

**CITY CLERK**  
**ORIGINAL**  
**TRANSIT SERVICES AMENDMENT**

**BETWEEN**  
**THE CITY OF GLENDALE**  
**AND**  
**THE REGIONAL PUBLIC TRANSPORTATION AUTHORITY**  
**Contract # 133-75-2017**

THIS AMENDMENT dated this 1st day of July, 2016, amends the following items of the Transit Service Agreement Contract #133-75-2016 entered into between the City of Glendale and the Regional Public Transportation Authority, dated the 1st day of July 2013 as amended July 1, 2014 and July 1, 2015.

The following Sections of the Agreement dated July 1, 2013 are hereby amended to include:

**SECTION 2. SCOPE OF AGREEMENT**

During the term of this agreement RPTA shall provide the following services:

Regional Dial-a-Ride (RDAR) (Schedule C) means a shared-ride, door-to-door transportation service operated for the purpose of transporting designated passengers, within designated time periods, between origins and destinations that would otherwise require travel on two or more local Dial-a-Ride systems.

**SECTION 31. INCORPORATION OF EXHIBITS**

For each year during the term of this Agreement and in coordination with RPTA's adopted fiscal year budget process, Schedules hereto shall be revised and incorporated into this Agreement and made a part hereof as though fully set forth herein.

Schedule "C"            Dial a Ride Services

**The following Schedules amend those Schedules of the agreement entered into July 1, 2015.**

**The attached Schedule A amends Schedule A entered into July 1, 2015.**

**The attached Schedule E amends Schedule E entered into July 1, 2015.**

**The attached Schedule H amends Schedule H entered into July 1, 2015.**

**The following Schedule is added to the agreement entered into July 1, 2013, as amended:**

**The attached Schedule C**

**All other terms of the Parties Transit Services Agreement dated July 1, 2013 remain unchanged and in full force and effect.**

IN WITNESS WHEREOF, the Parties have each executed this Agreement as of the date first set forth above.

**REGIONAL PUBLIC TRANSPORTATION AUTHORITY (RPTA)**

By:   
\_\_\_\_\_  
Scott W. Smith, Interim Chief Executive Officer

APPROVED AS TO FORM:

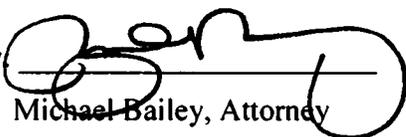
By:   
\_\_\_\_\_  
Michael J. Minnaugh, General Counsel

**City of Glendale**

By:   
\_\_\_\_\_  
Kevin R. Phelps, City Manager

By:   
\_\_\_\_\_  
Pamela Hanna, City Clerk  
*Julie K. Bower*

APPROVED AS TO FORM:

By:   
\_\_\_\_\_  
Michael Bailey, Attorney

**SCHEDULE "A" REGIONALLY FUNDED FIXED ROUTE BUS SERVICE**

Sources of Project Operating Budget

I. Regionally Funded Fixed Route Bus Service **\$3,375,884.00** (including express)

The above line represents the value of transit service paid for by the RPTA to the benefit of the City of Glendale  
 The calculation to derive this figure is daily revenue miles of service x number of service days x cost per revenue mile of service.

**FY17 Fixed Route Estimate**

RPTA Funded Service in the City of Glendale

Level	Route	Jurisdiction	Annual Miles	CPM	Gross Cost	Fares	PM	Net Cost
W	59	Glendale	161,870	7.18	\$1,162,501	(\$261,100)		\$901,401
W	67	Glendale	92,719	7.18	665,883	(132,016)		533,867
W	70	Glendale	211,289	7.88	1,664,049	(576,561)		1,087,489
W	106	Glendale	46,175	7.88	363,658	(36,484)		327,174
W	573	Glendale	24,753	7.06	174,880	(39,670)	(16,129)	119,080
W	575	Glendale	4,731	7.06	33,423	(15,958)	(3,083)	14,383
W	GAL	Glendale	5,572	7.07	39,368	(18,101)	(3,631)	17,636
S	67	Glendale	5,268	7.18	37,835	(14,385)		23,450
S	70	Glendale	18,653	7.88	146,903	(31,651)		115,253
S	106	Glendale	4,539	7.88	35,749	(7,048)		28,701
H	67	Glendale	6,508	7.18	46,738	(6,814)		39,923
H	70	Glendale	23,042	7.88	181,469	(48,208)		133,261
H	106	Glendale	5,233	7.88	41,217	(6,950)		34,267
<b>Grand Total</b>					<b>\$4,593,674</b>	<b>(\$1,194,947)</b>	<b>(\$22,843)</b>	<b>\$3,375,884</b>

Note: City of Phoenix routes include PM credits in the CPM.

## **SCHEDULE "C" –REGIONAL DIAL A RIDE SERVICES AND FINANCIAL INFORMATION**

### **I. Sources of Project Operating Budget:**

#### **FY 2016-2017**

For the period of time July 1, 2016 through June 30, 2017, the City of Glendale will pay RPTA an estimated amount of **\$213,000.00** for provision of Regional Dial-a-Ride Services (RDAR). Payments will be billed in equal quarterly installments on July 1, October 1, January 1 and shall become due within thirty (30) calendar days after the receipt of an invoice from RPTA. The fourth quarter billing will occur in conjunction with the annual reconciliation process. CITY shall pay RPTA in four (4) quarterly installments of **\$53,250.00**. Should actual program costs exceed the installment billing amount, arrangements will be made with the City to bill the supplemental amount. Program billings will be based on the boarding fees and billable miles traveled by Member Jurisdiction residents, less fares collected and retained by Valley Metro's RDAR contractor. Valley Metro will also bill the Member Jurisdiction for its share of travel by ADA certified visitors in accordance with ADA requirements and the regionally adopted Visitor Policy, less fares collected and retained by the RDAR contractor. Valley Metro will also bill the Member Jurisdiction for its share of performance-based incentives paid to the RDAR contractor, and Valley Metro will credit the Member Jurisdiction for its share of performance-based penalties assessed against the RDAR contractor. Valley Metro will also bill the Member Jurisdiction for its share of budgeted overhead. Each quarter's billing will be based on actual expenses billable to the Member Jurisdiction.

The goal of Valley Metro's Regional Dial-a-Ride service (RDAR) is to ensure that ADA certified residents of and visitors to the Valley are able to make regional Dial-a-Ride trips in a safe, comfortable, convenient and legally compliant manner. RDAR provides door-to-door ADA paratransit service to ADA certified individuals making ADA eligible trips that would otherwise involve two or more local Dial-a-Ride providers.

## **SCHEDULE “C” – REGIONAL DIAL A RIDE SERVICE SPECIFICATIONS**

The program is intended to meet the requirements of the federal Americans with Disabilities Act as well as specific requirements established by participating jurisdictions. The following is a description of the service:

### **1. Service Description**

RDAR is an advanced reservation, door-to-door, shared-ride paratransit system which provides ADA compliant Dial-a-Ride service to ADA certified individuals making ADA eligible trips which begin and end within different Dial-a-Ride service areas. RDAR also provides other regional Dial-a-Ride trips as directed by individual member cities.

RDAR service is provided by a private company who contracts with Valley Metro. The contractor accepts calls from customers, verifies the customer’s eligibility for the trip, schedules each trip, assigns each trip to an appropriate vehicle and driver, groups trips whenever appropriate, provides the trip, collects the applicable fare, provides all trip-related data to Valley Metro, accepts and resolves service complaints, and prepares all required data and reports. Total Transit’s fleet includes a mix of sedans and vans as well as a number of lift and ramp equipped vans and minivans which ensure that service can be provided in a timely manner to all customers—regardless of their mobility needs.

### **2. Program Eligibility**

Currently, Valley Metro utilizes two different eligibility certification processes for individuals who wish to use Dial-a-Ride.

- For ADA Regional Dial-a-Ride - Individuals must go through the regionally adopted in-person eligibility assessment and certification process administered by Valley Metro and be certified as ADA eligible.

## **SCHEDULE “C” – REGIONAL DIAL A RIDE SERVICE SPECIFICATIONS Cont.**

- **Non-ADA Regional Dial-a-Ride – Depending on the jurisdiction of residence, individuals must either be a senior age 65 or above or an ADA certified person with a disability. Individuals can apply as a senior by completing an application and providing documentation demonstrating age and jurisdiction of residence. Individuals with disabilities can use the same in-person functional ADA evaluation and certification process as described above.**
- **If a jurisdiction wishes to provide RDAR to any other individuals, that jurisdiction must implement and manage its own eligibility certification process and provide the names, contact information, and any other appropriate information for eligible individuals to Valley Metro so that service can be provided in accordance with the jurisdiction’s eligibility policies and procedures.**

### **3. Restrictions/Priorities:**

**There are no trip priorities or there are no restrictions or trip priorities for ADA eligible riders making ADA eligible RDAR trips. If a jurisdiction wishes to establish restrictions or priorities for non-ADA RDAR service, the jurisdiction and Valley Metro will agree on those restrictions and priorities prior to the beginning of the fiscal year during which they will be in effect and as necessary thereafter.**

### **4. Fares:**

**Fares for ADA eligible riders making ADA eligible RDAR trips are \$4 per one-way trip. Fares for non-ADA RDAR trips may be established by each jurisdiction providing non-ADA service. Fares may be paid in cash or with pre-purchased East/Northwest Valley or Regional Dial-a-Ride tickets. Phoenix residents who wish to pay the fare with Phoenix Dial-a-Ride tickets or with a Phoenix Dial-a-Ride monthly pass may do so; however, these fare instruments are not available to residents of any other jurisdictions.**

## **SCHEDULE “C” – REGIONAL DIAL A RIDE SERVICE SPECIFICATIONS Cont.**

Valley Metro will bill each jurisdiction for the actual cost of service provided to its residents, less the amount of fares to be collected. Valley Metro will also bill any jurisdiction for any fares which the RDAR contractor was unable to collect under the following circumstances:

- The resident was making a return trip and was unable/unwilling to pay the fare. (In such instances, transportation will be provided to the passenger’s home, and the passenger will be subject to disciplinary action, up to and including suspension of service.)
- The resident was making a trip to or from a life sustaining medical treatment (such as kidney dialysis) and was unable/unwilling to pay the fare. (In such instances, transportation will be provided to ensure that the passenger is able to receive the necessary medical treatment, and the passenger will be subject to disciplinary action, up to and including suspension of service.)
- The resident lives in Phoenix and paid his/her fare with a Phoenix Dial-a-Ride Monthly Pass.

Valley Metro will also bill jurisdictions for East Valley/Northwest Valley, Regional Dial-a-Ride and Phoenix Dial-a-Ride tickets turned in by the RDAR contractor.

### **5. Days and Hours of Service**

RDAR service will be available for any ADA eligible rider at any time when the requested trip can be made using Valley Metro bus and/or light rail service. If a jurisdiction wishes to provide RDAR service for non-ADA trips, Valley Metro and the jurisdiction will agree on a schedule during which RDAR service will be made available to eligible residents of that jurisdiction.

## **SCHEDULE "C" – REGIONAL DIAL A RIDE SERVICE SPECIFICATIONS Cont.**

### **6. Service area:**

For ADA eligible riders making ADA eligible trips, RDAR service is available anywhere where Valley Metro service operates. For non-ADA service, RDAR is available anywhere in Maricopa County, subject to any limitations established by each jurisdiction for its residents making non-ADA trips.

### **7. Complaints**

Valley Metro will accept all comments, complaints and commendations regarding RDAR service. Customers, caregivers and other interested parties may file a comment, complaint or commendation about RDAR service by contacting Valley Metro's Customer Service Center by phone at (602) 253-5000, by email at [csr@valleymetro.org](mailto:csr@valleymetro.org), or via Valley Metro's website, [valleymetro.org](http://valleymetro.org). Valley Metro staff will direct the comment to the most appropriate party (e.g. the RDAR provider or Valley Metro staff who oversees the service) and will document any findings made or actions taken by either provider or Valley Metro staff as a result to the comment, complaint or commendation.

### **8. Payment to Provider:**

The RDAR contractor will be paid a boarding fee for each trip and for each revenue mile or group trip operated, less the fares to be collected. The contractor will also be paid or assessed additional amounts based on the contractor achieving or failing to achieve levels of performance set forth in the contract.

Each jurisdiction will pay all boarding fees, per-mile charges, group charges and retain all fares for trips taken by its residents. All costs associated with incentives and all savings associated with penalties will be apportioned to each jurisdiction based on its pro rata share of service.

**SCHEDULE “C” – REGIONAL DIAL A RIDE SERVICE SPECIFICATIONS Cont.**

**9. Contract Administration**

**Valley Metro shall serve as Contract Administrator. Valley Metro Shall:**

- **Provide detailed operational and financial performance data to each jurisdiction on an at-least monthly basis**
- **Process, review, validate, and pay contractor invoices**
- **Accept, monitor and resolve customer complaints**
- **Procure, oversee and manage the RDAR contractor and ensure compliance with all applicable federal, state and local laws and ordinances**
- **Administer federal, regional, and local project funds and apportion all program revenues and expenses to each jurisdiction as described herein**
- **Provide public information regarding RDAR service**
- **Assist jurisdictions to implement strategies to maximize the safety, quality, effectiveness, efficiency and cohesiveness of RDAR service**

**SCHEDULE "C" – REGIONAL DIAL A RIDE SERVICE COST ESTIMATE**

**FY17 - Regional Trips**

	<b>Regional Glendale</b>
<b>Trips:</b>	
ADA Ambulatory	3,336
ADA Wheelchair	941
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<b>Total Trips</b>	<b>4,277</b>
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<b>Cost:</b>	
ADA Ambulatory	\$161,064
ADA Wheelchair	\$45,428
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<b>Total Variable Cost</b>	<b>\$206,492</b>
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Contractor's Incentive	\$3,139
RPTA Salaries, Fringes & OHD	\$18,784
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<b>Total Gross Program Cost</b>	<b>\$228,415</b>
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<b>Total Fare Revenue</b>	<b>\$17,108</b>
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<b>Total Net Program Cost Before PTF</b>	<b>\$211,307</b>
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ADA Costs	\$211,307
Non-ADA Costs	\$0
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<b>Net Program by ADA and Non-ADA:</b>	<b>\$211,307</b>
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Remaining PTF Available	\$0
PTF Applied	\$0
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<b>Member City Contributions:</b>	
ADA-Costs	\$211,307
Non-ADA Costs	\$0
Additional per City	\$1,693
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<b>Total Contribution</b>	<b>\$213,000</b>

**SCHEDULE "E" – AMERICANS WITH DISABILITIES ACT (ADA) – PUBLIC  
TRANSPORTATION FUNDS (PTF) AVAILABILITY**

For the period July 1, 2016 to June 30, 2017 the maximum amount of Public Transportation Funds (PTF) available for the City of Glendale is **\$729,059.00**. The PTF will pay actual costs for ADA trips and other requests for Paratransit service made by ADA certified Riders up to the maximum amount. A final reconciliation at fiscal year-end will be performed and adjustments, if necessary, will be made using actual ADA eligible costs.

Any remaining ADA PTF funds not used up to the maximum reimbursements may be requested by City for other ADA certified rider eligible expenses, and certified by the City's chief financial officer or designee. RPTA will reimburse City within thirty (30) business days based upon availability of funds. City may request that reimbursements be made electronically. Wire transfers must be pre-arranged through the RPTA Finance Department.

Maximum amount: **\$729,059.00**

**SCHEDULE "H" - CAPITAL PROJECTS**

<b>Project</b>	<b>Description</b>	<b>Quantity</b>	<b>Estimated Cost</b>	<b>PTF Share</b>
<b>N Glendale Park-and-Ride, Transit Center</b>	<b>Design, Construction</b>		<b>\$12,787,855</b>	<b>\$2,557,571</b>

## ATTACHMENT "A" – PTF EXPENSE REIMBURSEMENT REQUEST

### Regional Public Transportation Authority

### PTF Expenditure Reimbursement Request

The information provided will be used by the Regional Public Transportation Authority (RPTA) to monitor designated lead agency cash flow to ensure compliance with ARS 48-5103. No further monies may be paid out under this program unless this report is completed and filed as required.

<b>RECIPIENT ORGANIZATION NAME AND ADDRESS</b>	<b>PROJECT AGREEMENT NUMBER</b>	<b>REQUEST NO.</b>
	<b>REPORTING PERIOD (Dates)</b>	
	<b>FROM:</b>	<b>TO:</b>

	TOTAL	PTF SHARE
<b>TOTAL ELIGIBLE COSTS</b>	\$ -	\$ -
<b>TOTAL PREVIOUS PAYMENTS</b>	\$ -	\$ -
<b>CURRENT PAYMENT REQUESTED</b>	\$ -	\$ <span style="border: 1px solid black; display: inline-block; width: 40px; height: 15px;"></span>
<b>REMAINING FUNDING</b>	\$ -	\$ -

#### REQUIRED SIGNATURE

This document must be signed by the recipient's Chief Financial Officer or their designated representative.

#### CERTIFICATION

I certify the financial expenditures submitted for reimbursement with this report, including supporting documentation, are eligible and allowable expenditures consistent with the project goals and requirements, have not been previously requested, and that payment is due. I also certify that all matching requirements have been met and sufficient documentation exists in our files and are available upon request or in the event of an audit.

<b>SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL</b>	<b>DATE REQUEST SUBMITTED</b>
<b>TYPED OR PRINTED NAME AND TITLE</b>	<b>TELEPHONE</b>

#### **Instructions**

1. Keep a copy of everything submitted.
2. All project records, including financial records, must be maintained for 3 years beyond project completion.

#### *For RPTA use only*

Date request received:	Life cycle compliance review (signature/date)
Approved for funds availability	10 Date of funds transfer