**Meeting:** VMAAG (Valley Metro Accessibility Advisory Group) Meeting

**Meeting Date:** Thursday, February 23, 2017

**Time:** 2:30 PM to 4:30 PM

**Location:** Valley Metro

101 North 1st Avenue, Tenth Floor

Lake Powell Conference Room

Phoenix, Arizona 85003

**Meeting Summary:**

1. Welcome and Introductions

Ron Brooks, Manager, Accessible Transit Services, called the meeting to order at 2:30 PM. The following individuals were present:

VMAAG Members in Attendance

* John Federico
* River Forrest
* David Andreen
* Megan Homrighausen
* Howard May
* Nancy Jackson
* Lynn Houston
* Jean Moriki

1. Review of January 26 Meeting Summary

Ron invited VMAAG members to comment on the January 26 VMAAG meeting summary. There were no comments or corrections requested by VMAAG members.

1. Update on Paratransit Rebranding – Ron Brooks, Manager, Accessible Transit Services, Valley Metro

Ron provided an update on a project to develop a potential new brand for Valley Metro operated paratransit services.

Background – The Dial-a-Ride brand is outdated and does not mirror the branding for other Valley Metro provided transportation services. Given that the approach for delivering paratransit services, the contractor who will be providing them, and the fleet which will be used are all going to be changing, this is a good time to develop an updated brand.

Goals of the Rebranding Project – Come up with a new name and image for Dial-a-Ride that better integrates with other Valley Metro provided transportation services.

Process – Communications and Marketing staff conducted research to identify the types of names being used by other agencies. Staff also invited ideas from a range of stakeholders, including VMAAG members and staff from Valley Metro and our member communities.

The Case for RideLink – RideLink was identified as a preferred name for the rebranded Dial-a-Ride service based on the following:

* RideLink can be incorporated into other agency branding.
* RideLink is complementary with RideChoice and other Valley Metro products that incorporate the word “Ride” into their branding.
* RideLink conveys what the service does. RideLink provides rides. It also links riders with their communities and with other Valley Metro transportation services.

Ron closed by stating that the next steps on this process are unclear. The recommended RideLink name and branding will be shared with member communities for comment and with Valley Metro senior management. If those groups are supportive of the RideLink brand, then next steps will be determined.

A PowerPoint presentation was presented for this item. The presentation is available upon request.

1. Overview of the Future Valley Metro Paratransit Contract and Introduction of the Next Valley Metro Contractor: - Ron Brooks, Manager, Accessible Transit Services, Valley Metro and Kate Riley, Project Manager, Transdev

On February 16, 2017, the Regional Public Transit Authority (RPTA) Board of Directors awarded a five year contract to Transdev. Ron provided an update and presentation regarding the Board’s decision and the new contract.

Background – On July 1, Valley Metro is implementing a new paratransit contract that will cover all services provided by Valley Metro in the East Valley, in the Northwest Valley, and for regional trips as well as trips to and from the Valley Metro Mobility Center. Valley Metro’s goals for the new service include: safe, reliable and comfortable service, increased trip-sharing, and improved technology for both customers and Valley Metro.

Process and Timeline - Valley Metro’s East Valley Dial-a-Ride contract expires on June 30. Valley Metro used an 18-month process to select the next paratransit provider. The process included two steps: a Request for Expressions of Interest (RFEOI) which provided a draft Scope of Work to the industry and which sought input from interested firms about how Valley Metro might be able to ensure that the contract is clear and attractive to as many potential proposers as possible. Valley Metro incorporated input from the RFEOI into a Request for Proposals which was issued in July 2016. Eight proposals were received from a total of five firms in September, and in December, Valley Metro’s Proposal Evaluation Committee made its recommendation to the Board which awarded a contract to Transdev in February 2017.

Why Transdev – Transdev was selected based on strong corporate experience, a strong proposed local team, a comprehensive technology approach and a competitive price. Transdev’s proposal received the highest rank based on technical merit and was the second lowest proposer in terms of price.

Next Steps – Valley Metro and Transdev are in the process of finalizing the contract. Once done, Valley Metro, Transdev and the current provider, Total Transit, will collaborate on the transition of service. Activities which Transdev will need to complete include the establishment of an operations facility here in the Phoenix area, taking possession of the fleet, installing, configuring, testing and training on all associated technology, hiring and training the staff, and finalizing a subcontract with AAA Transportation (aka Yellow Cab) who will provide a portion of service using taxicabs and other non-dedicated vehicles, including wheelchair-accessible vans.

1. Update on Valley Metro Rail Capital Projects – Abhishek Dayal, Manager, Capital Planning, Valley Metro

Manager of Capital Planning, Abhishek Dayal, provided a brief overview of rail projects in construction, design and planning.

1. Presentation on Emerging Transportation Technologies and Service Delivery Models – Carol Ketcherside, Deputy Director, Service Planning and Accessible Transit, Valley Metro

Carol provided a summary of the evolution of public transit and how technology is evolving toward autonomous technology. Her presentation included the following slides. A copy of this presentation is available upon request.

* Slide 1: Valley Metro Logo
* Slide 2: Emerging Transportation Technologies and Service Delivery Models
* Slide 3: Evolution of Public Transportation
* Slide 4: Evolving Technology
* Slide 5: Change
* Slide 6: Bike Sharing
* Slide 7: Ridesourcing, Ridesharing and Carpooling
* Slide 8: Autonomous Technology
* Slide 9: Levels of Autonomy
* Slide 10: Autonomous Buses
* Slide 11: States With Enacted Legislation
* Slide 12: Local Innovation
* Slide 13: Various transit related pictures
* Slide 14: MOD Sandbox Program
* Slide 15: VM Mobility Platform
* Slide 16 Implication for Riders

1. Comments from the public.

Tony Sole commented that Total Transit drivers need more training for serving customers with disabilities and particularly customers who are blind or visually impaired. He raised specific concerns about English proficiency and about the proper technique for providing “sighted guide” assistance and for giving verbal directions.

1. Next Meeting – Thursday, March 23, from 2:30 to 4:30 p.m., Valley Metro Tenth Floor Board Room, 101 North First Avenue, Phoenix, AZ 85003.
2. Adjournment – The meeting was adjourned early at approximately 4:15 p.m.