



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

Tuesday, April 18, 2017 @ 4:00 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 on changes to the City's Paratransit services (Dial-a-Ride) as they relate to the execution and adoption by Valley Metro of a new service provider and service models. | None
David
Kohlbeck,
Public
Works |
| 2. | District Citywide | Discussion and presentation regarding the City Manager's FY2018 Recommended Budget. | None
Lindsey
Duncan,
Finance
Director and
Jared
Askelson,
Assistant |

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

April 18, 2017 @ 4:00:00 PM

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Council Meeting Date: April 18, 2017

Contact Person: David Kohlbeck, Public Works

Submitting Department:

District: Citywide

Staff Recommendations: None

Consent

Regular

Public Hearing

Report/Discussion

Agenda Wording:

Presentation and discussion on changes to the City's Paratransit services (Dial-a-Ride) as they relate to the execution and adoption by Valley Metro of a new service provider and service models.

Motion:

None

Background:

In February of 2017 the Regional Public Transit Authority (RPTA) also known as Valley Metro went before its Board made up of all member City agency elected officials and agreed to a new five (5) year contract with Transdev to provide Para-transit service across the Valley. This presentation will give an overview of the new service models that will be available to the City and how the City's future service will operate.

Objective Analysis:

The changes in the service models should have no significant impact on rides availability and will for the majority of our residents make the service easier to use as it will become a self booking service once their RideChoice card is activated.

Policy Compliant:

This item is policy compliant.

Financial Impact:

None at this time. The proposed changes to the service models and provider as outlined in the presentation should not have a financial impact on the total costs of providing transit services.

Budget Impact:

The FY2018 recommended budget includes a total of \$940,400 in funding within the General Fund, Arizona Lottery Fund (ALF), and Propositions 400 Fund for service agreements related to transit

services. Funding within the ALF is dependent upon the total amount of local funds received. The FY2018 estimated amount of ALF funding is \$350,000.

FTE Impact:

There are no FTE's associated with this item.

ATTACHMENTS:

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☐ [Paratransit Presentation](#)



Paratransit Service Models

PUBLIC WORKS DEPARTMENT APRIL 18, 2017

OVERVIEW

- More trips
- More service options
- Same budget
- Same qualified riders
 - ADA, Seniors, and Income Qualified General Public

OVERVIEW

- Past History Services
- Dial-a-Ride name/program discontinued
 - New service models begins July 1, 2017
- Valley Metro providing standardized regional system
- Service comparisons

DIAL-A-RIDE (DAR)

- ❖ 1998 to September 2012 DAR service operated by City
 - ❖ 8:00 am to 5:00 pm Monday – Friday, no holidays
 - ❖ Reservations 14 day booking between 7:00am and 5:00pm
 - ❖ Fares \$1.00 in the City \$1.25 outside of City
 - ❖ ~ 22,000 annual trips (Trips are one-way)

DIAL-A-RIDE (DAR)

- ❖ Valley Metro NW DAR with Total Transit 2012 – 2017
 - ❖ 5:00am to 8:00pm seven days a week including Holidays
 - ❖ Weekday and Weekend daily trip caps to control budget
 - ❖ Reservations 14 day booking between 6:00am to 7:30pm
 - ❖ Fares \$2.00 in City, \$2.50 outside of City and \$4.00 Regional
 - ❖ ~ 31,500 average annual trips FY17 trending closer to 37,200
- ❖ Current Contract ends June 30, 2017

THREE NEW SERVICE MODELS

- Senior Bus (Senior Center trips only)*
- Paratransit Shared Ride*
 - For Seniors and ADA certified local NW trips longer than 7 miles generally outside of City for medical and work
 - For ADA certified riders for medical and work anywhere within Maricopa County up to ¾ mile of bus service
- RideChoice Taxi Service*
 - Same day taxi service (most similar to current DAR)

*Valley Metro contracting with Transdev & MJM Innovations to manage and provide ADA-certified; senior and income-qualified service

RIDE COMPARISON TABLE

Year	Budgeted Trips	Projected Trips
FY2017	42,200	37,200
FY2018	45,000	45,000*

*Anticipate fewer booking and routing issues with new contractor

SENIOR BUS

- New shared ride route with dedicated vehicle operated by Transdev for regular Senior Center visitors
 - Transdev will work with city staff (Human Services and Community Vitality Department) to plan route
 - City is billed on an hourly rate
- Door-to-door service, Mon-Fri 7:30am to 4:30pm
 - 8,000 planned trips
- Fare \$2 per one way trip (Same as FY17)

SENIOR BUS RIDE COMPARISON

Year	Budgeted Trips	Projected Trips
FY2017		5,200
FY2018	8,000	5,200*

* Potential Growth of Service 2,800

PARATRANSIT SHARED RIDE

- Valley Metro now contracted with Transdev for paratransit services
- New, dedicated vehicles with variety of options up to and including AAA cab
 - For Seniors, ADA certified and low income general public for local medical and work NW trips longer than 7 miles generally outside of City
 - For ADA certified riders for medical and work anywhere within Maricopa County up to $\frac{3}{4}$ mile of bus service

PARATRANSIT SHARED RIDE

- 1-14 day booking capability (No Same Day Service)
 - Smart phone application available to check arrival time
 - Operational hours 5:00am to 10:00pm
 - Reservation hours 6:00am to 7:30pm
- Fare is \$4 per one way trip
- 10,000 planned trips
 - Revised caps based on planned trips

PARATRANSIT SHARED RIDE

Year	Budgeted Trips	Projected Trips
FY2018	10,000	9,000*

*Anticipated based on longer trip data from FY17 history and slight shift to senior bus service for some residents

RIDECHOICE TAXI SERVICE

- Similar to old Dial-a-Ride service but now contracted through MJM Innovations
- Service has been offered in East Valley since 2010
- Resident registers with Valley Metro
- Resident choose from multiple service providers and call provider directly to self book trips
- Service available 24 hours per day, 365 days per year and can be used for shorter subscription trips

RIDECHOICE TAXI SERVICE (cont.)

- Customer can pay with cash, credit or using RideChoice Card.
- Customer pays \$3 for up to \$21 trip.
- Customer pays 100% of cost above \$21.
- City's exposure is between \$7 and \$18 per meter trip, depending on length of the trip.

RIDECHOICE USER RIDE TABLE

Annual planned trips 27,000 or 2,250 per month

User Type	Monthly Planned Trips
	2,250
Heavy	800
Regular	600
Light	600
Remaining Capacity	250

RIDECHOICE TAXI SERVICE (cont.)

- Example – 8 mile trip costs \$23.05
 - Customer pays first \$3.00
 - Surprise pays \$18.00
 - Customer pays additional \$2.05.
- 27,000 planned RideChoice trips.
 - Average Cost per Trip for City expected to be \$17.50

RIDECHOICE RATE TABLE

Mileage	Total Meter Fare	Rider Meter Charge	City Meter Charge
< 2	10.00*	3.00	7.00
3	11.16	3.00	8.16
4	13.74	3.00	10.74
5	15.62	3.00	12.62
6	18.10	3.00	15.10
7	20.57	3.00	17.57
8	23.05	5.05	18.00
9	25.52	7.52	18.00

*Minimum charge for RideChoice service is \$10.00

FY17 TRIP DISTANCE

Trip Mileage	Trips by Mile July - January	Cumulative Percent
1	783	4.6%
2	2134	15.6%
3	2410	28.5%
4	2703	43.0%
5	2231	55.0%
6	1276	61.8%
7	2076	72.9%

Excludes Trips to Senior Center covered by Senior Bus

RIDECHOICE TAXI SERVICE (cont.)

- MJM and Valley Metro will manage trips using cards that count trips
- Customers can load value to cards to pay for their portion of their RideChoice trips.
- Passengers can manage account and check status by phone or on-line.

NEW MODELS TRIPS AND FARES

SERVICE	TRIPS	FARES PER TRIP	Customer %	Total Rider Cost	Average City Cost per Trip	City %	Total City Cost
Senior Bus	8,000	\$2.00	14%	\$16,000	\$12.50	86%	\$100,000
Paratransit Shared Ride	10,000	\$4.00	10%	\$40,000	\$36.00	90%	\$360,000
RideChoice	27,000	\$3.00	15%	\$81,000	\$17.50	85%	\$472,500
TOTAL	45,000			\$137,000			\$932,000*

*Includes \$107,000 Grant and Prop 400 Funds applied to Services

CROSSWALK FOR SERVICE MODELS

If You Currently	Then Choose
Take short trips less than 7 Miles	RideChoice
Have a subscription Trip less than 7 Miles	Signup for more than 16 monthly trips and use RideChoice
Infrequent visitor to the Senior Center	RideChoice
Visit the senior center 3 -5 times per week	Senior Bus
Longer NW Trips greater than 7 Miles generally outside of City for medical or work	Paratransit Shared Ride
ADA certified and take trips for medical and work in Maricopa County within $\frac{3}{4}$ mile of bus service	Paratransit Shared Ride

COMMUNICATION OUTREACH

- Valley Metro
 - April-May: Will mail announcement to all active customers
 - April-May: Presentations made to agencies and customers who will be impacted by changes
 - June: Updated materials mailed to riders; on-hold messages implemented; continued direct outreach to customers
- City
 - Article in spring issue of Progress Magazine; and final details in Summer issue
 - Website updates
 - Press release, social media messages will mirror Valley Metro messaging

PARATRANSIT SERVICE MODELS

Questions and Comments



CITY OF SURPRISE
Regular City Council Work Session

April 18, 2017 @ 4:00:00 PM

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Council Meeting Date:	April 18, 2017	Contact Person:	Lindsey Duncan, Finance Director and Jared Askelson, Assistant Finance Director
Submitting Department:	Finance Dept	District:	Citywide
Staff Recommendations:	None		

Consent	Regular	Public Hearing	Report/Discussion
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Agenda Wording:

Discussion and presentation regarding the City Manager's FY2018 Recommended Budget.

Motion:

None, discussion only.

Background:

Guided by discussion with the Mayor and Council over the last couple of months during work sessions, the City Manager completed his Recommended Budget for the upcoming fiscal year. This presentation will review the recommendations and the discussion will influence the Tentative Budget that will be brought forward for future Council Action.

Objective Analysis:

None; presentation only

Policy Compliant:

This action is consistent with City policies and procedures.

Financial Impact:

None; however, items discussed may have an impact on future operations.

Budget Impact:

None; however, items discussed will influence the final FY2018 budget.

FTE Impact:

None; however, items discussed will influence the total FTE included as a part of the final FY2018

budget.

ATTACHMENTS:

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No Attachments Available
