



CITY OF SURPRISE
Regular City Council Work Session Agenda
16000 N. Civic Center Plaza
Surprise, AZ 85374

Tuesday, September 19, 2017 @ 5:00 PM
COUNCIL CHAMBERS

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- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Call To The Public:

INSTRUCTIONS: In order to address the City Council, you will need to fill out a Call to the Public Form available at the front counter, and then turn it in to the City Clerk before the meeting begins.

[Download the Call to the Public form](#) (PDF download requires [Adobe Acrobat Reader](#))

[Fill out the Call to the Public form online](#) If submitting form electronically, please submit to City Clerk at least one hour before the meeting start time.

The Call to the Public form is also available at the front counter.

Note: A.R.S. 38-431.01(H)- During this time members of the public may address City Council only on issues within the jurisdiction of the City Council which are not an item on the agenda. At the conclusion of the open call, City Council may respond to criticism, may ask staff to review the matter or may ask that the matter be put on a future agenda. No discussion or action shall take place on any item raised.

Approval of items on the Consent Agenda – all items with an asterisk (*) are considered to be routine matters and will be enacted by one motion and one roll call vote to the City Council. There will be no separate discussion on these items unless a Councilmember requests, in which event the item will be removed from the consent agenda and considered in its normal sequence on the agenda.

E. Regular City Council Work Session Agenda:

Regular Agenda Item - Non-Public Hearing:

1. District Citywide [Presentation and discussion pertaining to service changes in Paratransit and RideChoice programs.](#)

None
David
Kohlbeck
Public
Works

F. Executive Session:

For information Purposes; Upon a public majority vote of a quorum of the City Council, the Council may hold an executive session, which will not be open to the public, but for only the following purposes:

- discussion or consideration of personnel matters (A.R.S. §38-431.03 (A)(1));
- discussion or consideration of records exempt by law from public inspection (A.R.S. §38-401.03 (A)(2));
- discussion or consultation for legal advice with the city's attorneys (A.R.S. §38-431.03 (A)(3));
- discussion or consultation with the city's attorneys regarding the city's position regarding contracts that are the subject of negotiations, in pending or contemplated litigation, or in settlement discussions conducted in order to avoid or resolve litigation (A.R.S. §38-431.03 (a)(4));
- discussion or consultation with designated representatives of the city in order to consider its position and instruct its representatives regarding negotiations with employee organizations (A.R.S. §38-431.03 (A)(5)); or
- discussion, consultation or consideration for international and interstate negotiations or for negotiations by a city or town, or its designated representatives, with members of a tribal council, or its designated representatives, of an Indian reservation located within or adjacent to the city or town. A.R.S. §38-401.03 (A)(6)).
- discussing or consulting with designated representatives of the city in order to consider its position and instruct its representatives regarding negotiations for the purchase, sale or lease of real property (A.R.S. §38-431.03 (A)(7)).

Confidentiality Requirements Pursuant to A.R.S. §38-431.03(C)(D): Any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information except to the Attorney General or County Attorney by agreement of the City Council, or as otherwise ordered by a court of competent jurisdiction.

The council may vote to hold an executive session for the purpose of obtaining legal advice from the Board's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

G. Adjournment:

SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED:

SPECIAL NOTE: PERSONS WITH SPECIAL ACCESSIBILITY NEEDS, INCLUDING LARGE PRINT MATERIALS OR INTERPRETER, SHOULD CONTACT THE CITY CLERK'S OFFICE @ 623.222.1200 OR TTY 623.222.1002, BY NO LATER THAN 24 HOURS IN ADVANCE OF THE REGULAR SCHEDULED MEETING TIME.



CITY OF SURPRISE
Regular City Council Work Session

September 19, 2017 @ 5:00:00 PM

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Council Meeting Date:	September 19, 2017	Contact Person:	David Kohlbeck Public Works
Submitting Department:	Public Works	District:	Citywide
Staff Recommendations:	None		

Consent	Regular	Public Hearing	Report/Discussion
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Agenda Wording:

Presentation and discussion pertaining to service changes in Paratransit and RideChoice programs.

Motion:

N/A

Background:

On July 1, 2017 Valley Metro completely changed its transit service models. The previous model under the NW Dial-a-Ride contract ended and three new services were introduced to the City. The first service is the senior bus which falls under the Valley Metro Transdev operations. The second program is Regional ADA Paratransit also operated by Valley Metro and Transdev. The third service is similar to the old NW Dial-a-Ride program called RideChoice, operated by various cab companies and contracted directly by the resident once they are enrolled in the RideChoice program.

Objective Analysis:

Discuss service performance.

Policy Compliant:

This item is policy compliant

Financial Impact:

Changes or modifications to the current program may result in identifying additional funding.

Budget Impact:

Changes or modifications to the current program may result in identifying additional funding and may require a budget amendment.

FTE Impact:

There are no FTE's associated with this item.

ATTACHMENTS:

Click to download

☐ [TRANSIT UPDATE](#)



Update on Transit Services

PUBLIC WORKS DEPARTMENT SEPTEMBER 19, 2017

OVERVIEW

Three Transportation Service Models

- ❖ Valley Metro RideChoice (discounted taxi service).
- ❖ Valley Metro regional paratransit (shared ride public paratransit).
- ❖ Senior Bus (service to and from Surprise senior center).

Update on Express Service

VALLEY METRO RIDECHOICE

- ❖ Service began on July 1.
- ❖ Additional capacity exists to serve more customers.
- ❖ Challenge: Service has begun slowly because customers are slow to adapt the new service and because of confusion about how the new services work.

VALLEY METRO RIDECHOICE

- ❖ Letter from Valley Metro and Surprise to customers explaining benefits of RideChoice.
- ❖ Additional materials being developed that explain RideChoice and how to use it.
- ❖ Enhancements to online and phone-based RideChoice accounts to improve customer experience.
- ❖ RideChoice provider hiring a manager to be housed in Phoenix area. Manager will oversee service and follow up on customer service concerns.
- ❖ Providers being added to the RideChoice program.

VALLEY METRO PARATRANSIT

- ❖ Shared-ride public paratransit for ADA eligible people with disabilities traveling to work or medical appointments.
- ❖ Challenge: Service limits being hit every day, and some customers have not been served.

VALLEY METRO PARATRANSIT

- ❖ Valley Metro and Surprise working to move shorter regional trips to RideChoice; preserve paratransit capacity for long regional trips.
- ❖ Valley Metro implementing software changes to ensure that local trips within Surprise are not booked on paratransit.
- ❖ While technology is adjusted, service limits have been increased to ensure that as many residents get trips as possible.

VALLEY METRO PARATRANSIT

- ❖ Satellite facility in Peoria – improving on-time performance and reduces unproductive time for fleet and drivers.
- ❖ Increasing size of fleet – Will reduce percentage of trips provided on taxi and increases system capacity.
- ❖ Changing paratransit scheduling software system – Will improve productivity and on-time performance.

SENIOR BUS

- ❖ Routes developed by Senior Center and Transdev.
- ❖ Program is running on budget.
- ❖ Service is improving, but challenges remain:
 - ❖ Service reliability not yet meeting Valley Metro or Surprise expectations.
 - ❖ Expected and unexpected changes in daily schedules (customer cancellations, driver call-offs, etc.) cause confusion.
 - ❖ Program taking longer than expected for Surprise Senior Center Staff to manage.

SENIOR BUS

- ❖ Senior Center and Transdev staff collaborating on routes and schedules.
- ❖ Ensuring that only consistent attendees are on routes. (RideChoice is available for infrequent customers).
- ❖ Senior Center and Transdev staff working to improve inter-organizational communication.

EXPRESS BUS SERVICE

Optimize service for Express

- ❖ 571 – Surprise Express:
- ❖ 573 and 575 – Northwest Valley Express:
- ❖ GAL – Grand Avenue Limited (GAL):

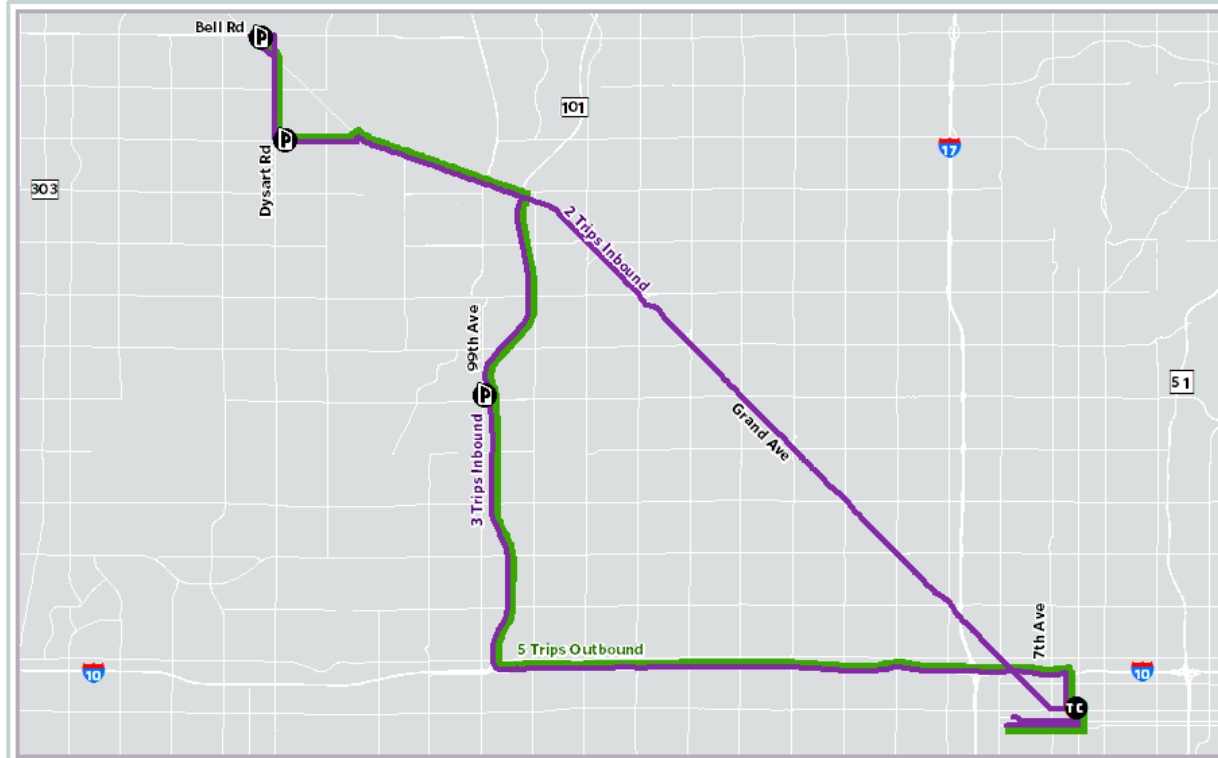
To more effectively serve commuters in the Northwest Valley.

EXPRESS BUS SERVICE

571 – Surprise Express Changes

- ❖ Add a fifth trip
- ❖ 3 inbound trips would divert down the 101 and serve the Glendale Park N Ride along with the 573
- ❖ 2 inbound trips would remain on Grand Ave with no additional stops
- ❖ All outbound trips along I10 with all trips stopping at the Glendale Park N Ride.

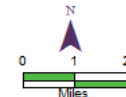
EXPRESS BUS SERVICE



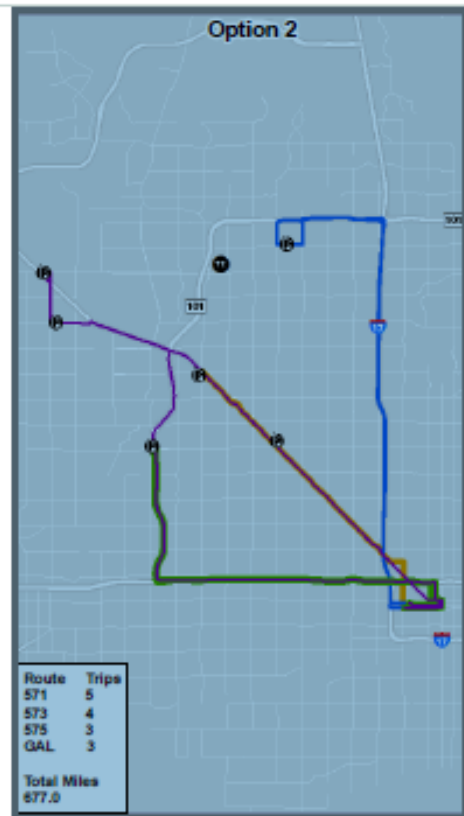
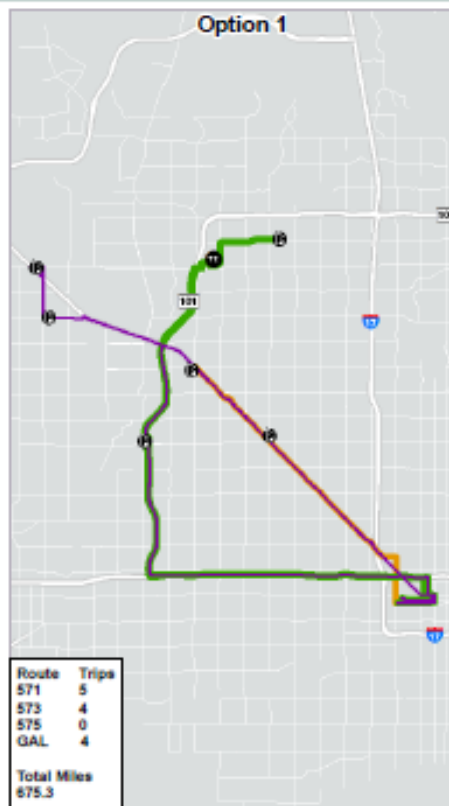
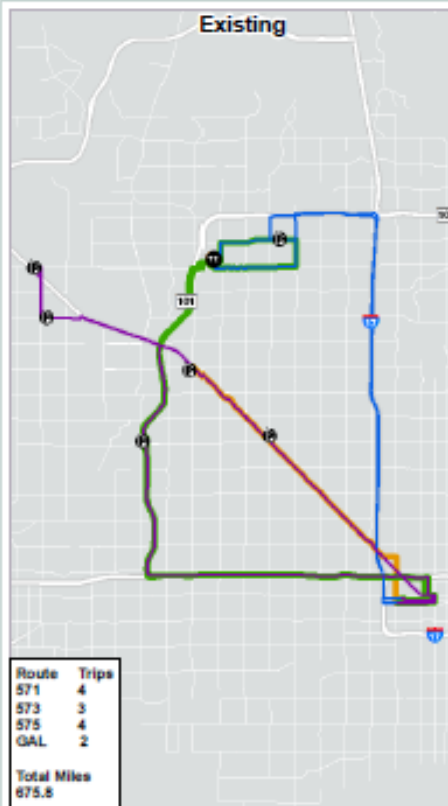
**Route 571
Proposal
April 2018**

LEGEND

- Inbound Trips
- Outbound Trips



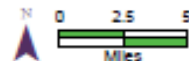
Questions and Comments



LEGEND

- Transit Center 571 575
 ParkNRide 573 GAL

Northwest Valley Express Consolidation



valleymetro.org

