



CITY OF SURPRISE
City Council Work Session Minutes
100 North Civic Center Plaza
Surprise, AZ 85374

Tuesday, December 19, 2017 @ 04:00 PM

Call to Order

Roll Call

Mayor Wolcott called the **Regular City Council Work Session** to order at 04:00 p.m. Surprise City Hall Council Chamber 16000 North Civic Center Plaza Surprise, Arizona 85374 , on **Tuesday, December 19, 2017**. Also in attendance with Mayor Wolcott were Vice Mayor Tande, Council Member Winters, Council Member Duffy, Council Member Remley, Council Member Hall, and Council Member Hayden (excused).

Staff Present: City Manager, Bob Wingenroth, City Attorney, Robert Wingo, and City Clerk, Sherry Ann Aguilar.

Pledge of Allegiance

Call to the Public

Regular Agenda Item - Non-Public Hearing

1 - Presentation and discussion pertaining to an update on FY2018 transit services - NO ACTION

David Kohlbeck gave a powerpoint presentation on FY2018 transit services.

Assisting with the presentation is Rob Antoniak, Chief Operations Officer for Valley Metro.

Topics included:

Express Bus Service - 571 Surprise Express Changes

Council Member Hall - Can't tell the ridership by counting the cars at the park and ride. Lots of people get dropped off. 1 car household.

Mayor Wolcott - Significant count from people who walk to the bus station, rather than dropped off. There are some urban areas here.

Council Member Remley - We should know since we have 4 trips going on, how much is 1/4 of the cost for 1 trip? For an additional cost we could put on another bus possibly?

Mr. Kohlbeck - yes correct.

Mr. Kohlbeck gave an estimated cost for each ride per bus.

Mayor Wolcott - Roughly \$30,000. in each direction, correct?

Mr. Kohlbeck - Yes correct, will get you closer numbers.

Mr. Antoniak commented that they have had a significant technology update at Valley Metro.

Council Member Hall - We cannot compare to Peoria and Glendale due to location. Penalties? Contract? Liquidated damages is part of the contract.

Mayor Wolcott - I want to make sure the damage clause is included in the contract. Damage based on hitting the target in the region. Harder to serve on the northwest edge of the region.

Mr. Antoniak will be checking on this and report back to Council.

Council Member Winters - I have a whole folder of complaints from residents, in my world, you are not doing well at all. Rides are not on time, cancellations, etc. This program is not working.

Council Member Duffy - If someone schedules a ride, if they are behind, is there an app that someone could use?

Mr. Antoniak commented that right now, no there is not. He explained what they are working on for updating technology.

Vice Mayor Tande - Addressed the chart presented, looking beyond the chart, some of this tells me that some might be frustrated and dropped out. Renegotiating contract, need to make some improvements on the contract. Find ways to accommodate these people, we need to provide a good service but we do have a limited budget because it is capped. Maybe a lower reduced rate as an incentive.

Mr. Kohlbeck continued with presentation to discuss RideChoice Trips and Distance. We have doubled the registration for riders using the service.

Rider Survey - Discussed the analysis.

Council Member Remley - As you are aware, my District includes the Senior Center, the bus that picks them up each day. Every day, when I go by there at the time the bus should be there, the driver is around the corner taking a break. Is there some reason we can't have someone locally that can take the phone calls, not someone from the Philippines?

Mr. Kohlbeck - I was not aware of this issue, we need to take a look at this.

Seth Dyson, that specific situation we asked them to be there at 1:00 p.m. so that we can finish our lunches, I also was not aware of this issue.

Mr. Antoniak wanted to clarify the call center, it is in the south-east valley, locally. The Ride Choice however, leaves the options for the rider on what service they want to use.

Council Member Winters - a couple of suggestions, get someone locally here in Surprise for both programs. Someone in the east valley doesn't know what is going on in this area.

Public Comments:

Linda Carolyn - OTS resident, happy that she is here this evening, Council is involved with the issues. This is heartening to see that you care and you want answers, I am impressed. I want to be involved in the transit issue as a volunteer. Can do some background work to assist. I have had many not good experiences with Ride Choice, but the last trip was not good at all. My last experience I had difficulty with payment method and bad customer service. Very unhappy about the whole service, they need to be terminated.

Vice Mayor Tande - We have a unique situation out here, 9th largest City in the valley, we deserve to have better service for our residents and community.

Council Member Remley - Thank you for coming to the meeting and answering our questions. We appreciate the communication, we feel a lot of frustration and hopefully it's for improvements for the future. Did we not know that you could not perform or did you think we could wing it? I do read the contracts, it says we are to get monthly updates, and they are in default. Contract penalties, we should review. 30 minutes is not on time to me especially if I have a Dr. appointment, if you are late, the Dr.'s office will charge a late fee.

Council Member Winters - Renewing contract in about 6 months, correct?

Mr. Kohlbeck - The contract expires in June, and the RFP will be out for Ride Choice.

Council Member Winters - What do you know about MJM, forbidding Discount Cab cannot bid on the contract coming out.

Council Member Hall - Make sure Discount Cab is in the mix for the RFP process. Also, the phone number slide, can you please take out the word "should", add the word "please" before releasing to the public.

Council Member Hall - You feel our frustration correct? There has to be some way that one of our residents can't get a hold of someone that can act upon this. I have talked to people that have stopped using the service, we need to win them back somehow. This is where we need your assistance.

Mayor Wolcott - Transportation has always been a passion of mine. It was interesting to hear your comments about the language, a problem we have with separation in a common region. We end up finger pointing, and we don't like that. We have a shared concern, shared concept, but we are growing so we better be ready. I appreciate how we are growing up as a region, the magic words we are owning the technology. It is incredibly important that you are here tonight, a west valley guy that gets it. Mass transit is an economic driver; you have economic opportunities that the whole region needs. This would give us an extra push to lure businesses to our area.

2 - Consideration and action pertaining to City Council's support of legislation to allow for the expansion and consolidation of street lighting districts and expanding the authority of Arizona cities to acquire, construct, and maintain street lighting facilities; Resolution # 2017-150 - NO ACTION

Finance Director, Lindsey Duncan gave a powerpoint presentation for this item pertaining to City Council's support of legislation to allow for the expansion and consolidation of street lighting districts and expanding the authority of Arizona cities to acquire, construct, and maintain street lighting facilities.

Topics included challenges with the current process.

Proposed legislation was discussed including allowing consolidation; allow for expansion; allow for construction, acquisition and maintenance.

Would like to return to the Council in January asking for Council support.

Mayor Wolcott - We have tried to support this legislation for a long time. Have you reached out to the power company to discuss alternatives? We would not be interested as a Council if it had not come to us through our residents. There needs to be simplicity and a consolidated process.

3 - Presentation and discussion pertaining to Wireless Facilities located in the Right-Of-Way - NO ACTION

Assistant Attorney, Ellen Van Riper led the discussion on a powerpoint presentation pertaining to Wireless Facilities located in the Right-Of-Way.

Topics reviewed included:

HB 2365

Application process

Applicable codes

Code or regulations concerning public safety

Objective design standards

Existing wireless carrier agreements

10 year contracts

Vice Mayor Tande - Asked to have clarification to explain the technology for expectations on what is going to look like. Is this data or voice and why is this a good thing?

Tracy Mills - The small cell sites will saturate the City with better coverage.

Mayor Wolcott - Does this also help with smart transportation technology?

Yes

Council Member Hall - What is the definition of back call?

Small cell sites communicate with large cell sites.

Executive Session

Adjournment

Council Member Hall made the motion to adjourn the Regular City Council Work Session of December 19, 2017 at 5:59 PM. Council Member Winters seconded the motion. Six yes votes, one excused (Hayden), motion carried.

Sharon R. Wolcott, Mayor

ATTEST:

Sherry Ann Aguilar, City Clerk,

CERTIFICATION:

I, Sherry Ann Aguilar, City Clerk for the City of Surprise, Maricopa County, Arizona, do hereby verify that these are the true and correct minutes of the Regular City Council Work Session of **Tuesday, December 19, 2017.**

Sherry Ann Aguilar, City Clerk,