Yuma County Intergovernmental Public Transportation Authority

NOTICE AND AGENDA OF THE REGULAR MEETING THE BOARD OF DIRECTORS OF THE YUMA COUNTY INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY

Pursuant to A.R.S. §38-431.02, notice is hereby given to the members of the Board of Directors of the Yuma County Intergovernmental Public Transportation Authority ("YCIPTA") and to the general public that the Board of Directors will hold a meeting on:

MONDAY, May 23, 2016 – 1:30 PM
Yuma County Department of Development Services – Aldrich Hall
2351 West 26ᵗʰ Street -- Yuma, AZ, 85364

Unless otherwise noted, meetings held at the above location are open to the public.

The Board of Directors may vote to go into executive session during the noticed meeting concerning any of the agenda items mentioned below. If authorized by the requisite vote of the Directors, the executive session will be held immediately after the vote and will not be open to the public. The executive session, if held, will be at the same meeting location set forth above. The discussion may relate to confidential legal advice or counsel permitted pursuant to A.R.S. §§ 38-431.03(A)(3). The Chairman or other presiding officer shall instruct the persons present at the executive session regarding the confidentiality requirements of the Open Meeting Laws.

Pursuant to the Americans with Disabilities Act, reasonable accommodation requests may be made by contacting the Transit Director at 928-539-7076, ext 101 (TTY/TDD - Arizona Relay Service 711). Requests should be made as early as possible to allow time to arrange the accommodation.

The agenda for the meeting is as follows:

CALL TO ORDER

PLEDGE OF ALLEGIANCE

CALL TO PUBLIC: The public is invited to speak on any item or any area of concern that is within the jurisdiction of the YCIPTA Board of Directors. The Board is prohibited by the Arizona Open Meeting Law from discussing, considering or acting on items raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five minute presentation.

Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Brian Golding, Sr., Chairman – Quechan Indian Tribe, Bill Lee, Vice Chairman – City of Somerton,
Susan Thorpe – Sec/Treasurer – Yuma County, Greg Wilkinson – City of Yuma,
Michael Sabath - Northern Arizona University, Dr. Glenn Mayle - Arizona Western College,
Ralph Velez - City of San Luis, Larry Killman – Town of Wellton, Paul Soto – Cocopah Tribe

Shelly Kreger, Transit Director

_____

CONSENT CALENDAR: The following items listed under the Consent Calendar will be considered as a group and acted upon by one motion with no separate discussion, unless a board member so requests. In that event, the item will be removed for separate discussion and action.

1.   Adopt the April 18, 2016 regular minutes.   Pg. 4

2.   Adopt the April 18, 2016 executive session minutes.

PRESENTATIONS:

1.   San Luis Transit Route Circulation Study – Alex Lange, Kimley Horn

DISCUSSION & ACTION ITEMS:

1.   Discussion and or action regarding YCIPTA's application for the
        Rides to Wellness Demonstration and Innovative Coordinated Access
        and Mobility Grants as a pass-through to Saguaro Transportation Services Pg. 8

2.   Action to adopt Resolution No. 2016-001, authorizing the Transit Director to
        file for FTA funding for Fiscal Year 2016-2017.   Pg. 39

3.   Discussion and or action to approve the Second Amendment of the
        Independent Contractors Agreement with All Access Media for transit
        advertising services.   Pg. 41

4.   Discussion and or action regarding service reduction on Turquoise Route
        10 beginning July 1, 2016.   Pg. 45

PROGRESS REPORTS:

1.   Operations Manager Report – Tiffany Turner, National Express Operations
        Manager. *No action is required.*   Pg. 51

2.   Transit Director Report – Shelly Kreger, YCIPTA Transit Director. *No action
        is required.*   Pg. 52

3.   Transit Ridership & Customer Comment Report – Carol Perez,   Pg. 53
        Administrative Assistant *No action is required.*

_____
Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Brian Golding, Sr., Chairman – Quechan Indian Tribe, Bill Lee, Vice Chairman – City of Somerton,
Susan Thorpe – Sec/Treasurer – Yuma County, Greg Wilkinson – City of Yuma,
Michael Sabath - Northern Arizona University, Dr. Glenn Mayle - Arizona Western College,
Ralph Velez - City of San Luis, Larry Killman – Town of Wellton, Paul Soto – Cocopah Tribe

Shelly Kreger, Transit Director

2

_____

4.   Financial Report – Chona Medel, YCIPTA Financial Services Operations
        Manager.   *No action is required.* **Report will be handed out at meeting.**

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS:
The next Board meeting is Monday, June 27, 2016 and will be held at Aldrich Hall,
Yuma County Department of Development Services, 2351 West 26th Street --
Yuma, AZ, 85364. Agenda items to discuss are to be determined. The public is
invited to attend.

ADJOURNMENT

The Yuma County Intergovernmental Transportation Authority (YCIPTA) met in Regular Session on Monday, April 18, 2016 at Yuma County Department of Development Services, Aldrich Hall; 2351 West 26th Street, Yuma, AZ, 85364. The Chairman called the meeting to order at 1:30 p.m.

Members present:
Greg Wilkinson/City of Yuma
Brian Golding, Sr./Quechan Indian Tribe
Glenn Mayle/Arizona Western College
Paul Soto/Cocopah Indian Tribe
Bill Lee/City of Somerton/Secretary/Treasurer

Members Excused:
Larry Killman/ Town of Wellton
Susan Thrope/Yuma County
Michael Sabath/Northern Arizona University

Other Present:
Shelly Kreger/YCIPTA/Transit Director
Carol Perez/YCIPTA/Management Analyst
Tiffany Turner/National Express/Operations Manager
Sergio Ortiz/National Express/Maintenance Manager

The Pledge of Allegiance was led by Dr. Mayle

CALL TO PUBLIC: There were no public comments made but was left open by the Chairman.

CONSENT CALENDAR:

No. 1: Adopt the February 22, 2016 regular minutes.

No. 2: Action to authorize member agencies contributions for FY16-17

MOTION (Wilkinson/Soto): Approve with corrections for scrivener's error
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

DISCUSSION & ACTION ITEMS:

No. 1: Public Hearing regarding FTA Section Status of efforts regarding 5310 and 5311 grant applications to the Arizona Department of Transportation

Mrs. Kreger stated that the grants are due this Friday, April 22, 2016 and Tuesday, April 26, 2016. Mrs. Kreger also stated that YCIPTA will have legal review the grants before submittal.

Mr. Lee inquired as to what would legal review

Mrs. Kreger stated that legal review is required for the grant. Mrs. Kreger also stated that the 5311 grant will be going to a two-year cycle and that YCIPTA will be requesting two to four buses.

Mr. Wilkinson inquired if an evaluation had been performed for the Arboc bus.

Mrs. Kreger stated that an evaluation had been performed and results were positive. YCIPTA has ordered a bus with two doors.

MOTION (Wilkinson/Mayle): Close hearing
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

No. 2: Action to adopt the FY 2016 Employee Benefit Plan

Mrs. Kerger stated that the prices are rising for the Yuma Area Benefits Consortium (YABC) and the City of Yuma has increased what they pay out of pocket. Mrs. Kreger stated that staff recommends an increase of the employee benefit subsidy.

Dr. Mayle stated that AWC would be doing the same increase.

MOTION (Wilkinson/Lee): Approve as presented
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

No. 3: Renewal of vRide contract for FY16-17

Mrs. Kreger stated that this is the third renewal option. Mrs. Kerger stated that vRide sees a growth of five to six more vans, however, YCIPTA we have capped it at 35 vans. Possibly increase to 40 vans next year.

Mr. Wilkinson inquired regarding who is using the vanpool service.

Mrs. Medel stated that there are riders from the Gold mines, commuters from San Luis to Yuma but most are employees from Yuma Proving Grounds (YPG).

MOTION (Mayle/Wilkinson): Approve as presented
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

No. 4: Support letter for the Hotel Del Sol – City of Yuma TIGER Grant

Mrs. Kreger provided background information as contained in the member packet.

MOTION (Lee/Mayle): Approve as presented

Mr. Wilkinson stated that last year City of Yuma did really well, top 75. Senator McCain could possibly assist with this grant; City of Yuma is pretty hopeful.

Mr. Lee inquired as to how many awarded.

Mr. Wilkinson stated that it's a dollar amount about 400 million and grants get approved until funds run out.

VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

No. 5: Discussion/Action regarding approval of the FY16-17 Capital and Operating Budget

MOTION (Mayle/Lee): Open public hearing
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

Mrs. Kreger stated that the budget increased $300,000 from last fiscal year and that the cost is still average for a system of this size. Mrs. Kreger stated that there weren't many significant increases except for the operating cost and a little in consideration of the possible San Luis circular.

MOTION (Wilkinson/Mayle): Close public hearing and approve item as presented.
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

No. 6: Discussion/Action regarding renewal of Transit Director MOU

Upon vote of the Directors, the Chairman recesses the Regular Session and convenes Executive Session.

MOTION (Wilkinson/Mayle): Recess Regular Session
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

EXECUTIVE SESSION:

No. 1: Discussion and/or consideration regarding renewal of Transit Directors MOU. This matter is brought in executive session pursuant to A.R.S. §§ 38- 431.03(A)(1).

Chairman adjourns Executive Session and reconvenes Regular Session.

No. 1: Discussion and/or action regarding renewal of Transit Directors MOU.

MOTION (Wilkinson/Lee): To renew the Transit Director's MOU
VOICE VOTE: Motion Carries, 5-0 with Mr. Killman, Mr. Sabath and Ms. Thrope excused.

Mr. Golding and Dr. Mayle thanked Mrs. Kreger for her excellent work. Mr. Lee thanked Mrs. Kreger and her staff.

PROGRESS REPORTS:

No. 1: Operations Manager Report – Tiffany Turner, National Express Operations Manager. *No action is required.*

Ms. Turner presented the report as contained in the member packet. Ms. Turner also stated that the maintenance team was almost done with performing an air conditioning campaign. No action was taken.

No. 2: Transit Director Report – Shelly Kreger, YCIPTA Transit Director. *No action is required.*

Mrs. Kreger presented the report as contained in the member packet. Mrs. Kreger also mentioned that YCAT won the Arizona Transit Association (AzTA) "Award of Excellence", beating out the City of Phoenix for. No action taken.

No. 3: Transit Ridership & Customer Comment Report – Carol Perez, Administrative Assistant *No action is required.*

Mrs. Perez presented the report as contained in the member packet. No action was taken.

No. 4: Financial Report – Chona Medel, YCIPTA Financial Services Operations Manager. *No action is required.*

Mrs. Medel stated that the reconciled account balances for YCIPTA checking accounts held at 1st Bank Yuma for the following months are as follows:

Greyhound $14,971.08
General $116,776.72
Payroll $35,152.30
Fare Revenue $67,623.30

YC Treasurer balance: $39,114.75

Greyhound sales for February 2016: $12,603.50
Fare Revenue for YCAT: $32,233.65
Fare Revenue for YCAT On Call: $623.50

Accounts payable as of February 29, 2016 was $274,601.86
Accounts Payable includes January National Express billing which was paid in March 2016.
Accounts receivable as of February 29, 2016 was $164,467.90

SCHEDULE NEXT MEETING DATE AND IDENTIFY AGENDA ITEMS:
The next Board meeting is Monday, May 23, 2016 and will be held at Aldrich Hall, Yuma County Department of Development Services, 2351 West 26th Street -- Yuma, AZ, 85364. Agenda items to discuss are to be determined. The public is invited to attend.

There being no further business to come before the Authority, the Chairman adjourned the meeting at 2:00 p.m.

YUMA COUNTY INTERGOVERNMENTAL TRANSPORTATION AUTHORITY
Adopted this _____, 2016, Agenda Item _____

_____
CAROL PEREZ, Board Secretary

Yuma County Intergovernmental Public Transportation Authority

2715 East 14th Street, Yuma, AZ 85365-1900, Telephone: 928-539-7076
Fax: 928-783-0309, email: info@ycipta.az.gov, Web: www.ycipta.az.gov

May 23, 2016

Discussion and Action Item 1

To: Yuma County Intergovernmental Public Transportation Authority
              Board of Directors
From: Shelly Kreger, Transit Director
Subject: Discussion and or action regarding YCIPTA's application for the
              Rides to Wellness Demonstration and Innovative Coordinated
              Access and Mobility Grants as a pass-through to Saguaro
              Transportation Services

_____

Requested Action: Staff recommends that the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) Board of Directors approval of YCIPTA's application for the Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants as a pass-through to Saguaro Transportation Services.

Background and Summary: On March 29, 2016, the Federal Transit Administration (FTA) published FTA-2015-012-TPM-RTW on Grants.gov announcing the availability of approximately $5.3 million of funding from two programs to support the Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants (R2W Demonstration Grants). The funding sources are: Section 3006(b) of the Fixing America's Surface Transportation Act (FAST), Pub. L. 114-94, which authorizes a pilot program for innovative coordinated access and mobility; and 49 U.S.C. 5312 (Section 5312). Proposals must be submitted electronically through Grants.gov website by midnight Eastern Time on 5/31/2016.

Goal: The goal of the competitive R2W Demonstration Grants is to find and test promising, replicable public transportation healthcare access solutions that support the following Rides to Wellness goals: increased access to care, improved health outcomes and reduced healthcare costs.
Eligible applicants: Eligible proposers and eventual grant applicants under this initiative must be States, Tribes, and Designated or Direct Recipients for funds

under 49 U.S.C. 5307, 5310 or 5311. Applicants must serve as the lead agency of a local consortium that includes stakeholders from the transportation, healthcare, human service or other sectors. Members of this consortium are eligible as subrecipients. Applicants must demonstrate that the proposed project was planned through an inclusive process with the involvement of the transportation, healthcare and human service industries.

Saguaro Transportations services is requesting that YCIPTA apply for these funds and be eligible as a subrecipient under YCIPTA. Saguaro Transportation Services believes this will help to bring new type of partnerships to the table in order to meet the need of non emergency medical transportation that fall outside of the traditional ADA and the above and beyond ADA service currently available in the Yuma County. This is more geared to build upon the concept for solutions and better health care access. Funds will be used for two things: 1st, 3 additional modules for Route Match that will enhance the efficiency and access to Ride 2 Wellness, and 2nd, it will provide funding to the call center to pay non emergency medical trips utilizing different vehicles pools across the regions to include Uber and Lift.

Recommended Motion: That the Yuma County Intergovernmental Public Transportation Authority Board of Directors vote to approve the submittal of the Rides to Wellness Demonstration and Innovative Coordinated Access grant.

Fiscal Impact: If grant is awarded, the YCIPTA FY2016/2017 Capital and Operating Budget will need to be amended and increased by the amount of the grant award.

Legal Counsel Review: None.

Attachments: Rides to Wellness NOFA, RoutMatch proposal to Saguaro Transportation Services

For information on this staff report, please contact Shelly Kreger, Transit Director via email at skreger@ycipta.az.gov or call 928-539-7076, extension 101.

Approved for Submission

Shelly Kreger
Transit Director

_____
Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Brian Golding, Sr., Chairman – Quechan Indian Tribe, Bill Lee, Vice Chairman – City of Somerton,
Susan Thorpe – Sec/Treasurer – Yuma County, Greg Wilkinson – City of Yuma,
Michael Sabath - Northern Arizona University, Dr. Glenn Mayle - Arizona Western College,
Ralph Velez - City of San Luis, Larry Killman – Town of Wellton, Paul Soto – Cocopah Tribe

Shelly Kreger, Transit Director

9

Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants program - 2016 Notice of Funding Opportunity (NOFO):

Frequently Asked Questions (FAQs)

Opportunity ID: FTA-2015-012-TPM-RTW
NOFO Link: https://www.transit.dot.gov/funding/applying/notices-funding/rides-wellness-demonstration-and-innovative-coordinated-access-and

1. **Question: Who is eligible to apply?**
   Answer: Eligible proposers and eventual grant applicants must be States, Tribes, and Designated or Direct Recipients for funds under 49 U.S.C. 5307, 5310 or 5311. These applicants must serve as the lead agency of a local consortium that includes stakeholders from the transportation, healthcare, human service or other sectors. Members of this consortium are eligible as subrecipients.
   - The Section 5307 Program supports public transportation in Urbanized Areas (those over 200,000 in population). To connect with the Section 5307 program, contact your local public transportation provider or Metropolitan Planning Organization (MPO).
   - The Section 5310 Program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas. To connect with the Section 5310 program in your State, contact your State Department of Transportation. For additional Section 5310 assistance, FTA funds a technical assistance (TA) center to support the Section 5310 program. You can contact the National Aging and Disability Transportation Center (NADTC) by calling 1-866-983-3222 or emailing contact@nadtc.org or visiting www.nadtc.org.
   - The Section 5311 Program supports public transportation in Rural Areas (those under 50,000 in population). To connect with the Section 5311 program in your State, contact your State Department of Transportation. For additional assistance, FTA funds a TA center to support the Section 5311 program. You can contact the National Rural Transportation Assistance Program (RTAP) by visiting http://nationalrtap.org or calling 1-888-589-6821.

2. **Question: When does the competition close?**
   Answer: Proposals must be submitted electronically through the Grants.gov website by midnight Eastern Time on 5/31/2016. Any agency intending to apply should initiate the process of registering on the Grants.gov site immediately to ensure completion of registration before the submission deadline. Applications received after the deadline may not be considered for funding.

3. **Question: What is the purpose of the grant?**
   Answer: The goal of the competitive Rides to Wellness (R2W) Demonstration Grants is to find and test promising, replicable public transportation healthcare access solutions

that support the following R2W goals: increased access to care, improved health outcomes and reduced healthcare costs.

4. **Question: What partners are required?**
   Answer: The number of partners and organizations involved depends on the type of project proposed. In order to develop replicable, innovative, sustainable solutions to healthcare access challenges, communities must foster local partnerships between health, transportation, home and community-based services and other sectors to collaboratively develop and support solutions that increase healthcare access. Who these partners are depends both on the community and the healthcare access challenge being addressed. For historically disadvantaged populations, there are many challenges to maintaining optimal health. Through community partnerships that break down industry silos, leverage existing resources, enhance mobility for targeted groups, and develop a person-centric model, these projects will provide ladders of opportunity that improve the health of our citizens.

5. **Question: What projects are eligible?**
   Answer: Eligible projects are those that will develop innovative and replicable best practices to support public transportation healthcare access solutions to increase access to care, improve health outcomes, and reduce healthcare costs. Projects may include, but are not limited to: mobility management; health and transportation provider partnerships; technology; and other actions that drive change.

6. **Question: What is the target population?**
   Answer: These grants are part of a series of activities to support FTA's Rides to Wellness Program that seeks to address challenges for the transportation disadvantaged in accessing health and wellness services. The target population for these grants is the transportation disadvantaged; as defined by the U.S. Government Accountability Office (GAO) Report GAO-03-698T: "transportation-disadvantaged" individuals are those who are unable to provide their own transportation as a result of a disability, an age-related condition, or an income constraint.

7. **Question: Are existing projects eligible?**
   Answer: Across the country, communities are experimenting with ways to overcome barriers to essential health and wellness services by leveraging partnerships across transportation, health, and wellness providers. This NOFO aims to build upon those efforts by developing innovative and replicable best practices to support public transportation healthcare access solutions. This funding is not meant to fund an already existing project or transportation service, rather to build upon a concept/project or fund a new innovative solution to healthcare access challenges. FTA will fund projects with strategies that enhance access and drive change.

8. **Question: Is the webinar posted?**
   Answer: Yes, the Rides to Wellness Demonstration Grants Webinar that was held on Wednesday, April 20th 2016 from 3:30-4:30 p.m. EST, is posted on the [NOFO page](https://www.transit.dot.gov/funding/applying/notices-funding/rides-wellness-demonstration-and-innovative-coordinated-access-and) https://www.transit.dot.gov/funding/applying/notices-funding/rides-wellness-demonstration-and-innovative-coordinated-access-and along with the PowerPoint slides. The webinar recording is under the "Related Links" and the slides are under "Related Documents".

9. **Question: What is the maximum amount per award?**

Answer: There is no floor or ceiling for this NOFO. Applications will be competitively judged based on the criteria in the NOFO.

10. **Question: Is there a page limit or a limit on the number of attachments?**
Answer: No. However, there is a character limit in the supplemental form.

11. **Question: We are an eligible recipient and we have multiple projects in different parts of the State. Can we submit more than one application?**
Answer: Yes.

12. **Question: Are toll credits eligible for local match?**
Answer: Yes, toll credits, known as transportation development credits (TDCs) are eligible for local match.

13. **Question: What is the approved administrative indirect rate for sub-recipients?**
Answer: The indirect cost rate (IDCR) for subrecipients would be whatever rate has been approved by a cognizant federal agency. It is the State DOT or direct recipient's responsibility to ensure that subrecipients are charging the correct rate and that an indirect cost plan was approved by a cognizant federal agency. Most States would address this issue in their State Management Plan for the Section 5310 Program. It would be appropriate to apply the same policy for subrecipients under this program as your State does for subrecipients under the Section 5310 formula program. If an organization does not have an approved federal IDCR, then one would need to be obtained in order to charge indirect costs. Most public entities, including local governments, receiving any type of U.S. Department of Health and Human Services (HHS) funding should have an IDCR, and usually the cognizant agency is HHS since the largest portion of funding received is through HHS. If the entity is a private non-profit and this is the first time they will be receiving federal funds, and they don't have an IDCR, the direct recipient could use their IDCR and not allow indirect costs to be charged to the grant by the subrecipient.

14. **Question: Where do I apply for this grant?**
Answer: Through Grants.gov: http://www.grants.gov/web/grants/view-opportunity.html?oppId=282628

15. **Question: Is a public hearing required?**
Answer: No.

16. **Question: What is the maximum amount of administrative costs eligible for running the program?**
Answer: Maximum of 10 % as stated in the Circular: C 9070.1G https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/enhanced-mobility-seniors-and-individuals-disabilities

17. **Question: Is a competitive procurement required?**
Answer: The procurement rules apply when purchasing supplies, equipment, or services. A partnership can be an agreement to work together toward a healthcare access solution that does not involve one party purchasing service from the other party. And, if the transit agency and the healthcare partner have an agreement to work together and that is stated in the application, no procurement is necessary.

18. **Question: Are private for profit and non-profit grantees eligible as subreceipients?**
Answer: Yes, both are eligible as subreceipients. There are two funding sources that make up the Rides to Wellness NOFO and both allow for private non-profits as subrecipients, while the Section 5312 Program allows for-profit grantees as well. See 5312(b)(2)(d) below:

5312. Public transportation innovation

    (a) In general.—The Secretary shall provide assistance for projects and activities to advance innovative public transportation research and development in accordance with the requirements of this section.

    (b) Research, development, demonstration, and deployment projects.--

        (1) In general.—The Secretary may make grants and enter into contracts, cooperative agreements, and other agreements for research, development, demonstration, and deployment projects, and evaluation of research and technology of national significance to public transportation, that the Secretary determines will improve public transportation.

        (2) Agreements.—In order to carry out paragraph (1), the Secretary may make grants to and enter into contracts, cooperative agreements, and other agreements with--

            (A) departments, agencies, and instrumentalities of the Government, including Federal laboratories;

            (B) State and local governmental entities;

            (C) providers of public transportation;

            (D) private or non-profit organizations;

            (E) institutions of higher education; and

            (F) technical and community colleges.

Proposal

RouteMatch Proposal to:
Saguaro Transportation Services

Proposal for:
Traveler Information System (RouteShout Demand),
Automated Fare Collection (RMPay), & Push-To-Talk

Submitted by:

Joshua Rushman, Senior Sales Consultant
RouteMatch Software
1675 Broadway St. Suite 1400
Denver, CO 80202
(303) 997-1506
Josh.Rushman@routematch.com
www.routematch.com

April 13th, 2016

RouteMatch Software and related technologies are designed, developed, and marketed by RouteMatch Software, Inc. No part of this publication is to be transmitted, transcribed, stored in a retrieval system or translated into another language in any form by any means without the written permission of RouteMatch Software, Inc.

Confidentiality Notice

The information contained in this proposal is intended only for evaluation by **Saguaro Transportation** or its agents for the purpose of consideration of a contract with RouteMatch Software, Inc. for software and services**.** RouteMatch Software considers all information contained herewith to represent trade secrets and confidential business information. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, or by any information or retrieval system, except as expressly related to the evaluation process performed by **Saguaro Transportation** and permitted in writing by RouteMatch Software. All requests should be sent to Attention: Richard Jo, Contracts Manager, RouteMatch Software, Inc., 1201 West Peachtree Street, Suite 3330, Atlanta, GA 30309.

RouteMatch's proposal includes certain confidential and proprietary information (including trade secrets) which if disclosed, particularly to a competitor, could result in negative consequences for RouteMatch. Such information includes financial information (including the information regarding past and current projects/clients), personally identifiable information of key resources, methodologies, screenshots, specifications, and in-depth information regarding how RouteMatch's software accomplishes certain tasks, including any steps or directions. RouteMatch requests that the Town keep such information confidential and limit use/disclosure solely for purpose of evaluating RouteMatch's proposal, subject to the applicable policies and laws. For the purposes of clarity, RouteMatch recognizes that disclosures of basic system capabilities and pricing may not be considered confidential under the Agency's applicable policies and laws.

RouteMatch Software is committed to managing our impact on both the local and global environments. This commitment is reflected throughout our business with our technologies aimed at helping clients reduce their use of paper and minimize their overall use of fuel. RouteMatch continuously encourages all stakeholders – clients, partners, and employees alike – to remain environmentally conscious and reduce our combined carbon footprint.

The paper used for this proposal is a natural and biodegradable product, produced from renewable resources and is 100% recyclable.

Table of Contents

1.0 Introduction

RouteMatch Software is pleased to submit a budgetary proposal for RMPay, RouteShout Demand (Mobile Application), and Push-To-Talk in response to Saguaro Transportation's desire to implement automated fare collection and additional Traveler Information Systems. RMPay, RouteMatch's automated fare collection product, can transform the way your agency interacts with riders, helping to build a greater rider community while also building the agency's brand acceptance. The RMPay solution is designed to be a secure, easy-to-use self-service payment and fare management system, offering riders direct access and control of their transit account through web or mobile-based portals/applications. RMPay supports a comprehensive range of fare collection media (Magstripe, Smartcard, QR, NFC, Mobile), as well as allowing for media-less implementations for Demand Response services. The RMPay payment platform enables the collection of cash and checks, the processing of various credit cards, as well as supporting a range of alternative payment channels such as PayPal, Bitcoin, EMV, and NFC among others.

RMPay delivers a comprehensive suite of tools, allowing operational and customer care staff to easily view, manage and respond to rider enquiries. Management and financial teams have clear access to reports, dashboards, audit logs, and tools, allowing clear visibility of all fare collection activity. This includes integration with other 3rd party fare collection systems, allowing for a consolidated view of all activities and revenue streams.

The combination of rider and agency tools delivered by RMPay creates an accessible, responsive and flexible solution to meet current and future fare collection needs, while also building greater trust between the agency and rider. Saguaro Transportation also benefits with increased profits and ridership due to better visibility and control over all aspects of fare collection and revenue management.

Another exciting piece to aid in Rider engagement and that is providing your riders with the individualized information they want through the media they prefer. In addition to the IVR and web tools that are already being used by Saguaro Transportation, the riders of today and tomorrow are interested in accessing their trip information from anywhere. RouteMatch has seen a huge spike in interest from transit agencies in connecting with riders through mobile apps. Imagine riders being able to access vehicle location and ETA predictions from their smartphone? The possibilities are endless and the future of transit is leveraging technology to further engage your riders.

The proposed demand rider app will include all of the functionality included with the Customer Web Portal described below, however, will also improve multi-modal trip connections. Our innovative approach has a couple of options we can discuss further with the Saguaro Transportation team to better understand where riders are in relation to where dispatch is expecting them to be. This should help to solve edge cases that change where and when they will be making the third leg of their trip such as when riders board the incorrect conventional transit vehicles, get off at the wrong stop, or there is a service disruption on the conventional transit service.

Lastly, The PTT solution allows for two way communications between dispatchers and drivers from one, centralized unit. The solution integrates with RouteMatch's Dispatch module and is hosted in the Cloud. It provides high definition Voice on Wi-Fi, 3G and 4G. When drivers and dispatchers are having a push-to-talk conversation, all a driver needs to do is to press a button on the tablet to initiate a conversation. One person talks at a time similar to how walkie-talkies work. It is this technology that will take an already existing piece of hardware and expand its capabilities even further than before, while at the same time pulling out or removing dated/expensive radio hardware from the vehicles and dispatch.

2.0 Proposed Services

2.1 RMPay Cloud Based AFC System

At a high level, the RMPay product consists of the following components:

- A PCI compliant solution that protects rider credit and debit card information.
- A HIPAA compliant system that ensures the safe handling of relevant sensitive information.
- **A cloud based back-office –** This cloud based system will provide secure, robust 24/7/365 service. The system is both robust and scalable, and provides all required tools for transit operators to plan, monitor, analyze, and improve service performance.
- **Customer portal –** RMPay customer web portal gives riders an abundance of account management options. It allows riders to see their balance, see what rides and transactions have occurred against their account and can make a payment or buy a product all from the same secure portal.
- **Android Based Tablet / Accessories (Already Deployed) –** RMPay will integrate with existing tablets installed in the Paratransit vehicles. Integration with the tablets will support all onboard fare collection activities, including connection with smart card reader/validator.
- **In-Vehicle Card Reader –** RouteMatch will provide 11 smartcard readers that connect to the above mentioned tablet devices.
- **Payment Service Provider (PSP) –** Axia Payments is RMPay's payment service provider; however, RMPay can easily link to the PSP of Saguaro's preference if necessary.
- **Triple DES Encryption –** RMPay uses 3DES encryption to protect smartcard data. Through this encryption method, card data is encrypted three times to prevent against fraud in the case of a data breach.
- **IS014443 A/B Smartcards –** RMPay uses smartcard industry standards to ensure the latest developments and industry best practices are adhered to. Furthermore, the use of these standards makes the ongoing cost of procuring cards and supporting hardware more competitive, with a greater choice across the market.
- **Customer Service Support –** RoutMatch prides itself on providing a high level of support to its customers, this is further extended to riders, through the optional 2-line support for active riders with RMPay related issues that cannot be resolved at an Agency level.
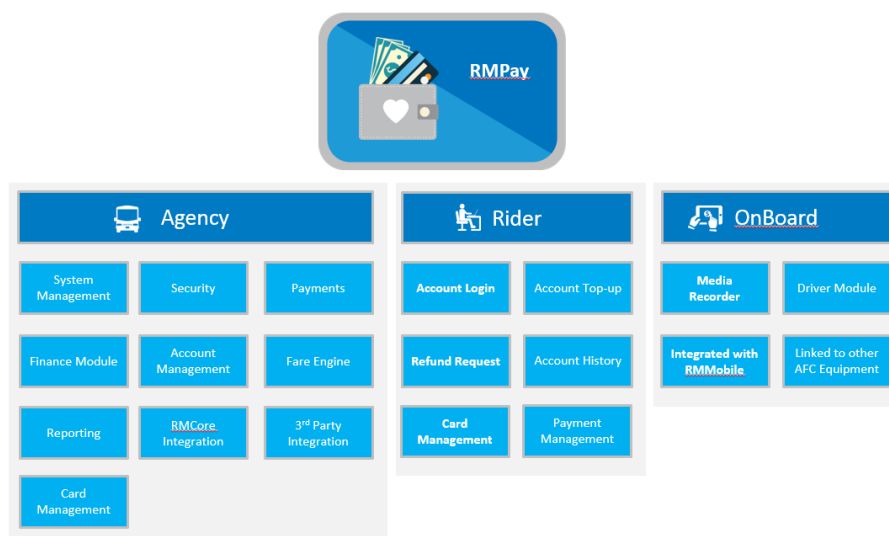
2.1.1 RMPay Product Details

The RMPay solution is a cloud based system designed to provide a secure, robust 24/7/365 service to both the agency and its riders. The system is accessed through secure web portals for both the agency as well as the riders. The system integrates directly with an appointed Payment Service Provider (Axia Payments) for all credit card processing. Agencies with an existing payment service provider can continue to use the PSP in lieu of Axia payments. Additionally, the system fully integrates with existing RouteMatch products and on-vehicle hardware, delivering a complete solution quickly and efficiently.

Though RMPay can be licensed and extended to serve all modes of transportation, including all fixed route services, the licensing proposed for Saguaro Transportation is for the Demand/Paratransit Service. It is a robust back-office system for fare management, fully integrated with the existing RouteMatch Demand Response system.

Account-Based Back Office

RMPay is an account and fare management platform that provides an agency with immediate access to customer accounts, transaction history, and all necessary tools to help support rider inquiry. From an agency operational perspective, RMPay supports the creation and management of a wide variety of fare media types (smartcards, QR codes, mobile tickets and legacy swipe cards), and supports monitoring, data collection and management of all fare collection devices within the system.

At the heart of the system are fare management tools that allow the agency to immediately create, modify and remove a wide range of fare products (including pricing, period passes, and seasonal passes). The solution includes a PCI complaint integration to the payments network to ensure that all chosen payment types are handled. Once payments process, financial tools are available at the touch of a button to ensure complete control and visibility of overall revenues.

The agency will have the ability to view a customer's account, track ticket purchases, and add funds to a customer account (with customer consent).

Lastly, the agency team will have all the necessary tools to support the reconciliation of accounts and all associated payments. (NOTE: All payments settle directly to the agency's merchant account) Regardless of where the funding originates, whether from rider payment or other funding sources, the system fully tracks all activities and provides logs of all activities against each account. Included in the system is a range of reports that help various agency departments have clear visibility of funds accumulated, and transaction activities.

Customer Web Portal

To support a truly self-service approach to customer account management, RMPay's secure online web portal allows riders to:

- View and manage their account
- Add funds to increase their account balance using a credit / debit card
- Add, remove, or prioritize credit / debit card(s)
- Purchase a ticket
- Request a refund
- Suspend a smartcard if it is lost or stolen
- Activate a new smartcard
- Set SMS notifications for low balance alerts
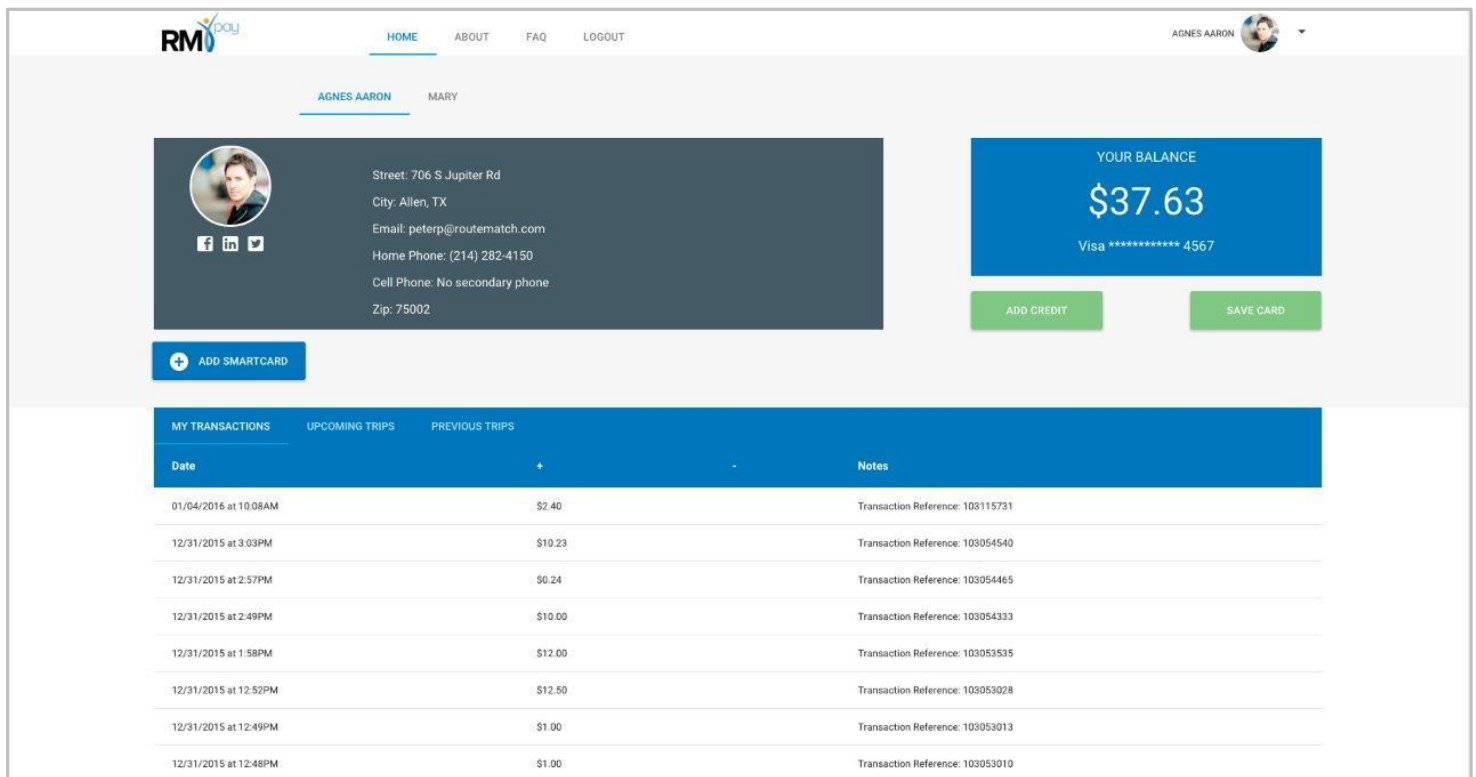- Add authorized users who can add funds to an account

Figure 1: Customer Portal Home Page. Customers can easily view balance, add balance, or link smart cards to their accounts. Customers can also access transaction history, including previous trips.

Caretaker Portal

Users who want other parties to support their account management activity can nominate an additional user, who will be able to access certain element of their account through a Caretaker portal. These caretakers can be friends or family as well as professional organizations. Care takers can have a multiple accounts linked to their portal for managing a group of people.

Full auditing and transaction monitoring is captured against all activities to ensure all accounts can be reconciled and in the event of any disputes provide a clear transparent record of what transactions have taken place.

MIFARE DESFire EV1 4K Card

These smart cards deliver the perfect balance of speed, performance, and cost efficiency. DES indicates the high level of security using a 3DES or AES hardware cryptographic engine for enciphering transmission data and Fire indicates its outstanding position as a fast, innovative, reliable and secure IC in the contactless proximity transaction market. It is based on open global standards for both air interface and cryptographic methods. It is compliant to all 4 levels of ISO/IEC 14443A and uses optional ISO/IEC 7816-4 commands.

RouteMatch Demand Integration

RMPay integrates with the RoutMatch Demand backend and the RM Mobile front end so both back office users and drivers have full visibility into payment processes they may need to manage. Staff will be able to

- add, view and change sub-contractor and partner agency names and addresses
- add, view and change fare structures as needed
- add, change and edit customer profiles
- view historical trip data, sort data
- view customer transactions and account activity
- initiate a customer refund to account and back to credit/debit card
- ability to pull trip data, sales and financial reports and manipulate data in excel format
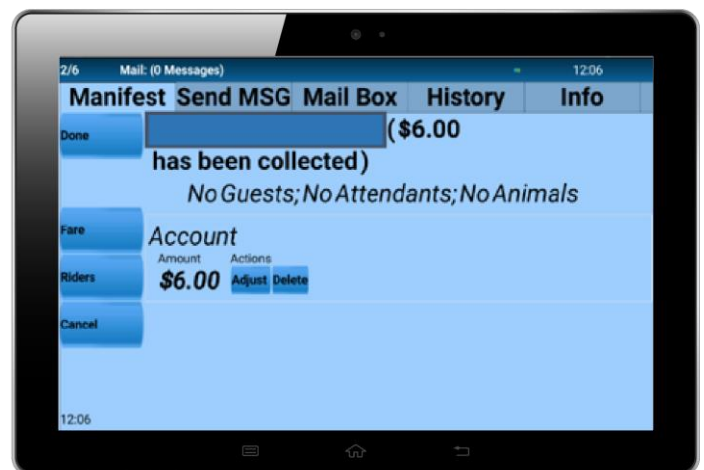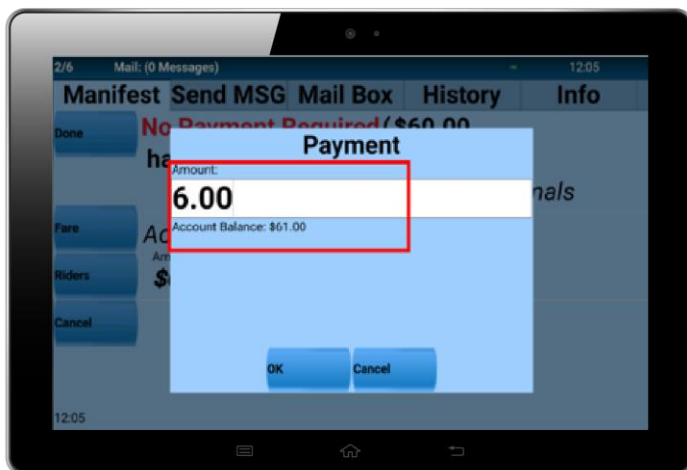- zip code sorting customers and trips

Figure 2: Fare collection system integration with RM Mobile. Drivers can easily view and manage fare collections through RM Mobile on the tablets already existing on CAT's paratransit vehicles. Riders validate their smart cards on a device that communicates with the tablets to deduct from their account balances.

ACS ACR1255U-J1 or equivalent NFC Card Reader

To support the Smartcard process, a small peripheral reader is added and linked to the vehicle's currently installed RMMobile tablet. When a rider boards a vehicle and taps a smartcard to the reader, the card reader securely reads the card and passes all necessary details to the RMPay module on the driver's tablet. This information processes locally, with online verification and communication to the RMPay back office completing the transaction.

Reporting

Key to deriving maximum benefit from the system is the ability to access data in a meaningful way. To support this the system has a range of standard reports. Custom reports and data extracts are available upon request.

Standard Reports include:
- Sales by Date/Fare Type/Payment Method
- Daily Transaction Log
- Payment Processing Reconciliation
- Refunds Reports
- Residual Balance Reports

Media-Less Solution

For some agencies, it is not necessary to issue any media to riders. This "hands free" option allows riders to board a vehicle without any media. The rider is provided with all the necessary tools to manage their account from their mobile phone or web portal. Deducting rider accounts via this method is customizable per agency. During the booking process, the rider's account is decremented and the resulting manifest will clearly notify the driver that the rider has already paid. However, agencies also have an option to decrement accounts upon a rider boarding a vehicle and performing a trip.   In the instance that a rider needs to add additional services when boarding the vehicle (companion, caretaker, animal, etc.), the driver adds these extra services through the vehicle's tablet. The costs for those additional services are calculated and decremented from the rider's account.

Smartcards (Optional)

Agencies that support fare collection via media are provided with smartcards, which are distributed to their riders. Smartcards allow riders to board a vehicle and tap a card reader to submit payment. The distribution of these smartcards is dependent upon what the agency deems suitable. For an agency that currently use passes or tickets, distribution of smartcards will simply replace that of tickets, passes, or booklets.

Card Readers (Optional)

To support the Smartcard process, a small peripheral reader is added and linked to the vehicle's currently installed RMMobile tablet. When a rider boards a vehicle and taps a smartcard to the reader, the rider's RMPay account data securely passes all necessary details to the RMPay module on the driver's tablet. This information processes locally, with online verification and communication to the RMPay in the back office system completing the transaction.

2.2 RouteShout Demand (Paratransit Traveler Information)

2.2.1 APP BASED Rider Engagement

Rider engagement is the future of all forms of public transit and providing your riders with the individualized information they want through the media they prefer. In addition to the IVR and web tools already being used by Saguaro Transportation, the riders of today and tomorrow are interested in accessing their trip information from anywhere. RouteMatch has seen a huge spike in interest from transit agencies in connecting with riders through mobile apps. Imagine riders being able to access vehicle location and ETA predictions from their smartphone? The possibilities are endless and the future of transit is leveraging technology to further engage your riders.

The proposed demand rider app will include all of the functionality included with the Customer Web Portal described below, however, will also improve multi-modal trip connections. Our innovative approach has a couple of options we have discussed with the Saguaro Transportation team to better understand where riders are in relation to where dispatch is expecting them to be. This should help to solve edge cases that change where and when they will be making the third leg of their trip such as when riders board the incorrect conventional transit vehicles, get off at the wrong stop, or there is a service disruption on the conventional transit service.
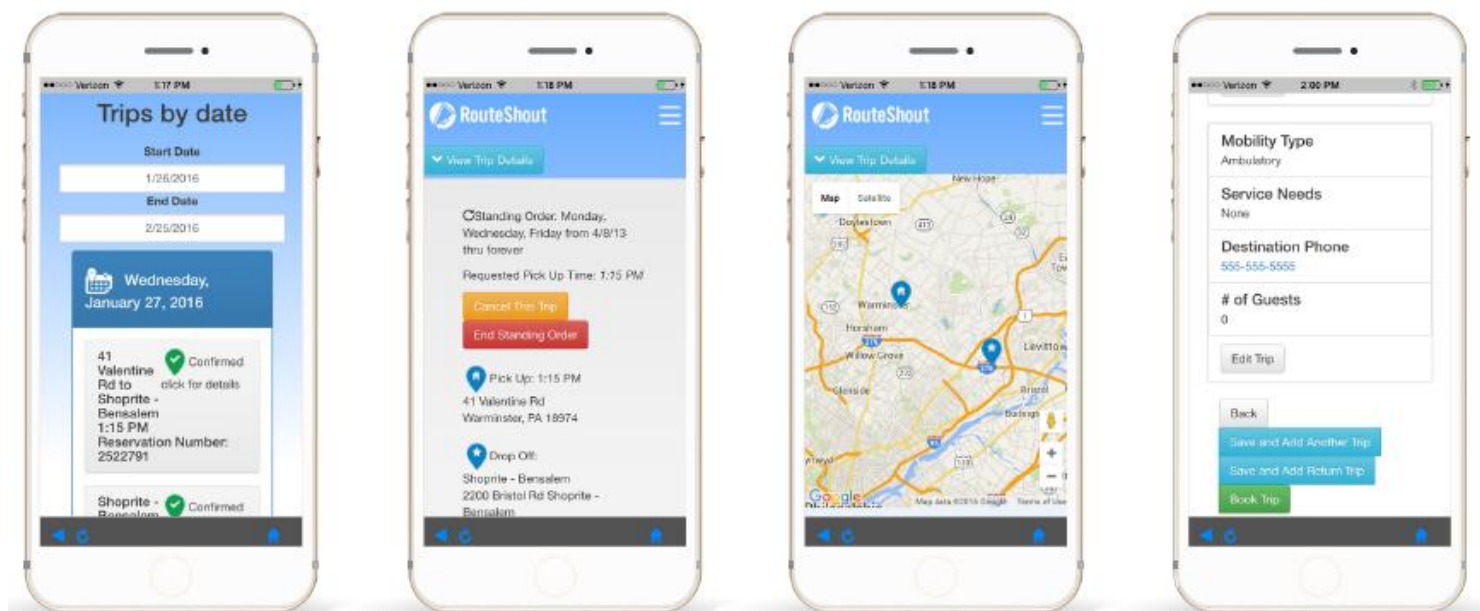
2.2.2 Why RouteShout Makes Sense for Your Paratransit or Demand Response Service

➢ Reduce toll on staff time, call volume and labor costs.

➢ Offer mobile options for your customers-modernize your system and enhance customer service.

➢ Allow staff to focus on expanding service and customer support- not "where's my ride?" calls.

➢ Bridge gaps between before and after hours of operation with 24/7 access to reservations.

➢ Reduce no shows and same day cancellations.

➢ Streamline scheduling and dispatching – it is fully integrated into RouteMatch scheduling and dispatching technologies so bookings and cancellations are automatically communicated to dispatchers for approving, changing or denying trips.

➢ Keep your customers coming back – this is an extension of your brand.

2.2.3   RouteMatch Customer Web Portal (Saguaro Transportation already possesses this piece)

The RouteMatch Customer Web Portal allows new and existing customers to access a secure online portal making it more convenient for riders to book and manage their rides. The portal lets riders register, make, confirm, or cancel reservations over the internet via an intuitive browser-based interface. This allows an agency to capture all of the necessary rider information and parameters. Once trip requests are submitted via the web portal, schedulers are immediately notified of the pending request and have the ability to approve, deny or modify trips to match business rules. The RouteMatch Customer Web Portal is fully integrated into RouteMatch scheduling and dispatching technologies so bookings and cancellations are automatically communicated to the and changes can be optimized and assigned to schedules.

*"The **RouteShout Customer Web Portal** is a terrific enhancement for our riders, and it has helped alleviate some specific challenges. Our clients have been thankful for this new service."*

Emily Bergkamp, Dial-A-Lift Manager, Intercity Transit

2.2.3.1 RouteMatch Customer Web Portal Key Features

Graphic 1 - Online Customer Web Portal

- Register Online
- Push out online applications
- Update Personal and Account Preferences
- Cancel and Confirm Current and Future Transportation Requests
- Reserve and Request Transportation
- Receive agency, trip, or notifications via your personal portal
- Receive "where's my ride" and estimated time of arrival information
- Check Account Status and History
- Online Scheduling Support
- Fully Integrates into your Real Time RouteMatch Mobile Data System
- Fully Integrates into your RouteMatch Reservation and Self Service Center
- 24x7x365 Access to Your System
- Customizable to integrate into your Existing Online Web Presence and Site

3.0 Push-To-Talk Product Details

Push to Talk ("PTT") is a tablet-based solution that provides the benefit of having voice communications without having to rely on radio or cell phones. With this solution, you can take advantage of modern advances in technology and best practices in other industries. Transit agencies can also extend the value of their existing tablet investments and tablet wireless data plans.

The PTT solution allows for two way communications between dispatchers and drivers from one, centralized unit. The solution integrates with RouteMatch's Dispatch module and is hosted in the Cloud. It provides high definition Voice on Wi-Fi, 3G and 4G. When drivers and dispatchers are having a push-to-talk conversation, all a driver needs to do is to press a button on the tablet to initiate a conversation. One person talks at a time similar to how walkie-talkies work.

For added safety, the push to talk functionality does not activate when a vehicle is in motion.

Technology

Requirements:

- RouteMatch approved tablet
- RMMobile version 2.704 or higher
- 1 GB data plan through Verizon Wireless through RouteMatch or directly with alternative cellular network provider
- RouteMatch version 6.2 platform or higher
- Tabletop microphone for dispatch

DRIVER

Taps the **Request to Talk** or **Priority Request to Talk** on tablet button.	If accepted, immediately talks to dispatcher. If in queue or denied, is sent a text message of status.	Responds with any further information.
Accepts request, places request in queue, or denies request.	Begins providing assistance to the driver.	Resolves the driver's issues and ends the conversation.

DISPATCHER

4.0 Implementation Plan

4.1 RouteMatch Implementation Methodology

The ultimate success of any transit system implementation project is highly dependent on how you begin. That's why every RouteMatch implementation starts with our tested and proven RouteMatch Implementation Methodology (RIM), a system of best practices and processes that ensures a smooth and successful deployment of our industry-leading transit solutions and rapid delivery of return on investment (ROI) for our customers.

The Professional Services Organization (PSO) has institutionalized a standard proven pragmatic and adaptable implementation methodology that capitalizes on our collective experience with Go Lives at over 600 locations across the USA. This internally developed methodology RIM (RouteMatch Implementation Methodology), has evolved through the hundreds of installations that we have completed. RIM takes into account the proper staffing to meet the client's timelines and the proper procedures and documentation results in a successful implementation of our systems. RIM fundamentals include teamwork, structured client involvement, discrete, flexible stages with concrete deliverables.

Specifically, RIM adds value to a project by:

- Institutionalizing best practices refined through over 600 client implementations
- Defining guidelines for setting roles and responsibilities of both client and project team
- Providing a road map to assist in scheduling and resource planning,
- Standardizing methods in order to assure accuracy and consistency,
- Implementing a systematic, proactive approach to project management,
- Flexibility to that enables our staff to tailor the stages and focus energy, time, and expertise where they are most needed,
- Increasing visibility to critical path items and key milestones, and
- Integrating feedback loops/reviews into the implementation process to drive organizational learning
- Ensuring successful communications with client's project team

The below outlines RouteMatch's approach and the associated services for providing and installing an Intelligent Transportation System for Saguaro Transportation Services. This approach is built around the 3 core teams of RouteMatch's PSO:
- Project Management Office – provides project management and design expertise
- Technical Services – provided engineering and installation expertise
- Educational Services – provide expertise in adult education of complex transit systems

Refined through more than 600 installations, our technology and implementation expertise ensures that our customers' requirements, timelines, and budgets are met with minimal interruptions and maximum optimization. An implementation team will be assigned from our experienced PSO team which has over 30 employees dedicated to the implementation of our products, with experience ranging from 3 years to 15+ years in implementations. Our PSO group consists of project managers, business consultants, training consultants and technical personnel devoted to assisting customers in all phases of RIM by:

- Defining guidelines for roles and responsibilities
- Developing a roadmap for scheduling and resource planning
- Creating weekly feedback loops and reviews
- Implementing a systematic, proactive project plan
- Training your staff on the base system as early as possible

RouteMatch leverages a unique cloud-based project management application that is integrated in its SalesForce.com enterprise application to manage the entire professional services delivery lifecycle, from initial launch through deployment. Our investment in this innovative technology underscores our commitment to delivering deployments that consistently exceed customer expectations and provide unmatched transportation solutions.

Our Project Manage Office utilizes Project Pulse to manage resources, tasks, timelines and budgets to ensure we stay on time, on budget and focused on the activities that drive successful deployments. As a software company, our focus on operating our business "in the cloud" means that our teams collaborate and connect in real-time on everything from team scheduling and project status to document sharing and exchanging best practices that improve efficiency and productivity. Project Pulse was uniquely designed for RouteMatch's specific solutions and processes and was built based on the level of engagement our customers prefer.
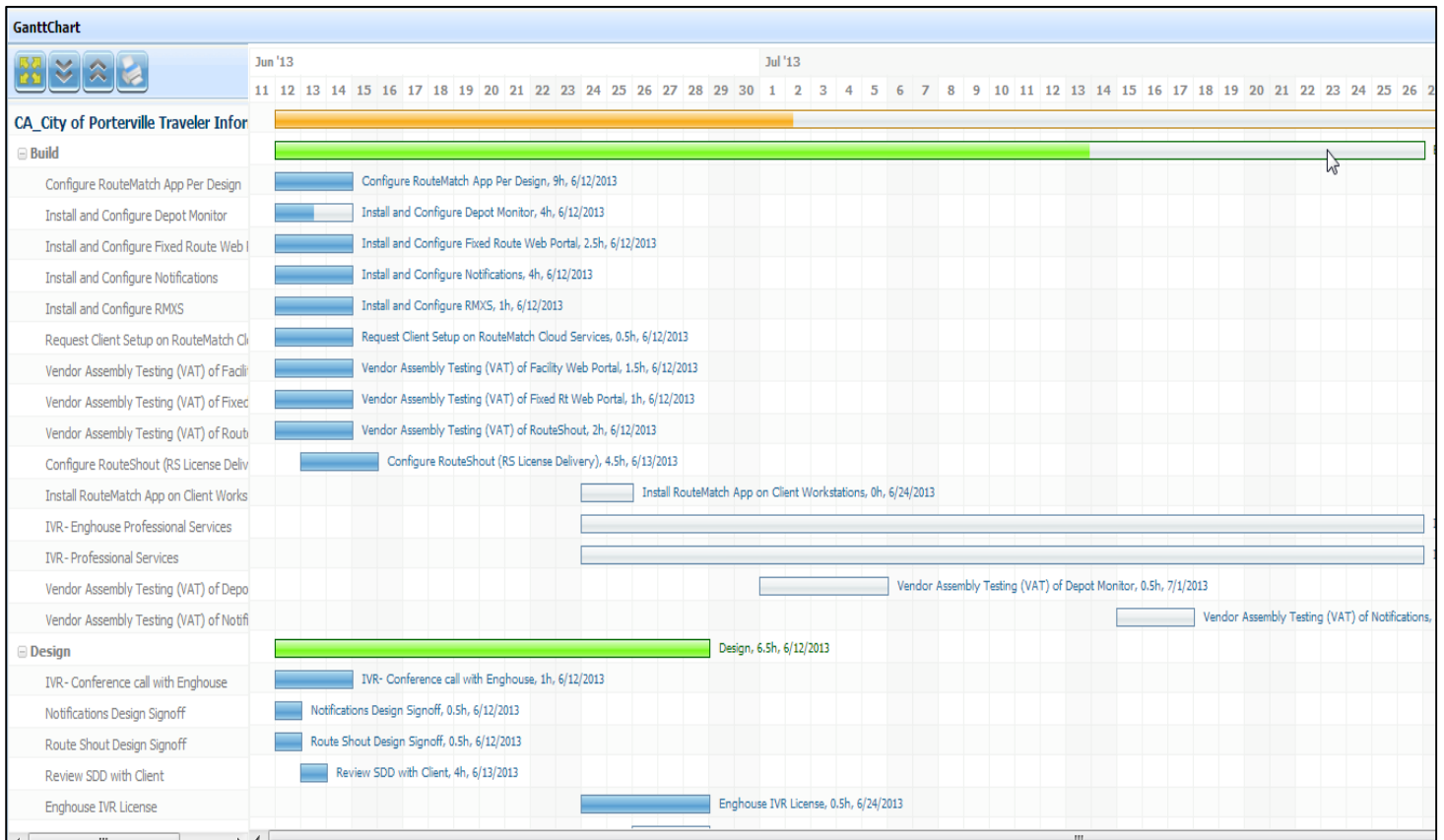
Graphic 2 – Implementation Plan: Sample Project Gantt Chart

The Gantt approach allows our teams to plan and manage each phase of the deployment over the agreed-upon timeline with the ability to monitor completion progress across the phases, sub-phases and individual tasks necessary to deploy successfully.

The tool is fully aligned with our proven RIM (RouteMatch Implementation Methodology) process so that every phase and task is captured, tracked and updated across the team assigned to your project and monitored by a dedicated project manager who is responsible for overseeing all aspects of the deployment process. With complete visibility into the day-to-day progress of your project, our managers keep you informed along the way and share key project milestones and successes so you get an inside view of the professional services aspect of your solution.

With Project Pulse, our customers benefit from extremely streamlined, efficient professional services processes and deployments that are delivered on time, on budget and well above expectations. Keeping our finger on the pulse of every stage of your project is critical to a successful implementation and ensuring you get value from your investment on an ongoing basis. We are committed to making our customers successful through the use of our technology and this is one of many ways we deliver seamlessly integrated solutions to drive your business forward.

The stages and components of the RouteMatch Software RIM approach include:

- **Phase 0:** Project Initiation - A structured transition from contract award to project kickoff.
- **Phase 1:** Design - Determines the details required to implement RouteMatch Software' solutions in the client's environment to meet the client's operations.
- **Phase 2:** Build – Software and hardware install, configuration, and Vendor Assembly Testing; prepares the project teams for operation in the client's environment.
- **Phase 3:** Educate – End to End system overviews ensures knowledge share of the updated operational inputs and outputs including end user training in distinct levels of training through a tailored course structure.
- **Phase 4:** Deployment – User acceptance testing; confirms the solutions ability to execute a production environment in the client's current IT environment. Integrates the system and operations in a production environment for the client. Includes Go Live.
- **Phase 5:** System Acceptance - Happens once the client is fully operational and ready for transition to customer support. Transition to RouteMatch's Customer Support Organization (CSO)
- **Project Management** – occurs throughout all phases to ensure project goals, objectives, timeline and budget are being met and communications are clearly executed.
- **Account Management** – ensures customer satisfaction is maintained over course of entire project, and that transition into RouteMatch's Customer Support Organization (software maintenance) is successful through meeting all project objectives.
- **Executive Sponsorship** – aligns the project's objectives to RouteMatch's corporate goals to ensure that client satisfaction and return on investment meet organizational expectations for all parties.
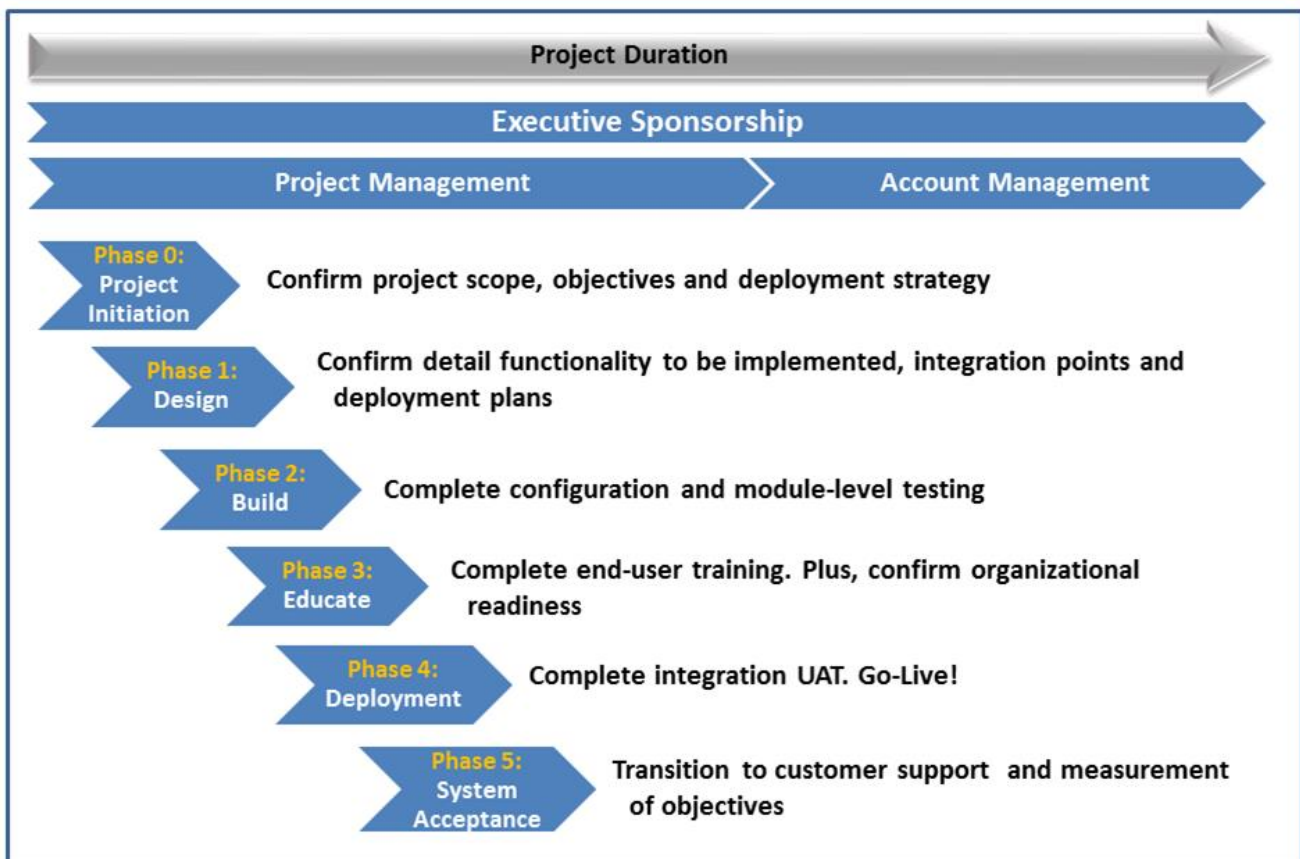
Graphic 3 – Implementation Plan: Project Phases

Key Assumptions:
The below key assumptions have been made as part of the services approach and costs to the implementation:
- Saguaro Transportation will assign a project manager who will be the main Point of Contact for the RouteMatch Project Manager.
- The Saguaro Project Manager will ensure all relevant Saguaro team members attend the all project meetings such as the on site assessment and design meetings so that the project stays on schedule.
- The Saguaro Project Manager will ensure access to resources needed during the Build phase of the project is made available in a timely manner. This will include vehicle availability for equipment installations, and staff assistance needed during the various test phases (for example, drive testing of installed components).
- Saguaro Transportation will ensure designated staff attend training per the agreed Training Plan schedule

Each phase of RIM includes a set of deliverables, which is provided to the client, and requires approval before the phase is fully completed. The client is provided with weekly project status reports, including detailed attention paid to issues, risks and key action items. To encourage collaboration and reduce the dependency on RouteMatch Software' resources, RIM requires significant client involvement during the implementation process.

4.2   Project Phases
Project Management
- Occurs throughout all phases of RIM
- Ensures Project Success
- Executes Project within RIM Methodology
- Project Managers: Create, update, review, and resolve RM issues, Conduct Weekly Project Status reviews with client
- Tracks Action Items
- Review Issues and Action Item List with Client at weekly meetings and progress against the schedule

DELIVERABLES
- Implementation Work Plan
- Revised Project Deliverables
- Transition Process Documents

Phase 0: Initiate
Tasks include: Contract Initiation, Project Kickoff, End to End Project Plan (Scope, Deliverables, Budget, Timeline, Risks, Issue, and Resource Requirements). Includes but not limited to the following:
Kickoff Meeting
- Reconfirm Client's Expectations: Schedule and SOW
- Discuss Project Objectives and Critical Success Factors
- Discuss and Review High Level Functionality
- Agree dates for Operations and Technical Assessments
- Send Discovery Survey

Client Acknowledgement of Phase 0 Letter

DELIVERABLES
- Implementation Work Plan
- Completed Discovery Survey by Saguaro Transportation

Phase 1: Design

Tasks include: Operations Assessment, Technical Assessment, Critical Success Factors (Metrics/Measures/Matrix), Functional Design, Detail Design, Baseline Client Statistics/Metrics. Includes but not limited to the following:

Operations and Technical Assessments
- Discovery survey issued before onsite visit to gather initial design details
- Review of operations and discussions with all necessary personnel
- Review of current reporting to communicate reporting needs
- Technical review of client's IT architecture and policies for access
- Review of the Saguaro Transportation legacy systems
- Review of Fleet – vehicle assessments

System Design Document
- Documents how Saguaro Transportation will use the RouteMatch solution in their Operation and how it will be utilized by the ridership
- Identifies Each Functional Area of the RouteMatch solution
- Highlight changes needed between current Operation Processes and system flow
- Iterative Review and Revision with Client Involvement

Hardware Design Document
- Documents all the server and peripheral specifications that will be implemented as part of the Solution for Saguaro Transportation
- Identifies each hardware component of the RouteMatch solution and the ordering and delivery process. RouteMatch will purchase all equipment and services required on behalf of the project and manage the delivery process.
- All equipment except for tablet mounts is sent to RouteMatch Office for initial Vendor Assembly Testing and then kitting by vehicle for delivery to the client with individual inventory sheet per vehicle
- Hardware will go through Vendor Assembly Testing.

Installation Design Document
- Reconfirm Client's Expectations: Schedule and SOW
- Documents by vehicle type where and how each peripheral component will be installed into the vehicle
- This document is used by RouteMatch installers during vehicle installs

Training Needs Analysis
- Evaluates the training requirements on both an agency and individual level
- Streamlines superfluous training topics, in order to optimize time efficiency

DELIVERABLES changes made to match descriptions in PSO's RIM documents

- System Design Document (SDD)
- Hardware Design Document (HDD)
- Installation Design Document (IDD)
- Training Plan

Phase 2: Build

Tasks Include: System Configuration and Vendor Assembly Testing, Development of User Training. Includes but not limited to the following:

Vendor Assembly Testing

- Create Vendor Assembly Test plan against System Design Document
- Execute test cases in Client's Test Environment:
  - o Unit Testing
  - o Integration Testing
  - o System Testing
- User Acceptance Testing Preparation

Hardware Verification –

- The above Vendor Assembly Testing steps will be completed for the peripherals as follows:
- Unit and end to end (Integration) testing of proposed design to determine and document proper equipment and cabling configurations in the RouteMatch Office before kitting.
- RouteMatch will then complete the Proof of Concept Installations onsite with the selected subcontractor. The Proof of Concept vehicles will be used for any Acceptance Tests agreed to and also for initial pilot activity.
- RouteMatch will unit test each installation to verify proper operation before the units are used live.
- All equipment will be tracked and inventoried by vehicle, including but not limited to - the serial numbers, application versions, electronic serial numbers, device IDs assigned in the system. This information will be managed initially by the RouteMatch project manager and turned over to Saguaro Transportation Valley when the system is deployed, to maintain.

Software Installation

- Install software on the RouteMatch hosted Servers

Perform System Configuration

- Test System Configuration in Client's Test Environment
- Configure Production Environment

DELIVERABLES

- Test Report
- Tailored Training Plan
- Go Live Risk Assessment with Mitigation Plan

Phase 3: Educate

Tasks Include: Execute Tailored User Training, End to End Systems Overview. Pre-Go Live and Conversion Activities and Risk Assessment. Includes but not limited to the following:

End User Training
- Execution of tailored Training sessions based on predetermined curriculum courses
- Training is role based covering all aspects of the RouteMatch solution for Saguaro Transportation

Risk Assessment with Revised Project Objectives
- Compared to Project Objectives provided in Phase 1: Design
- Reviewed and Acknowledged by Client as Part of Readiness Assessment

DELIVERABLES
- GoToTraining course schedule
- Tailored Training documentation
- Go-Live Readiness call

Phase 4: Deployment

Tasks Include: Phased in approach - UAT, Pilot, Burn In, Acceptance and Warranty. Includes but not limited to the following:
- User Acceptance Testing performed by Saguaro Transportation project team
- Pilot – this is an operational test where the system is rolled out to a small subset of the fleet
- Go Live and burn in to the rest of the fleet
- Post Go-Live Support - expand on this with new Client Services team
- Customer Support Transition Requirements & Needs Assessment

DELIVERABLES
- Post Project Assessment Documents including Baseline/ Go Live analysis and follow up system test to confirm everything is functioning to design post go-live.

Phase 5: System Acceptance

Tasks Include: Project Closure, Transition to Customer Support. Includes but not limited to the following:
- On-going Support
- Continual Maintenance
- Review project Critical Success Factors

DELIVERABLES
- Customer Support Transition document
- System Acceptance Documentation
- End of Contract Transition documentation

5.0 Price Proposal

5.1 RMPay (Automated Fare Collection)

Licenses	Quantity	Rate	Cost
RouteMatch RMPay – Demand Base License Fee	1	$30,000	$30,000
RouteMatch RMPay – Vehicle Licenses	28	$2,500	$70,000
Sub-Total			*$100,000*
Professional Services	**Hours**	**Rate**	**Cost**
Implementation Services	200	$125	$25,000
Sub-Total	*200*		*$25,000*
OPTIONAL 3rd Party Hardware	**Quantity**	**Rate**	**Cost**
In-Vehicle Validator(s)	28	$500	$14,000
Card Media ($3/card @5,000 units)	5,000	$3	$15,000
Sub- Total			*$29,000*
Travel	**Trips**	**Rate**	**Cost**
Travel	0	$0	Remote Only
Sub-Total			Remote Only
Support and Maintenance	**Quantity**	**Rate**	**Cost**
First Year Support and Maintenance	1		INCLUDED
First Year Total			**$154,000**
Ongoing Support and Maintenance			$20,000

5.2 RouteShout Demand (Traveler Information System)

Licenses	Quantity	Rate	Cost
RouteShout Demand Mobile Application (includes 10 Vehicles)	1	$15,000	$15,000
RouteShout Demand Mobile Application (Additional Vehicle License)	18	$750	$13,500
Sub-Total			*$28,500*
Implementation	**Hours**	**Rate**	**Cost**
Sub-Total	*58.00*	*125.00*	*$7,250*
Travel	**Trips**	**Rate**	**Cost**
Travel	0	$0	Remote Only
Sub-Total			Remote Only
Support and Maintenance	**Quantity**		**Cost**
First Year Support and Maintenance	1		INCLUDED
First Year Total			**$35,750**
Ongoing Support, Maintenance, Texting Service			$5,700

5.3 Push-To-Talk

Licenses	Quantity	Rate	Cost
RouteMatch Push to Talk License	28	$1,950	$54,600
Sub-Total			*$54,600*
Professional Services	**Hours**	**Rate**	**Cost**
Implementation Services	58.00	$125	$7,250
Sub-Total			*$7,250*
Optional 3rd Party Software/Hardware	**Quantity**	**Rate**	**Cost**
Recording Software	*28*	$750	$21,000
Covert Alarm	*28*	$500	$14,000
Sub-Total			*$35,000*
Travel	**Quantity**	**Rate**	**Cost**
Travel	0	$0	Remote Only
Sub-Total			Remote Only
Optional Cellular Data Plan	**Quantity**	**Rates**	**Cost**
Annual Verizon Data Plan – 1 GB	28	$336	$9,408
Sub-Total			*$9,408*
Support and Maintenance	**Quantity**	**Rate**	**Cost**
First Year Support and Maintenance	1		INCLUDED
First Year Total			**$106,258**
Ongoing Support and Maintenance			$10,920

5.4 Notes & Assumptions

- This is a cost budgetary estimate, requested by and provided to Saguaro Transportation. It is based upon the information known to RouteMatch Software, Inc. at the time of this estimate and is subject to change in the event of material differences in the information used to form the estimate.

- This estimate assumes that Saguaro Transportation will provide all necessary hardware and system software for the scheduling software application, including a local area network connection, internet connections, and computer infrastructure that meet the minimum system requirements. RouteMatch personnel will assist, as needed, to ensure compatibility between the RouteMatch solution and the required hardware and system software.

- Pricing for RouteShout Demand reflects already having the Customer Web Portal licensing

- Assuming all other assumptions made as part of this estimate remain valid, the pricing contained within this estimate shall remain valid for a period of 180 days.

6.0 Acceptance

This Addendum constitutes an addendum to the original software license agreement between Licensee and RouteMatch (the "original license agreement") and supersedes all previous agreements and understandings with respect to the subject matter hereof. Unless expressly modified herein, all of your rights and obligations under the original license agreement remain in full force and effect. If any part of this Addendum is found to be void, unenforceable or invalid, it will not affect the other provisions of this Addendum or the original license agreement. You may not assign, transfer, or sublicense this Addendum (or any rights or obligations hereunder), or any rights to use any software described herein, without RouteMatch's prior written consent.

_____   _____
Authorized Signature   Date

_____
Printed Name

_____
Saguaro Transportation Services

YUMA COUNTY INTERGOVERNMENTAL
PUBLIC TRANSPORTATION AUTHORITY

RESOLUTION NO. 2016-001

RESOLUTION OF THE YUMA COUNTY INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY BOARD OF DIRECTORS AUTHORIZING THE FILING OF APPLICATIONS WITH THE FEDERAL TRANSIT ADMINISTRATION, AN OPERATING ADMINISTRATION FOR THE UNITED STATES DEPARTMENT OF TRANSPORTATION, FOR FEDERAL TRANSPORTATION ASSISTANCE AUTHORIZED BY 49 U.S.C. CHAPTER 53; TITLE 23. UNITED STATES CODE, OR OTHER FEDERAL STATUES ADMINISTERED BY THE FEDERAL TRANSIT ADMINISTRATION

WHEREAS: The Yuma County Intergovernmental Public Transportation Authority was created to assume the administration, operations and maintenance of Yuma County Area Transit (YCAT) system which provides for the safe, economical and efficient transportation of local residents; and

WHEREAS: The Federal Transit Administration (FTA) has been delegated authority to award Federal financial assistance for a transportation project; and

WHEREAS: The grant or cooperative agreement for Federal financial assistance will impose certain obligations upon the Applicant, and may require the Applicant to provide the local share of the project cost; and

WHEREAS: The Applicant has or will provide all annual certifications and assurances to the Federal Transit Administration required for the project; and

WHEREAS: It is required by the U.S. Department of Transportation in accordance with the provisions of the Title VI of the Civil Rights Act of 1964, as amended, that Applicant give an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Transportation requirements thereunder; and

WHEREAS: It is the goal of the applicant that minority business be utilized to the fullest extent possible in connection with this project, and that definitive procedures shall be established and administered to ensure that minority business shall have the maximum opportunity

39

to compete for contracts when procuring construction contracts, supplies, equipment contracts, or consultant and other services.

NOW, THEREFORE, BE IT RESOLVED THAT the Yuma County Intergovernmental Public Transportation Authority Board of Directors, authorizes

1. That the Transit Director is authorized to execute and file an application for Federal assistance on behalf of YCIPTA with the Federal Transit Administration for Federal assistance authorized by 49 U.S.C. Chapter 53, title 23, United States Code, or other Federal statutes authorizing a project administered by the Federal Transit Administration.

2. That the Transit Director is authorized to execute and file an application on behalf of YCIPTA with the U.S. Department of Transportation, to aid in the financing of planning, capital and operating projects pursuant to Section 5208(f), 5303, 5304, 5305, 5307, 5310, 5311, 5311(f), 5313, 5320, 5339 and 5340 of the Urban Mass Transportation Act of 1964, as amended.

3. That the Transit Director is authorized to execute grant and cooperative agreements and file with its applications the annual certifications and assurances and other documents the Federal Transit Administration requires before awarding a Federal assistance grant or cooperative agreement.

4. That the Transit Director is authorized to set forth and execute affirmative minority business policies in connection with the program of projects and budget procurement needs.

5. That the Transit Director is authorized to execute and file with such application an assurance or any other document required by the U.S. Department of Transportation effectuating the purposes of Title VI of the Civil Rights Act of 1964.

6. That the Transit Director is authorized to furnish such additional information as the U.S. Department of Transportation may require in connection with the application for the program of projects and budget.

Adopted this ____day of _____2016

_____
Brian Golding, Sr., Chairman

ATTEST:

_____
Shelly Kreger, Transit Director

Yuma County Intergovernmental Public Transportation Authority

2715 East 14th Street, Yuma, AZ 85365-1900, Telephone: 928-539-7076
Fax: 928-783-0309, email: info@ycipta.az.gov, Web: www.ycipta.az.gov

May 23, 2016

Discussion and Action Item 3

To: Yuma County Intergovernmental Public Transportation Authority
            Board of Directors
From: Shelly Kreger, Transit Director
Subject: Discussion and or action regarding approval of the Second
            Amendment of the Independent Contractors Agreement with All
            Access Media for transit advertising services.

_____

Requested Action: Staff recommends that the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) Board of Directors approve the Second Amendment of the Independent Contractors Agreement with All Access Media.

Background and Summary: All Access Media is the contractor that currently provides the advertising services on all available transit buses, bus stop shelters and advertising benches. This is the third and final year of the agreement which will expire on June 30, 2017. YCIPTA will need to issue a new solicitation before the end of fiscal year 2017.

Recommended Motion: That the Yuma County Intergovernmental Public Transportation Authority Board of Directors vote to approve the Second Amendment of the Independent Contractors Agreement with All Access Media

Fiscal Impact: None.

Legal Counsel Review: None.

Attachments: Independent Contractors Agreement with All Access Media

_____
Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Brian Golding, Sr., Chairman – Quechan Indian Tribe, Bill Lee, Vice Chairman – City of Somerton,
Susan Thorpe – Sec/Treasurer – Yuma County, Greg Wilkinson – City of Yuma,
Michael Sabath - Northern Arizona University, Dr. Glenn Mayle - Arizona Western College,
Ralph Velez - City of San Luis, Larry Killman – Town of Wellton, Paul Soto – Cocopah Tribe

Shelly Kreger, Transit Director

For information on this staff report, please contact Shelly Kreger, Transit Director via email at skreger@ycipta.az.gov or call 928-539-7076, extension 101.

Approved for Submission

Shelly Kreger
Transit Director

SECOND AMENDMENT TO INDEPENDENT CONTRACTOR AGREEMENT FOR TRANSIT ADVERTISING SERVICES

The Independent Contractor Agreement entered into by and between the YUMA COUNTY INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY, a political subdivision of the State of Arizona ("YCIPTA") and All Access Media Productions ("Contractor"), dated March 26, 2012, (the "Agreement"), is hereby amended as follows:

WITNESSETH:

WHEREAS, YCIPTA and Contractor entered into the Agreement for transit advertising services in Yuma County with a base term beginning on April 1, 2012 and expiring on June 30, 2015, and up to two (2), one (1) year extensions through June 30, 2016 and June 30, 2017, as mutually agreed between the parties;

WHEREAS, Contractor has been providing transit advertising services to YCIPTA throughout the base term pursuant to the terms of the Agreement;

WHEREAS, YCIPTA has determined that the independent contractor relationship with Contractor for transit advertising services may continue based upon the availability of funding, and as such, YCIPTA's Board of Directors authorized the first extension of the Agreement on June 22, 2015; and

WHEREAS, YCIPTA and Contractor have mutually agreed to exercise the second extension to extend the term of the Agreement.

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereby agree as follows:

1. **Amendment.** The following Sections are amended and/or supplemented to read as follows:

   SECTION FIVE - TERM

   The Term of this Agreement shall begin July 1, 2016, and end one (1) year later on June 30, 2017. YCIPTA and Contractor have jointly agreed to extend this Agreement for one (1), one (1) year extension through June 30, 2017.

2. **Other Terms and Conditions.**

   A. This amendment supersedes all oral negotiations and prior and contemporaneous writings with respect to the subject matter hereof and is intended by the parties as the final expression of the Agreement with respect to the terms and conditions set forth herein and as the complete and exclusive statement of the terms agreed to by the parties. If there is any conflict between the terms, conditions and provisions of this

amendment and those of any other agreement or instrument, the terms, conditions and provisions of this amendment shall prevail.

B. Except as expressly modified, amended or supplemented herein, all other terms and covenants set forth in the Agreement, shall remain the same, shall be in full force and effect, and are hereby reaffirmed and ratified by the parties in their entirety.

       IN WITNESS WHEREOF, the parties hereto have caused this First Amendment to Independent Contractor Agreement for Transit Advertising Services to be executed through the parties' representatives as of the dates indicated below.

YUMA COUNTY INTERGOVERNMENTAL
PUBLIC TRANSPORTATION AUTHORITY

_____   _____

By: Shelly Kreger   Date
Its: Transit Director

ALL ACCESS MEDIA PRODUCTIONS

_____   _____

By: Elisa C. Velasco   Date
Its: Owner

May 23, 2016

Discussion and Action Item 4

To:	Yuma County Intergovernmental Public Transportation Authority Board of Directors
From:	Shelly Kreger, Transit Director
Subject:	Discussion and or action regarding service reduction on the Turquoise Route 10 beginning July 1, 2016

Requested Action**:** No action required.

Background and Summary: The current service year, FY 2015-2016, is the third of three years within which TDA-funded routes must either meet their established farebox ratio performance measures or modify the route's operation in the fourth year to increase chances of meeting performance measures. Eight months into FY 2015-2016 the Turquoise Route 10 fell short of meeting its farebox ratio performance measure of 12% as did the two previous years.

During the quarterly meetings held between ICTC, Quechan and YCIPTA it was realized that we needed to develop one or more of the following route operation modifications for Turquoise Route 10:

a. Eliminate one day of the three days of service. Saturdays appear to be a reasonable choice, since governmental, social services, and health care offices are typically closed on Saturdays.

b. Increase the fare. The typical elasticity measure assumed in fare planning is for each 1% fare increase could result in ridership loss of 0.3%. Applying the measure to a fare increase from $2.00 to $2.50---a 25% increase--- would result in a ridership loss of 113 (7.5% of 1,500 budgeted riders).

c. Reduce service and increase the fare.

The committee has decided that eliminating Saturday service and making the route a cash only fare of $2.00 per passenger (no discounts) would be a good start on

Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Brian Golding, Sr., Chairman – Quechan Indian Tribe, Bill Lee, Vice Chairman – City of Somerton,
Susan Thorpe – Sec/Treasurer – Yuma County, Greg Wilkinson – City of Yuma,
Michael Sabath - Northern Arizona University, Dr. Glenn Mayle - Arizona Western College,
Ralph Velez - City of San Luis, Larry Killman – Town of Wellton, Paul Soto – Cocopah Tribe

Shelly Kreger, Transit Director

45

improving the farebox ratio performance measures that are required when utilizing TDA funds. This change will take effect on July 1, 2016.

As per YCIPTA's Public Involvement Policy for Major Service Reductions, Service Changes and Fare Changes, states that Transit Director is allowed to approve of the service change and/or modification in accordance with this policy as long as it does not fall under the definition of a major service change.

Recommended Motion: No motion required.

Fiscal Impact: None.

Legal Counsel Review: None.

Attachments: YCIPTA's Public Involvement Policy for Major Service Reductions, Service Changes and Fare Changes

For information on this staff report, please contact Shelly Kreger, Transit Director via email at skreger@ycipta.az.gov or call 928-539-7076, extension 101.

Approved for Submission

Shelly Kreger
Transit Director

_____

Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Brian Golding, Sr., Chairman – Quechan Indian Tribe, Bill Lee, Vice Chairman – City of Somerton,
Susan Thorpe – Sec/Treasurer – Yuma County, Greg Wilkinson – City of Yuma,
Michael Sabath - Northern Arizona University, Dr. Glenn Mayle - Arizona Western College,
Ralph Velez - City of San Luis, Larry Killman – Town of Wellton, Paul Soto – Cocopah Tribe

Shelly Kreger, Transit Director

46

Yuma County Intergovernmental Public Transportation Authority

PUBLIC INVOLVEMENT POLICY FOR MAJOR SERVICE REDUCTIONS, SERVICE CHANGES AND FARE CHANGES
Adopted: October 1, 2011

The public plays a critical role in the success and vitality of public transportation in Yuma County.   Public input in all phases of transit – from route planning to the fare structure – is essential. The following policy outlines the local process for soliciting and considering public comment prior to a fare increase or service changes. This policy will also serve for the Yuma Metropolitan Planning Organization (YMPO) transit program until the transit program transitions to the Yuma County Intergovernmental Public Transportation Authority (YCIPTA).

Definitions

A *fare change* is any change to an existing, established fare rate or fare type applicable to regular fixed route or paratransit service which results in a higher or lower fare rate than is currently in effect.

A *major service reduction* is any action that reduces revenue vehicle service hours and/or revenue vehicle service miles by 20 percent of the entire transit system.

A *service change* is defined as any change that:
- o Reduces 20 percent or more of the number of transit route miles of a single route; or
- o Reduces 20 percent or more of the number of transit revenue vehicle service miles of a single route commuted on a daily basis for the day(s) of the week for which the change is made.

An *open house* is a public forum to provide an opportunity for the public to learn about a project or proposed operational changes and to solicit public comment prior to any public hearing.

A *public meeting* is designed to facilitate participation in the decision-making process, assist the public in gaining an informed view of a proposed project at

Yuma County Intergovernmental Public Transportation Authority Board Of Directors
Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma,
Dr. Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,
Ralph Velez - City of San Luis, Rodney Rinehart – Town of Wellton, Bill Lee – City of Somerton

John Andoh, Transit Director
47

any level of the public transportation project development process, gather public comment.

Policy

YCIPTA will solicit public input prior to or during the development of any proposal for a service change, major service reduction and/or fare increase/decrease. The public input process includes, but is not limited to, public hearings, public meetings, open houses, written or electronic comment forms, newspaper, television and radio advertisements, postings on YCIPTA's website and public cable channels, submission of press releases, interviews with media outlets and group and advisory committee presentations.

YCIPTA staff will develop recommendations as to the appropriate type and level of public input required. If a proposal involves service changes or modifications deemed to be minor (under 20%), the Transit Director can either approve the service change and/or modifications or request that a public hearing be held in accordance with this policy.

A public hearing is mandatory when a fare increase, decrease or major service reduction is proposed. A determination is made related to each proposal as to the appropriate scheduling of the public hearing. If service changes are temporary in nature, the public hearing will be held after the pilot period and the evaluation is completed. Emergency service changes or major service reductions shall not require a public hearing, if the proposed emergency service change is for less than 180 days with Board of Directors approval. Any changes in fares and/or implementation of a major service reduction shall result in a public hearing prior to initiation of action.

YCIPTA will consider and implement the principles of equality for all citizens as formulated in Title VI and the Executive Order for Environmental Justice to the extent reasonably possible.

Hearing Process

The following processes can be used for soliciting and considering public comment prior to a fare increase, decrease, service change and/or a major service reduction:

o   On-going public comment. Throughout the year, YCIPTA welcomes comments by riders and other members of the public. Comments are recorded and accumulated for consideration at the time of the development of draft proposals for change or system improvements. Comments related to service changes, including requests for new routes or other services are accumulated for consideration in planning activities.

All buses have comment cards and surveys. A comment form is available on the YCIPTA website as well.

- o An open house. See definition above.

- o A public meeting. See definition above.

- o Public hearing on changes. Staff will approve the scheduling of any public hearings concerning proposed major service reductions, service changes and/or fare increases or decreases. The Transit Director will be responsible for scheduling a public hearing which includes ensuring that proper notice is given.

A public hearing concerning service changes or fare increases or decreases will be scheduled 30 to 45 days in advance to allow for an additional public comment period and review of all input by YCIPTA staff prior to presentation to the YCIPTA Board of Directors and YMPO Executive Board upon a recommendation provided by the YCIPTA Board of Directors.

A public notice for any hearing shall be posted in at least one (1) conspicuous place in the city, town and/or County area affected by the proposed service change, major service reduction, fare increase and/or decrease. A copy of any proposals shall be available at the Yuma County Library District branches.

For all public hearings, public meetings and open houses, public notification shall include posting notices in bus shelters, buses and vans, newspaper, television and radio advertisements, postings on YCIPTA's website and public cable channels, submission of press releases, interviews with media outlets and group and advisory committee presentations.

Development of Draft Proposals Regarding Major Service Reduction, Service or Fare Changes

Upon completion of a public meeting on proposed service changes, major service reduction and/or fare decreases/increases, a 10 day period for additional written comment will be scheduled. At the end of this period, staff will prepare a written summary analysis and report on the disposition of any and all comments received during this public comment period and at the public hearing.

The YCIPTA Transit Director may draft proposals for modifications to the changes in services or in fares based on consideration of the public comment. The Transit Director may also choose to act on the recommendation or require additional public input.

Publication of Notice of Major Service Reduction, Service or Fare Changes

After final approval by the YCIPTA Board of Directors and YMPO Executive Board, a notice is published in the local newspaper for all major service reductions, service changes and/or fare changes. Also, the posting notices in bus shelters, buses and vans, newspaper, television and radio advertisements, postings on YCIPTA's website and public cable channels, submission of press releases, interviews with media outlets and group and advisory committee presentations will occur to complete the implementation of a major service reduction, service change and/or fare increase or decrease.

Approved:

_____   __9-26-11_____
John Andoh   Date
Transit Director

YCIPTA BOARD OF DIRECTORS UPDATE	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	YTD
OPERATING DAYS	**26**	**25**	**24**	**27**	**26**								**26**
OPERATORS													
Full-time	23	26	26	26	25								
In training	1	1	0	1	0								
Graduated Training	0	3	0	0	0								

Notes: Current recruiting efforts include weekly interviews and job postings on Careerbuilder.com. Future efforts will include attendance local employment services job fairs and recruitment from Yuma Truck Driving School.

General Updates: 1 driver currently in trainiing and an operator run pick will be conducted on 5/27 (6/3).

COMPLAINTS													DUPLICATES RECEIVED
Mechanical Breakdown	0	0	0	0	0								
Heat/A/C Not Working	0	0	0	0	0								
Incorrect Fare Charged	0	0	0	0	0								
Incorrect Destination Displayed	0	0	0	0	0								
Early Departure from Stop	0	0	0	0	0								
Late Departure from Stop	0	1	0	0	0								
Inaccessible Stop(s)/Delays Due to Construction	0	0	0	0	0								
Unauthorized Drop-off Location	0	0	0	0	0								
Unauthorized Pick-up Location	0	0	0	0	0								
Vehicle at Capacity - No Seats	0	0	0	0	0								
Driver Failed to Make Assigned Stop(s)	2	0	0	0	1								
Driver Did Not Make Required ADA Announcement(s)	0	0	0	0	0								
Driver Exceeds Posted Speed Limit	0	0	0	0	0								
Driver Does Not Operate Vehicle Safely	1	0	1	0	0								
Driver Not Wearing Seatbelt	0	0	0	0	0								
Driver Not Wearing Nametag/ID Badge	0	0	0	0	0								
Unsafe Lane Change	0	0	0	0	0								
Driver Did Not Kneel Vehicle	2	0	0	0	0								1
Discourteous/Rude Driver	2	0	1	2	1								
Wheelchair Lift Not Working	0	0	0	0	0								
Other	1	1	0	0	0								
TOTAL	**8**	**2**	**2**	**2**	**2**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**
COMPLIMENTS	**0**	**0**	**1**	**0**	**2**								
TOTAL PASSENGERS	**35,319**	**33,295**	**37,168**	**37,596**	**36,713**								

COMMENTS AND/OR CONCERNS (LIST COMPLAINT CATEGORY):

ACTION TAKEN: Drivers are subject to retraining and/or disciplinary action based on schedule adherence, service delivery, successful of execution of YCAT and NEXP safety standards.

ACCIDENTS	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	OCT	SEP	NOV	YTD	PREV YTD
Preventable Street Accidents	1	0	0	1	0									0
Preventable Yard Accidents	0	0	0	0	0									0
Non-Preventable Accidents	0	1	2	1	1									0
NTD Reportable Accidents	0	1	0	1	1									0
TOTAL	**1**	**2**	**2**	**3**	**1**									**0**

Notes: Preventable accident due to driver judgement in estimating clearance. Retraining included proper mirror checks and proper backing procedures.

TOTAL SERVICE HOURS	**3095**	**2986**	**3020**	**3433**	**3209**								
MILES OPERATED	**78,076**	**75,315**	**77,176**	**86,447**	**81,425**								
Preventable Street Accidents Freq. Rate Per 50,000 Miles	1.56	0.00	0.00	1.73	0.00								
Preventable Yard Accidents Freq. Rate Per 50,000 Miles	0.00	0.00	0.00	0.00	0.00								
Non-Preventable Accident Freq. Rate Per 50,000 Miles	0.00	0.00	0.00	0.00	0.00								
NTD Reportable Accident Freq. Rate Per 50,000 Miles	0.00	0.00	0.00	0.00	0.00								

Notes: Mileage and service hours variances attributed to operating days and special events.

Yuma County Intergovernmental Public Transportation Authority

2715 East 14th Street, Yuma, AZ 85365-1900, Telephone: 928-539-7076
Fax: 928-783-0309, email: info@ycipta.az.gov, Web: www.ycipta.az.gov

Transit Director Report – April - May 2016

- **New Gillig's:** The two new 40'ft Gillig's arrived on Friday 13th and are now in service as of May 23rd. One will be on display after board meeting.
- **Legal RFP:** Due to only one submittal staff has reopened the RFP for legal services to see if we can get more of a response.
- **BajoElSol's South County Best 2016:** YCAT was again voted best in 2016 for transportation services.
- **San Luis Circulator Study:** I will be making another presentation to the City of San Luis along with Kinley Horne regarding routing and funding on May 25th.
- **Acufare Smartcards:** YCIPTA is still in the pilot stage for the online loading feature for the smartcard passes. This project is part of a TRB IDEA Transit Project 79.
- **Bus Shelters:** Core Engineering has submitted 5 bus shelter locations for permitting. We will are still waiting to hear from the City of Yuma.
- **Transit Academy:** I will be attending the Transit Academy from June 5 – 10, 2016 in Philadelphia, PA.
- **Community Transit Committee:** Staff is preparing to hit the media and newspapers again regarding forming the committee. We have had no response and feel that it is important to try again to get the community involved more.
- **Upcoming Projects:** Listed below are the projects that YCIPTA staff will be embarking for the next several months:

  - Ongoing YCAT Workshop sessions to train new passengers on how to ride YCAT.
  - Monitor National Express performance.
  - Finalize and install bus stops in the City of Yuma and Yuma County, including bus shelters through relocation of existing bus shelters.
  - Install advertising bus benches in Yuma and one on the Fort Yuma Indian Reservation.

_____

- Purchase capital equipment as defined in the capital budget (decals for rest of YCAT fleet, NextBus for buses that do not have GPS tracking (i.e. 111, 112, 113, 133, 134, 135, 139, 140, 144), purchase security cameras, install metal bus stop signs, install more bus shelters).
- Surplus equipment - computers, buses and minivans.
    Install smart card units on Bus #118, #121, #122, #123, #141, #142, #143 and

April 2016

Route	Revenue Hours	Non-Rev Hours	Total Hours	Revenue Miles	Non-Rev Miles	Total Miles
Orange Route 2	360.2	42.0	402.2	6,784	312	7,096
Brown Route 3	180.2	35.2	215.5	4,209	1,012	5,221
Green Route 4	523.5	37.8	561.3	9,217	543	9,760
Blue Route 5	260.4	31.1	291.5	6,255	364	6,619
Purple Route 6	485.2	50.8	536.0	12,947	1,011	13,958
Gold Route 8	52.9	0.0	52.9	1,239	0	1,239
Silver Route 9	89.6	89.5	179.1	3,064	2,404	5,468
Turquoise Route 10	73.3	12.3	85.5	3,245	193	3,438
Yellow Route 95	1,083.1	123.3	1,206.5	22,107	2,880	24,987
Night Owl Route 11	82.3	31.9	114.2	2,817	742	3,559
Specials						
Summer Route 96	18.5	3.6	22.1	34	46	80

Totals for April 2016

Total Hours	3,666.87		**Total Miles**	81,425
Revenue Hours	3,209.25		**Revenue Miles**	71,918
Non-Revenue Hours	457.62		**Non-Revenue Miles**	9,507

April 2016

Revenue by Route

	Route	Revenue	%
■	2	1,017	3.3%
■	3	450	1.4%
■	4	2,725	8.8%
■	5	1,435	4.6%
■	6	1,681	5.4%
■	8	260	0.8%
■	9	200	0.6%
■	10	330	1.1%
■	11	164	0.5%
■	95	22,649	72.7%
■	96	224	0.7%
	Total:	31,134	100.0%

April 2016

	Basic Cash Fare	Discount Cash Fare	Deviations	Day Passes	Discount Day Passes	Newspapers	Rider Guides	Totals
Orange 2	680.00	134.00	0.00	125.00	67.50	10.50	0.00	**$1,017.00**
Brown 3	82.00	58.00	140.00	95.00	65.00	9.50	0.00	**$449.50**
Green 4	1,066.00	580.00	10.00	735.00	317.50	16.50	0.00	**$2,725.00**
Blue 5	614.00	241.00	0.00	420.00	155.00	5.00	0.00	**$1,435.00**
Purple 6	706.00	370.00	0.00	425.00	167.50	12.00	0.00	**$1,680.50**
Gold 8	66.00	10.00	24.00	110.00	47.50	2.50	0.00	**$260.00**
Silver 9	136.00	21.00	0.00	30.00	12.50	0.50	0.00	**$200.00**
Turquoise 10	228.00	83.00	0.00	10.00	5.00	4.00	0.00	**$330.00**
NightOwl 11	160.00	4.00	0.00	0.00	0.00	0.00	0.00	**$164.00**
Yellow 95	13,684.00	5,294.00	0.00	2,735.00	872.50	63.50	0.00	**$22,649.00**
	224.00	0.00	0.00	0.00	0.00	0.00	0.00	**$224.00**
	$17,646.00	**$6,795.00**	**$174.00**	**$4,685.00**	**$1,710.00**	**$124.00**	**$0.00**	**$31,134.00**

Period: 4/1/2016 to 4/30/2016

Route	Basic Cash	Devia-tions	Disc Cash	Day Pass	Disc Day	Passes Accepted	Xfers	Free	Aztec	YPIC	Colleges	Coco-pah	Vista	WC	Bikes	Other Items	Total Pax
	Cash Fares			**Pass Media**			**Miscellaneous**		**Special Revenues**					**Statistics**			
Orange 2	340	0	134	25	27	490	0	0	41	2	2,695	8	80	10	170	21	3,842
Brown 3	41	70	58	19	26	273	0	0	0	0	344	0	12	34	107	19	843
Green 4	533	5	580	147	127	1,402	0	0	495	198	912	147	208	33	108	33	4,754
Blue 5	307	0	241	84	62	401	0	0	0	0	110	56	0	34	69	10	1,261
Purple 6	353	0	370	85	67	370	0	0	156	5	104	1,519	86	43	158	24	3,115
Gold 8	33	12	10	22	19	99	0	0	2	0	91	0	41	2	45	5	329
Silver 9	68	0	21	6	5	27	0	0	1	0	1,516	0	5	0	0	1	1,649
Turquoise 10	114	0	83	2	2	16	0	0	0	0	11	2	0	4	0	8	230
NightOwl 11	80	0	4	0	0	30	0	0	0	0	186	9	0	1	7	0	309
Yellow 95	6,842	0	5,294	547	349	3,250	0	0	906	66	1,708	459	848	82	670	127	20,269
Summer 96	112	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	112
Totals	8,823	87	6,795	937	684	6,358	0	0	1,601	271	7,677	2,200	1,280	243	1,338	248	36,713

Estimated Revenue Collected

Revenue Type: Each	Total
Basic Cash Fare: $2.00	$17,646.00
Deviations: $2.00	$174.00
Discount Cash Fare: $1.00	$6,795.00
Day Pass: $5.00	$4,685.00
Discount Day Pass: $2.50	$1,710.00
Newspapers/Guide: $0.50-$1.50	$124.00
	$31,134.00

57

Ridership by Route