CITY OF SURPRISE

City Council Work Session Minutes
)00 North Civic Center Plaza
Surprise, AZ 85374

Tuesday, September 19, 2017 @ 05:00 PM

Call to Order

Roll Call

Mayor Wolcott called the **Regular City Council Work Session** to order at 05:00 p.m. Surprise City Hall Council Chamber 16000 North Civic Center Plaza Surprise, Arizona 85374 , on **Tuesday, September 19, 2017.** Also in attendance with Mayor Wolcott were Vice Mayor Tande, Council Member Winters, Council Member Hayden, Council Member Hall, District 3 - Vacant, and Council Member Remley.

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 service changes in Paratransit and RideChoice programs - NO ACTION

David Kohlbeck opened up the discussion and introduced Ron Brooks from Valley Metro for Paratransit and Ride Choice Programs. Mr. Brooks gave an explanation of some of the issue with service and what has been done to resolve and improve the program and issues.

Some areas of improvement:
Additional materials for outreach on RideChoice
Enhancements to online and phone-based RideChoice accounts
Hiring a manager for RideChoice to be housed in Phoenix
Providers being added to the RideChoice Program.

Council Member Winters - Asked for clarification on the process for RideChoice.

Council Member Hall - What was the on-time precision? 95% previously. Currently 10% lower than our contract calls for. July was very bad.

Council Member Hall - Customer fatigue? How do we regenerate this? I know some residents that

stopped using the service because of unavailability for services.

Vice Mayor Tande - Questioned availability of data, costs, etc.

Council Member Remley - We now hear that dispatch is coming from Maryland, how do they know what is going on in Surprise. When are we going to get a dispatch service here in the Phoenix area. Lack of personnel, drivers, equipment, etc. I really hope we get some improvement soon.

Mr. Brooks - Maryland is for project management, the dispatch is already here in the valley.

Council Member Winters - We had 34 rides per day, then we added 12 rides per day for 2 weeks. Have those 2 weeks expired yet? This Friday.

Council Member Hayden - Attended meeting and heard explanation, I was convinced the service you were going to provide, was much better than previous.

Public Comments:

Laurie Kosmal - Thanked Council for allowing me to be here this evening. Nothing but trouble with Ride Choice and today is an example, I was supposed to pick up my son from school. I cancelled and there was a taxi in my driveway after I called to cancel. Then today, they showed up at school, when I didn't call for service. Previous service we were allowed 150 trips, and now 34, always booked. They forget about me, they go to the wrong address, charge me as a no-show, and I have waited up to 2 and a half hours for a ride outside. It's ridiculous.

Robert Kosmal - I appreciate the Council bringing this issue forward, one thing that we have noticed as a change, last year with the old system, my wife felt safe with the drivers, they knew the City well. If Uber can tell me it will cost me a certain amount, why can't the new system accommodate.

Julius Urshan - I am here today to discuss the many negative services that I have had. Why did we change from Discount when we had great service? Very disappointed in current service. Either the new drivers are not trained properly, or they just don't care. This is not acceptable.

Mayor summarized the issues and asked that we take this as an opportunity for improvement.

Executive Session

Adjournment

Council Member Winters made the motion to adjourn the Regular City Council Work Session of September 19, 2017. Council Member Hall seconded the motion. Six yes vote, one vacancy (D3), motion carried.

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Sharon R. Wolcott, Mayor

ATTEST:

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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, September 19, 2017.**

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Sherry Ann Aguilar, City Clerk,