10th Floor
11:15 a.m.

RPTA Meeting Participants
Vice Mayor Lauren Tolmanchoff, City of Glendale (Chair)
Councilmember Kevin Hartke, City of Chandler (Vice Chair)
Mayor Thelda Williams, City of Phoenix, (Treasurer)
Councilmember Pat Dennis, City of Avondale
Councilmember Eric Orsborn, City of Buckeye
Vice Mayor Bob Jones, City of El Mirage (phone)
Councilmember Brigette Peterson, Town of Gilbert
Councilmember Bill Stipp, City of Goodyear
Councilmember Jon Edwards, City of Peoria
Councilmember Susanne Klapp, City of Scottsdale (phone)
Councilmember Skip Hall, City of Surprise (phone)
Councilmember Robin Arredondo-Savage, City of Tempe
Mayor Evertt Sickles, Town of Wickenburg
Mayor Michael LeVault, Town of Youngtown (phone)

Members Not Present
Councilmember Nick DePorter, Town of Fountain Hills
Supervisor Steve Gallardo, Maricopa County
Councilmember Chris Glover, City of Mesa
Councilmember Linda Laborin, City of Tolleson

Chair Tolmachoff called the RPTA meeting to order at 1:15 p.m.

First item on the agenda for RPTA is public comments. We have the only speaker we have is Blue.

1. Public Comment

Mr. Crowley said I agree with the gentleman from Surprise. You need to re equitize the distribution and address it as such.

I've got the super grid here and it was what you were supposed to be getting done. And back in 2015, you were supposed to take Ray Road all the way out to Mesa Gateway, but when I look here on the map out of the brand new book it only made it to Gilbert. But that was back in 2015 that you needed to do that. And I keep on hearing about how all the moneys aren't there and that you couldn't be doing stuff. Well, from 2015, for
sixteen and seventeen, the routes that you were supposed to do were zero according to this document. I know that there were others produced that had a whole bunch going to Avondale and from the west side that should have been addressed and dealt with. And then I look at for 2018 Surprise supposed to have Bell Road going out to the 303. Wasn't even addressed. Then you've got Queen Creek from Price to Power Road wasn't addressed.

But then I look at what you've got coming up in 2019 and none of it is on your agenda item of future routing. And that would be the routes of 59th Avenue, Buckeye Road to Midwest University. Indian School Road going all the way to Litchfield because it now goes the east side part. In fact, all of these the east side has been taken care of except for, as I said, that Ray Road. And then we've got Tatum to go from downtown Tempe Transit Center to the Desert Ridge Market Place, Thomas Road to go to Dysart, Van Buren to go to from Curry to Litchfield and Waddell to go out to Litchfield.

Now the only cities that are affected by this would have been Phoenix, Glendale, Peoria, Youngtown, El Mirage, Surprise, Goodyear, Avondale, Tolleson and Buckeye. But they're not in what you're going to be asking for in the future or planning or doing. And when I hear about that two and a half billion dollar shortfall and how you don't convolute moneys, I do remember a few, what, year and a half ago, two years ago that you took and $91 million dollars and said we're not going to buy buses, we're going to put that off. And then you added a mile of light rail at a cost of $91 million dollars.

The Wickenburg connector needs to be reestablished. And then Surprise you would have at least connections on Dixileta, Patton, Jomax, Happy Valley, Pinnacle Peak, Deer Valley, Beardsley, Union Hills and Bell Road. But that's only if you reestablish the Wickenburg and then you get some transit. Thank you.

2. Minutes

Chair Tolmachoff said minutes from the August 30 and September 20, 2018 are presented for approval.

IT WAS MOVED BY MAYOR WILLIAMS, SECONDED BY COUNCILMEMBER ARREDONDO-SAVAGE AND UNANIMOUSLY CARRIED TO APPROVE THE MINUTES FROM AUGUST 30 AND SEPTEMBER 20, 2018.

3. Consent Agenda

Chair Tolmachoff said the next item is the consent agenda. Are there any items that anybody would like to have removed or discussion? Bill.

Councilmember Stipp said I just have a question on 3C Contract change order. Just I've got two concerns, number one, is this a $300 million dollar contract change that we're doing under consent. So I think kind of public policy that may be questionable whether we should do it that way without a presentation.
But secondly, and more importantly, is most of First Transit or all of this contract deals with the East Valley cities, so I'm going to look to my East Valley city partners and say are you okay with the lack or the performance of First Transit because in the report we say that First Transit has not met all of their performance benchmarks but yet or they didn't initially but they do now, so it was a little confusing to me as the, you know, West Valley guy, so I guess I want to look to the East Valley and say are you satisfied with the service with this moving forward for us to take a vote on consent?

Mr. Smith said and if I could, once again, as a West Valley, was it last month or the month before the Board asked us to give a formal presentation on this particular contract. And at that time we gave a lengthy presentation and went over the history and all of the performance measures.

And the good and bad story is it started out bad. First Transit did struggle. When I came on board two and a half years ago it was in there was a lot of the problems. And I think one of the good part of the story is that through a change in management and I'll reach out here and Roger Chapin, if you want to raise your hand, as the general manager Nick Promponas until just recently was the regional vice president, did an amazing job working with our staff, Scott Wisner and Ray Abraham and others, in turning that around. And in almost every measure now they're in the green. They are meeting the standards.

We would not have suggested this kind of commitment without feeling comfortable from our standpoint and you can certainly the East Valley cities can also weigh into this with their performance and that it was now consistently now meeting our standards. And we're happy with that.

And that's why we've presented that. So if you want, we can go back, once again, we did once again we did give a formal presentation, specifically on this contract and on their performance a couple months ago.

Councilmember Stipp said I just I think I wanted to verify for myself before I vote on $300 million that we're okay. And then if the west or east Valley cities are good then ok.

Councilmember Peterson said Gilbert's good.

Mr. Smith said which, by the way, is the only reason why we put it on consent is other than that we would have mixed the two presentations and had it as a separate item.

Councilmember Arredondo-Savage said I think from the east, from Tempe's perspective we're pretty good. One of the things that we had really we would like to be able to shore up a little bit more is when we get complaints and how the complaints are followed up on and how they're resolved. That's definitely kind of one of the things that I think we could do a little bit better work on. So if we could maybe put that for focus that would be great.

Mr. Smith said noted.
Chair Tolmachoff said okay. Anyone else? Can we get a motion?

**IT WAS MOVED BY COUNCILMEMBER STIPP, SECONDED BY COUNCILMEMBER ORSBORN AND UNANIMOUSLY CARRIED TO APPROVE THE CONSENT AGENDA.**

4. **Proposed April 2019 Transit Service Changes**

Chair Tolmachoff said the next item on the agenda is the proposed April 2019 transit service changes presented by Mr. Smith.

Mr. Smith said I would like to introduce Joe Gregory who will do a very quick and abbreviated presentation.

Mr. Gregory said thank you, Scott. Thank you, Board. This is for the April 2019 service changes. These are the proposals that we're going to go out to the public process for starting in a few weeks here.

And remember we're doing the October service changes starting this Monday. And you probably heard about all of those including the holiday services.

So we have a number of different proposals that we're just going out for public proposals about. Route 45 to modify it in conjunction with the GRE. Route 62 modified at Tempe Marketplace to serve Smith Road and the University Drive area. Route 106 extend one trip through Peoria to fill in the schedule at night. Route 563 shift trips to even out the schedule that's currently the first and third trips leave Buckeye, but the second and the fourth trips return to Buckeye, so we're going to flip those around to make it the first and third on both ends.

Modify the FLASH to serve activity centers near the ASU campus. And then the exciting one here is the new Peoria circulator that we have gotten confirmation that it has a name. It's going to be called the POGO. And it's a new circulator service running in north Peoria running weekdays every thirty minutes.

Some changes to the Rapids, there's some schedule adjustments and additional trips on the SR-51, the I-10 east, the I-10 West and the I-17. And on the Rapid South Mountain East Route that would modify the route to avoid trains due to the Union Pacific Railroad.

And then ZOOM North and ZOOM South would be adding Sunday service at the current Saturday level services, so that's also a very exciting thing right now. It doesn't have Sunday service, so it's adding a whole new day to both of those services.

And Route 685 that's the rural route that goes down through Ajo, but there's some short trips just in Buckeye that would be modified, potentially eliminating one of the late afternoon short trips and then there's been a few traffic snafus and we might have to adjust some stops through there.
So again we're going to public outreach on these. We plan to have our Webinar on November 7 and then our public hearing right in this room on November 14 and potentially have some additional outreach options including in Peoria for the POGO and some others out on the rapid services to get public input on those.

So we'll be starting in earnest on the October 29, a week after the October service changes go into effect, so hopefully will cut down on some of the confusion of being out in the field with two different service changes at the same time. So are there any questions?

Councilmember Hall said I have one. Jon probably would know this, but when you say the 106 terminates at Grand Avenue; correct?

Mr. Gregory said on some of the trips, yes.

Councilmember Hall said okay. So when you say at night what does that mean?

Mr. Gregory said there's one trip that there's an hour gap between like 8:30 and 9:30. And we would just be filling in the schedule and so it would just be through Peoria for that one trip a westbound trip. So you could pick up a bus somewhere at 8:30 and it would terminate at Grand Avenue at 9:30. It would still terminate at the Peoria boundary. It wouldn't go all the way to Grand. We have different levels of trips on that route. Some of them go all the way to Grand, some of them don't.

Councilmember Hall said I see. Okay. Thank you.

5. Future Agenda Items Request and Report on Current Events

None.

Chair Tolmachoff said our next meeting is December 13 at 11:15 a.m. And RPTA Board meeting is adjourned.

With no further discussion the meeting adjourned at 1:28 p.m.
DATE
December 6, 2018

SUBJECT
In-ground Vehicle Lifts Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a contract with Southwest Lift & Equipment, Inc. through the State of Arizona Cooperative Purchasing Program and the National Association of State Procurement Officials (NASPO) for the installation of in-ground vehicle lifts at the Mesa Bus Operations and Maintenance facility for an amount not to exceed $944,000 plus a 10% contingency of $94,400, for a total of $1,038,400.

BACKGROUND | DISCUSSION | CONSIDERATION
The current four (4) in-ground heavy-duty piston lifts in the Mesa Greenfield Bus Maintenance facility have exceeded their useful life and no longer meet the needs of the maintenance team at this location. The current lifts are 16 years old and utilize out dated lifting platforms that are costly to maintain and repair. In addition, the current in-ground lifts cannot accommodate buses larger than 40’ long. This facility maintains a combination of 40’ and 60’ buses so portable lifts must be used to work on larger buses. Lastly, the in-ground platform lift in the wash bay, which is used to clean the undercarriage of buses, cannot accommodate 60’ buses. As a result, these buses must be taken to the Tempe garage to be cleaned on a regular basis.

The replacement of the vehicle lifts is necessary to keep the equipment in a state of good repair and is consistent with the approved Transit Asset Management (TAM) Plan.

Valley Metro conducted a thorough analysis to determine the best long-term solution that addresses the issues noted previously. Southwest Lift & Equipment, Inc. provided the best overall heavy-duty lifting solutions and pricing options to address the current lifts at this facility. The proposed system addresses long-term maintenance costs, safety and environmental concerns by inclusion of the following features:

- Proposed piston lifts are designed for public transit vehicles allowing maintenance the flexibility to work on all sections of the bus
- Redesigned piston lifts have a continuous recess movable lifting system, which prevents damage to the undercarriage of the vehicle and keep the pistons and lifting platforms recessed below the floor so they cannot be damaged when they are not in use
- All proposed lifts can accommodate 40’, 45’ and 60’ buses in an efficient and safe manner
• All proposed lifts are equipped with smart control systems that allow programming of lift profiles for each bus type and size in your fleet
• The lifts use minimal hydraulic fluid, which is incased above ground, to prevent possible soil contamination in the event of a system leak

Southwest Lift & Equipment, Inc. is a vendor on the State of Arizona Cooperative Contracts and NASPO. Cooperative Agreements are competitive contracts solicited and awarded by other public entities and whose cooperative language allows Valley Metro to utilize these contracts for its requirements. Southwest Lift & Equipment, Inc. proposal was responsive and met all requirements listed in the scope of work.

COST AND BUDGET
Costs for the in-ground lifts is an amount not to exceed $1,038,400 which includes a 10% contingency and are included in the Adopted FY19 Valley Metro RPTA Operations and Capital budget.

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 A:  Operate an effective, reliable, high performing transit system

COMMITTEE PROCESS
RTAG: November 20, 2018 for information
TMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to execute a contract with Southwest Lift & Equipment, Inc. through the State of Arizona Cooperative Purchasing Program and the NASPO for the installation of in-ground vehicle lifts at the Mesa Bus Operations and Maintenance facility for an amount not to exceed $1,038,400.

CONTACT
Ray Abraham
Chief Operations Officer
602.652.5054
rabraham@valleymetro.org

ATTACHMENT
None
AGENDA ITEM 3B

December 6, 2018

Authorization to Issue a Competitive Solicitation for Employee Benefits Consulting Services

To request authorization for the Chief Executive Officer (CEO) to issue a competitive solicitation for Employee Benefits Consulting Services.

Valley Metro currently administers a fully insured health, dental, vision, life insurance, short-term disability, flexible spending accounts and COBRA administration program for 350 active employees and their dependents.

Aon has provided employee benefits consulting services for five years and their contract has no options and services will expire on March 1, 2019. Valley Metro will need to have a new contract in place for the FY 2019-20 benefit renewal process.

The consultant sought through this competitive solicitation will provide a full range of employee benefits consulting services and benefit plan administration services beginning FY 2019-20 enrollment cycle. Consulting services will include:

- negotiation of annual health insurance renewals with existing and new vendors
- benefit plan design or redesign
- claims experience analysis and reporting
- contract review
- benefits strategic planning
- claims management and cost control
- legislative updates and interpretations related to employee benefits
- other employee health and welfare issues

Valley Metro will issue a competitive solicitation for a contract with a three-year contract base term and two one-year options.

The cost for the flat fee 5-year contract is estimated to be $315,000 and will be included in the RPTA Adopted FY19 Operating and Capital Budget. Contract obligations beyond
FY19 will is incorporated in the Adopted RPTA Five-Year Operating Forecast and Capital Program (FY2019 thru FY2023).

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 D: Maintain a culture to recruit and retain a qualified and diverse workforce

COMMITTEE PROCESS
RTAG: November 20, 2018 for information
TMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to issue a competitive solicitation for Employee Benefits Consultant Services.

CONTACT
Penny Lynch
Director, Human Resources
602-523-6024
PLynch@valleymetro.org

ATTACHMENT
None
Information Summary

DATE
December 6, 2018

AGENDA ITEM 4

SUBJECT
2019 Origin and Destination Study Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a contract with ETC Institute for the 2019 Origin and Destination Study for an amount not to exceed $852,773.

BACKGROUND | DISCUSSION | CONSIDERATION
The Origin and Destination Study (also known as the Transit On-Board Survey) will collect data about passenger travel patterns on fixed bus routes and light rail. Valley Metro has conducted similar studies every three to five years since 1986, most recently in 2015. The study results are essential to Valley Metro and partner agencies for the following purposes:

- to collect data on customer travel patterns and demographics which enables Valley Metro and member agencies to better plan transit routes and service
- to calibrate and validate the Maricopa Association of Governments (MAG) regional transportation travel demand model for long-range planning and to inform discussion surrounding the extension of Proposition 400
- to provide data for the “After” study for Central Mesa Light Rail Extension and the “Before” study for the South Central Light Rail Extension, as required by the Federal Transit Administration

Data collection for this study will take place in spring 2019. The consultant will collect 17,500 completed responses.

In June 2018, the RPTA Board authorized the issuance of a Request for Proposals (RFP) to procure consultant services for the execution of the Origin and Destination Study. One firm (ETC Institute) submitted a proposal in response to the RFP. An interagency review panel comprising Valley Metro, MAG and the cities of Phoenix, Tempe and Mesa reviewed the proposal.

Following the FTA Best Practices Manual related to single proposals, Valley Metro staff contacted other potential bidders to determine if adequate competition and/or restrictive specifications were the reason for the single response. Valley Metro staff found that the main reason more firms did not respond was because the complexity and size of the study was beyond their capability.
Staff also completed a cost analysis to determine the fair and reasonableness of ETC Institute’s cost proposal and found that proposed cost is fair and reasonable when compared to previously completed origin and destination studies.

The interagency review panel recommends contract award to ETC Institute to assist in the development and implementation of the 2019 Origin and Destination Study. ETC Institute conducted the two most recent origin and destination studies in 2015 and 2010/11, and is experienced conducting similar studies for transit agencies nationwide.

COST AND BUDGET
The estimated cost for this project is $775,248 plus a 10% contingency of $77,525 for a total of $852,773.

This study is also essential for updating the Maricopa Association of Governments (MAG) regional transportation demand model, MAG has agreed to fund $200,000 for this study through the approved FY19 Unified Planning Work Program (UPWP). Regional funds, which can only be used for planning and administration, will cover the remaining costs. The FY 2019 RPTA budget includes this project.

STRATEGIC PLAN ALIGNMENT
Goal 2: Advance performance based operation.
   Tactic A: Operate an effective, reliable, high performing transit system.

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: November 20, 2018 for information
TMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to execute a contract with ETC Institute for the 2019 Origin and Destination Study for an amount not to exceed $852,773.

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

ATTACHMENT
None
2019 Origin and Destination Study
Contract Approval

Background

Surveys of customers’ travel patterns on-board

- Light rail
- Fixed-route buses
- Commuter buses
- Circulators

Conducted every three to five years

- 2015
- 2010/2011
- 2007
Data is Critical

1. Get data on customer travel patterns and demographics to design better services
2. Support MAG’s regional long-range plan and travel demand model and inform extension of Prop 400
3. Compare with past studies to assess transit use trends
4. Support “Before and After Studies” for rail capital projects

Goals and Objectives

Question Topics
- trip origin and destination
- transfers
- trip purpose
- fare type
- access/egress modes
- boarding/alighting location
- demographics

17,500 completed surveys will be collected
Scope of Work

- Sampling plan
- On-to-Off survey
- Staffing plan
- Pilot survey
- Report
- Data collection
- QA/QC plan
- Data expansion
- Survey database
- Final report
- Executive summary

Follows FTA’s best practices on conducting O&D surveys

Preliminary Schedule

<table>
<thead>
<tr>
<th>Task Name</th>
<th>2018</th>
<th>2019</th>
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<tbody>
<tr>
<td>1 Issue Request for Proposal</td>
<td>Jul Aug Sep Oct Nov Dec</td>
<td>Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov</td>
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<tr>
<td>2 Select Contractor</td>
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<tr>
<td>3 Notice to Proceed (NTP)</td>
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<td>4 Develop Survey Instrument</td>
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<td>5 Develop Sampling Plan</td>
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<td>6 Administer On-to-Off Survey</td>
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<td>7 Collect Data</td>
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<td></td>
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<tr>
<td>8 Data Analysis</td>
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<tr>
<td>9 Report</td>
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Preliminary schedule may be adjusted by selected contractor, Valley Metro and Technical Advisory Group
Budget and Cost

- **Budget**: $1,200,000
  - $200,000 MAG
  - $1,000,000 RPTA*
- **Actual Bid Cost**: $852,773
  - $775,248 Cost
  - $77,525 Contingency

*Regional funds which can only be used for planning and administration

Next Steps

- Kick-off mid December (at NTP)
- Valley Metro invited members to a Technical Advisory Group (TAG)
  - Member agencies
  - Valley Metro staff
  - MAG staff
- Meet and review Study deliverables beginning in December
Recommendation

Staff recommends that the Board of Directors authorize the CEO to execute a contract with ETC Institute for the 2019 Origin and Destination Study for an amount not to exceed $852,773.
Information Summary

DATE
December 6, 2018

AGENDA ITEM 5

SUBJECT
Future Agenda Items Request and Report on Current Events

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

BACKGROUND | DISCUSSION | CONSIDERATION
None

COST AND BUDGET
None

STRATEGIC PLAN ALIGNMENT
None

COMMITTEE PROCESS
None

RECOMMENDATION
This item is presented for information only.

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

ATTACHMENT
None

Pending Items Request

<table>
<thead>
<tr>
<th>Item Requested</th>
<th>Date Requested</th>
<th>Planned Follow-up Date</th>
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Agenda
December 6, 2018

Valley Metro Rail
Thursday, December 13, 2018
Lake Powell Conference Room
101 N. 1st Avenue, 10th Floor
11:15 a.m.

1. Public Comment (blue card)

The public will be provided with an opportunity at this time to address the committees on non-agenda items and all action agenda items. Up to three minutes will be provided per speaker 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 18, 2018 Board meeting are presented for approval.

CONSENT AGENDA

3A. Light Rail Vehicle (LRV) Brake Equipment Overhaul Contract Award

Staff recommends that the Board of Directors authorize the CEO to execute a contract to complete a brake overall program for the light rail vehicles with Knorr Brake Company for an amount not to exceed $2,280,000.

3B. Light Rail Vehicle (LRV) Body Repair Services Five-Year Contract Award

Staff recommends that the Board of Directors authorize the CEO to execute a 5-year contract for LRV body repair services with Award Winning Restorations in an amount not to exceed $1,700,000.

Action Recommended

1. For Information

2. For action
3C. **Vendor Managed Light Rail Vehicle Parts Inventory Program Contract Award**

Staff recommends that the Board of Directors authorize the CEO to award a 5-year contract with Siemens Mobility Inc. for an amount not to exceed $3,000,000 to provide a managed parts inventory program for light rail vehicles.

3D. **SCADA Upgrade Contract Change Order**

Staff recommends that the Board of Directors authorize the CEO to execute a change order with B & C Transit, Inc. for an amount not to exceed $378,060 to complete additional SCADA upgrade work for the Gilbert Road Extension and the 50th Street Station.

3E. **South Central/Downtown Hub Light Rail Extension Construction Manager at Risk Contract Amendment**

Staff recommends that the Board of Directors authorize the CEO to increase the South Central Light Rail Extension CM@Risk contract with Kiewit Infrastructure West Co. by up to $22,000,000.

3F. **Northwest Phase II LRT Extension Utilities – Design Amendment**

Staff recommends that the Board of Directors authorize the CEO to increase the utility companies design activities by $131,200 for work on the Northwest Phase II LRT Extension.

### REGULAR AGENDA

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

Chair Williams will request future Board agenda items from members and members may provide a report on current events.
5. **Next Meeting**

The next meeting of the RMC is scheduled for **Thursday, January 17, 2019 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)
Information Summary

DATE
December 6, 2018

AGENDA ITEM 1

SUBJECT
Public Comment

PURPOSE
The public will be provided with an opportunity at this time to address the committees on non-agenda items and all action agenda items. Up to three minutes will be provided per speaker 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
Chair Williams called the meeting to order at 1:28 p.m. First is public comment.

1. Public Comment

Mr. Crowley said with the rail and the subrogating the funds, I wish that staff would have pointed out that a few months ago when Glendale said that they weren't going to be doing that and you went through and did a process of saying that, you also then said we'll take those moneys and put them on the I-10 route going into the West Valley so that the money stayed on the west side and that was never brought up we just did ten minutes of conversation. And since you are the Board that did it, I think that it should have been done that way.

When I was talking to Paul I pointed out to him a couple years ago we took $91 million dollars of bus replacement and said we're not going to do that. We're going to put that off down the road. At that same meeting you guys extended the light rail a mile, put a new mile's worth of light rail in at a cost of $91 million.

So when I see that the funds are supposedly not convoluted, I just wonder how the numbers can be so serendipitous. And his answer was that most of that $91 million dollars for rail was from the feds.

Well, I was looking at what the feds are doing in a document and it has the heavy rail options that they consider for the valley. And I don't know we didn't get any input into it or they didn't get any input to you since what they were considering for doing the heavy
rail is not making it so that people from Wickenburg can get to the valley to work and such and using it as heavy rails in other places. Their idea was just to go from Thomas to Eloy and Eloy into one of the East Valley cities. And I go wait a minute. There are twenty eight cities in this valley that have heavy rail in them. Why aren't we using that as a part of the answer to the transportation equation not just building the light rail.

And as for Glendale not taking the rail now that doesn't mean with a change in administration they won't do it in the future. I found it fascinating at your joint meeting that Peoria was complaining about how the moneys weren't going to be there and that they needed them when it was the mayor of Peoria back in 1994 who was on your committee said I can support no tax and will not be a member of this committee to get a tax and left and that's why Peoria doesn't have a mayor sitting up there.

So y'all got to do the right thing ask your citizens for taxes and get this thing done right and that means rail mixing with the bus as in at Metrocenter why didn't it go to the transit center. Oh, we're going to move it. But that will be another, what, $27 million to build a new transit center or not transit center but park and ride when we already spent that money once.

2. **Minutes**

Chair Williams said we will go to the minutes of August 30. Does anyone have any discussion, revision or a motion?

**IT WAS MOVED BY VICE MAYOR TOLMACHOFF, SECONDED BY COUNCILMEMBER ARREDONDO-SAVAGE AND UNANIMOUSLY CARRIED TO APPROVE THE AUGUST 30, 2018 BOARD MEETING MINUTES.**

3. **Consent Agenda**

Chair Williams said does anyone want to pull an item off for discussion? There are three items.

**IT WAS MOVED BY COUNCILMEMBER ARREDONDO-SAVAGE, SECONDED BY COUNCILMEMBER HARTKE AND UNANIMOUSLY CARRIED TO APPROVE THE CONSENT AGENDA.**

4. **Respect the Ride Update – Safety & Security Mobile Application**

Chair Williams said item 4 is Respect the Ride update.

Mr. Smith said as part of our ongoing safety and security efforts, we have very exciting addition that Hillary's going to explain to you. So we'll have Hillary explain this new item that's going to start.
Ms. Foose said Madam Chair, members of the Board, happy to provide you an update on Respect the Ride. I hope you're seeing a lot of it. We've been to this Board many times to update you and getting your approval on Respect the Ride overall. Obviously our goal is to create a safe and comfortable ride for all of our passengers. We've done a lot of work. We've installed we obviously strengthened our Code of Conduct with your approval back in October, we installed paid fare zones at all of the stations, we launched an educational campaign with our characters, right and wrong, and we also are actively increasing our number of security personnel with your support.

I also wanted to share with you while our work is never done and there's still a lot to come with Respect the Ride, we are gaining some notice. Our program is being noticed. I want to highlight Chris from Upgrade. Upgrade is a business a tech business that intentionally moved to downtown Phoenix in one of the Renaissance Towers. We met with him back in May expressing a lot of concerns on behalf of his staff that they were all riding light rail and all had turned in their Platinum Pass which as you know is their transit pass because of concerns they were feeling and expressing related to light rail safety. I'm happy to say that we heard from him a couple weeks ago and he's receiving no complaints at this point in time and was very happy with the progress that we're making. Again, work not done but I wanted to share that we're making some traction.

Our next step is as I mentioned to you before, is the safety and security mobile application called Alert VM. It allows riders to discreetly, and I'll underscore discreetly, we do have opportunities inside the train at the stations to alert security, but they're very obvious, very conspicuous.

So this app allows people to report issues from disruptive behavior and wellness checks to something as simple as spills and vandalism and fare vending machine being down.

It also provides two-way communication for those riders so they can snap a photo or a video or just send us a text message with their issue. And we are currently hiring staff inside our operations control center that will respond and also continue responding depending on what the situation is, so it provides for that two-way communication.

A couple other features of the app, it is an app. It's really off the shelf so we're able to launch it very quickly with a platform call ELERTS, but it provides us GPS locations for those riders so we understand where they are, so we again, can assess the issue. I mentioned photos and videos, so it allows us to see through their eyes what they're experiencing. It also allows them to submit anonymously so if they didn't want follow-up or wanted to just share with us information without providing personal information it can do that as well.

And while we do have a large smartphone saturation in our ridership it also allows for a text messaging function for those that still work with a more simple phone.
These are just some screenshots. Just again a very simple application. ELERTS has made it very simple and is a platform that's used by many of our peers across the country.

So the first screen on your left is our home screen. Obviously it's very rail specific. The middle screen is the opportunity for you to tell us your information to report that issue also take a photo or a video. The last screen on your right is a log, so it will show you the conversations that we had that we closed out issues. It also gives you sort of a library of the complaints or issues that you've brought to our attention. Very simple to use. Very easy to download, the whole point of the program.

So jumping into some of the next steps.

Councilmember Arredondo-Savage said can I ask you a quick question about the app because I know one thing we've been talking about is trying to create the online access to be able to purchase tickets and things. Will that be going through an app or are we going to have multiple apps or are we in the process of making sure that all of these things are going to be working together? Because I mean it's going to be really important I'm sure a lot of people don't want -- I don't like a lot of apps on my phone, but that's me. So I don't know what the future plan is or are we making a plan to make sure that we are collaborating with all of those.

Ms. Foose said so Madam Chair, Councilmember, that's a very good question. We're actively having those conversations. Mobile ticketing is a wave that we're following and is part of our fare collection system update that we've provided some updates to you on before. We also have a current trip planning app called Ridekick. So we are actively having those conversations about how do they work together, can they work together, can they all talk to each other, but really there's urgency around launching this app for very obvious reasons, this is what the community has clamored for they want to be able to in more real time more discreetly share with us information and this ELERTS allows us to affordably pick it up and use it, but the long term is a very good question, and we agree with you that that integration is really important. And it will be part of the ongoing conversations.

Councilmember Arredondo-Savage said good. I think that's really important it should be a priority to. My other question would be about the follow-up because I mean now you're kind of setting an expectations, so what does that look like in regards to outcomes in the sense of when we talk about follow-up or the timeline for follow-up and how will people know that something actually was done with whatever the situation they reported.

Ms. Foose said thank you for that. We are working to hire staff presently to augment the staff that's currently in our rail operations control center. So the rail control center today as you can imagine is the heartbeat of the rail system. It has our controllers who manage train movement as well as our security staff who manage the security along the
line. We are going to sit staff in the middle of those two groups to be able to liaison between those two groups to dispatch a cleaner, whether it was a cleaning issue, to dispatch security if it's a security issue, and the app allows for that active conversation, so we can reply back that we've sent security or we've sent a cleaner or whatever the issue is so it allows us to follow-up and make sure that they understand what our response is and how we're actively working to seek resolution.

I will say that this is not a replacement for 911 as you probably saw on the screen. If it's still an emergency we want people and will be urging people to use 911. So this is really using the Valley Metro Rail resources sitting staff directly in the middle of all of that happening conversation to be able to respond to riders as soon as possible.

Councilmember Arredondo-Savage said and I think another would be great to is if you could really kind of pay attention to what that follow-up is in regards because I can't imagine that we couldn't possibly need more resources. Because I think when you shine a light on things and obviously you're going to want to follow-up so to maybe be able to track that along the way so we do know what we're going to need to be able to meet those expectations.

Ms. Foose said absolutely. Yes. Thank you. So moving fast, thank you for those questions.

Where we're at with the app is we're currently beta testing it with staff so we have staff who ride rail all the time. Our security staff is out in the field just to get out any of the bugs, but it's a very user friendly system.

We also are training our staff on the management console which is the back end console that allows for that active two-way conversation. We're onboarding staff resources as I mentioned. We will be launching this app before the end of the calendar year, so here in the next coming weeks to the public.

And there's also discussion about does it expand further to the bus system and beyond. So we're using it sort of as a pilot, see how it works, how does ELERTS, the Alert VM platform work and can we expand it and what are some of those policy implications to that discussion and we'll certainly get back to you guys with more discussion on that.

Just generally related to Respect the Ride, it's been an iterative growing process for us. We will be some of our next steps with it is to get more eyes and ears on the system. We will be working on an ambassador-style program to get people in very hot zones to engage and to interact with customers. The next level of security staffing you've heard Adrian talk a lot about how do we continue to move with our security staff we're growing the current staff but how does it evolve to your point about how does it evolve to really meet the growing needs, and we will of course continue to monitor and report back to you all as to how the campaign moves forward.
With that I'm happy to answer any questions.

Vice Mayor Tolmachoff said I do have a question, Hillary. What is the plan to roll it out? I mean, I think I must have misunderstood in the briefing you have to have the app in order to be able to text an issue.

Vice Mayor Tolmachoff said okay. So how are we going to educate.

Ms. Foose said oh, sorry. Time out. There is a mobile application that you would have to download, but there is also a separate texting feature that you don't have to have the app to do.

Vice Mayor Tolmachoff said oh, okay. Because, I mean, not everybody's going to have the app, and you're not going to want to be downloading it when there's an incident happening.

Ms. Foose in the middle of, yeah, and for those who don't have the ability.

Vice Mayor Tolmachoff said so how are we going to roll that out to let people know that there's an app or that there's a place to, you know, notify there's an issue.

Ms. Foose yes. Thank you. So we have a marketing program that's really set up and ready to go when we've worked out all of the kinks and have the staff onboarded related to Alert VM. It will be put out through very rail specific, so rail specific marketing opportunity, so signage inside the trains, at stations, station announcements, social media and things of that nature. It's very multifaceted and really concentrate on speaking to rail riders. And it will grow over time.

Chair Williams said Hillary, when you do plan to launch this?

Ms. Foose said before the end of the year in the next couple weeks.

Chair Williams said thank you.

Councilmember Arredondo-Savage said that's way before the end of the year. Nicely done.

Ms. Foose said well, we're working on it.

Chair Williams said I love right and wrong.

Ms. Foose said oh, good. Thank you. Our marketing team will love to hear that.
5. **Building Communities + Enhancing Lives: A Quality of Life Report**

Chair Williams said anyone need information on building communities quality of life report.

Mr. Smith said Madam Chair, I'd like to introduce Hannah Quincy. Hannah is one of our planners who is really we're excited for the work that she and her group are doing. And in conjunction with your tenth-year anniversary, we decided to produce a quality of life. We want to show some of the highlights of what light rail has -- the impact the light rail has had on the community. So Hannah was charged with leading that effort and I'd like to turn it over to her so she can give you a quick introduction as to an overview as to what that report will look like.

Ms. Qiunsey said thank you, Madam Chair and members of the Board. I'm pleased to give you an update today on building communities and enhancing lives -- a quality of life report.

We have been working over the last year here to develop this report in anticipation of our tenth-year anniversary of light rail operations, which we're calling Railversary, and so we wanted to take this opportunity to look back at the last ten years and measure how what we do every day to plan, build, operate, maintain the light rail how that's had an effect on the communities that we serve.

We want to be able to take this data and show the public the value of this investment and have this information readily available for a lot of different efforts including discussions about the upcoming extension for Prop 400.

We also wanted to take this opportunity to demonstrate how we deliver on our core purpose and values as a agency to connect communities and enhance lives. And this is going to be a very data driven, a metric driven report. We have been sourcing a lot of external data as well as using our own like ridership data but working with public and private agencies and organizations to develop the data that's been analyzed for this report. We've also received a lot of really positive support of feedback and quotes that will be incorporated into this report as well.

So we're going to be delivering this as two documents. We have first the full report which will be available on line. Over a hundred pages of all that data and analysis that we've done. That will be published in December. We are also we've developed an executive summary, which you have the final draft in front of you printed for you, which will go to print soon. We're printing about 20,000 copies of that that's going to be widely distributed to various stakeholders in the region, both public and private, staff, contractors and the like and it will be widely shared at our Railversary celebration event and press release.
So I will just touch on some of the metrics that came out of this report. We have structured the report into four categories. I will give you a highlight of one of the metrics from each. That executive summary that you have in front of you has a lot of the, you know, major highlights that have come out of that full report, but I'll just touch on one that you'll see in front of you.

So for connecting communities, the goal is to bring people together through a seamless transportation system. And so we looked at doing a lot of before and after comparisons comparing the light rail today and over the past decade to the red line bus that operated previously to light rail along a similar alignment. And so we found that comparing the ridership before light rail to today that there is almost 500 percent increase in transit ridership so we've really tapped into some new riders and new markets by offering light rail.

For enhancing the customer experience the goal is to provide customers with a safe, comfortable and reliable travel experience. We did another before and after comparison and found that comparing light rail to the red line bus that there's a fifteen-minute savings in travel time as well as a 14 percent increase in ontime performance and more frequent trips that are offered on light rail as well.

For driving the economy in this section the goal is to promote livable economically competitive communities. And we did a lot of employment analysis in this section and we found that there were over 35,000 jobs that were added to the corridor since 2008. And we did some analysis of some different segments along the corridor in different communities as well and we found that the Central Avenue portion offer the corridor that there was a 20 percent increase in jobs since 2005 that's pre-recession and we know that, you know, employment was affected in different ways along the corridor but that really stands out to us as a really positive metric.

And then fostering community health. The goal is to improve individual health while supporting community prosperity and upward mobility. So one of the things we looked at for this section was affordability. And we used data from the housing and transportation index. We found using their benchmark for affordability which combines your transportation and housing costs as a percent of your total income that we in the corridor on average living in the corridor that you meet that affordability benchmark; however, the region wide does not meet that benchmark. So in essence your living in the corridor on average is more affordable than living elsewhere in the rest of the region.

So what's next on the schedule. Well, we have a Railversary celebration coming up. And we're going to have Angela Panic who's going to present on that next to you and give you the details of everything that we're planning for that. But we will have this report both the executive summary and full report available for those events coming up in December.
So with that I'd be happy to answer any questions you have.

Chair Williams said thank you very much.

6. Valley Metro Rail 10-Year Anniversary Plans

Chair Williams said the next item is tenth anniversary.

Mr. Smith said tenth anniversary. This is Angela Penic our marketing program coordinator. And this is an action item because we have a specific ask as part of the celebration and it involves -- well, I'll let Angela talk about it. So go ahead, Angela.

Ms. Penic said thank you, Mr. Smith. Hello Madam Chair and members of the Board. I'm really excited to tell you about the ten-year Railversary and all the activities that we have planned for the day.

So about 10 years ago when the rail first opened I've heard that it was a really cold day that featured a lot of milestone celebrations and of course free rides. So fast forward ten years later and the story of the impact of rail has many stories to tell. And of course another celebration for the project that I've had the pleasure of working along with other departments on.

So truly the goal of the celebration is to celebrate the ten years of connecting communities and enhancing lives by touting the impact of rail and celebrating the accomplishments with the community and our riders in a unique and memorable way.

As you can see, the objectives of this goal are outlined and we have developed a wholistic and tactical approach that will reach all of our objectives identified.

So first, we have here are the five major tactics to help us reach our goal. On the subsequent slides I will describe these tactics in greater detail. What I do want to point out is, of course, the regional Railversary ride and I think fitting for this occasion is free rides.

So first we've got the Valley Metro ten-year quality of life infographics campaign. The in rail life photo contest, a promotional and advertising media campaign, a Railversary art and photo exhibit that will display on December 27 and the regional Railversary ride. And right here on the screen is photos of our in rail life photo submission as well as what the exhibit will look like.

So first we're going to take the beautiful report that Hannah and her team have created and turn it into a really cool infographics campaign that will display in a colorful and animated way all of the metrics that the impact of rail has had on the community. So this campaign will be to digest and will be shared into 2019 on our social media platforms.
This contest has been modeled after the Tempe Instagrammys and it is an opportunity to use rail photos in everyday life that our riders have taken that have become an icon for the region. This contest ran from September 10 to October 10 again kind of playing up the ten years and we pulled in two hundred plus posts from all of our riders that we again can also share for future content. The winners of the photo contest will be included in the Railversary art and photo exhibit on December 27 and will also give guests of the exhibit the opportunity to vote on their fan favorites in the honorable mentions category.

Next we have a comprehensive marketing and media campaign that will support the quality of life infographics campaign and promotion of the Railversary event on December 27. From this tactics what I would like to highlight is the community partners that we will be working with the State Forty-Eight tee shirt company, Downtown Phoenix Inc., Downtown Mesa Authority, and Downtown Tempe Authority and this is the current tee shirt design, although it is not final. But the creation of these partnerships will allow us to leverage some of their followers on social media and really increase the amount of attendees to the event and the amount of camaraderie around the campaign.

So December 27 is the official Railversary date that will unite all of the campaigns target audiences at various points throughout the day. Fitting for this occasion is free rides and the opportunity to allow new -- the opportunity to allow riders who have not ridden the system to ride the system and experience the event.

The location of this event is the historic Heard Building on level one at the mezzanine level. This experience will include the seeing, the hearing, the visualization as the rail drives by. The biggest highlight of this event is the Railversary exhibit which is a visual and interactive journey of the quality of life report and other rider elements such as rail artifacts, tactile experiences and of course the photo contest.

The content captured at this event will not only include photos but it will also include rider testimonials. It will also feature the video and selfie stations, ArtsLine artists pop-up gallery spaces, family friendly activity zones and sponsor giveaways, drinks, and entertainment.

Are there any questions?

Chair Williams said how much do you think this whole effort will cost?

Ms. Penic said that I'm going to cover in the couple slides into it, but we do have a marketing budget for this as well as sponsorships that we are in the process of obtaining right now.

Councilmember Arredondo-Savage said I was just kind of curious, why the 27th? I mean, I know it's a weekday, any thought of like a Saturday.
Ms. Penic said that is a great question. I believe it is 10 years from the exact day that it opened, so we wanted to keep it on the actual day. However that is also an opportunity to capitalize on some of the tourists that will be in town the night prior is also the Cheez-It Bowl and we assume that families will have a lot of downtime, so I think we’re really going to attract a lot of the attendees.

So currently on your screen right now is the tentative show flow which is still in the process of being finalized. From two to three will be the opportunity for media influencers to attend the event. From three to five will be the Railversary exhibit sneak peak in collaborations with some of our downtown co-host partners. And from five to ten is the Railversary regional ride that will feature a live radio remote by 101.5.

At the Railversary regional ride one of the stops is the actual Railversary art and photo exhibit in downtown Phoenix. There will also be a lot of giveaways from donations from downtown businesses as well as prominent sponsor signage at this event.

So for the Railversary regional ride essentially we are encouraging riders to explore and visit businesses and organizations that are along the rail within about two to three blocks from the rail in Tempe, Phoenix and Mesa. We really want to celebrate the regional impact that rail has had on our communities. And it is a joint event with the City of Phoenix, Mesa, and Tempe. We are also going to feature a digital contest with again ten prize packages being awarded for riders that check into the exhibit as well as two other locations along the rail.

Right here are our preliminary budget estimates and we are currently in the process of recruiting sponsors who will help to support the event that are mostly community focused organizations and businesses.

Our recommendation from staff is that the Board of Directors authorize the CEO to execute free rail rides on December 27 to celebrate the Railversary and the 10-year anniversary of Valley Metro Rail. And I’d be happy to answer any additional questions, because I know it's a lot of information and a lot of activity for this celebration.

Mr. Smith said Madam Chair, if I might, we’re working diligently to cover as much of that cost even though it is in our budget, it was in our budget for this year with sponsorships. There’s a lot of businesses and a lot of people that are interested in this.

The reason to have this is twofold. Number one, it's 10 years. I think that, you know, I always like to celebrate success and there's no doubt that this light rail has been a success for this region this valley and certainly for the three cities through which it runs.

The other thing is we have a good story to tell. And with all of the current dialogue around light rail, the future of light rail I think it's important that we talk about our successes and talk about the good things that have happened with light rail. There's certainly enough challenges. And we talk about those and others talk about those, but
we want to make sure that as we hit 10 years we both look backwards and we look forwards. And we think it's important for us as an organization to do that so that we make sure that the dialogue that's out in the community looks at all the different aspects of light rail and the impact it's had on the valley.

Chair Williams said good. Any questions?

Vice Mayor Tolmachoff said do we anticipate an influx of riders on the free ride day?

Mr. Smith said I hope so.

We've looked at other cities and they do. You know, one of the things that we're debating and we Short Range Transit Program debated and Councilmember Arredondo-Savage had that you do it on the 27, yeah, that's the week between Christmas and New Year's, a lot of people aren't going to be working. I don't know that it matters whether we do it then or on a Saturday, my guess is with Christmas, I think, on a Tuesday this year, that that's probably going to be a fairly lot of people are going to be off work. Let's put it that way. They're going to be looking for things to do. So we decided to go on the date. There's going to be a lot of people in town for both the bowl, but people are going to be looking for stuff to do. And we hope that they come to our light rail. We're going to increase our safety and security to make sure there's a presence. We want them to have a good experience and we hope there's an influx of riders who wouldn't ordinarily ride on that day.

Chair Tolmachoff said okay. I think we need a motion to approve the free ride day.

IT WAS MOVED BY COUNCILMEMBER ARREDONDO-SAVAGE, SECONDED BY VICE MAYOR TOLMACHOFF AND UNANIMOUSLY CARRIED TO AUTHORIZE THE CEO TO EXECUTE A FREE RAIL RIDE DAY ON DECEMBER 27, 2018 TO CELEBRATE THE 10-YEAR ANNIVERSARY OF LIGHT RAIL.

7. Future Agenda Items Request and Report on Current Events

Chair Williams said the next is future items. Anyone have any future items they'd like to discuss?

Hearing none, we stand adjourned.

With no further discussion the meeting adjourned at 2:00 p.m.
DATE
December 6, 2018

AGENDA ITEM 3A

SUBJECT
Light Rail Vehicle (LRV) Brake Equipment Overhaul Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a contract to complete a brake overhaul program for the light rail vehicles with Knorr Brake Company for an amount not to exceed $2,280,000.

BACKGROUND | DISCUSSION | CONSIDERATION
The current age of the light rail vehicles is 10 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. This will be the second brake overhaul on the LRVs. The friction brake equipment manufacturer recommends that the brake equipment be overhauled after 240,000 miles or five years, whichever comes first. The purpose of the overhaul is to keep the equipment in a state of good repair and to maintain safe and reliable operation. This is consistent with the approved Transit Asset Management (TAM) Plan.

In August 2018, Valley Metro issued an Invitation for Bid (IFB) for the provision of parts and labor necessary to complete a friction brake equipment overhaul program. The contractor will provide all necessary parts, materials and labor to complete the brake overhaul program for 50 LRVs and to include spare equipment. The cost includes overhauling and testing the equipment to original equipment manufacturer (OEM) standards.

Valley Metro received a single bid and recommends award to Knorr Brake Company. KBC is the OEM for the power truck and center truck brake calipers and the power truck and center truck electro hydraulic units and holds the proprietary rights to the equipment. Valley Metro LRV maintenance personnel will remove the equipment from the vehicles, prepare crates for shipping and then ship to KBC. The contractor will overhaul the equipment and return to the Valley Metro LRV Maintenance Facility. Valley Metro does not have the specialized equipment necessary to do the overhauls. It is anticipated that the overhaul of all 50 LRVs will be completed within three years from time of award.

An independent cost estimate including a cost comparison and price analysis have been completed. The proposed price has been deemed fair and reasonable based on the price analysis.
COST AND BUDGET
The cost for the LRV friction brake equipment overhaul program from KBC is an amount not to exceed $2,280,000. The cost for the brake overhaul program is included in the Valley Metro Rail Adopted FY 2019 Operating and Capital Budget. Contract obligations beyond FY2019 are incorporated into the Valley Metro Rail Five-Year Operating Forecast and Capital Program (FY2019 thru FY2023).

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: November 20, 2018 for information
RMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to execute a contract to complete a brake overall program for the light rail vehicles with Knorr Brake Company for an amount not to exceed $2,280,000.

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

ATTACHMENT
None
DATE
December 6, 2018

SUBJECT
Light Rail Vehicle (LRV) Body Repair Services Five-Year Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a 5-year contract for LRV body repair services with Award Winning Restorations (AWR) in an amount not to exceed $1,700,000.

BACKGROUND | DISCUSSION | CONSIDERATION
Valley Metro has a fleet of 50 Kinkisharyo Light Rail Vehicles (LRVs) in operation and in the next two years additional light rail vehicles will be received and tested for operation.

Valley Metro needs an experienced body repair contractor to perform repairs to the LRVs for damage caused by accidents on the alignment during operations. The contractor must have previous experience in the repair of paint, body and frame/structural components of light rail vehicles of similar size and construction that were manufactured using like materials and processes. All repairs to vehicles will be performed at Valley Metro’s Operations and Maintenance Center (OMC). The contractor will provide all required tools, materials and equipment to perform the necessary paint, body and frame/structural repairs. Valley Metro will provide a body shop work area and a paint booth at the OMC as well as hydraulic rams for frame/structural straightening.

The recommended vendor to provide the body repair services is Award Winning Restorations (AWR) and is a non-competitive procurement due to the company being trained by Kinkisharyo to work with the LRVs. AWR has been the exclusive provider of body work since the beginning of the light rail service. No other company in the Phoenix Metro area has been trained and approved by Kinkisharyo. They are the only local body repair contractor with the knowledge of the construction of the LRVs and the location of car body wiring harnesses. Knowledge on how to repair the LRV is paramount in order to maintain the safety and structure of the LRV.

An independent cost estimate and a non-competitive procurement justification including a cost comparison and price analysis have been completed. The proposed price has been deemed fair and reasonable based on the price analysis.
COST AND BUDGET
The cost for the LRV body repair services with Award Winning Restorations (AWR) is an amount not to exceed $1,700,000 over the 5-year term of the contract. We estimated this amount based on previous experience of accident repairs. The majority of the costs associated with accident repairs are recovered through insurance claim settlements from the party at fault. The cost for the LRV body repair services is included in the Valley Metro Rail Adopted FY 2019 Operating and Capital Budget. Contract obligations beyond FY 2019 are incorporated into the Valley Metro Rail Five-Year Operating Forecast and Capital Program (FY2019 thru FY2023).

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: November 20, 2018 for information
RMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to execute a 5-year contract for LRV body repair services with Award Winning Restorations in an amount not to exceed $1,700,000.

CONTACT
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ATTACHMENT
None
Information Summary

DATE
December 6, 2018

AGENDA ITEM 3C

SUBJECT
Vendor Managed Light Rail Vehicle Parts Inventory Program Contract Award

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to award a 5-year contract with Siemens Mobility Inc. (Siemens) for an amount not to exceed $3,000,000 to provide a managed parts inventory program for light rail vehicles.

BACKGROUND | DISCUSSION | CONSIDERATION
On May 18, 2017, Valley Metro awarded a contract with Siemens to purchase 11-S70 light rail vehicles (LRV). The LRV contract does not include an adequate spare parts inventory after the vehicles are in service and warranty has expired.

Due to their production expertise of the LRVs, Siemens has offered to provide a service level agreement to manage the LRV spare parts inventory. This program creates a cost-effective and efficient parts supply to enable maintenance and procurement personnel to seamlessly perform daily tasks. The Valley Metro Siemens S70 LRV comes with a 2 year vehicle warranty and while the warranty will cover parts which will fail during this period in time, it will not cover routine maintenance material nor will it cover accident related repair parts. This program, started in conjunction with the revenue start date for the new vehicles, will provide a supply chain contract for the essential parts needed outside the warranty for the first 5 years of vehicle revenue service. Additional material supply can be jointly identified and added to the program once the vehicle warranty has ended to maintain a high parts availability level.

The following support services are included in the base price structure:

- all regular maintenance material provided in kit form during the contract period(s);
- strategic accident material supply to be sourced and held for fast turnaround and vehicle recovery;
- Siemens will act as Valley Metro’s “3rd” Warehouse for the duration of the contract and provide inventory management for the listed material;
- alternative supply sourcing for cost containment and reliability improvement is included.

Valley Metro will pay Siemens for all parts received in accordance with the listed series production unit prices. Series production cost advantages vs aftermarket costs is in general greater than 30%. Only Siemens is in the position to provide access to this advantage. All agreed parts will be maintained continuously in stock by Siemens. Siemens will charge a
service fee of 9% price addition for in stock pricing for consumables and a service fee of 
18% price addition for other general parts. This additional fee will be used to cover the
“hidden” cost factors of additional warehouse space and labor, investing in and stocking
agreed material, additional labor costs to manage inventory and negotiate supply contracts,
additional warranty coverage, project management, cost of money, etc,. Shipping costs are
included in the service fee.

The recommended award of the contract to Siemens is a non-competitive procurement
due to the company being the original equipment manufacturer (OEM) and the contract will
not take effect until the delivery of the vehicles. Only Siemens is in the position to provide
access to the series production pricing advantage. An independent cost estimate was
completed by performing an analysis of past experience of LRV parts usage. The proposed
contract value has been deemed fair and reasonable based on the analysis.

COST AND BUDGET
The contract cost is an amount not to exceed $3,000,000. The cost is included in the Valley
Metro Rail Adopted FY 2019 Operating and Capital Budget. Contract obligations beyond
FY2019 are incorporated into the Valley Metro Rail Five-Year Operating Forecast and
Capital Program (FY2019 thru FY2023).

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: November 20, 2018 for information
RMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to award a 5-year contract
with Siemens Mobility Inc. for an amount not to exceed $3,000,000 to provide a managed
parts inventory program for light rail vehicles.

CONTACT
Ray Abraham
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ATTACHMENT
None
Information Summary

DATE
December 6, 2018

AGENDA ITEM 3D

SUBJECT
SCADA Upgrade Contract Change Order

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to execute a change order with B & C Transit, Inc. for an amount not to exceed $378,060 to complete additional SCADA upgrade work for the Gilbert Road Extension and the 50th Street Station.

BACKGROUND | DISCUSSION | CONSIDERATION
Valley Metro currently uses a Supervisory Control and Data Acquisition (SCADA) system in its Rail Operations & Control Center (OCC). It is a central operating system that provides control of the light rail vehicles and other equipment along the rail alignment.

On December 15, 2016, Valley Metro awarded a contract to B & C Transit, Inc. to complete a SCADA upgrade in an amount not to exceed $2,515,125 with a contract contingency of $251,512. Additional work has been identified for the SCADA upgrade project for both the Gilbert Road Extension ($264,105) and 50th Street ($113,955) to update the Nucleus system in place to allow the system to communicate with SCADA, Train Control, Traction power, and PA/VMS systems.

These requirements are recommended to be added to this contract and is a non-competitive procurement due to the proprietary nature of B & C’s software. This is the company that currently is performing the SCADA upgrade to the rail system. To reproduce software through another vendor for the Gilbert Rd. Extension and 50th Street Station would cause a significant increase in cost and there would be a significant amount of delay for design, testing and install. The Gilbert Rd Extension and 50th Street Station will be completed and in revenue service May 2019. An independent cost estimate including a cost comparison and price analysis have been completed. The proposed price has been deemed fair and reasonable based on the price analysis.

COST AND BUDGET
The cost for the additional SCADA work is an amount not to exceed $378,060. The cost is included in the Valley Metro Rail Adopted FY 2019 Operating and Capital Budget. Contract obligations beyond FY2019 are incorporated into the Valley Metro Rail Five-Year Operating Forecast and Capital Program (FY2019 thru FY2023).
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: November 20, 2018 for information
RMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to execute a change order with B & C Transit, Inc. for an amount not to exceed $378,060 to complete additional SCADA upgrade work for the Gilbert Road Extension and the 50th Street Station.

CONTACT
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ATTACHMENT
None
Information Summary

DATE
December 6, 2018

AGENDA ITEM 3E

SUBJECT
South Central/Downtown Hub Light Rail Extension Construction Manager at Risk Contract Amendment

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to increase the South Central/Downtown Hub Light Rail Extension Construction Manager at Risk (CM@Risk) contract with Kiewit Infrastructure West Co. by up to $22,000,000.

BACKGROUND/DISCUSSION/CONSIDERATION
To date, the Board has authorized $3,080,000 in CM@Risk contract authority for preconstruction services as summarized below.

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<td>Preconstruction Services for Downtown Changes</td>
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<td>$2,800,000</td>
<td>$280,000</td>
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Valley Metro is now moving into the next phase of pre-construction work which will include:

1) **$6 million** for potholing to verify location of underground utilities in order to complete the design, and support for federally-required archaeological investigations
2) **$8 million** for early traffic relief construction work at 7th Street and I-17, 7th Avenue and I-17, and 7th and Southern Avenues. This work needs to be completed before construction activities begin on South Central Avenue, and includes widening existing roadways, median reductions, and utility relocations. Work will not proceed until Valley Metro receives a Letter of No Prejudice from the Federal Transit Administration
3) **$6 million** for procurement of special track work for downtown. This is a long lead item and is needed to complete downtown construction by summer 2022 prior to Super Bowl LVII
4) **$2 million** (10%) contingency
In addition to Board authorization, items 2 and 3 require additional funding from the City of Phoenix.

**COST AND BUDGET**
The current total CM@Risk contract authority is $3,080,000. The amount of the proposed increase to contract authority is $22,000,000, bringing the total contract authority to $25,080,000.

Project funding is included in the Valley Metro Rail adopted FY19 Operating and Capital Budget. Contract obligations beyond FY19 are incorporated into the Five-Year Operating Forecast and Capital Program (FY19 thru FY23).

**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: November 20, 2018 for information
RMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

**RECOMMENDATION**
Staff recommends that the Board of Directors authorize the CEO to increase the South Central/Downtown Hub Light Rail Extension CM@Risk contract with Kiewit Infrastructure West Co. by $22,000,000.

**CONTACT**
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**ATTACHMENT**
None
DATE
December 6, 2018

AGENDA ITEM 3F

SUBJECT
Northwest Phase II LRT Extension Utilities – Design Amendment

PURPOSE
To request authorization for the Chief Executive Officer (CEO) to increase the utility companies design activities by $131,200 for work on the Northwest Phase II LRT Extension. With this amendment, the total authority for utility design activities will be $1,191,700.

BACKGROUND/DISCUSSION/CONSIDERATION
In June 2017 the Board of Directors authorized the CEO to execute letters of authorization with utility companies for their design activities in support of the Northwest LRT Phase II project. Since that time, several adjustments have been made to Valley Metro’s light rail alignment and station locations. This has resulted in changes to utility relocations needed. Therefore, an amendment is needed to the authorized funding limit provided to the CEO for utility designs.

The following table identifies the original and updated utility relocation design cost estimates for each of the utility companies. To date, the Board has authorized $1,060,500 (including 10% contingency) in design authority. The new estimate is $1,191,700, thus increasing the needed authorization limit by $131,200.

### Design Work Order Estimates

<table>
<thead>
<tr>
<th>Utility Company</th>
<th>Design Cost Estimate 2017</th>
<th>Design Cost Estimate Dec 2018</th>
<th>Change in Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>APS</td>
<td>$259,091</td>
<td>$160,000</td>
<td>($99,091)</td>
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<tr>
<td>CenturyLink</td>
<td>$ 94,545</td>
<td>$ 96,500</td>
<td>$ 1,955</td>
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<td>Cox Communications</td>
<td>$ 50,455</td>
<td>$ 55,500</td>
<td>$ 5,045</td>
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<tr>
<td>Electric Lightwave (Now ZAYO)</td>
<td>$11,364</td>
<td>$ 0</td>
<td>($11,364)</td>
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<td>LEVEL3 (Telecom Providers)</td>
<td>$36,364</td>
<td>$40,000</td>
<td>$ 3,636</td>
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<td>SRP Fiber</td>
<td>$ 0</td>
<td>$12,500</td>
<td>$12,500</td>
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<tr>
<td>Salt River Project Electric</td>
<td>$320,455</td>
<td>$477,500</td>
<td>$157,045</td>
</tr>
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</table>

Valley Metro I 101 N. 1st Ave. Phoenix, AZ 85003 602.262.7433
Only authorizations for design work are included at this time. As utility relocation designs are completed, an estimate will be prepared for related construction activities. Staff will then request Board authorization for utility relocation construction.

**COST AND BUDGET**

With this amendment, the estimated cost for design of utilities is $1,083,364, plus an additional $108,336 (10%) for a total of $1,191,700.

The Northwest Phase II Light Rail Extension project will be funded through Phoenix Transportation 2050, regional Proposition 400, and Federal Transit Administration funds. The cost for utility work is included in the overall cost estimate established for the project.

All costs listed above are within the Northwest Phase II Extension project cost forecast and are included in the Valley Metro Rail adopted FY19 Operating and Capital Budget. Contract obligations beyond FY19 are incorporated into the Five-Year Operating Forecast and Capital Program (FY19 thru FY23).

**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: November 20, 2018 for information
RMC: December 5, 2018 approved
Board of Directors: December 13, 2018 for action

RECOMMENDATION
Staff recommends that the Board of Directors authorize the CEO to increase the utility companies design activities by $131,200 for work on the Northwest Phase II LRT Extension.

CONTACT
Wulf Grote, PE
Director, Capital & Service Development
602-322-4420
wgrote@valleymetro.org

ATTACHMENT
None
DATE  
December 6, 2018

SUBJECT  
Future Agenda Items Request and Report on Current Events

PURPOSE  
Chair Williams 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 ACTION  
None

RECOMMENDATION  
This item is presented for information only.

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

ATTACHMENT  
None

Pending Items Request

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