

**TRANSIT SERVICES AMENDMENT NINE
BETWEEN THE CITY OF GOODYEAR (“Member”)**

AND

THE REGIONAL PUBLIC TRANSPORTATION AUTHORITY

Contract # 136-75-2021

THIS AMENDMENT dated this _____ amends the following items of the Transit Services Agreement Contract #136-75-2020 entered into between the City of Goodyear and the Regional Public Transportation Authority date the 1st day of July 2015, as amended October 26, 2015, July 1, 2016, July 1, 2017, July 1, 2018, March 25, 2019, July 1, 2019 and September 23, 2019 (collectively the Transit Service Agreement dated July 1, 2015 and each amendment thereto is referred to as the “Agreement”)

The following Schedules replace those Schedules referred to in Section 31 of the Seventh Amendment to the Agreement entered into July 1, 2019.

The attached Schedule A replaces Schedule A.

The attached Schedule B replaces Schedule B.

The attached Schedule C replaces Schedule C.

The attached Schedule E replaces Schedule E.

The following Schedule replaces that Schedule referred to in Section 31 of the Eighth Amendment to the Agreement entered into September 23, 2019.

The attached Schedule D replaces Schedule D.

All other terms of the Agreement remain unchanged and in full force and effect.

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

REGIONAL PUBLIC TRANSPORTATION AUTHORITY (RPTA)

By: _____
Scott W. Smith, Chief Executive Officer

APPROVED AS TO FORM:

By: _____
Michael J. Minnaugh, General Counsel

CITY OF GOODYEAR

By: _____
Julie Arendall, City Manager

Attest: _____
Darcie McCracken, City Clerk

APPROVED AS TO FORM:

By: _____
Roric Massey, City Attorney

SCHEDULE “A” REGIONALLY FUNDED FIXED ROUTE BUS SERVICE

Sources of Project Operating Budget

I. Regionally Funded Fixed Route Bus Service **\$0** (including express)

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

FY21 Fixed Route Bus Estimate						
RPTA Operated Service						
PTF Funded						
Funding	RPTA					
HASTUS	Good					
Level	Route	Annual Miles	Gross Costs	Fares	CARE\$ Act	Net Cost
W	562	9,498	\$75,295	(\$7,093)	(\$68,202)	-
Grand Total		9,498	\$75,295	(\$7,093)	(\$68,202)	\$0

ROUTE DESCRIPTION

Express 562 – Goodyear Express AM/Inbound

From the Goodyear Park-and-Ride to 17th Avenue/Jefferson Street (Weekday only):

Exit Goodyear Park-and-Ride; East on Cornerstone Boulevard; South on Dysart Road; East on Papago/I-10 Freeway; Exit at 5th/3rd Avenue exit; South on 5th Avenue; East on Van Buren Street; South on 1st Avenue; West on Washington Street; South on 17th Avenue to Jefferson Street.

Express 562 – Goodyear Express PM/Outbound

From Jefferson Street/18th Avenue to the Goodyear Park-and-Ride (Weekday only):

East on Jefferson Street; North on Central Avenue; West on Roosevelt Street; North on 3rd Avenue; West on Papago/I-10 Freeway; exit Dysart Road; North on Dysart Road; West on Cornerstone Boulevard; South into the Goodyear Park and Ride to bus stop.

SCHEDULE “B” – CITY FUNDED FIXED ROUTE BUS SERVICE COST ESTIMATE

For the period July 1, 2020 to June 30, 2021, the City of Goodyear will pay the Regional Public Transportation Authority **\$0** for bus service on the Zoom Circulator in Goodyear. The final billing will occur in conjunction with the annual reconciliation process. This final invoice and payment may be adjusted based on the extent to which the actual cost of service is higher than the budget amount for service.

FY21 Fixed Route Bus Estimate						
RPTA Operated Service Funded by the City of Goodyear						
Goodyear Funded						
Funding	Good					
HASTUS	Good					
Level	Route	Annual Miles	Gross Costs	Fares	CARES Act	Net Cost
W	ZOOM	50,507	\$288,744	(\$2,125)	(\$286,619)	-
S	ZOOM	8,240	47,105	(324)	(46,781)	-
H	ZOOM	9,190	52,540	(167)	(52,373)	-
Grand Total		67,936	\$388,389	(\$2,616)	(\$385,773)	\$0

SCHEDULE C – PARATRANSIT SERVICE AND FINANCIAL INFORMATION AND SERVICES COST ESTIMATE

For the period from July 1, 2020 through June 30, 2021, the City of Goodyear will pay Valley Metro a total of \$0 for the provision of regional paratransit services. Payments will be made monthly based on reconciliation of trips provided; grant monies and Proposition 400 monies applied and shall become due within thirty (30) calendar days after the receipt of an invoice from RPTA. The final billing will occur in conjunction with the annual reconciliation process. This final invoice and payment may be adjusted based on the extent to which the actual cost of service is higher than the budget amount for service.

FY21 Paratransit Service Funded by City of Goodyear

	<u>Paratransit</u>
Trips	
Paratransit Trips	2,411
Total	2,411
Cost:	
Contractor Transportation Cost	\$148,938
RPTA Salaries, Fringes & OHD	\$4,275
Contract Contingency	\$3,446
Total Gross Program Cost	\$156,659
Total Fare Revenue	(\$9,643)
CARES Act Federal Funding	(\$132,861)
Total Net Program Cost Before PTF	\$14,155
Cost for ADA Service	\$14,155
Cost for Non-ADA Service	\$0
Net Program Cost	\$14,155
PTF Balance Available	\$14,155
PTF Applied	\$14,155
Member City Contributions:	
ADA-Costs	\$0
Non-ADA Costs	\$0
Total Member City Contribution	\$0

SCHEDULE “C” – ADA MANDATED PARATRANSIT SERVICE

ADA Mandated Paratransit Service Overview

Schedule C	
Valley Metro ADA Paratransit Service	
Effective July 1, 2020	
Service Overview	
Service type	Origin to destination, shared-ride service provided with accessible vans and cutaways, accessible minivans, sedans and other non-accessible vehicles
Eligibility	ADA certified, and ADA eligible visitors Non-ADA verified (prior to October 1, 2019), No longer accepting new Non-ADA verifications
Visitors	Visitors who are ADA certified, or who have an obvious disability, or who present documentation demonstrating a disability that indicates the inability to use transit are eligible for ADA paratransit for up to 30 days per 365 days. To register as a visitor, contact Valley Metro Mobility Center at 602.716.2100, eligibility option.
Service Area	Trips that begin and end within the federally mandated ADA paratransit service area. This includes areas that are within 3/4 mile of a transit route or light rail station and any pockets that are surrounded by areas that are within 3/4 mile of a transit route or light rail station and that have been so designated by Valley Metro. See the ADA paratransit service area map shown in Exhibit 1.
Days of Service	Monday - Sunday Including HOLIDAYS
Hours of Service	5 AM to 10 PM and at other times when transit is available within 3/4 mile of both the origin and destination
Trip Limits	No limit to the number of trips an individual can take as long as the individual is ADA certified and the trips are within the ADA service area and during ADA service hours
Trip Purposes	Any trip, regardless of trip purpose
Fare Structure	
Fares	\$4.00 FOR A ONE-WAY TRIP

Fare Media	Cash, Regional, Paratransit, East/Northwest and Phoenix DAR tickets, Phoenix Monthly DAR Pass (Phoenix fare media may only be used by Phoenix residents.)
Passenger Types	
Riders	ADA certified and ADA eligible visitors Non-ADA verified (prior to October 1, 2019), No longer accepting new Non-ADA verifications
Personal Care Attendant (PCA)	ADA certified customer may indicate the need for a PCA, an individual who assists the customer with activities of daily living. Pursuant to ADA requirements, PCA's are not charged a fare.
Companions	A customer may travel with one additional individual (and more on a space available basis). Companions must pay the same fare as the customer.
Children	Customers must be eight years of age or older to travel unaccompanied. Customers may bring children as PCAs or companions. A child who is five or under may travel for free with a fare-paying adult.
Mobility Devices and Disability-Related Equipment	
Service Animals	Service animals are permitted on paratransit. For more information on Valley Metro's service animal policies, visit valleymetro.org/service-animals .
Mobility Devices	VM Paratransit will accommodate mobility devices measuring up to 51 inches in length and 34 inches in width and weighing not more than 800 pounds when occupied.
Oxygen and Other Equipment	Must be able to be safely secured on board the vehicle without blocking safe path-of-travel for riders or the driver.
Reservation Changes and Cancellations	
Reservations Number	602.716.2200
Reservations Hours	Daily 6 AM to 7:00 PM
Reservations Period	1 to 14 days prior to service; no same day trips
Reserving based on Pick-Up Time	If customer requests a specific pick-up time, VM Paratransit will offer a pick-up time that is within one hour of the time requested.

Reserving based on appointment time	If a customer specifies an appointment time, VM Paratransit will offer a pick-up time which should enable the customer to arrive at his/her destination between 0 and 30 minutes before his/her specified appointment time.
Changes	May be made until 7:00 PM on the day before travel.
Cancellations	May be made until 2 hours before the scheduled pick-up time.
Service Delivery	
Expectation for On-Time Pick-Ups	Service is on-time if the vehicle arrives to transport the rider between 0 and 30 minutes after the pick-up time quoted to the passenger when the trip was booked.
Expectation for On-Time Appointments	Service is on-time if the vehicle arrives to drop off the rider between 0 and 30 minutes before the appointment time specified by the rider at the time the trip was booked.
Early Trips	A trip is early if the vehicle arrives before the scheduled pick-up window as communicated to the rider when the trip was booked, whether or not the rider takes the trip.
Late Trips	A trip is late if the vehicle arrives 31 minutes or more after the scheduled pick-up window as communicated to the rider when the trip was booked.
Excessively Late Trips	A trip is excessively late if the vehicle arrives 61 minutes or more after the end of the pickup window scheduled as communicated to the rider when the trip was booked.
Missed Trips	A trip is missed if the trip is later than 30 minutes after the end of pickup window whether or not the customer actually takes the trip and/or if the vehicle fails to arrive.
Pick Up Window	Pick-up window is zero to 30 minutes from the negotiated pick up time provided to the customer.
Boarding Window	A five-minute pick-up window during which the rider is expected to board the vehicle as long as the vehicle arrives on-time as defined herein. If the vehicle arrives early, the pick-up window begins at the scheduled pick-up time as defined herein.
No-Show	A no-show is when the rider fails to board the vehicle within the five-minute boarding window as defined herein. No-shows cannot be charged when the vehicle departs before the start of the pick-up window or when the vehicle arrives late or excessively late.

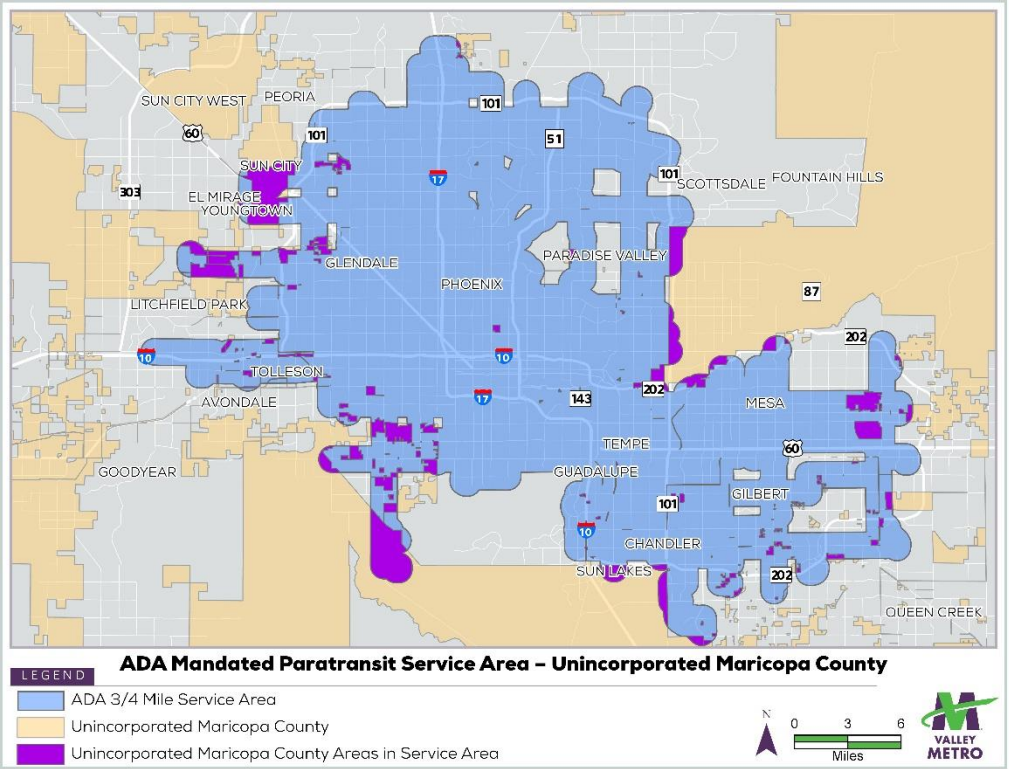
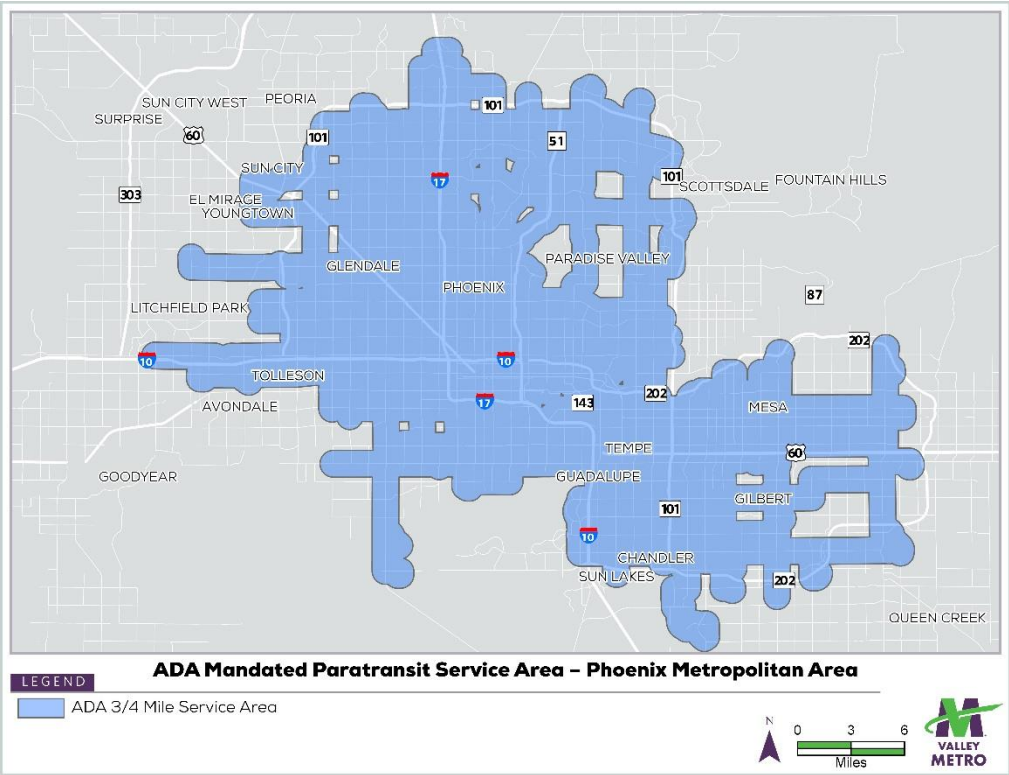
Door-to-Door Service	This is the base level of service, defined as service from the outermost door of a rider's origin to the outermost door of a rider's destination. The driver is not permitted to lose sight of a vehicle when occupied. Drivers are not required to go beyond the outermost door of a rider's origin or destination, and drivers are not permitted to enter a rider's place of residence.
Hand-to-Hand Service	This is a higher level of service provided for riders who are unable to be left alone safely. A driver must receive the rider from a care giver and accompany the rider from the outermost door of his/her origin to the outermost door of his/her destination and must ensure that a responsible person receives the customer at the rider's destination before departing. Valley metro will identify riders who must be provided hand-to-hand service.
Driver Assistance	The driver is expected to provide any of the assistance identified herein as needed/requested: guiding the passenger by the hand/arm, pushing the rider's mobility device, carrying small packages, assisting rider on and off vehicle, assisting with vehicle seatbelt and securement systems, and collecting the fare. Drivers are not permitted to lift or carry passengers or their children, and drivers are not permitted to enter a rider's place of residence.
Use of the Lift/Ramp	Any rider is permitted to use the vehicle lift/ramp upon request.
Seatbelts and Mobility Device Securement	All riders must wear seatbelts, and all mobility devices must be secured. VM Paratransit will not transport a rider who is not wearing a seatbelt or mobility devices that are not secured.
Children	A child may travel with the rider. The rider is responsible for ensuring that his/her accompanying child(ren) is/are transported in an approved child safety seat when required to do so by law. The rider is responsible for bringing his/her own child safety seat. VM Paratransit drivers are trained to assist with the securement of child safety seats, but drivers may not lift or carry children.
Pets	A pet, who is completely secured in a closed pet carrier, may be transported as long as the rider has notified the provider in advance and as long as the pet carrier fits on the rider's lap or at the rider's feet, without blocking the path-of-travel for riders or the driver.
Packages	Riders are subject to Valley Metro's approved package policy available in the Valley Metro ADA Paratransit Ride Guide. Drivers will assist with carrying small packages, weighing not more than fifty pounds in total.

Ride Time	VM Paratransit is a shared-ride service. Accordingly, a ride may take as long as a comparable trip would take on public transit.
Provider and Contract Information	
Provider	Contracted service - Prime contractor The Prime contractor manages service, accepts reservations, schedules trips, provides a portion of service and utilizes subcontractors who provide the rest. Prime contractor provides facility, fleet and employees. VM provides some technology and pays for fuel.
Provider Rate Structure	Contractor is reimbursed as follows: 1) Monthly fixed fee; 2) set price per trip provided by contractor; 3) actual cost of trips provided by subcontractors; 4) passenger fares collected by contractor and retained as partial payment; and 5) adjustments up or down for performance-based incentives and liquidated damages. Fixed fees and per-trip rates as set forth in the contract are provided in Exhibit 2.
Performance Standards	Included in Exhibit 3.
Contract Term	Five-year base; 1 three-year option and one two-year option.

The following Exhibits are hereto attached to Schedule “C”.

- Exhibit 1: Maps
- Exhibit 2: Contract Rate Sheet
- Exhibit 3: Contract Based Performance Standards
- Exhibit 4: Payments

SCHEDULE C – Exhibit 1 – Maps



SCHEDULE C – Exhibit 2 – Contract Rate Sheet

Paratransit Contract Rates				
Contract Year	Beginning	Ending	Annual Fixed Fee	Billable Cost per Transdev Trip
1	7/1/2017	6/30/2018	\$ 4,865,269	\$29.92
2	7/1/2018	6/30/2019	\$ 5,227,885	\$30.67
3	7/1/2019	6/30/2020	\$ 5,389,333	\$31.09
4	7/1/2020	6/30/2021	\$ 5,544,771	\$29.82
5	7/1/2021	6/30/2022	\$ 5,693,367	\$30.95
6	7/1/2022	6/30/2023	\$ 5,393,190	\$29.84
7	7/1/2023	6/30/2024	\$ 5,711,807	\$30.86
8	7/1/2024	6/30/2025	\$ 5,890,225	\$31.91
9	7/1/2025	6/30/2026	\$ 6,070,573	\$32.99
10	7/1/2026	6/30/2027	\$ 6,258,875	\$34.11

SCHEDULE C – Exhibit 3 – Contract Based Performance Standards

Valley Metro Paratransit

FY '19 INCENTIVES/LIQUIDATED DAMAGES

DATE:

	STANDARD	A-Level	B-Level	C-Level	D-Level	F-Level	Results	Grade	Increase or (Decrease)
PICK UP-ON TIME PERFORMANCE									
% of PICKUPS that arrive between 0 and 30 minutes after the scheduled pick up time	94.0% - 95.9%	98.0% - 100%	96.0% - 97.9%	94.0% - 95.9%	92.0% - 93.9%	<91.9%			
Indicator Value	% of Total Contract Revenues	1.0%	0.50%	0.0%	-0.50%	-1.0%			
DROP OFFS-ON TIME PERFORMANCE									
% of DROP OFFS that arrive between 0 and 30 minutes BEFORE the appointment time	94.0% - 95.9%	98.0% - 100%	96.0% - 97.9%	94.0% - 95.9%	92.0% - 93.9%	<91.9			
Indicator Value	% of Total Contract Revenues	1.0%	0.5%	0.0%	-0.5%	-1.0%			
ACCIDENT FREQUENCY									
Accidents per 100,000 miles operated	1.0 - 1.49	0 - 0.49	0.50 - 0.99	1.0 - 1.49	1.50 - 1.99	2 or more			
Indicator Value	% of Total Contract Revenues	1.0%	0.50%	0.0%	-0.50%	-1.0%			
Customer Service/COMPLAINTS									
Valid Complaints/1,000 Customer trips	2.0-2.99	0 - 0.99	1.0 - 1.99	2.0 - 2.99	3.0 - 3.99	4.00 or more			
Indicator Value	% of Total Contract Revenues	1.0%	0.50%	0.0%	-0.50%	-1.0%			
Timeliness of Response to Complaints									
Complaints in CAS from VM have five business days to research, resolve & respond; Complaints from member cities have three business days to research, resolve & respond through VM	Complaints resolved and closed on time								

Valley Metro Paratransit

FY '19 INCENTIVES/LIQUIDATED DAMAGES

DATE:

	STANDARD	A-Level	B-Level	C-Level	D-Level	F-Level	Results	Grade	Increase or (Decrease)
Indicator Value	Amount of Disincentive	\$50 per day for late response							
ROAD CALLS									
# of miles between Road Calls	12,000 to 17,999 miles	24,000 miles or more	18,000 to 23,999 miles	12,000 to 17,999 miles	6,000 to 11,999 miles	5,999 or fewer miles			
Indicator Value	% of Total Contract Revenues	1.0%	0.50%	0.0%	-0.50%	-1.0%			
Timeliness of PMI's for Dedicated Vehicles									
100% of PMI's conducted within 10% of the number of miles recommended by the OEM	95% of PMI's conducted within 10% of miles per OEM guidelines			95%	Less than 95%				
Indicator Value	% of Total Contract Revenues			0.0%	-0.5%				
Adherence to Vehicle and Driver Standards									
Valley Metro observation that a vehicle is not in compliance with the vehicle specifications and/or driver does not meet uniform, appearance or service standards.	Monthly Observations								
Indicator Value	Amount of Disincentive	\$50 per occurrence of non-compliance							
Excessive Trip Lengths									
% of trips exceeding ride time standard	Less than 1% of Trips Exceed Ride Time Standard			Less than 1% of Trips Exceed Ride Time	1% or More Trips Exceed Ride Times				

Valley Metro Paratransit

FY '19 INCENTIVES/LIQUIDATED DAMAGES

DATE:

	STANDARD	A-Level	B-Level	C-Level	D-Level	F-Level	Results	Grade	Increase or (Decrease)
Indicator Value	% of Total Contract Revenues			0.0%	-0.5%				
Missed Trips									
Vehicle arrives before the start of the pick-up window or after the close of the pick-up window, and the customer declines the trip or when the vehicle arrives more than thirty minutes after the close of the pick-up window—whether or not the customer chooses to take the trip	Less than 1% of Trips are Missed			Less than 1% of Trips are Missed	1% or More Trips Are Missed				
Indicator Value	% of Total Contract Revenues			0.0%	-0.5%				
Timeliness of Data and Reports									
Monthly invoice, reports and supporting documentation received by tenth business day of the month for the previous month. \$50 for every day late	Reports and the monthly invoice are submitted on time								
Indicator Value	Amount of Disincentive	\$50 per day that reports are submitted late							
ADA Trip Denials									
Denying a request due to capacity constraints; offering a pickup time that is more than one hour before or after a requested pickup time; offering a return pickup time which is earlier than the time a rider has indicated they can leave a location	No trip denials for ADA Service								
Indicator Value	Amount of Disincentive	\$250 per ADA denial							
Major System Failures									

Valley Metro Paratransit

FY '19 INCENTIVES/LIQUIDATED DAMAGES

DATE:

	STANDARD	A-Level	B-Level	C-Level	D-Level	F-Level	Results	Grade	Increase or (Decrease)
Failure of telephone system, paratransit scheduling software and dispatch systems or any failure that interrupts or delays service	No system failures without redundant procedures in place and working within 15 minutes								
Indicator Value	Level 1	Amount of Disincentive	Failure between 15 minutes and 4 hours	\$1,000					
Indicator Value	Level 2	Amount of Disincentive	More than 4 hours but less than 24 hours	\$2,000					
Indicator Value	Level 3	Amount of Disincentive	More than 24 hours	\$2,000 per day					

Schedule C – Exhibit 4 – Payments to Provider

Exhibit A “Payment Schedule” of Valley Metro’s paratransit provider contract outlines the method of reimbursement which will be used for these services:

- **Fixed Fee** – The RPTA’s contracted paratransit contractor will bill the agency a monthly fixed fee which will be allocated to each member based on its budgeted share of total paratransit trips to be provided.
- **Per-Trip Charges** – The RPTA’s paratransit contractor will bill the agency a set amount for each paratransit trip to be provided. Each member will be billed for each trip provided to its residents as well as for its share of trips provided to visitors as defined within the ADA. The member’s share for visitor per-trip costs will be equal to its share of the paratransit contractor’s fixed fee.
- **Fuel** – The RPTA’s paratransit contractor will be reimbursed for fuel used by dedicated vehicles on a pass-through basis with no mark-up. These fuel reimbursements are further limited to the average price for fuel in the Phoenix metropolitan area as well as to the expected level of fuel consumption as specified by each vehicle’s Original Equipment Manufacturer (OEM). Each member’s share of reimbursable fuel costs is equal to its share of the paratransit contractor’s fixed fee.
- **Performance-Related Incentives and Liquidated Damages** – The RPTA’s paratransit contractor will be eligible to receive incentives for exceptional performance, and to be assessed liquidated damages for poor service. The RPTA will bill each member agency its share of incentives, and the RPTA will credit each member for its share of liquidated damages. Each member agency’s share of billed incentives and credited liquidated damages will be equal to its share of the paratransit contractor’s monthly fixed fee.
- **RPTA Overhead** – the RPTA will bill each member agency a portion of the overhead required for the RPTA to oversee, manage and report on these services. Each member’s share of RPTA overhead will be equal to the member’s share of the paratransit contractor’s fixed fee.
- **Passenger Fares** – The paratransit contractor will collect a fare from each rider in accordance with the paratransit fare structure established by the RPTA and/or as agreed to between the RPTA and the member. The paratransit contractor will retain fares paid in cash as partial payment for the service provided, and the member will be credited for these fares. Each member will be credited those cash fares collected from those riders whose service is attributed to that member.

SCHEDULE “D” – RIDE CHOICE

The City of Goodyear agrees to participate and financially support the RideChoice Transportation Services program for Fiscal Year 2020-2021. The City of Goodyear shall fund this project in the amount of \$0 for the period July 1, 2020 to June 30, 2021. The final billing will occur in conjunction with the annual reconciliation process. This final invoice and payment may be adjusted based on the extent to which the actual cost of service is higher than the budget amount for service.

FY21 RideChoice Service **Funded by City of Goodyear**

	<u>RideChoice</u>
Trips:	
Ride Choice Trips	15,093
Total Trips	15,093
Cost:	
Contractor Transportation Cost	\$380,080
RPTA Salaries, Fringes & OHD	\$30,006
Contract Contingency	\$0
Total Gross Program Cost	\$410,086
Total Fare Revenue	(\$45,280)
Other funding	\$0
CARES Act Federal Funding	(\$364,806)
Total Net Program Cost before PTF	\$0
Member City Contributions:	
RideChoice Costs	\$0
Total Member City Contribution	\$0

SCHEDULE “D” – RIDECHOICE SERVICE OVERVIEW

Valley Metro RideChoice Overview	
Effective July 1, 2019	
Service Overview	
Service type	Subsidized curb-to-curb transportation
Eligibility	Eligible residents of Incorporated Goodyear, and must be ADA certified
Visitors	Not eligible. Rider must be resident of participating community.
Service Area	Trips must begin within Incorporated Goodyear.
Days of Service	365 days per year
Hours of Service	24 hours per day
Trip Limits	Base level is 20 trips per month. If a rider uses RideChoice to get to work, school or medical appointments, rider may request an increase to 50 trips per month. Unused trips do not roll over. Additionally, if customers need to take longer trips, they may be eligible to receive their service as a monthly allocation of 400 miles which can be used for trips of up to no more than 50 miles in length and operating entirely within Maricopa County and within the jurisdictional boundaries of any other RPTA member communities.
Trip Purposes	Any trip, regardless of trip purpose. There are no trip purpose restrictions, but if a customer requests an increase in trip levels, they must demonstrate that they need the additional service to cover at least some service for school, work or medical purposes. Furthermore, Valley Metro reserves the right to reduce a customer’s trip level back to the base level if it is determined that customers never or rarely use RideChoice for work, school or medical purposes.

Fare Structure	
Fares	\$3 for up to eight-mile trip. \$2 per mile beginning after the eighth mile.
Fare Media	Credit/debit cards, some reloadable cash cards, and cash (some providers)
Passenger Types	
Riders	Riders are required to be ADA Certified
Personal Care Attendant (PCA)	Permitted
Companions	Customer may travel with up to three additional companions, including the PCA.
Children	Customers must be eight years of age or older to travel unaccompanied. Customers may bring children as PCAs or companions.
Mobility Devices and Disability-Related Equipment	
Service Animals	Service animals are permitted on RideChoice. For more information on Valley Metro's service animal policies, visit valleymetro.org/service animals .
Mobility Devices	RideChoice will accommodate mobility devices measuring up to 51 inches in length and 34 inches in width and weighing not more than 800 pounds when occupied. Some providers may only be able to accommodate folding manual wheelchairs.
Oxygen and Other Equipment	Must be able to be safely secured on board the vehicle.
Reservations, Changes and Cancellations	
Reservations Number	602.716.2111

Reservations Hours	24 hours per day
Reservations Period	On an immediate basis or up to 14 days prior to travel. Riders requiring wheelchair-accessible service are encouraged to call on the day before service is needed.
Changes	May be made at any time. Providers may not be able to accommodate last-minute changes.
Cancellations	May be made at any time.
Service Delivery	
Vehicle Response Times	In urbanized areas, vehicle wait times should be 30 minutes or less. In outlying communities and incorporated areas of Goodyear and during late night and early morning hours, wait times may exceed one hour.
Early Trips	Applies to pre-scheduled trips only. If a vehicle arrives 31 or more minutes before the scheduled pick-up time, the vehicle is early. A rider is not required to take an early trip. There are no early pick-ups for immediate pick-ups.
Late Trips	Applies to pre-scheduled trips only. A trip is late if the vehicle arrives 31 minutes or more after the request for an immediate pick-up or the scheduled pick-up time for a pre-scheduled trip. A rider is not required to take a late trip.
Missed Trips	A trip is missed if the vehicle fails to arrive within 2 hours of an immediate request or of the scheduled time for pre-scheduled trips.
Boarding Window	The driver will wait for five minutes. If the rider fails to board within that time, the driver may leave, and the rider will be charged with a no-show.
No-Show	A no-show is when the rider fails to board the vehicle within the five-minute boarding window as defined herein. No-shows will not be charged when the vehicle is early or late.

Curb-to-Curb Service	This is the base level of service, defined as service from the nearest safe parking area near the rider's origin to the nearest safe parking area near the rider's destination. This could be a driveway, a parking lot, or the curbside adjacent to the rider's pick-up or drop-off address. Some drivers may choose to provide a higher level of service, but it is not required.
Driver Assistance	Upon request, the driver may (but are not required to) provide any of the assistance identified herein: pushing the rider's mobility device, carrying small packages, assisting rider on and off vehicle, assisting with vehicle seatbelt and securement systems, and collecting the fare. Drivers are not permitted to lift or carry passengers or their children, and drivers are not permitted to enter a rider's place of residence.
Seatbelts and Mobility Device Securement	Riders are strongly encouraged to use seatbelts and mobility device securement systems.
Children	Riders are responsible for ensuring that accompanying children are transported in approved child safety seats when required to do so by law. The rider is responsible for bringing his/her own child safety seat.
Pets	The transport of pets is at the driver's discretion.
Packages	Customers are subject to the package policies of individual RideChoice providers. Most vehicles have trunks and/or cargo storage areas which will accommodate items such as groceries, luggage and other small items.
Provider and Contract Information	
Provider	Contracted service - Prime contractor is American Logistics. ALC manages service, accepts reservations, schedules trips, and utilizes subcontractors who provide the trips. Subcontractors include TNC's such as Lyft, several local taxicab companies and several other non-emergency medical transportation providers.

Provider Rate Structure	Contractor is reimbursed on the basis of a fixed booking fee per-trip and a transportation fee that is equal to the actual provider cost for the trip, less any collected passenger fares.
Performance Standards	This has not been negotiated yet.
Contract Term	Two-year base with three one-year options

**SCHEDULE “E” – AMERICANS WITH DISABILITIES ACT (ACT)
PUBLIC TRANSPORTATION FUNDS (PTF) AVAILABILITY**

For the period July 1, 2020 to June 30, 2021 the maximum amount of Public Transportation Funds (PTF) available for the City of Goodyear is **\$14,155.00**. The PTF will pay actual costs for ADA trips and other trips taken by ADA certified individuals using non-ADA service or the RideChoice program up to the maximum amount. A final reconciliation at fiscal year-end will be performed and adjustments, if necessary, will be made using actual ADA eligible costs.

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

Maximum amount: **\$14,155.00**