SOUTHWEST TRANSIT COMMISSION AGENDA

Thursday, January 23, 2020
Social Time & Dinner – 6:00 pm, 2nd Floor East Creek Conference Room
Joint Discussion with Metropolitan Council Members, Area Legislators, Transportation Advisory Board Members, and SouthWest Transit Commission – 6:30 pm, 2nd Floor East Creek Conference Room
Commission Meeting – Approx. 7:45 pm (upon completion of Joint Discussion), 2nd Floor East Creek Conference Room

COMMISSION MEMBERS
Brad Aho – City of Eden Prairie
Jerry McDonald – City of Chanhassen
Bob Roepke – City of Chaska
Bethany Tjornhom – City of Chanhassen
Mike Huang – City of Chaska
PG Narayanan – City of Eden Prairie
Jody Bonnevier - At-Large Commissioner
Courtney Johnson – Ex Officio City of Carver

GENERAL COUNSEL
Joshua Dorothy, Attorney

EXECUTIVE STAFF
Len Simich, Chief Executive Officer
Dave Jacobson, Chief Operating Officer
Matt Fyten, Operations and Planning Director
Al Halas, Director/GM - First Transit
Gary Groen – Acting Administrative Service Director
Tony Kuykendall – Vehicle Maintenance Director
Sourlyong Souriya – Finance Manager
Mike Dartt – Facilities Manager
Adam Hegeholz – HR Supervisor
Jason Kirsch – IT Supervisor
John Haggenmiller – Public Outreach Manager

AGENDA

Social Time & Dinner – 6:00 pm

Joint Discussion with Metropolitan Council Members, Area Legislators, Transportation Advisory Board Members, and SouthWest Transit Commission – 6:30 pm
Commission Meeting – Approx. 7:45 pm (Upon completion of Joint Discussion)

I. PUBLIC COMMENT
II. APPROVAL OF AGENDA
III. PAYMENT OF CLAIMS (Rollcall Vote)
IV. CONSENT
   A. Approval of Minutes of 12-12-19 Meeting
   B. Approval of Financial Statements
   C. Garage Construction Contracts
V. NEW BUSINESS
   A. On-Board Survey Results – Fyten, Cochrane
   B. 2020 State of the Agency – Simich
   C. State Fair Bid Results – Jacobson
   D. 2020 Marketing Plan - Haggenmiller
VI. UPDATES
A. Administrative Update
B. Operations Update

VII. ADJOURNMENT
Payment of Claims
### Meeting Date: 01/23/2020

**SouthWest Transit**

**12/06/2019 Thru 01/17/2020**

#### Payment of Claims

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### Meeting Date: 01/23/2020

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<th>Vendor Name</th>
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### Meeting Date: 01/23/2020

#### Payment of Claims

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### SouthWest Transit

**Meeting Date:** 01/23/2020  
**12/06/2019 Thru 01/17/2020**

#### Payment of Claims

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**Jan 2020 New System and New Check Number starting 5000**

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<td>5034</td>
<td>Gregerson, Rosow, Johnson &amp; Nilan, LTD</td>
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<td>Shaun Labelle Productions, LLC</td>
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<td>Monthly Command File</td>
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<td>GOVDOCS</td>
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<td>1/13/20</td>
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<td>Government Finance Officers Association</td>
<td>Membership Renewal</td>
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<td>5074</td>
<td>XCEL Energy</td>
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## SouthWest Transit
12/06/2019 Thru 01/17/2020

### Payment of Claims

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<tr>
<th>Check Number</th>
<th>Vendor Name</th>
<th>Description</th>
<th>Check Date</th>
<th>Amount</th>
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<tbody>
<tr>
<td>ACH Withdraws</td>
<td>MANSFIELD OIL COMPANY, INC.</td>
<td>Bus Fuel</td>
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<td>Bus Fuel</td>
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<td>Bus Fuel</td>
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<td>CARDMEMBER SERV WEB PYMT</td>
<td>Credit Card Payment Meetings &amp; Misc.</td>
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<td>Credit Card Payment Meetings &amp; Misc.</td>
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<td>6,939.02</td>
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<td>DOMESTIC WIRE TRANSFER TO JAMSAB REALTY CORP</td>
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### Payroll

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<td>ADP, INC.</td>
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### Monthly Reimbursement included in payroll totals

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<th>Vendor</th>
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<tbody>
<tr>
<td>Jon Christenson</td>
<td>Cell Phone Allowance</td>
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<tr>
<td>Mike Darrt</td>
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</tr>
<tr>
<td>Pete Engstrom</td>
<td>Cell Phone Allowance</td>
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</tr>
<tr>
<td>Matt Fyten</td>
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<tr>
<td>Dave Jacobson</td>
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<tr>
<td>Dave Jacobson</td>
<td>Car Allowance</td>
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<tr>
<td>Jason Kirsch</td>
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<tr>
<td>Tony Kuykendall</td>
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<tr>
<td>Ben Schuler</td>
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<tr>
<td>Kory Simich</td>
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<tr>
<td>Len Simich</td>
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<td>Len Simich</td>
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<td><strong>TOTAL</strong></td>
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**GRAND TOTAL** $ 1,141,664.52
Consent
SOUTHWEST TRANSIT COMMISSION MINUTES

Thursday, December 12, 2019
End of Year Dinner – 5:30 pm, 2nd Floor East Creek Conference Room
Commission Meeting – Approximately 6:30 pm, 1st Floor East Creek Lobby

COMMISSION MEMBERS

Brad Aho – City of Eden Prairie
Jerry McDonald – City of Chanhassen
Bob Roepke – City of Chaska
Bethany Tjornhom – City of Chanhassen
Mike Huang – City of Chaska
PG Narayanan – City of Eden Prairie
Jody Bonnevier - At-Large Commissioner
Courtney Johnson – Ex Officio City of Carver

GENERAL COUNSEL

Joshua Dorothy, Attorney

EXECUTIVE STAFF

Len Simich, Chief Executive Officer
Dave Jacobson, Chief Operating Officer
Matt Fyten, Operations and Planning Director
Al Halaas, Director/GM - First Transit
Gary Groen – Acting Administrative Service Director
Tony Kuykendall – Vehicle Maintenance Director
Souriyong Souriya – Finance Manager
Mike Dartt – Facilities Manager
Adam Hegeholz – HR Supervisor
Jason Kirsch – IT Supervisor
Abbi Colby – Finance Technician

AGENDA

Commission Meeting

I. CALL TO ORDER
The meeting was called to order by Vice Chair Jerry McDonald at 6:46 pm.

II. PUBLIC COMMENT
There was no public comment.

III. APPROVAL OF AGENDA
Motion: Roepke motioned, seconded by Huang to approve the agenda. The motion carried 6-0-0.

IV. PAYMENT OF CLAIMS (motion and roll call vote)
Motion: Roepke motioned, seconded by Huang to approve the Payment of Claims. The motion carried 6-0-0. Roll call vote: McDonald, yes; Roepke, yes; Tjornhom, yes; Huang, yes; Narayanan, Yes; Bonnevier, yes.

V. CONSENT
A. Approval of Minutes of 10-24-19 Meeting
B. Approval of Minutes of 11-13-19 Meeting
C. Approval of Financial Statements
D. Ridership
E. eMant Computerized Maintenance Management Software (CMMS)
F. Commission Terms and At-Large Position
G. Leadership Awards

Motion: Roepke motioned, seconded by Huang to approve the agenda. The motion carried 6-0-0.
VI. NEW BUSINESS

A. Distinguished Service Award
   Motion: Narayanan motioned, seconded by Roepke to approve that the commission approve Ric Rosow as its 2019 Distinguished Career Award recipient. The motion carried 6-0-0.

B. Debt Financing – To be presented at meeting
   Motion: Narayanan motioned, seconded by Roepke to approve that the commission authorize its Chief Executive Officer to enter into a lease with JPMorgan Chase Bank, the principal amount not to exceed $5,500,000; and the interest rate payable on the Lease of 2.06% per annum. The motion carried 6-0-0.

C. 2019 Budget Amendment
   Motion: Huang motioned, seconded by Tjornhom to approve that the SWT Commission approve the 2019 General Fund final amended revenue budget totaling $12,376,657 and the final amended expenditures budget totaling $12,380,272. The motion carried 6-0-0.

D. 2020 Budget
   Motion: Narayanan motioned, seconded by Tjornhom to approve that the SWT Commission approve resolution 19 – 14 adopting the 2020 proposed operating budget for General Fund, Debt Service Funds, and Capital Projects Funds. The motion carried 6-0-0.

E. New Reserve Fund Resolution “Capital Cost of Operating”
   Motion: Roepke motioned, seconded by Huang to approve that the SWT Commission authorize its finance department to establish a new capital improvement fund to finance repair and maintenance items included in the Transportation Asset Management Plan that were deferred beyond their original useful life. The motion carried 6-0-0.

F. Policy Changes
   Motion: Tjornhom motioned, seconded by Roepke to approve that the SWT Commission adopt the revised PTO Cash Out, Short Term Disability, and Safety Equipment Policies. The motion carried 6-0-0.

G. Preventative Maintenance/Asset Management 20-Year Facility Improvement Plan
   Motion: Narayanan motioned, seconded by Huang to approve that the SWT Commission authorize its Chief Executive Officer to execute an agreement with Walker Consultants in the amount not to exceed $77,700.00 for the Preventative Maintenance/Asset Management 20-year facility improvement Plan. The motion carried 6-0-0.

H. 2020 Officers and Task Force Members
   Motion: Tjornhom motioned, seconded by Narayanan to approve that the SWT Commission appoint officers and task force members.
   
   Officers
   - Chair – Brad Aho
   - Vice Chair – Mike Huang
   - Secretary/Treasurer – Jerry McDonald

   Task Forces
   - Budget & Personnel – Chair Aho, Commissioner McDonald, and Commissioner Huang. This Committee was established to review/recommend matters related to the agency’s budget and personnel.
   - Suburban Transit Association – Commissioner McDonald (Chanhassen), Chair Aho (Eden Prairie), Vice Chair Huang (Chaska). CEO Len Simich and COO Dave Jacobson are identified alternates for the three city members.
   - Operations Advisory Committee – Commissioner Bonnevier; Commissioner Tjornhom; Commissioner Roepke; and Ex-Officio Member Johnson.
   - Strategic Planning – Strategic Planning will be undertaken by the Committee of the Whole.
The motion carried 6-0-0.

I. 2019 Agency Goal Attainment

Motion: Roepke motioned, seconded by Narayanan to approve that the SWT Commission accepts the results of the 2019 Agency Goals and Objectives. The motion carried 6-0-0.

J. Commission Regular Meeting Schedule for 2020

Motion: Huang motioned, seconded by Roepke to approve that the SWT Commission approve the 2020 regular meeting schedule. The motion carried 6-0-0.

VII. CLOSED SESSION – The closed session began at 8:10 pm

A. CEO Evaluation Discussion

VIII. REOPEN SESSION – The session was reopened at 9:25 pm.

A. CEO Evaluation – The Commission came back into open session to take action on merit pay and 2020 salary.

Motion: McDonald motioned, seconded by Tjornhom to award $4,650 in merit pay for 2019. The motion passed 6-0-0.

Motion: McDonald motioned, seconded by Narayanan to set the CEO salary for 2020 at $184,194.34. The motion passed 6-0-0.

IX. ADJOURNMENT

Narayanan motioned, seconded by Roepke to adjourn the meeting. The motion passed 6-0-0. The meeting adjourned at 9:34 pm.

December 29, 2019 SouthWest Transit Commission Minutes Prepared By: Adam Hegeholz

Approved by: ____________________________  Date: ____________________________
## Balance Sheet for All Funds
### October 2019

<table>
<thead>
<tr>
<th>Balance Sheet Category</th>
<th>General Fund</th>
<th>Capital &amp; Equipment</th>
<th>SWS-Relocation Capital</th>
<th>Grant Projects</th>
<th>SWS Development</th>
<th>Debt Service</th>
<th>Total</th>
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<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Cash &amp; Investments</td>
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<td>$(1,364)</td>
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<td>1,833,193</td>
<td>(1,044,354)</td>
<td>(1,364)</td>
<td>15,306,456</td>
<td>(433,047)</td>
<td>22,368,412</td>
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<td>-</td>
<td>3,488,551</td>
<td>-</td>
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<td><strong>Total Liabilities</strong></td>
<td>1,316,871</td>
<td>-</td>
<td>1,765</td>
<td>-</td>
<td>3,488,551</td>
<td>-</td>
<td>4,807,187</td>
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<td><strong>Fund Balances</strong></td>
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<td>Beginning Fund Balance-January 2018</td>
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<td>1,806,610</td>
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<td>-</td>
<td>11,150,600</td>
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<td>Net Change in Fund Balance</td>
<td>1,100,047</td>
<td>26,583</td>
<td>(1,046,119)</td>
<td>(1,364)</td>
<td>667,305</td>
<td>(743,888)</td>
<td>2,564</td>
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<td>5,390,657</td>
<td>1,833,193</td>
<td>(1,046,119)</td>
<td>(1,364)</td>
<td>11,817,905</td>
<td>(433,047)</td>
<td>17,561,225</td>
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<td>$1,833,193</td>
<td>$(1,044,354)</td>
<td>$(1,364)</td>
<td>$15,306,456</td>
<td>$(433,047)</td>
<td>$22,368,412</td>
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### SouthWest Transit

**Revenue and Expenditures for All Funds**

**Monthly Financial Report**

**YTD October 2019**

<table>
<thead>
<tr>
<th>General Fund 100</th>
<th>Sept Amended Budget</th>
<th>Current Month Actual</th>
<th>2019 YTD Actual</th>
<th>2019 YTD Balance</th>
<th>% YTD Budget</th>
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<tbody>
<tr>
<td><strong>Revenues</strong></td>
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<td>Passenger Fares</td>
<td>$2,967,600</td>
<td>$257,591</td>
<td>$2,576,580</td>
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<td>Contract Revenue</td>
<td>70,000</td>
<td>6,743</td>
<td>63,932</td>
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<td>CMAQ TMA Grant Revenue</td>
<td>-</td>
<td>-</td>
<td>38,268</td>
<td>38,268</td>
<td>0.0%</td>
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<td>MVST Revenue</td>
<td>7,286,733</td>
<td>686,792</td>
<td>6,399,064</td>
<td>(887,669)</td>
<td>87.8%</td>
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<td>RAMVST Revenue</td>
<td>1,354,708</td>
<td>128,221</td>
<td>1,193,388</td>
<td>(161,320)</td>
<td>88.1%</td>
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<td>State Appr. GF</td>
<td>141,616</td>
<td>-</td>
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<td>Investment Income</td>
<td>10,000</td>
<td>4,602</td>
<td>43,775</td>
<td>33,775</td>
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<td>Other Local Revenues</td>
<td>258,500</td>
<td>88,478</td>
<td>265,081</td>
<td>6,581</td>
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<td><strong>Total Revenue</strong></td>
<td>$12,089,157</td>
<td>$1,172,427</td>
<td>$10,721,704</td>
<td>(1,367,453)</td>
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<td><strong>Expenditures</strong></td>
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<td>Administration</td>
<td>$1,351,120</td>
<td>$47,835</td>
<td>$1,021,416</td>
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<td>Operations</td>
<td>6,947,992</td>
<td>537,257</td>
<td>5,550,615</td>
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<td>Vehicle Maintenance</td>
<td>2,039,775</td>
<td>68,114</td>
<td>1,543,356</td>
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<td>Facility Maintenance</td>
<td>1,232,100</td>
<td>46,138</td>
<td>930,287</td>
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<td><strong>Total Expenditures</strong></td>
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<td>Capital Cost Of Operating</td>
<td>753,535</td>
<td>161,098</td>
<td>517,505</td>
<td>236,030</td>
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<td><strong>Total Expenditures &amp; Capital Cost of Operating</strong></td>
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<td>Transfers In</td>
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<tr>
<td>Transfers (Out)</td>
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<tr>
<td><strong>Net Change in Fund Balance</strong></td>
<td>$ (341,055)</td>
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<td>Fund Balance, End of Current Period</td>
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<td>Months of Operating Expenditures</td>
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<td>Fund Balance as a % of the Expenditure Budget</td>
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<td>43.6%</td>
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### SouthWest Transit

**Revenue and Expenditures for All Funds**

**Monthly Financial Report**

**YTD October 2019**

<table>
<thead>
<tr>
<th>All Other Funds</th>
<th>Sept Amended Budget</th>
<th>Current Month Actual</th>
<th>2019 YTD Actual</th>
<th>2019 YTD Balance</th>
<th>% YTD Budget</th>
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</thead>
<tbody>
<tr>
<td><strong>Capital &amp; Equipment Capital Projects Fund 250</strong></td>
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<td>Revenue</td>
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<td>$2,758</td>
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<td>-</td>
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<td>-</td>
<td>0.0%</td>
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<tr>
<td>Transfer In (Out)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Net Change in Fund Balance</strong></td>
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<td>$26,583</td>
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<td>-</td>
<td>$-</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<td>-</td>
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<td>$(1,046,119)</td>
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<td><strong>SWS Development Fund 360</strong></td>
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<td>$31,788</td>
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<td>-</td>
<td>$17,173</td>
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<td>$(743,888)</td>
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1/17/2020
SouthWest Transit Commission Investments
December 2019

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<tr>
<th>Broker</th>
<th>Purchase Date</th>
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<th>Description</th>
<th>Maturity Date</th>
<th>Maturity Type</th>
<th>Purchase Cost</th>
<th>Maturity Amount</th>
<th>Rate</th>
<th>Days to Maturity</th>
<th>Current Market Value</th>
<th>Accrued Interest</th>
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<td>Flagship CD 100151</td>
<td>1/24/2020</td>
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<td>Tradition Bank</td>
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<td>Tradition Bank CD 13812681</td>
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<td>6-month Treasury Notes</td>
<td>2/28/2020</td>
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<td>4,314,723.34</td>
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<td>Flagship CD 100162</td>
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<td>Flagship CD 100309</td>
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<td>250,000.00</td>
<td>2.750%</td>
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Total 12,412,224.00 12,412,224.00 12,561,462.46 60,915.09

Flagship Bank - Nonprofit Checking 1,495,296.70
Flagship Bank - Money Market Accct 141,192.99
BankVista - Money Market ICS Accct 1,023,715.88

Subtotal $ 2,660,205.57

Grand Total $ 12,412,224.00 $ 12,412,224.00 $ 15,221,668.03

Summary by Type (based upon current market value)

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Summary by banks

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<td>Alerus</td>
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<td>BankVista</td>
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<td>Flagship</td>
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<td>Tradition</td>
<td>2,195,629.29</td>
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Maturity Dates Amount

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<td>Feb-19</td>
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<td>United Bankers Bank</td>
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<td>GNMA</td>
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<td>FNMA - FED NATL MTG ASSN</td>
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<tr>
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<td>FNMA - FED NATL MTG ASSN</td>
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<td>FHLMC - FED Home Loan Mortgages</td>
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<td>Alerus</td>
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<td>Wealth Fiduciary Treasury</td>
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| Difference Extra                 | $2,736,164.69           |               |              |            |

1/17/2020
To: SouthWest Transit Commission

From: Len Simich, CEO

Date: January 23, 2020

Subject: Garage Office Expansion Contract Awards

REQUESTED ACTION:
That the Commission authorize its CEO to enter into contracts with the contractors identified below who submitted the low bid in relation to the work each will perform in the construction of the garage office addition. The addition is needed to replace the office space lost with Metropolitan Council purchasing SouthWest Station for the SWLRT expansion into Eden Prairie.

New Contracts Under $35k Ready for Commission Review:
1. Bid Package 5H. Painting – Integrated Painting Solutions – $18,055.21

New Contracts Over $35k Ready for Commission Review:
1. Bid Package 5N. Special Coatings – Advantage Coating Inc. – $244,065.00
2. Bid Package 8C. Training Room A/V – AVI Systems - $83,391.11

BUDGET IMPACT:
The action requested totals $345,511.32. This amount is in addition to the bids equaling $2,869,006.00 approved by the Commission October. Total bids awarded to date equal $3,214,517.32 of the estimated $4 million previously authorized by the Commission to complete the garage addition/expansion.

BACKGROUND:
In June the Commission authorized a contract with Big D Construction to provide construction management services in relation to expanding office space and other improvements at the current garage and maintenance facility located in Eden Prairie.

Besides reviewing the design of the proposed expansion, completing a project estimate, schedule and provide construction administration, meet/direct contractor and providing on-site staff during the construction, review pay submittals, monitor safety and RFI’s, and manage closeout procedures, Big D’s contract called for them to develop bid packages, hold pre-bid meetings and solicit bids and/or quotes.
The bids/quotes identified in this memo represent the low bids/quotes received for each package. For packages that were likely to approach or exceed the statutory sealed-bid threshold, SWT solicited sealed bids. For all other packages, SWT solicited written quotes. The following is a complete listing of bids and quotes by package received to date. The items in blue represent the action taken tonight. Items in black represent items previously acted upon.

**General Conditions**
- Temporary Sanitary Facilities – Biff’s Inc. – $6,634
- Trash Removal – Atomic Recycling – $3,951
- Temporary Fencing – Midwest Fencing – $3,951
- Field Office – Willscot – $5,015
**Total $19,551**

**Bid Package 1**
- A. Demolition: Ramsey Construction. Bid $89,500
- B. Concrete: Axel Ohman. Bid $187,000
- C. Masonry: Axel Ohman. Bid $249,500
- E. Glass/Glazing: Northern Glass. Bid $139,000
- F. Steel & Gypsum Board Assemblies: RTL. Bid $159,969
- G. Elevators: Thyssen Krupp. Bid $126,500
- H. Plumbing: Peterson Sheet Metal. Bid $291,500
- I. Mechanical: Peterson Sheet Metal. Bid $179,500
- J. Electrical: Kloos Electric. Bid $149,620
**Total $1,572,089**

**Bid Package 2**
- A. Site Demo: Nord Excavating. Bid $11,420
- C. Utilities: (Coordinating with CenterPoint)
- D. Precast: Taracon. Bid $29,380
- E. Roofing: Jackson & Assc. Bid $94,000
- G. Doors- Frames-Hardware: Laforce $60,621
- H. Special Function OH Doors: Overhead Door Company $50,365
- I. Fire Protection: Total Fire Protection. $55,000
**Total $329,166**

**Bid Package 3**
- A. Structural Steel & Joist and Deck Supply: Red Cedar Steel Erectors. $58,200.00
- B. Miscellaneous Steel: Red Cedar Steel Erectors $57,890
- C. Structural Steel & Joist and Deck Erect/Install: $126,450
- D. Miscellaneous Steel and Erect/Install: Red Cedar Steel Erectors $120,400
**Total $362,940**

**Bid Package 4**
- A. Siding Minnkota Architectural Products $321,943
- B. Fuel Tanks – Pump and Meter Service, Inc. – $101,737
**Total $423,680**

**Bid Package 5**
- D. Joint Sealants – Gage Brothers – $11,750
- E. Tiling – Value Plus Flooring – $53,819
- F. Acoustical Ceiling – Twin City Acoustic – $17,250
- G. Flooring – Value Plus Flooring – $22,176
**Bid Package 5H. Painting – Integrated Painting Solutions – $18,055.21**
Bid Package 5I. Toilet & Bath Accessories – Bartley Sales – $4,925
Bid Package 5L. Countertops – Leons Countertops – $2,610
Bid Package 5M. Site Concrete – North Country Concrete – $13,650
**Bid Package 5N. Special Coatings – Advantage Coating Inc. – $244,065.00**
Total $388,300.21

Bid Package 6A. Waterproofing – Kramer Davis, Inc. - $5,900
Total $5,900

Bid Package 8A. Helical Foundation Anchors – Deep Foundation Group - $29,500
**Bid Package 8C. Training Room A/V – AVI Systems - $83,391.11**
Total $112,891.11

Note – Previous action by the Commission authorized its CEO to approve any change orders and/or subcontracts which do not exceed $35,000, as long as the change order or subcontract work does not change the original intent of the project, or exceed the total amount set aside in the contingency budget ($400,000). All change orders will continue to appear on the payment application of the contractor approved by the Commission at its monthly meeting.

Also note that a contingency budget of 10% or $400,000 was also established for the project. The contingency budget is an internal budget account for SouthWest Transit and not included in any of the subcontracts.

**RECOMMENDATION:**
That the Commission authorize its CEO to enter into contracts with the contractors identified in this memo who submitted the low bid/quote in relation to the work each will perform in the construction of the garage office addition.
January 16, 2020

Mr. Simich
14405 West 62nd St.
Eden Prairie, MN 55346

Re: SouthWest Transit North Entry and Improvements
Request for Commission Approval

Dear Mr. Simich

Big-D Construction Midwest, LLC would at this time submit to you our recommendation for the contract award on Bid Package SH Painting – Integrated Painting Solutions.

After reviewing the 2 bids received and conducting a Post Bid Review Meeting, (see attached noted) we recommend award be made for the above-mentioned bid package to:

Integrated Painting Solutions
7635 West 148th Street
Apple Valley, MN 55124

In the dollar amount of:

$18,055.21

Please provide us with the Board resolution, so a Notice of Award and contract can be issued to the above-mentioned Contractor.

Sincerely

[Signature]

Kale D. Massey
Project Manager

Enclosures: Bid Tab Summary
Post Bid Review Form

Cc: Gary Hay, Hay Dobbs P.A.
## SouthWest Transit

**Bid Analysis - [Bidding Phase]**

**Bid Package 5H Painting**

**Big-D Construction Corp.**

**12/20/2019**

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<th>Scope Items</th>
<th>Date of Proposal</th>
<th>FTP</th>
<th>Invited 4 Others</th>
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<td>$91,612</td>
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<td>Paint GWB Walls and Ceilings</td>
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<td></td>
<td></td>
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<tr>
<td>CMU / Block Filler</td>
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<td></td>
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<tr>
<td>Bathrooms</td>
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<td>Exposed Structural Ceilings</td>
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<td>Wall Accents</td>
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<td>HM Doors / Frames</td>
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<td>Y</td>
<td></td>
<td></td>
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<tr>
<td>RTUs</td>
<td></td>
<td>Y</td>
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<td></td>
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<tr>
<td>Railings and Steel Stairs</td>
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<tr>
<td>Roof Access Ladder</td>
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<tr>
<td>Floor Stripping</td>
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**Comparison Total**

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## Estimate

**Integrated Painting Solutions**

7635 W. 148th Street  
PO Box 353  
Apple Valley, MN 55124

### Name / Address

<table>
<thead>
<tr>
<th>Name / Address</th>
</tr>
</thead>
</table>
| Big-D Construction  
800 Washington Ave N  
Suite 900  
Minneapolis, MN 55401 |

---

**Date**  
11/21/2019

**Estimate #**  
1834

---

### Project

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<td></td>
<td></td>
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</table>
| First Floor  
| Second Floor  
201 office, 202 office, 203 office, 204 hall, 205 office, 206 office, 208A janitor, 209 walkway, 211 training, 212 elect, 207, 208 bathroom | | | |
| Paint  
1. GWB Walls and ceiling  
2. CMU/Block filler  
3. bathrooms  
4. exposed structural ceilings  
5. wall accents  
6. HM doors/Frames  
7. bollards, RTUs  
8. railings and steel stairs  
9. roof access ladder  
10. floor striping | | | |

| | 18,055.21 | 18,055.21 |

---

**Total**  
$18,055.21

---

Customer Signature
## Integrated Painting Solutions

7635 W. 148th Street  
PO Box 353  
Apple Valley, MN 55124

<table>
<thead>
<tr>
<th>Name / Address</th>
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</table>
| Big-D Construction  
800 Washington Ave N  
Suite 900  
Minneapolis, MN 55401 |

## Estimate

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<td></td>
<td></td>
</tr>
</tbody>
</table>
| First Floor  
100 bus entry, 101 hall, 102 stair, 107 copy, 108A restroom, 108 office, 109 office, 110 office, 111 office, 130 toilet, 151 hall | | 11,450.00 | 11,450.00 |
| Second Floor  
201 office, 202 office, 203 office, 204 hall, 205 office, 206 office, 208A janitor, 209 walkway, 211 training, 212 elect | | | |
| Paint | | 11,450.00 | 11,450.00 |

### Total

$11,450.00

<table>
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<tr>
<th>Customer Signature</th>
</tr>
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<tbody>
<tr>
<td>Fred 451.276.9782</td>
</tr>
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</table>
October 29th, 2019

Big-D Construction
800 Washington Ave N #900
Minneapolis, MN 55401

Southwest Transit – North Entry and Improvements
14405 West 62nd Street
Eden Prairie, MN 55346

Finishing Touch Plus is pleased to provide a bid for all labor and materials for the above-mentioned project per plans and specifications prepared by Hay Dobbs P.A. Architects on August 12th, 2019 through Addendum No. 6 dated 10/15/2019.

Scope of Work

Painting – 09 90 00

- Perform minor drywall repairs as needed to previously painted existing walls prior to painting
- Protect adjacent surfaces not scheduled to receive new finishes.
- Paint gypsum substrates per plans and room finish schedule with 1 coat of primer as needed and 2 coats of paint.
  - SW DW Primer
  - SW ProMar200 Zero VOC – Epoxy at restrooms
- Paint Concrete/CMU substrates per plans and room finish schedule with 1 coat of primer as needed and 2 coats of paint.
  - SW Heavy Duty Block filler
  - SW DTM Alkyd Enamel
- Paint exposed structural ceilings.
  - SW WB Acrylic Dryfall
- Apply painted wall accents per plans.
- Paint HM doors (19) and HM frames (31) per schedule.
- Paint new bollards, RTUs (2), metal railings and exposed steel stair components per plans.
- Paint metal railings.
- Paint new roof access ladder and exposed steel stair components.
- Apply floor striping per plans at Area B.
- Complete touch up as needed (1 GC and 1 Owner punch allowance).

Proposal Conclusion

Total Labor ................................................................. $66,805.00
Total Material ............................................................... $24,807.00
Total Proposal .............................................................. $91,612.00

- Prevailing wage requirements included.

Alternates
- Paint gypsum substrates with SW Acrylic Enamel per spec, in lieu of ProMar200... ADD $3,300.00
Exclusions

- No drywall hanging, taping or mudding included in price.
- No caulking or puttying included.
- No sealing of concrete floors or floor finishes included in price.
- No painting or staining of wood doors or frames included in price.
- No painting of existing exterior precast walls.
- No painting of exterior metal paneling, wall cap, or misc. prefinished items.
- No painting of storefront systems or aluminum substrates.
- No painting of OH doors or frames.
- No painting of curbs included
- No lintels or louvers included in price.
- Painting or staining of base trim, casings or misc. interior or exterior woodwork.
- No painting of ACT systems included.
- No freezing temperatures or temporary heat.
- No parking striping included.
- No work to shaded areas of plans included.
- *All items can be added upon request.*

Thank you for considering Finishing Touch Plus for your painting needs. We pride ourselves on our professionalism and the highest standards of quality. We look forward to doing continued business with you! Please feel free to call if you have any questions.

Sincerely,

Reid White

Reid White
January 16, 2020

Mr. Simich
14405 West 62nd St.
Eden Prairie, MN 55346

Re: SouthWest Transit North Entry and Improvements
    Request for Commission Approval

Dear Mr. Simich

Big-D Construction Midwest, LLC would at this time submit to you our recommendation for the contract award on Bid Package 5N Special Coatings – Advantage Coating Inc.

After reviewing the 3 bids received and conducting a Post Bid Review Meeting, (see attached noted) we recommend award be made for the above-mentioned bid package to:

Advantage Coating Inc.
884 Arbor Drive
Chaska, MN 55318

In the dollar amount of:

$244,065.00

Please provide us with the Board resolution, so a Notice of Award and contract can be issued to the above-mentioned Contractor.

Sincerely

[Signature]

Kale D. Massey
Project Manager

Enclosures:  Bid Tab Summary
             Post Bid Review Form

Cc: Gary Hay, Hay Dobbs P.A.
SouthWest Transit
Bid Analysis - [Bidding Phase]
Bid Package 5N Special Coatings
Big-D Construction Corp.
1/6/2020

<table>
<thead>
<tr>
<th>Bid Analysis</th>
<th>Advantage Coating Inc</th>
<th>Pro Maintenance Inc</th>
<th>Universal Floor Coatings, LLC</th>
<th>Budget DD1</th>
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| Delta | $ 127,879 | $ 588,852 | (173,000) |

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<td>In addition to the Base Bid Provide a Topcoat - GP 4638 with Traffic Additive:</td>
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<td>FastTop 12S</td>
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BID PAKAGE #5N BID FORM (rev 12-17-2019)

SUBMITTED BY: Advantage Coating Inc.  Company Name - Hereinafter referred to as the “Bidder”

HAVE YOU INCLUDED THE REQUIRED FORMS (If applicable)? See Bid Invite for applicable forms
Bid Bond is REQUIRED. Include the Responsible Contractor Verification Form and Non-Collusion Affidavit.

BID FOR CONTRACT WORK

(1) We, the undersigned, being familiar with the local conditions affecting the cost of the Work and with the Contract Documents, including the Advertisement for Bids, Bid Form, General Conditions of the Contract for Construction as amended therein, Special Conditions, Drawings, Specifications and Addenda Numbers 1,2,3,4 AND Additional if issued 1,2,3,4, on file in the Office of:

Mr. Dave Jacobson, Chief Operating Officer
Southwest Transit
14405 West 62nd Street
Eden Prairie, MN 55346

Or request electronic copies from Big-D Construction Midwest LLC. (CM)
and in accordance with the provisions thereof, hereby propose to furnish all labor, materials, equipment and services necessary for the following Project:

Project Name:
SWT North Entry and Improvements Bid Package # 5N

SCOPE OF WORK
Utilize General Polymers TPM #115 Standard Troweled Mortar System (or pre-bid approved equal) in the following Areas.

- Maintenance Garage 10’ around New Trench Drains
- Garage B, Garage 121, New Bus Entry Room 100
- Garage C
- Garage D

Utilize General Polymers FasTop 125 Urethane Slurry System (or pre-bid approved equal) in the following Areas.

- Bus Wash Room 124

ALTERNATE BID: In Addition to the Base Bid Provide a Topcoat of General Polymers 4638 with Traffic Additive (or pre-bid approved equal.)
BASE BID: See Sheet A120
BASE BID: Maintenance Garage 10' around New Trench Drains
BASE BID: Garage B, Garage 121, New Bus Entry Room 100
BASE BID: Bus Wash Room 124
BASE BID: Garage C
BASE BID: Garage D

OUR TOTAL BASE BID FOR THE WORK OF THIS PROJECT IS:

Three hundred forty thousand sixty-five dollars

(Amount in words)

DEDUCT AMOUNT for PAYMENT and PERFORMANCE BOND:

$244,065.00

$270,00

ALTERNATE BID: In Addition to the Base Bid Provide a Topcoat of General Polymers 4638 with Traffic Additive (or pre-bid approved equal.)

ALTERNATE BID: Maintenance Garage 10' around New Trench Drains
ALTERNATE BID: Garage B, Garage 121, New Bus Entry Room 100
ALTERNATE BID: Bus Wash Room 124
ALTERNATE BID: Garage C
ALTERNATE BID: Garage D

ADDENDA ACKNOWLEDGEMENT: All Addenda shall become part of this bid and the Contract. As acknowledgement of this requirement, the Bidder shall insert the numbers of all Addenda included in this bid in the space provided in paragraph (1) on the first page of this Bid Form. Failure to list all Addenda issued shall be cause for rejection.

ALTERATIONS/ERASURES: A Bid Form shall be rejected if it contains any alteration or erasure unless the alteration or erasure is corrected as herein provided. An alteration or erasure must be crossed out and the correction thereof printed in ink or typewritten adjacent to the alteration or erasure and initialed in ink by the person signing the bid. Enter the bid and any alternate amounts in both written format and numerically. In the event that any price used in determining the lowest responsible bid is in discrepancy, the written representation shall take precedence.

STATE OF INCORPORATION: For corporations, please list the state of incorporation:

Minnesota

NAMES OF PARTNERS: For partnerships, please list the full names of the partners:

None

REJECTION OF BIDS/ BID WITHDRAWAL: In submitting this bid it is understood that the Owner reserves the right to reject any and all bids. It is agreed that this bid cannot be withdrawn until after thirty (30) calendar days have passed from the date of the bid opening, if the Owner has not yet acted thereon.
ENCLOSURES: If the Specifications require the Bidder to submit catalogues, drawings, specifications, performance data, descriptive information of special equipment, or other items, the Bidder shall include the required items with the Bid Form.

TIME OF COMPLETION: The undersigned Bidder hereby affirms and states that, if awarded the Contract for said Project, Work will commence within 10 (ten) consecutive calendar days after the written Notice to Proceed and the entire Contract will be Substantially Complete by the dates as shown in the Milestones Schedule as described in Section 01 12 16, "Work Sequence and Milestones Schedule" as a condition of the Contract. We understand further, that the Contractor shall be assessed liquidated damages for each consecutive calendar day any Project Work component remains incomplete after the required date(s) of completion. Contract processing delays by the Bidder shall not extend the Time of Completion.

UNIT PRICES: The Owner may direct Modifications affecting the quantity of certain items. The Unit Prices for such Modifications shall include all materials, labor, equipment, insurance, taxes, transportation and profit to cover the finished Work as described and shall apply to both additions and deductions in quantities, except that if deductions are made after materials are fabricated and/or delivered, the price deductions shall be adjusted accordingly. The Owner reserves the right to reject any Unit Price which it considers unreasonable. The Bidder shall complete this section of the Bid Form as follows:

Unit Price:

$115.459 sq ft with Alt: $4.87
125.178 sq ft $19.39

COMPANY NAME:

Advantage Coating Inc.

(Insert Company Name)

By: James D. Ernst

(Print or Type)

Signature: [Signature]

Title: President

Date: 12-18-19

Company's Official Address: 884 Arbor Drive

Chaska, MN, 55318

By: Cynthia Ernst

(Print or Type)

Signature: [Signature]

Title: Vice President

Date: 12-18-19
SWT NORTH ENTRY AND IMPROVEMENTS

Company's Telephone Number: 952-556-8720

Company's Facsimile Number: 952-556-8723

Company's E-mail Address: DonE@AdvantageCost.org

END OF SECTION
KNOW ALL PERSONS BY THESE PRESENTS, that

we, Advantage Coating, Inc., 884 Arbor Drive, Chaska, MN 55318 (hereinafter called "Principal"), as Principal, and Merchants National Bonding, Inc., a corporation organized and existing under the laws of the State of Iowa, and authorized to transact business in the State of Minnesota, (hereinafter called "Surety"), as Surety, are held and firmly bound unto

Southwest Transit (hereinafter called "Obligee"), in the penal sum of

Five Percent of Total Bid Amount ($__________-9%), in good and lawful money of the United States of America, for the payment of which, well and truly to be made, we bind ourselves, our heirs, administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the above bounded Principal has submitted a Bid Proposal pursuant to the

Southwest Transit North Entry and Improvements, Bid Package #6N Garage Floor Coatings, Eden Prairie, MN

which Bid Proposal is referred to and made a part hereof as fully and to the same extent as if copied at length for the purpose of explaining but not of varying or enlarging the obligation.

NOW, THEREFORE, the condition of this obligation is such, that if any award made by

said Obligee, to the above bounded Principal, its executors, administrators, personal representatives or

assigns under the Southwest Transit North Entry and Improvements, Bid Package #6N Garage Floor Coatings shall be accepted by said Principal and said Principal shall enter into a contract for the furnishing of said

Garage Floor Coatings , and give bond with the Merchants National Bonding, Inc., as Surety, or with other

Surety or Sureties to approved by the Obligee for the faithful performance thereof, then this obligation shall be null and void; otherwise to remain in full force and effect.

Signed and sealed this 18th day of December, 2019,

Cynthia Ernst

Principal - Advantage Coating, Inc.

Jessica A. Olson, Attorney-In-Fact

Surety Company - Merchants National Bonding, Inc.
LIMITED LIABILITY COMPANY ACKNOWLEDGEMENT

STATE OF ______________________ ) ss
COUNTY OF ______________________

On the ______________________ day of ______________________, 20______, before me personally appeared ______________________ to me known, who, being by me duly sworn, did depose and said that he/she resides in ______________________ that he/she is a member, manager, or officer of the limited liability company of ______________________ and that he/she is duly authorized to execute the foregoing agreement in the name of and for the limited liability company.

Notary Public, ______________________
County, ______________________
My commission expires ______________________

(Notarial Seal)

CORPORATE ACKNOWLEDGEMENT

STATE OF Minnesota ) ss
COUNTY OF Scott

On the 18th day of December, 2019, before me personally appeared Cynthia Ernst to me known, who being by me duly sworn, did depose and say: that he resides in Minnesota that he is the Vice President of the Advantage Coating the corporation described in and which executed the foregoing instrument; that he knows the seal of said corporation; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the board of directors of said corporation; and that he signed his name thereto by like order.

Notary Public, ______________________
County, ______________________
My commission expires 1/31/2025

(Notarial Seal)

ACKNOWLEDGEMENT OF CORPORATE SURETY

STATE OF Minnesota ) ss
COUNTY OF Dakota

On the 18th day of December, 2019, before me appeared Jessica A. Olson to be personally known, who is being by me duly sworn, did say that he is the aforesaid officer or attorney in fact of the Merchants National Bonding, Inc., a corporation; that the seal affixed to the foregoing instrument is the corporate seal of said corporation, and that said instrument was signed and sealed in behalf of said corporation by the aforesaid officer, by authority of its board of directors, and the aforesaid officer acknowledged said instrument to be the free act and deed of said corporation.

Notary Public, ______________________
County, ______________________
My commission expires January 31, 2025
Know All Persons By These Presents, that MERCHANTS BONDING COMPANY (MUTUAL) and MERCHANTS NATIONAL BONDING, INC., both being corporations of the State of Iowa (herein collectively called the "Companies") do hereby make, constitute and appoint, individually,

Jessica A Olson

their true and lawful Attorney(s)-in-Fact, to sign its name as surety(ies) and to execute, seal and acknowledge any and all bonds, undertakings, contracts and other written instruments in the nature thereof, on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

This Power-of-Attorney is granted and is signed and sealed by facsimile under and by authority of the following By-Laws adopted by the Board of Directors of Merchants Bonding Company (Mutual) on April 23, 2011 and amended August 14, 2015 and adopted by the Board of Directors of Merchants National Bonding, Inc., on October 16, 2016.

"The President, Secretary, Treasurer, or any Assistant Treasurer or any Assistant Secretary or any Vice President shall have power and authority to appoint Attorneys-in-Fact, and to authorize them to execute on behalf of the Company, and attach the seal of the Company thereto, bonds and undertakings, recognizances, contracts of indemnity and other writings obligatory in the nature thereof."

"The signature of any authorized officer and the seal of the Company may be affixed by facsimile or electronic transmission to any Power of Attorney or Certification thereof authorizing the execution and delivery of any bond, undertaking, recognizance, or other suretyship obligations of the Company, and such signature and seal when so used shall have the same force and effect as though manually fixed."

In connection with obligations in favor of the Florida Department of Transportation only, it is agreed that the power and authority hereby given to the Attorney-in-Fact includes any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, shall not relieve this surety company of any of its obligations under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such intent has been given to the Commissioner-Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.

In Witness Whereof, the Companies have caused this instrument to be signed and sealed this 18th day of December, 2019.

STATE OF IOWA
COUNTY OF DALLAS ss.

On this this 18th day of December, 2019, before me appeared Larry Taylor, to me personally known, who being by me duly sworn did say that he is President of MERCHANTS BONDING COMPANY (MUTUAL) and MERCHANTS NATIONAL BONDING, INC., and that the seals affixed to the foregoing instrument are the Corporate Seals of the Companies; and that the said instrument was signed and sealed in behalf of the Companies by authority of their respective Boards of Directors.

ALICIA K. GRAM
Commission Number 767430
My Commission Expires
April 1, 2020

(Expiration of notary's commission
does not invalidate this instrument)

I, William Warner, Jr., Secretary of MERCHANTS BONDING COMPANY (MUTUAL) and MERCHANTS NATIONAL BONDING, INC., do hereby certify that the above and foregoing is a true and correct copy of the POWER-OF-ATTORNEY executed by said Companies, which is still in full force and effect and has not been amended or revoked.

In Witness Whereof, I have hereunto set my hand and affixed the seal of the Companies on this 18th day of December, 2019.

POA 0018 (3/17)
SECTION 00 41 14 - RESPONSIBLE CONTRACTOR VERIFICATION

I am an owner or officer of Advantage Coats [name of bidder] ("Bidder"). I hereby verify that Bidder is in compliance with the minimum criteria required of a "responsible contractor" as that term is defined in Minnesota Statutes § 16C.285, subdivision 3, and as explained in the Section 00 21 13 Instructions to Bidders in section 15 entitled "Responsible Contractor Verification."

I further agree that Bidder has received a signed statement under oath from each subcontractor and motor carrier that Bidder intends to use to perform work on the project verifying that the subcontractor or motor carrier meets the minimum criteria under Minn. Stat. § 16C.285, and that Bidder will furnish such statements to the contracting authority upon request. Bidder intends to retain the following first-tier subcontractors and motor carriers for work on this project [attach additional sheet as necessary to list of contractors]:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

If Bidder is awarded the contract for the project, I further agree that Bidder will submit the attached document entitled "Additional Subcontractor List" as required.

Signed this 18th day of Dec., 2017

By: James D. Ernst [printed name]
   President [title] of Advantage Coats [name of bidder]

STATE OF MINNESOTA
COUNTY OF Scott )
 ) ss.

Signed and sworn to before me on 18 December 2017, by James Ernst

[Notary Public]
SWT NORTH ENTRY AND IMPROVEMENTS

ADDITIONAL SUBCONTRACTORS AND MOTOR CARRIERS LIST

PROJECT TITLE: South West Transite #15N Flooring

Pursuant to Minn. Stat. § 16C.285, subd. 5, the prime contractor must submit this form within 14 days of retaining any additional subcontractor or motor carrier on the project. This form must be submitted to the Project Manager or other individual as identified in the solicitation document.

Additional Subcontractors and Motor Carriers

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

By signing this document, I certify that I am an owner or officer of the company, and I swear under oath that all additional subcontractors and motor carriers listed on this Additional Subcontractors and Motor Carriers List have verified through a signed statement under oath by an owner or officer that they meet the minimum criteria to be a responsible contractor as defined in Minn. Stat. § 16C.285.

Signed this __________ day of __________, 2019

__________________________

By: James D. Ernst [printed name]

President [title] of Adventure Coating, Inc. [name of company]

STATE OF MINNESOTA

) ss.

COUNTY OF Scott

Signed and sworn to before me on 18 December 2019, by James Ernst.

__________________________

Notary Public

004114-2

Responsible Contractor Verification
SECTION 00 45 19 - NON-COLLABORATION AFFIDAVIT

Bidder Company Name: Advantage Coating

**(NOTE: This form MUST be submitted with each bid.)**

I hereby swear (or affirm) under the penalty for perjury:

1. That I am the bidder (if the bidder is an individual), a partner of the bidder (if the bidder is a partnership), or an officer or employee of the bidding corporation (if the bidder is a corporation), having authority to sign on his, hers, or its behalf and if awarded the contract to enter into such contract;

2. That the attached bid or bids have been arrived at by the bidder independently and have been submitted without collusion with, and without any agreement, understanding or planned common course of action with any other vendor of materials, supplies, equipment or services described in the Invitation for Bids, designed to limit independent bidding or competition;

3. That the contents of the bid or bids have not been communicated by the bidder or its employees or agents to any person not an employee or agent of the bidder or its surety on any bond furnished with the bid or bids and will not be communicated to any such person prior to the official opening of the bid or bids; and

4. That I have fully informed myself regarding the accuracy of the statements made in this statement.

By ___________________________
James D. East
Its ______ President ______

By ___________________________
Cynthia Ernst
Its ______ Vice President ______
## CERTIFICATE OF LIABILITY INSURANCE

**THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.**

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

**PRODUCER**
Kraus-Anderson Insurance
420 Gateway Blvd
Burnsville MN 55337

**CONTACT**
NAME: Certificates Department
PHONE: 952-707-8200
FAX: 952-880-0535
E-MAIL: certificates@kaininsurance.com

**INSURER(S) AFFORDING COVERAGE**
A: SECURA Insurance, A Mutual Company
     22543

**INSURED**
Advantage Coating Inc
884 Arbor Dr
Chaska MN 55318

**CERTIFICATE NUMBER:** 1945327256

**REVISION NUMBER:**

**COVERAGE**

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<td>ANY AUTO</td>
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<td>AGGREGATE $5,000,000</td>
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<td>A</td>
<td>WORKERS COMPENSATION AND EMPLOYER'S LIABILITY</td>
<td>ANY PROPRIETOR/OWNER/EXECUTIVE OFFICER/MEMBER</td>
<td>WC3175244</td>
<td>3/11/2019 - 3/11/2020</td>
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**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**

**CERTIFICATE HOLDER**

For Informational Purposes Only

**AUTHORIZED REPRESENTATIVE**

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January 16, 2020

Mr. Simich
14405 West 62nd St.
Eden Prairie, MN 55346

Re: SouthWest Transit North Entry and Improvements
   Request for Commission Approval

Dear Mr. Simich,

Big-D Construction Midwest, LLC would at this time submit to you our recommendation for the contract award on Bid Package 8C – Training Room A/V – AVI Systems.

After reviewing the 1 bid received and conducting a Post Bid Review Meeting, (see attached noted) we recommend award be made for the above-mentioned bid package to:

AVI Systems Inc.
9675 West 76th Street
Eden Prairie, MN 55344

In the dollar amount of: $83,391.11

Please provide us with the Board resolution, so a Notice of Award and contract can be issued to the above-mentioned Contractor.

Sincerely,

[Signature]

Kale D. Massey
Project Manager

Enclosures: Bid Tab Summary
            Post Bid Review Form

Cc: Gary Hay, Hay Dobbs P.A.
## Bid Analysis

<table>
<thead>
<tr>
<th>Scope Items</th>
<th>Date of Proposal</th>
<th>Main Contact</th>
<th>AVI Systems 10/01/2019</th>
<th>Budget 09/01/2019</th>
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<td></td>
<td></td>
<td>Charlie Ryan</td>
<td>$ 52,043.76</td>
<td>$</td>
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<td>$ 23,308.73</td>
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<td></td>
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<td></td>
<td>$ 2,538.62</td>
<td>$</td>
</tr>
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| Comparison Total | $ 83,911.11 | $ | $ | $ |

| Variance vs. Budget | (83,911.11) | $ | $ | $ |
Retail Sales Agreement

AVI Systems Inc., 9675 W 76th St Eden Prairie, MN, 55344 | Phone: (952)949-3700, Fax: (952)949-6000

Proposal Number: 958652
Prepared For: Southwest Transit
Attn: Jason Kirsch

Proposal Date: October 01, 2019
Southwest Transit- Garage Conference Room

Prepared By: Charlie Ryan
Phone: (952)906-7983
Email: charlie.ryan@avisystems.com

BILL TO
Attn: Jason Kirsch
Southwest Transit
14405 W 62nd ST
Eden Prairie, MN, 55346
Phone: (952)974-3104
Email: JKirsch@swtransit.org
Customer Number: 6354

SITE
Attn: Jason Kirsch
Southwest Transit
14405 W 62nd ST
Eden Prairie, MN, 55346
Phone: (952)974-3117
Email: JKirsch@swtransit.org

COMMENTS

PRODUCTS AND SERVICES SUMMARY

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Equipment</td>
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<tr>
<td>Integration</td>
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<td>1 Year PRO Support</td>
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<td>Shipping &amp; Handling</td>
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<tr>
<td>Tax</td>
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</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>$83,391.11</strong></td>
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</tbody>
</table>

Unless otherwise specified. The prices quoted reflect a discount for a cash payment (i.e., check, wire transfer) made by Customer in full within the time stated for payment on each invoice. Discount only applies to new items included on the invoice, and only applies if the balance on the invoice is paid in full.

All returned equipment is subject to a restocking charge. The prices are valid for 30 days and may be locked in by signing this Retail Sales Agreement.

Overdue balances are subject to a finance charge of 1.5% per month, or interest at the highest rate permitted by applicable law. In the event AVI must pursue collection of unpaid invoices, Customer agrees to pay all of AVI's costs of collection, including its attorneys' fees.
INVOICING AND PAYMENT TERMS

Customer and AVI have agreed on the payment method of ON ACCOUNT. Payment must be remitted by stated method. To the extent Customer seeks to use of any payment methods other than stated, and that payment method results in an increased transaction cost to AVI, the new payment must be approved in writing, and the Customer shall be responsible for paying the increased transaction cost to AVI associated with the change in payment method. Payments shall be made 30 days from invoice date. So long as the invoice has been sent and the Customer’s payment is made within the terms work will continue.

AVI uses progress billing, and invoices for equipment and services allocated to the contract on a monthly basis. Unless otherwise specified, all items quoted (goods and services) as well as applicable out of pocket expenses (permits, licenses, shipping, etc.) are invoiced in summary (including applicable sales taxes due for each category of invoiced items).

Customer is to make payments to the following “Remit to” address:

AVI Systems
NW8393 PO Box 1450
Minneapolis, MN 55485-8393

If Payment Method is ACH: Customer must make all payments in the form of bank wire transfers or electronic funds transfers through an automated clearinghouse with electronic remittance detail, in accordance with the payment instructions AVI Systems provides on its invoice to Customer.

A monthly summary of detailed equipment received is available upon request. Equipment received may be different than equipment billed based on agreed billing method.

TAXES AND DELIVERY

Unless stated otherwise in the "Products and Services Summary" above, AVI will add and include all applicable taxes, permit fees, license fees, and delivery charges to the amount of each invoice. Taxes will be calculated according to the state law(s) in which the product(s) and/or service(s) are provided. Unless Customer provides a valid tax exemption certificate for any tax exemption(s) claimed, AVI shall invoice for and collect all applicable taxes in accordance with state law(s), and Customer will be responsible for seeking a tax credit/refund from the applicable taxing authority.

AGREEMENT TO QUOTE AND DOCUMENTS CONSTITUTING YOUR CONTRACT WITH AVI

Customer hereby accepts the above quote for goods and/or services from AVI. When duly executed and returned to AVI, AVI’s Credit Department will check Customer’s credit and approve the terms. After approval by AVI’s Credit Department and signature by AVI, this Retail Sales Agreement will, together with the AVI General Terms & Conditions (which can be found at http://www.avisystems.com/TermsOfSale) form a binding agreement between Customer and AVI. (This Retail Sales Agreement and the AVI General Terms & Conditions of Sale (the "T&Cs") are referred to collectively as the "Agreement"). If not defined in this Agreement, all capitalized terms shall have the meaning given to them in the T&Cs. Should AVI’s Credit Department determine at any point prior to AVI commencing work that Customer’s credit is not adequate, or should it otherwise disapprove of the commercial terms, AVI reserves the right to terminate the Agreement without cause and without penalty to AVI.

AGREED AND ACCEPTED BY

SWI

Signature

Flem Simich

Printed Name

10-24-19

Date

Printed on October 9, 2019
CONFIDENTIAL INFORMATION

The company listed in the "Prepared For" line has requested this confidential price quotation, and shall be deemed "Confidential Information" as that term is defined in the T&Cs. This information and document is confidential and is intended solely for the private use of the customer identified above. Customer agrees it will not disseminate copies of this quote to any third party without the prior written consent of AVI. Sharing a copy of this quote, or any portion of the Agreement with any competitor of AVI is a violation of this confidentiality provision. If you are not the intended recipient of this quote (i.e., the customer), you are not properly in possession of this document and you should immediately destroy all copies of it.
SERVICES TO BE PROVIDED

Training Room Scope of Work

Please read the following Scope of Work carefully to confirm it agrees with your understanding of the service(s) AVI Systems is to provide.

Situation

SouthWest Transit is currently in the planning phase for an upcoming build out and expansion of the Eden Prairie Bus Garage. As part of this build out, a new training room will be added upstairs to accommodate large training sessions, ad hoc meetings, and casual gatherings.

Solution

SouthWest Transit is soliciting proposals from qualified bidders to install a multi-media audio/video presentation system within the facility located at 14405 W. 62nd Street, Eden Prairie, MN 55346.

Video System

- Selected bidder will provide and wall-mount a total of three (3) 4K (3840 x 2160) commercial displays that will consist of:
  - Two (2) 98" 4K commercial displays mounted on the East wall when looking at the floor plan.
  - One (1) 86" interactive 4K display that will be mounted in the center of the 98" displays.
  - Tilt adjustable wall-mount brackets will be utilized.

- SouthWest Transit to provide power and network at the display locations & backing to support the weight of the displays.

- Video sources will include:
  - An (owner provided) laptop PC.
    - The laptop PC will connect via an in-wall interface plate installed at outlet height to the left of the screen nearest the (owner provided) podium.
    - The supported connections include:
      - HDMI- 16' patch cable
      - 4K HDMI adapter ring: Mini DisplayPort/DisplayPort/lightening/USB-C
  - An (owner provided) Apple TV.
  - An (owner provided) Google Chromecast.
  - An (owner provided) Cable Television Box.
  - Wireless Presentation via the Control Processors built-In Air Media.
  - A combination Blu-Ray/DVD player.
    - The Blu-Ray/DVD player will be rack-mounted in the equipment rack.
  - A high-definition video recording system, which includes:
    - A streaming and recording stand-alone appliance.
    - A 12x HDMI pan/tilt/zoom (PTZ) camera that will be wall mounted in the back of the room to capture the presenter.
    - Up to four camera presets will be determined with SouthWest Transit.

Audio System

Printed on October 9, 2019
• Program audio will be supported by an installed audio system, which includes:
  o A rack-mounted Digital Signal Processor
  o An audio power amplifier
  o Twelve (12) 8" loudspeakers, which are flush-mounted in the lay-in ceiling tiles.
  o Three (3) 10" Subwoofers, which are flush-mounted in the lay-in ceiling tiles.
• The audio sources will include:
  o All video sources listed, above.
  o Voice reinforcement, which utilizes two (2) combination UHF wireless microphone systems with belt-pack transmitter and lavaliere microphone.

System Control
• An integrated control system with wireless color touch panel and charging wall docking station will provide reliable, intuitive system control.
• Successful bidder to password protect touch panel to prohibit unauthorized removal of touch screen from docking station.
• Controlled functions will include:
  o System on/off
  o Source selection
  o Source control (Play, Stop, Pause, Forward, Rewind, and On-screen Menu Navigation)
  o Volume control
  o Audio control
  o PTZ camera control
  o AVI Systems recommends using manufacturer supplied remotes for devices such as AppleTV and Chromecast for full functionality and ease of use.

Equipment Storage
• Successful bidder will provide a 29 RU AV equipment rack to be installed within the IT closet and will consist of:
  o All rack mountable equipment
  o Plexi Front Door
  o Surge Suppression
  o Vented Utility Shelf
  o One (1) drawer to house microphones when not in use.
• SouthWest Transit to provide cooling in the IT closet for adequate ventilation.
• Provides services to perform two on-site scheduled recertification sessions per year using AVI Systems’ “System Recertification Checklist and Record”. Tentative month of 1st Recert visit: [Month] Tentative month of 2nd Recert visit: [Month]

Training

• Provides unlimited on-site operator training to assure any new and/or existing system users understand the system functionality.

Asset Tracking

• Provides informational management of the system’s individual electronic components
• Provides reporting of description, model, serial numbers, in-service dates, and physical location

Systems Support

• Provides Priority Support by phone (within 2 business hour response time on 5x9 basis)
• Provides Priority Support onsite (within 8 business hour response time on a 5x9 basis, Mon – Fri / 8am – 5pm local time) to perform troubleshooting to localize and diagnose faults where the onsite location is within 60 miles of an AVI Systems Service Center
• Provides repair or replacement of faulty equipment - excluding Obsolete Equipment (defined below)
• Provides materials and repair parts - excluding Consumables (defined below)
• Provides Software Updates
• Provides Loaner Equipment including table top projectors and flat screen monitors under 50”
• Provides for recycling of equipment covered in a system or consumables with no additional fees
• Includes coverage for shipping to/from manufacturer for equipment sent to for warranty diagnosis, repair or exchange

SYSTEM SUPPORT DEFINITIONS

System – Defined as the items listed in the Products and Services Detail section of this Agreement or listed on an attached Equipment List with the exception of Consumables and Obsolete Equipment.

Priority Support – Means all work under AVI Systems support agreements with Customers is scheduled ahead of any other on-demand work and will be provided within 2 hour or 8 hour response times as indicated within the Agreement.

Recertification – Means AVI Systems personnel performing the necessary cleaning, adjustments, functional tests, and replacement of parts to keep the equipment in good and efficient operating condition. Any repairs or operating instructions will be done at this time.

Remote Diagnostics – Means a service whereby remote calls made to communications and terminal equipment via Customer provided analog line or IP connection to determine network and/or board-level failures and remedies. Only available where equipment is capable and configured by AVI Systems to provide same.

Consumables – Means parts such as recording media, batteries, projection lamps and diskettes. Consumables are parts that are not included under this Agreement.

Obsolete Equipment – Defined as items (though possibly still in use) that are outdated with no manufacturer support or parts availability, or products with formal end of life as defined by their manufacturer. Obsolete Equipment are parts that are not included under this Agreement.

Loaner Equipment – Defined as table top LCD projectors and flat screen monitors under 50”. Table top projectors are not integrated into a system. Flat screen monitors will be installed onto a wall if reasonably possible.

Software Updates – Defined as revisions of existing software which provide maintenance to correct software errors and are provided at no charge by the manufacturer. Software and features which require additional licensing are not included under this Agreement.

SYSTEM SUPPORT TERMS

Coverage Dates – Unless otherwise stated, the service coverage date will be effective as of substantial completion or System Support Agreement Invoice date; whichever is applicable. Coverage will extend for the duration specified by the corresponding line item description found in the Product and Services Detail section of this Agreement. AVI Systems reserves the right to withhold services until the invoice is paid in full.
Exclusions – For situations where AVI Systems is providing service or support under this Agreement, no cost service, maintenance or repair shall not apply to the Equipment if any person other than an AVI Systems technician or other person authorized by AVI Systems, without AVI Systems prior written consent, improperly removes, integrates, repairs, modifies or adjusts the Equipment or performs any maintenance service on it during the term of this Agreement. Furthermore, any Equipment service, maintenance or repair shall not apply if AVI Systems determines, in its sole discretion, that the problems with the Equipment were caused by (a) the customer’s negligence; or (b) theft, abuse, fire, flood, wind, lighting, unreasonable power line surges or brownouts, or acts of God or public enemy; or (c) use of any equipment for other than the ordinary use for which such equipment was designed or the purpose for which such equipment was intended, or (d) operation of equipment within an unsuitable operating environment, or (e) failure to provide a suitable operating environment as prescribed by equipment manufacturer specifications, including, without limitation, with respect to electrical power, air conditioning and humidity control.

Systems Support Terms are in addition to AVI Systems’ General Terms and Conditions of Sale.

- Exclusions: The following work is not included in our Scope of Work:
  - All conduits, high voltage, wiring panels, breakers, relays, boxes, receptacles, etc.
  - Concrete saw cutting and/or core drilling
  - Fire wall, ceiling, roof and floor penetration
  - Necessary gypsum board replacement and/or repair
  - Necessary ceiling tile or T-bar modifications, replacements and/or repair
  - Structural support of equipment *AVI Systems not responsible for building related vibrations
  - Installation of ceiling mounted projection screen
  - All millwork (moldings, trim, cut outs, etc.)
  - Patching and Painting
  - Permits (unless specifically provided for and identified within the contract)
  - Unless otherwise stated the labor pricing in this agreement does not include prevailing wage or union labor
  - Unless specifically noted lifts and scaffolding are not included

A. Construction Considerations:

B. In order to accomplish the outlined goals of this project, the Customer will be responsible for contracting with an outside entity to make the necessary modifications to the space as directed by AVI Systems. The costs associated with these modifications are not included in this proposal.

- NOTICE: This Scope of Work is delivered on the basis of the following Assumptions:
  - The room(s) match(es) the drawings provided
  - Site preparation by the Customer and their contractors includes electrical and data placement per AVI Systems specification.
  - Site preparation will be verified by AVI Systems project manager or representative before scheduling of the installation. All work areas should be clean and dust free prior to the beginning of on-site integration of electronic equipment.
  - Customer communication of readiness will be considered accurate and executable by AVI Systems project manager.
  - In the event of any arrival to site that AVI Systems is not able to execute work and definable progress, the Customer will be charged a $250.00 Mobilization Fee to offset the lost time due to the lack of readiness. The Mobilization Fee will be presented as a Contract Change Order and will/may halve work until acceptance by the Customer and rescheduling of the Integration effort is agreed upon.
  - Rescheduling and redeployment of AVI Systems technicians due to unacceptable site preparation may cause scheduling delays of up to 10 business days.
  - There is ready access to the building / facility and the room(s) for equipment and materials.
  - There is secure storage for equipment during a multi-day integration.
  - If Customer furnishes equipment and existing cabling is to be used, AVI Systems assumes that these items are in good working condition at this time and will integrate into the designed solution. Any repair, replacement and/or configuration of these items that may be necessary will be made at an additional cost.
  - All Network configurations including IP addresses are to be provided, operational and functional before AVI Systems integration begins. AVI Systems will not be responsible for testing the LAN connections.
  - Cable or Satellite drops must be in place with converter boxes operational before the completion of integration. Any delay resulting in extra work caused by late arrival of these items will result in a change order for time and materials.
  - Document review / feedback on drawings / correspondence will be completed by the Customer within two business days
  - The documented Change Control process will be used to the maximum extent possible – the Customer will have an assigned person with the authority to communicate/approve project Field Directed Change Orders and Contract Change Orders (see Appendix)
  - In developing a comprehensive proposal for equipment and Integration services AVI Systems’ Sales Representatives and Engineering teams must make some assumptions regarding the physical construction of your facility, the availability of technical infrastructure and site conditions for Installation. If any of the conditions we have indicated in the site survey form are incorrect or have changed for your particular project or project site, please let your Sales representative know as soon as possible. Conditions of the site found during integration effort which are
different from those documented may have an effect on the price of the system solution, Integration or services. To ensure that you have an accurate proposal based on your facility and specific to the conditions of your project, please review all project documentation carefully.

C. Integration Project Management Processes
AVI Systems will follow a foundational project management process which may include the following actions/deliverables (based on the size/complexity/duration of the integration project):

- Site Survey – performed prior to Retail Sales Agreement and attached
- Project Welcome Notice – emailed upon receipt of Purchase Order
- Project Kick-Off meeting with Customer Representative(s) – either by phone or in-person
- Project Status reviews – informal or formal – either by phone or in-person (based on the size/complexity/duration of the project)
- Project Change Control – comprises of Field Directed Change Order and/or Contract Change Order submittals (see Appendix)
- Project Punch List / Acceptance of Substantial Completion (see Appendix) – at Customer walk-through – prior to Service transition (if purchased)

D. Knowledge Transfer (Training)
This is geared specifically towards the end-user / operator. The purpose of this knowledge transfer is to provide operators with the necessary knowledge to confidently and comfortably operate all aspects of the integrated system. Areas covered include the following:

- Equipment and system overview
- Equipment operation and function
- Equipment start up, stop, and shut down
- Equipment automatic and manual operation
- Discussion and documentation relating to control system operation
- Discussion and documentation relating to system processor and its control applications
- Powering up, powering down AV system via control system
- Manual operation of display systems, audio system and all other related components
- Use/operation of patch panels, when and where to be used
- Who to call when help is required

Please contact AVI Systems if there are questions with the above Scope of Work. Changes after installation has begun may result in additional charges. Quoted prices do not include sales tax and/or freight.

PRODUCTS AND SERVICES DETAIL

PRODUCTS:

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<tr>
<th>Model #</th>
<th>Mfg</th>
<th>Description</th>
<th>Qty</th>
<th>Price</th>
<th>Extended</th>
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</thead>
<tbody>
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<td>C981Q</td>
<td>NEC</td>
<td>MultiSync C981Q-98&quot; Direct LED LCD</td>
<td>2</td>
<td>$7,713.52</td>
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<td></td>
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<td>Public Display Monitor, 3840 x 2160</td>
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<tr>
<td></td>
<td></td>
<td>(4K / UHD), 350 cd/m2, Anti-</td>
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<td>XTM1U</td>
<td>CHIEF</td>
<td>Micro-Adjust Tilt Wall Mount X-Large</td>
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<td>FCA115</td>
<td>CHIEF</td>
<td>XTM1/XSM1 FUSION WALL PLATE</td>
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<td>OKE</td>
<td>OWNER</td>
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<td>$0.00</td>
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<tr>
<td>OKE</td>
<td>OWNER</td>
<td>Owner Furnished Chromecast</td>
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<td>OKE</td>
<td>CRESTRON</td>
<td>Owner Furnished Cable Box</td>
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<td>Wall Plate 4K DigitalMedia BG®</td>
<td>1</td>
<td>$70.11</td>
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<td>BDP-S1700</td>
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<td>Transmitter 100, White Textured</td>
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<td>$27.30</td>
<td>$218.40</td>
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<td>CBL-HD-8</td>
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<td>SONY BLURAY DVD PLAYER</td>
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Printed on October 9, 2019

Page 8 of 13
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<thead>
<tr>
<th>Item</th>
<th>Manufacturer</th>
<th>Model/Description</th>
<th>Quantity</th>
<th>Price</th>
<th>Total</th>
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<tbody>
<tr>
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<td>CRESTRON</td>
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<td>$38.22</td>
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<td>DM-RMC-4KZ-SCALER-C</td>
<td>CRESTRON</td>
<td>DigitalMedia 8G+. 4K60 4:4:4 HDR Receiver and Room Controller with Scalser</td>
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<td>$982.76</td>
<td>$1,965.52</td>
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<tr>
<td>HD-EXT-USB-2000-C</td>
<td>CRESTRON</td>
<td>4K HDMI® &amp; USB over HDBaseT® Extender 2000(Video, USB, and control for Interactive display)</td>
<td>1</td>
<td>$764.37</td>
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<td>TST-902</td>
<td>CRESTRON</td>
<td>8.7&quot; Wireless Touch Screen</td>
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<td>TST-902-DSW</td>
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<td>Wall Dock for TST-902</td>
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<td>CEN-GWEXER</td>
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<td>TESIRAFORTE DAN VT</td>
<td>BIAMP</td>
<td>Fixed I/O DSP with 12 analog inputs, 8 analog outputs, 8 channels configurable USB audio, 32 x 32 ch</td>
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<td>$2,412.64</td>
<td>$2,412.64</td>
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<tr>
<td>F.01U.117,587</td>
<td>BOSCH</td>
<td>Electro-Voice 8&quot; Coaxial speaker with horn loaded Ti coated tweeter - complete with back can enclosure</td>
<td>12</td>
<td>$226.24</td>
<td>$2,714.88</td>
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<tr>
<td>F.01U.117,589</td>
<td>BOSCH</td>
<td>Electro-Voice 10&quot; High performance subwoofer - complete with can enclosure, tile rails, and mounting</td>
<td>3</td>
<td>$299.43</td>
<td>$898.29</td>
</tr>
<tr>
<td>DCI 2300</td>
<td>CROWN</td>
<td>Two-channel, 300W @ 4Ω Analog Power Amplifier, 70V/100V</td>
<td>1</td>
<td>$775.86</td>
<td>$775.86</td>
</tr>
<tr>
<td>QLXD124/85-G50</td>
<td>SHURE</td>
<td>QLXD124/85 COMBO SYSTEM</td>
<td>2</td>
<td>$1,256.84</td>
<td>$2,513.68</td>
</tr>
<tr>
<td>5-29</td>
<td>MIDDLE ATLANTIC</td>
<td>SLIM-5 KNOCK DOWN 29SP</td>
<td>1</td>
<td>$298.10</td>
<td>$298.10</td>
</tr>
<tr>
<td>SP-5-29</td>
<td>MIDDLE ATLANTIC</td>
<td>SIDE PANELS FOR SLIM 5-29</td>
<td>1</td>
<td>$203.10</td>
<td>$203.10</td>
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<td>DOP-5-29</td>
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<td>PLEXI DOOR FOR SLIM 5-29</td>
<td>1</td>
<td>$465.71</td>
<td>$465.71</td>
</tr>
<tr>
<td>SX-DS-158</td>
<td>SURGEX</td>
<td>Defender Series Surge Suppression, 1RU,</td>
<td>2</td>
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<td>$301.72</td>
</tr>
<tr>
<td>U1V</td>
<td>MIDDLE ATLANTIC</td>
<td>1SP VENTED UTILITY SHELF</td>
<td>2</td>
<td>$33.30</td>
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</tr>
<tr>
<td>D2</td>
<td>MIDDLE ATLANTIC</td>
<td>2SP ANODIZED DRAWER</td>
<td>1</td>
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<td>$122.84</td>
</tr>
<tr>
<td>999-99600-000W</td>
<td>VADDO</td>
<td>ROBOSHOT 12E HDBT WHT</td>
<td>1</td>
<td>$2,927.63</td>
<td>$2,927.63</td>
</tr>
<tr>
<td>999-1105-043</td>
<td>VADDO</td>
<td>ONELINK HDMI INTERFACE STAND ALONE N/A(Breakout box to aid in signal extension/plenum space Install)</td>
<td>1</td>
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<td>$1,099.60</td>
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<tr>
<td>HELO</td>
<td>AJA</td>
<td>H.264 HD/SD recorder and streaming appliance</td>
<td>1</td>
<td>$1,116.38</td>
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**System Implementation**

**Sub-Total:**

$23,308.73

**Sub-Total:**

$52,043.76

**Total:**

$75,352.49
PRO SUPPORT:

<table>
<thead>
<tr>
<th>Model #</th>
<th>Mfg</th>
<th>Description</th>
<th>Qty</th>
<th>Price</th>
<th>Extended</th>
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<tbody>
<tr>
<td>AVISSACUSTOM</td>
<td>AVI SYSTEMS</td>
<td>1 Year System Support Agreement</td>
<td>1.0000</td>
<td>$5,500.00</td>
<td>$5,500.00</td>
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</tbody>
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Refer to page 1 for the Grand Total that includes the Taxes, and Shipping & Handling
The following General Terms & Conditions of Sale (the "T&Cs") in combination with either (a) a signed Retail Sales Agreement or (b) Quotation under which AVI Systems, Inc. ("AVI") agrees to supply goods or services constitute a binding contract (the "Agreement") between AVI and the entity identified on page one of the Retail Sales Agreement or Quote (the "Customer"). In the absence of a separately negotiated "Master Services Agreement" between AVI and Customer signed in "wet ink" by the Chief Executive Officer or Chief Financial Officer of AVI, these T&C's shall apply. Any terms and conditions set forth in any correspondence, purchase order or Internet-based form from Customer to AVI which purport to constitute terms and conditions which are in addition to those set forth in this Agreement or which attempt to establish conflicting terms and conditions to those set forth in this Agreement are expressly rejected by AVI unless the same has been manually countersigned in wet ink by an Officer of AVI.

1. Changes In The Scope of Work—Where a Scope of Work is included with this Agreement, costs resulting from changes in the scope of this project by the Customer, including any additional requirements or restrictions placed on AVI by the Customer or its representatives, will be added to the contract price. When AVI becomes aware of the nature and impact of the change, a contract Change Order will be submitted for review and approval by the Customer before work continues. AVI has the right to suspend the work on the project pending Customer's written approval of the Change Order.

2. Ownership and Use of Documents and Electronic Data—Where applicable, drawings, specifications, other documents, and electronic data furnished by AVI for the associated project under this Agreement are instruments of the services provided. These items are "Confidential Information" as defined in this Agreement and AVI shall retain all common law, statutory and other reserved rights, including any copyright in these instruments. These instruments of service are furnished for use solely with respect to the associated project under this Agreement. The Customer shall be permitted to retain copies of any drawings, specifications, other documents, and electronic data furnished by AVI for information and reference in connection with the associated project and for no other purpose.

3. Proprietary Protection of Programs—Where applicable this Agreement does not cause any transfer of title, or intellectual rights, in control systems programs, or any materials produced in connection therewith, including any source code. Any applications or programs supplied by AVI are provided, and are authorized for installation, execution, and use only in machine-readable object code form. This Agreement is expressly limited to the use of the programs by the Customer for the equipment in connection with the associated project. Customer agrees that it will not seek to reverse-engineer any program to obtain source codes, and that it will not disclose the program source codes or configuration files to any third party, without the written consent of AVI. The programs, source codes and configuration files, together with AVI's know-how and integration and configuration techniques, furnished hereunder are proprietary to AVI, and were developed at its private expense. If Customer is a branch of the United States government, for purposes of this Agreement any software furnished by AVI hereunder shall be deemed "restricted computer software", and any data, including installation and systems configuration information, shall be deemed "limited rights data", as those terms are defined in FAR 52.227-14 of the Code of Federal regulations.

4. Shipping and Handling and Taxes—The prices shown are F.O.B. manufacturer's plant or AVI's office depending on where items are located when direction is issued to ship to the point of Integration. The Customer, in accordance with AVI's current shipping and billing practices, will pay all destination charges. In addition to the prices on this Agreement, the Customer agrees to pay amounts equal to any sales tax invoiced by AVI, or (where applicable) any use or personal property taxes resulting from this Agreement or any activities hereunder. Customer will defend, indemnify and hold harmless AVI against any claims by any tax authority for all unpaid taxes or for any sales tax exemption claimed by Customer.

5. Title—Where applicable, title to the Equipment passes to the Customer on the earlier of: (a) the date of shipment from AVI to Customer, or (b) the date on which AVI transmits its Invoice to Customer.

6. Security Interest—In addition to any mechanics' lien rights, the Customer, for value received, hereby grants to AVI a security interest under the Minnesota commercial code together with the a security interest under the law(s) of the state(s) in which work is performed or equipment is delivered. This security interest shall extend to all Equipment, plus any additions and replacements of such Equipment, and all accessories, parts and connecting Equipment now or hereafter affixed thereto. This security interest will be satisfied by payment in full unless otherwise provided for in an installment payment agreement. The security interest shall be security for all sums owed by Customer under this Agreement. A copy of this Agreement may be filed as a financing statement with the appropriate authority at any time after signature of the Customer. Such filing does not constitute acceptance of this Agreement by AVI

7. Risk of Loss or Damage—Notwithstanding Customer's payment of the purchase price for Equipment, all risk of loss or damage shall transfer from AVI to Customer upon transfer of Title to Customer. Customer shall be responsible for securing insurance on Equipment from this point forward.

8. Receiving/Integration—Unless the Agreement expressly includes integration services by AVI, the Customer agrees to furnish all services required for receiving, unpacking and placing Equipment in the desired location along with integration. Packaging materials shall be the property of the Customer.

9. Equipment Warranties—To the extent AVI receives any warranties from a manufacturer on Equipment; it will pass them through to Customer to the full extent permitted by the terms of each warranty. Factory warranties vary by manufacturer, and no additional warranties are expressed or implied.

10. General Warranties—Each Party represents and warrants to the other that: (i) it has full right, power and authority to enter into and fully perform its obligations under this Agreement, including without limitation the right to bind any party it purports to bind to this Agreement; (ii) the execution, delivery and performance of this Agreement by that Party does not conflict with any other agreement to which it is a Party or by which it is bound, and (iii) it will comply with all applicable laws in its discharge of its obligations under this Agreement. AVI warrants, for a period of 90 days from Substantial Completion, the systems integration to be free from defects in workmanship. CUSTOMER WARRANTS THAT IT HAS NOT RELIED ON ANY
INFORMATION OR REPRESENTATION PROVIDED BY OR ON BEHALF OF AVI WHICH IS NOT EXPRESSLY INCLUDED IN THESE GENERAL TERMS AND CONDITIONS OR THE RETAIL SALES AGREEMENT, EXCEPT AS EXPRESSLY SET FORTH HEREIN. AVI DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTIES WITH REGARD TO THE EQUIPMENT, MATERIALS AND SERVICES PROVIDED BY AVI, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON INFRINGEMENT AND TITLE.

11. Indemnification – Customer shall defend, indemnify and hold harmless AVI against all damages, claims, liabilities, losses and other expenses, including without limitation reasonable attorneys' fees and costs, (whether or not a lawsuit or other proceeding is commenced), that arise in whole or in part from: (a) any negligent act or omission of Customer, its agents, or subcontractors, (b) Customer's failure to fully comply to all laws, ordinances, rules and regulations which affect the Agreement, or (c) Customer's breach of this Agreement. If Customer fails to promptly indemnify and defend such claims and/or pay AVI's expenses, as provided above, AVI shall have the right to defend itself, and in that case, Customer shall reimburse AVI for all of its reasonable attorneys' fees, costs and damages incurred in settling or defending such claims within thirty (30) days of each of AVI's written requests. AVI shall indemnify and hold harmless Customer against all damages, claims, liabilities, losses and other expenses, including without limitation reasonable attorneys' fees and costs, (whether or not a lawsuit or other proceeding is commenced), to the extent that the same is finally determined to be the result of (a) any grossly negligence or willful misconduct of AVI, its agents, or subcontractors, (b) AVI's failure to fully comply to any material law, ordinance, rule or regulation which affects the Agreement, or (c) AVI's uncured material breach of this Agreement.

12. Remedies – Upon default as provided herein, AVI shall have all the rights and remedies of a secured party under the Minnesota commercial code and under any other applicable laws. Any requirements of reasonable notice by AVI to Customer, or to any guarantors or sureties of Customer shall be met if such notice is mailed, postage prepaid, to the address of the party to be notified shown on the first page of this Agreement (or to such other mailing address as that party later furnishes in writing to AVI) at least ten calendar days before the time of the event or contemplated action by AVI set forth in said notice. The rights and remedies herein conferred upon AVI, shall be cumulative and not alternative and shall be in addition to and not in substitution of or in derogation of rights and remedies conferred by the Minnesota commercial code and other applicable laws.

13. Limitation of Remedies for Equipment – AVI's entire liability and the Customer's sole and exclusive remedy in all situations involving performance or nonperformance of Equipment furnished under this Agreement, shall be the adjustment or repair of the Equipment or replacement of its parts by AVI, or, at AVI option, replacement of the Equipment.

14. Limitation on Liability – EXCEPT IN CIRCUMSTANCES INVOLVING ITS GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, THE TOTAL LIABILITY OF A AVI UNDER THIS AGREEMENT FOR ANY CAUSE SHALL NOT EXCEED (EITHER FOR ANY SINGLE LOSS OR ALL LOSSES IN THE AGGREGATE) THE NET AMOUNT ACTUALLY PAID BY CUSTOMER TO AVI UNDER THIS AGREEMENT DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE DATE ON WHICH AVI'S LIABILITY FOR THE FIRST SUCH LOSS FIRST AROSE.

15. No Consequential Damages – AVI SHALL NOT HAVE ANY LIABILITY TO CUSTOMER OR TO ANY OTHER PERSON OR ORGANIZATION FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, PUNITIVE OR SPECIAL DAMAGES OF ANY DESCRIPTION (INCLUDING WITHOUT LIMITATION LOST PROFITS OR LOSS OR INTERRUPTION OF BUSINESS), WHETHER BASED ON CONTRACT, NEGLIGENCE, TORT, OR ANY OTHER LEGAL THEORY, REGARDLESS OF WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND IRRESPECTIVE OF THE NUMBER OR NATURE OF CLAIMS.

16. Acceleration of Obligations and Default – Payment in full for all "Equipment," which is defined as all goods identified in the section of the Agreement with the same title, as well for any and all other amounts due to AVI shall be due within the terms of the Agreement. Upon the occurrence of any event of default by Customer, AVI may, at its option, with or without notice, declare the whole unpaid balance of any obligation secured by this Agreement immediately due and payable and may declare Customer to be in default under this Agreement.

17. Choice of Law, Venue and Attorney's Fees – This Agreement shall be governed by the laws of the State of Minnesota in the United States of America without reference to or use of any conflicts of laws provisions therein. For the purpose of resolving conflicts related to or arising out of this Agreement, the Parties expressly agree that venue shall be in the State of Minnesota in the United States of America only, and, in addition, the Parties hereby consent to the exclusive jurisdiction of the federal and state courts located in Hennepin County, Minnesota in the United States of America and waive any right to assert in any such proceeding that Customer is not subject to the jurisdiction of such court or that the venue of such proceeding is improper or an inconvenient forum. The Parties specifically disclaim application (i) of the United Nations Convention on the International Sale of Goods, 1980, and (ii) of Article 2 of the Uniform Commercial Code as codified. In the event AVI must take action to enforce its rights under the Agreement, the court shall award AVI the attorney's fees it inured to enforce its rights under this Agreement.

18. General – Headings are for reference purposes only and shall not affect the meaning or interpretation of this Agreement. The Parties acknowledge and agree that the Agreement has been negotiated by the Parties and that each had the opportunity to consult with its respective counsel, and shall be interpreted fairly in accordance with its terms and without any strict construction in favor of or against either Party based on craftsmanship of the Agreement. This Agreement is not assignable by Customer without the prior written consent of AVI. Any attempt by Customer to assign any of the rights, duties, or obligations of this Agreement without such consent is void. AVI reserves the right to assign this Agreement to other parties in order to fulfill all warranties and obligations expressed herein, or upon the sale of all or substantially all of AVI's assets or business. This Agreement can only be modified by a written agreement duly signed by persons authorized to sign agreements on behalf of the Customer and of AVI, and variance from the terms and conditions of the Agreement in any order or other written notification from the Customer will be of no effect. If any provision or provisions of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby. AVI is not responsible for any delay in, or failure to, fulfill its obligations under this Agreement due to causes such as natural disaster, war, emergency conditions, labor strike, acts of terrorism, the substantial imperability of the Internet, the inability to obtain supplies, or any other reason or any other cause or condition beyond AVI's reasonable control. Except as otherwise stated in the Agreement, AVI is not obliged to provide any services hereunder for Equipment located outside the United States or Puerto Rico. Scheduled completion dates are subject to change based on material shortages caused by shortages in cable and materials that are industry wide.
19. **Confidentiality.** The term "Confidential Information" shall mean the inventions, trade secrets, computer software in both object and source code, algorithms, documentation, know how, technology, ideas, and all other business, customer, technical, and financial information owned by AVI or the Customer, which is designated as confidential, or communicated in such a manner or under such circumstances as would reasonably enable a person or organization to ascertain its confidential nature. All the Confidential Information of a party to this Agreement shall be maintained in confidence by the other party, and neither party shall, during the term of this Agreement or for a period of three (3) years subsequent to the termination of this Agreement, divulge to any person or organization, or use in any manner whatsoever, directly or indirectly, for any reason whatsoever, any of the Confidential Information of the other party without receiving the prior written consent of the other party. AVI and the Customer shall take such actions as may be reasonably necessary to ensure that its employees and agents are bound by the provisions of this Section, which actions shall, as may be reasonably requested by either party, include the execution of written confidentiality agreements with the employees and agents of the other party. The provisions of this Section shall not have application to any information that (i) becomes lawfully available to the public; (ii) is received without restriction from another person or organization lawfully in possession of such information; (iii) was rightfully in the possession of a party without restriction prior to its disclosure; or (iv) is independently developed by a party or its employees or agents without access to the other party's similar information.

20. **Nonsolicitation.** To the extent permitted by applicable law, during the term of this Agreement and for a period of one (1) year after the termination of this Agreement, each Party agrees that it shall not knowingly solicit or attempt to solicit any of the other Party's executive employees or employees who are key to such Party's performance of its obligations under this Agreement ("Covered Employees"). Notwithstanding the foregoing, nothing herein shall prevent either Party from hiring as an employee any person who responds to an advertisement for employment placed in the ordinary course of business by that Party and/or who initiates contact with that party without any direct solicitation of that person by that Party or its agents.

21. **Price Quotations and Time to Install.** AVI often installs systems at the end of a construction project. The price quoted contemplates that AVI shall have access to the location for the time shown for AVI to complete its work after the work of all other contractors is substantially complete which means, generally, all other trades are no longer generating dust in the location, and final carpeting/flooring is installed (the "Prepared Area"). Failure to give AVI access to the Prepared Area for the amount of time shown for the Installation may result in increased installation costs, typically in a manner proportionate to the reduction of time given to AVI to complete its work compared to the original schedule.

22. **Price Quotations.** Unless otherwise specified, all prices quoted reflect a discount for a cash payment (i.e., check, wire transfer) made by Customer in full within the terms of each invoice. Payment in other forms, including credit card, p-card, or other non-cash payments shall be subject to a convenience above the cash price. Please speak to your AVI representative if you have any questions in this regard.
New Business
TO: SouthWest Transit Commission  
FROM: Matt Fyten, Operations Director  
Charlie Cochrane, Associate Transit Planner  
DATE: January 15, 2019  
SUBJECT: 2019 Customer Survey Summary  

REQUESTED ACTION:  
No action requested. This memo is for discussion purposes only.

BUDGET IMPACT:  
None. Expenditures related to the Annual Customer Survey were part of the 2019 Budget.

BACKGROUND:  
The 2019 Customer Survey was conducted on Wednesday, October 23rd. 1,205 responses were collected of around 1,300 surveys handed out - a 90%+ response rate. A complete summary of the results is attached to this memo.

Here are some highlights from the results:

- **Where Do Riders Live?** 82% of riders live in the SWT service area (49% in Eden Prairie, 15% in Chaska, 14% in Chanhassen, and 4% in Carver). (Chanhassen increased 4% from 2018).

- **How Long Have Riders Been Riding?** 66% of riders have been riding for five years or less (3% less than 2018).

- **How Many Days Per Week?** 66% of riders ride five days per week (4% less than 2018).

- **How Do Riders Find Out About SWT?** 36% of riders first heard about SWT through word-of-mouth; 26% from seeing a SWT bus; 21% from seeing a SWT park and ride; 13% by finding SWT on the web.

- **Where Do Riders Get Their Information?** 44% of riders look for SWT information on swtransit.org; 29% use the SWT Phone App; 11% look at paper schedules. (Compared to 2018: 9% decrease in website usage and 9% increase in App usage).

- **What If SWT Wasn’t Available?** 76% of riders would drive their car to their destination if SWT were not available. 9% wouldn’t be able to get to work/school.

- **Why Do Riders Choose To Ride?** 64% of riders take SWT for the convenience it offers; 30% of riders take SWT because of the cost-savings relative to driving.
• **How Satisfied Are Riders?** 99.5% of riders are satisfied with SWT’s services (82% are Very Satisfied; 17.5% are Satisfied).

• **How Do Riders Rank SWT?** 95% of riders rate SWT’s services 8 or higher on a scale of 0-10. (Same as 2018)

• **Did SWT Service Improve?** 25% of riders felt SWT’s service improved in 2019; 65% felt it stayed the same; 9% felt it declined.

• **SW Prime Usage?** 26% of fixed route riders indicate that they have used SW Prime as part of their commute (up 6% from 2018).

• **What about Telecommuting?** 58% of riders indicated their employer allows telecommuting (same as 2018); 92% of those riders telecommute 1-2 days per week on average (up 15% from 2018).

**RECOMMENDATION:**
No action requested. This memo is for discussion purposes only.
## SOUTHWEST TRANSIT OCTOBER 2019 RIDER SURVEY

<table>
<thead>
<tr>
<th>TOTAL # OF 2019 SURVEY PARTICIPANTS</th>
<th>1205</th>
</tr>
</thead>
</table>

### 1. What city do you live in?

<table>
<thead>
<tr>
<th>City</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eden Prairie</td>
<td>594</td>
<td>49.29%</td>
</tr>
<tr>
<td>Chaska</td>
<td>185</td>
<td>15.35%</td>
</tr>
<tr>
<td>Chanhassen</td>
<td>169</td>
<td>14.02%</td>
</tr>
<tr>
<td>Waconia</td>
<td>50</td>
<td>4.15%</td>
</tr>
<tr>
<td>Carver</td>
<td>47</td>
<td>3.90%</td>
</tr>
<tr>
<td>Victoria</td>
<td>44</td>
<td>3.65%</td>
</tr>
<tr>
<td>Shakopee</td>
<td>18</td>
<td>1.49%</td>
</tr>
<tr>
<td>Minnetonka</td>
<td>15</td>
<td>1.24%</td>
</tr>
<tr>
<td>Bloomington</td>
<td>14</td>
<td>1.16%</td>
</tr>
<tr>
<td>Jordan</td>
<td>10</td>
<td>0.83%</td>
</tr>
<tr>
<td>Edina</td>
<td>8</td>
<td>0.66%</td>
</tr>
<tr>
<td>Minneapolis</td>
<td>8</td>
<td>0.66%</td>
</tr>
<tr>
<td>Excelsior</td>
<td>7</td>
<td>0.58%</td>
</tr>
<tr>
<td>Hopkins</td>
<td>7</td>
<td>0.58%</td>
</tr>
<tr>
<td>Cologne</td>
<td>5</td>
<td>0.41%</td>
</tr>
<tr>
<td>Glencoe</td>
<td>4</td>
<td>0.33%</td>
</tr>
<tr>
<td>Belle Plaine</td>
<td>3</td>
<td>0.25%</td>
</tr>
<tr>
<td>Minnetrista</td>
<td>3</td>
<td>0.25%</td>
</tr>
<tr>
<td>Shorewood</td>
<td>3</td>
<td>0.25%</td>
</tr>
<tr>
<td>Hamburg</td>
<td>2</td>
<td>0.17%</td>
</tr>
<tr>
<td>Prior Lake</td>
<td>2</td>
<td>0.17%</td>
</tr>
<tr>
<td>Saint Paul</td>
<td>2</td>
<td>0.17%</td>
</tr>
<tr>
<td>Golden Valley</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td>Henderson</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td>Maple Grove</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td>New Prague</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td>St. Bonificious</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1205</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 2. How many years have you been a rider on SWT?

<table>
<thead>
<tr>
<th>Years</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1</td>
<td>204</td>
<td>16.96%</td>
</tr>
<tr>
<td>1 to 2</td>
<td>268</td>
<td>22.28%</td>
</tr>
<tr>
<td>3 to 5</td>
<td>321</td>
<td>26.68%</td>
</tr>
<tr>
<td>6 to 10</td>
<td>227</td>
<td>18.87%</td>
</tr>
<tr>
<td>11 or more</td>
<td>183</td>
<td>15.21%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1203</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 3. Where do you normally BEGIN your trip on SWT?

<table>
<thead>
<tr>
<th>Location</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>SW station</td>
<td>677</td>
<td>56.23%</td>
</tr>
<tr>
<td>East Creek</td>
<td>233</td>
<td>19.35%</td>
</tr>
<tr>
<td>SW Village</td>
<td>162</td>
<td>13.46%</td>
</tr>
<tr>
<td>Chanhassen Transit Station</td>
<td>71</td>
<td>5.90%</td>
</tr>
<tr>
<td>Carver Station</td>
<td>31</td>
<td>2.57%</td>
</tr>
<tr>
<td>Downtown Minneapolis</td>
<td>11</td>
<td>0.91%</td>
</tr>
<tr>
<td>Eden Prairie loop</td>
<td>6</td>
<td>0.50%</td>
</tr>
<tr>
<td>On SW prime</td>
<td>3</td>
<td>0.25%</td>
</tr>
<tr>
<td>Southdale</td>
<td>2</td>
<td>0.17%</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>0.66%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1204</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 4. How do you get to that location?

<table>
<thead>
<tr>
<th>Mode</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive Yourself</td>
<td>1039</td>
<td>86.44%</td>
</tr>
<tr>
<td>Drop Off</td>
<td>66</td>
<td>5.49%</td>
</tr>
<tr>
<td>Walk or Bike</td>
<td>41</td>
<td>3.41%</td>
</tr>
<tr>
<td>Carpool/Uber/Lyft</td>
<td>21</td>
<td>1.75%</td>
</tr>
<tr>
<td>Bus Transfer</td>
<td>17</td>
<td>1.41%</td>
</tr>
<tr>
<td>SW Prime</td>
<td>17</td>
<td>1.41%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1202</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
5A. How many days a week do you normally ride SWT

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>787</td>
<td>65.53%</td>
</tr>
<tr>
<td>4</td>
<td>250</td>
<td>20.82%</td>
</tr>
<tr>
<td>3</td>
<td>120</td>
<td>9.99%</td>
</tr>
<tr>
<td>2</td>
<td>24</td>
<td>2.00%</td>
</tr>
<tr>
<td>1</td>
<td>20</td>
<td>1.67%</td>
</tr>
<tr>
<td>1201</td>
<td></td>
<td>100.00%</td>
</tr>
</tbody>
</table>

5B. Has this changed in the last year?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>980</td>
</tr>
<tr>
<td>Yes</td>
<td>197</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1177</td>
</tr>
</tbody>
</table>

5C. If Yes, do you ride MORE / LESS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>less</td>
<td>62</td>
</tr>
<tr>
<td>more</td>
<td>146</td>
</tr>
<tr>
<td>Grand Total</td>
<td>208</td>
</tr>
</tbody>
</table>

6. Do you transfer to/from a SWT bus on any portion of your trip?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>1101</td>
</tr>
<tr>
<td>Yes</td>
<td>93</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1194</td>
</tr>
</tbody>
</table>

7A. Does your place of business allow telecommuting?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>476</td>
</tr>
<tr>
<td>Yes</td>
<td>670</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1146</td>
</tr>
</tbody>
</table>

7B. If Yes, how many days per week do you telecommute?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>309</td>
</tr>
<tr>
<td>2</td>
<td>86</td>
</tr>
<tr>
<td>3</td>
<td>15</td>
</tr>
<tr>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>14</td>
</tr>
<tr>
<td>Grand Total</td>
<td>431</td>
</tr>
</tbody>
</table>
### 8. Who is your employer?

<table>
<thead>
<tr>
<th>Employer</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>68</td>
<td>16.55%</td>
</tr>
<tr>
<td>U.S. Bank</td>
<td>61</td>
<td>14.84%</td>
</tr>
<tr>
<td>Ameriprise</td>
<td>50</td>
<td>12.17%</td>
</tr>
<tr>
<td>Wells Fargo</td>
<td>47</td>
<td>11.44%</td>
</tr>
<tr>
<td>U of M</td>
<td>20</td>
<td>4.87%</td>
</tr>
<tr>
<td>RBC wealth management</td>
<td>13</td>
<td>3.16%</td>
</tr>
<tr>
<td>Thirvent</td>
<td>12</td>
<td>2.92%</td>
</tr>
<tr>
<td>Hennepin County</td>
<td>9</td>
<td>2.19%</td>
</tr>
<tr>
<td>Xcel</td>
<td>9</td>
<td>2.19%</td>
</tr>
<tr>
<td>Best Buy</td>
<td>8</td>
<td>1.95%</td>
</tr>
<tr>
<td>Capella U</td>
<td>7</td>
<td>1.70%</td>
</tr>
<tr>
<td>Sleep number</td>
<td>6</td>
<td>1.46%</td>
</tr>
<tr>
<td>SPS Commerce</td>
<td>6</td>
<td>1.46%</td>
</tr>
<tr>
<td>RSM US LLP</td>
<td>5</td>
<td>1.22%</td>
</tr>
<tr>
<td>Virgin Pulse</td>
<td>4</td>
<td>0.97%</td>
</tr>
<tr>
<td>CLA</td>
<td>3</td>
<td>0.73%</td>
</tr>
<tr>
<td>Optum</td>
<td>3</td>
<td>0.73%</td>
</tr>
<tr>
<td>Oracle</td>
<td>3</td>
<td>0.73%</td>
</tr>
<tr>
<td>Sure Scripts</td>
<td>3</td>
<td>0.73%</td>
</tr>
<tr>
<td>Responses with less than 2</td>
<td>64</td>
<td>15.57%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>411</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 9. How did you find out about SWT?

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred by Family/Friend/Work</td>
<td>415</td>
<td>36.28%</td>
</tr>
<tr>
<td>SWT Bus</td>
<td>301</td>
<td>26.31%</td>
</tr>
<tr>
<td>Park &amp; Ride</td>
<td>241</td>
<td>21.07%</td>
</tr>
<tr>
<td>Website</td>
<td>150</td>
<td>13.11%</td>
</tr>
<tr>
<td>Ad</td>
<td>18</td>
<td>1.57%</td>
</tr>
<tr>
<td>Other</td>
<td>12</td>
<td>1.05%</td>
</tr>
<tr>
<td>Social Media</td>
<td>7</td>
<td>0.61%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1144</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 10. Why do you typically use SWT?

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>1111</td>
<td>92.28%</td>
</tr>
<tr>
<td>School</td>
<td>88</td>
<td>7.31%</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>0.25%</td>
</tr>
<tr>
<td>Jury Duty</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td>Social/Recreation</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1204</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 11. If the bus were not available, how would you make this trip?

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive Alone</td>
<td>907</td>
<td>75.84%</td>
</tr>
<tr>
<td>Carpool</td>
<td>113</td>
<td>9.45%</td>
</tr>
<tr>
<td>Would not make the trip</td>
<td>108</td>
<td>9.03%</td>
</tr>
<tr>
<td>Taxi/Uber/Lyft</td>
<td>48</td>
<td>4.01%</td>
</tr>
<tr>
<td>Other</td>
<td>20</td>
<td>1.67%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1196</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
12. Please choose the single MOST important reason you ride SWT

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenience</td>
<td>761</td>
<td>63.63%</td>
</tr>
<tr>
<td>Cost-Related</td>
<td>355</td>
<td>29.68%</td>
</tr>
<tr>
<td>Environmental Concerns</td>
<td>70</td>
<td>5.85%</td>
</tr>
<tr>
<td>Other</td>
<td>10</td>
<td>0.84%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>1196</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

13. Please indicate which SWT program(s) you currently utilize

<table>
<thead>
<tr>
<th>Program</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>SW perks</td>
<td>199</td>
<td>32.05%</td>
</tr>
<tr>
<td>sw ride</td>
<td>182</td>
<td>29.31%</td>
</tr>
<tr>
<td>sw prime</td>
<td>170</td>
<td>27.38%</td>
</tr>
<tr>
<td>guaranteed ride home</td>
<td>70</td>
<td>11.27%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>621</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

14. Do you value SWT’s customer requested “Quiet Zone” approach to cell phone usage on the bus?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1169</td>
<td>97.66%</td>
</tr>
<tr>
<td>No</td>
<td>28</td>
<td>2.34%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>1197</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

15. In the past 12 months have you contacted Customer Service?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>846</td>
<td>70.62%</td>
</tr>
<tr>
<td>Yes</td>
<td>352</td>
<td>29.38%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>1198</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

15A. If you phoned CS, was your call answered promptly?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>241</td>
<td>92.69%</td>
</tr>
<tr>
<td>No</td>
<td>19</td>
<td>7.31%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>260</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

15B. Do you feel that the CS rep actively engaged in your inquiry?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>301</td>
<td>94.65%</td>
</tr>
<tr>
<td>No</td>
<td>17</td>
<td>5.35%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>318</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

15C. Was your email question answered promptly and professionally?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>197</td>
<td>92.49%</td>
</tr>
<tr>
<td>No</td>
<td>16</td>
<td>7.51%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>213</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

16. Have you visited www.swtransit.org?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1073</td>
<td>90.09%</td>
</tr>
<tr>
<td>No</td>
<td>118</td>
<td>9.91%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>1191</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

16A. Did you find the information you need?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1014</td>
<td>96.94%</td>
</tr>
<tr>
<td>No</td>
<td>32</td>
<td>3.06%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>1046</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
16B. Do you find the website easy to navigate?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>855</td>
<td>84.24%</td>
</tr>
<tr>
<td>No</td>
<td>160</td>
<td>15.76%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1015</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

17. Do you use the SWT phone app?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>642</td>
<td>53.86%</td>
</tr>
<tr>
<td>No</td>
<td>550</td>
<td>46.14%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1192</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

17A. Do you find the information you need?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>582</td>
<td>91.80%</td>
</tr>
<tr>
<td>No</td>
<td>52</td>
<td>8.20%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>634</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

17B. Do you find the app easy to navigate?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>508</td>
<td>81.28%</td>
</tr>
<tr>
<td>No</td>
<td>117</td>
<td>18.72%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>625</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

18. Where is the first place you look for information about SWT?

<table>
<thead>
<tr>
<th>Information Source</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>swtransit.org</td>
<td>533</td>
<td>44.68%</td>
</tr>
<tr>
<td>SWT phone app</td>
<td>343</td>
<td>28.75%</td>
</tr>
<tr>
<td>Schedules</td>
<td>128</td>
<td>10.73%</td>
</tr>
<tr>
<td>Driver/ on bus</td>
<td>53</td>
<td>4.44%</td>
</tr>
<tr>
<td>metro transit</td>
<td>86</td>
<td>7.21%</td>
</tr>
<tr>
<td>google maps</td>
<td>22</td>
<td>1.84%</td>
</tr>
<tr>
<td>customer service desk</td>
<td>14</td>
<td>1.17%</td>
</tr>
<tr>
<td>social media</td>
<td>9</td>
<td>0.75%</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>0.42%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1193</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

19. How do you prefer to receive information (check all that apply)

<table>
<thead>
<tr>
<th>Information Source</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Rider Alerts on bus</td>
<td>681</td>
</tr>
<tr>
<td>Phone app push notification</td>
<td>466</td>
</tr>
<tr>
<td>swtransit.org</td>
<td>404</td>
</tr>
<tr>
<td>Email Alerts</td>
<td>391</td>
</tr>
<tr>
<td>Social Media</td>
<td>113</td>
</tr>
<tr>
<td>Newsletter</td>
<td>42</td>
</tr>
</tbody>
</table>

20. Have you used the following services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>% Yes</th>
<th>No</th>
<th>% No</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Fair</td>
<td>743</td>
<td>62.75%</td>
<td>441</td>
<td>37.25%</td>
<td>1184</td>
</tr>
<tr>
<td>Twins</td>
<td>296</td>
<td>24.96%</td>
<td>890</td>
<td>75.04%</td>
<td>1186</td>
</tr>
<tr>
<td>Vikings/Gophers</td>
<td>117</td>
<td>9.87%</td>
<td>1069</td>
<td>90.13%</td>
<td>1186</td>
</tr>
<tr>
<td>Concert Series</td>
<td>43</td>
<td>3.63%</td>
<td>1142</td>
<td>96.37%</td>
<td>1185</td>
</tr>
<tr>
<td>Summer Adventures</td>
<td>37</td>
<td>3.12%</td>
<td>1148</td>
<td>96.88%</td>
<td>1185</td>
</tr>
</tbody>
</table>
21. Which of these types of SWT advertising or promotions have you seen or heard?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>% Yes</th>
<th>No</th>
<th>% No</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Fairs / Events</td>
<td>542</td>
<td>50.23%</td>
<td>537</td>
<td>49.77%</td>
<td>1079</td>
</tr>
<tr>
<td>Bathroom Ads</td>
<td>392</td>
<td>36.26%</td>
<td>689</td>
<td>63.74%</td>
<td>1081</td>
</tr>
<tr>
<td>Newspaper Ads</td>
<td>213</td>
<td>19.70%</td>
<td>868</td>
<td>80.30%</td>
<td>1081</td>
</tr>
<tr>
<td>Magazine Ads</td>
<td>110</td>
<td>10.18%</td>
<td>971</td>
<td>89.82%</td>
<td>1081</td>
</tr>
<tr>
<td>Station Advertising</td>
<td>793</td>
<td>73.36%</td>
<td>288</td>
<td>26.64%</td>
<td>1081</td>
</tr>
<tr>
<td>Website</td>
<td>634</td>
<td>58.65%</td>
<td>447</td>
<td>41.35%</td>
<td>1081</td>
</tr>
<tr>
<td>Social Media</td>
<td>275</td>
<td>25.44%</td>
<td>806</td>
<td>74.56%</td>
<td>1081</td>
</tr>
<tr>
<td>SW Perks</td>
<td>425</td>
<td>39.35%</td>
<td>655</td>
<td>60.65%</td>
<td>1080</td>
</tr>
<tr>
<td>Direct Mailing</td>
<td>100</td>
<td>9.25%</td>
<td>981</td>
<td>90.75%</td>
<td>1081</td>
</tr>
</tbody>
</table>

22. 2018 SERVICE REPORT CARD

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Total Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Cleanliness</td>
<td>1068</td>
<td>93</td>
<td>2</td>
<td>1163</td>
</tr>
<tr>
<td>Facility Cleanliness</td>
<td>1040</td>
<td>112</td>
<td>5</td>
<td>1157</td>
</tr>
<tr>
<td>Driver Courtesy</td>
<td>1005</td>
<td>152</td>
<td>3</td>
<td>1160</td>
</tr>
<tr>
<td>Driver Safety</td>
<td>989</td>
<td>171</td>
<td>1</td>
<td>1161</td>
</tr>
<tr>
<td>Service Availability</td>
<td>746</td>
<td>350</td>
<td>62</td>
<td>1158</td>
</tr>
<tr>
<td>Service Reliability</td>
<td>892</td>
<td>254</td>
<td>11</td>
<td>1157</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>799</td>
<td>337</td>
<td>24</td>
<td>1160</td>
</tr>
<tr>
<td>Schedules and other information</td>
<td>783</td>
<td>335</td>
<td>35</td>
<td>1153</td>
</tr>
<tr>
<td>Customer Service</td>
<td>907</td>
<td>213</td>
<td>12</td>
<td>1132</td>
</tr>
<tr>
<td><strong>OVERALL</strong></td>
<td><strong>858</strong></td>
<td><strong>187</strong></td>
<td><strong>4</strong></td>
<td><strong>1050</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Cleanliness</td>
<td>91.83%</td>
<td>8.00%</td>
<td>0.17%</td>
</tr>
<tr>
<td>Facility Cleanliness</td>
<td>89.89%</td>
<td>9.68%</td>
<td>0.43%</td>
</tr>
<tr>
<td>Driver Courtesy</td>
<td>86.64%</td>
<td>13.10%</td>
<td>0.26%</td>
</tr>
<tr>
<td>Driver Safety</td>
<td>85.19%</td>
<td>14.73%</td>
<td>0.09%</td>
</tr>
<tr>
<td>Service Availability</td>
<td>64.42%</td>
<td>30.22%</td>
<td>5.35%</td>
</tr>
<tr>
<td>Service Reliability</td>
<td>77.10%</td>
<td>21.95%</td>
<td>0.95%</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>68.88%</td>
<td>29.05%</td>
<td>2.07%</td>
</tr>
<tr>
<td>Schedules and other information</td>
<td>67.91%</td>
<td>29.05%</td>
<td>3.04%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>80.12%</td>
<td>18.82%</td>
<td>1.06%</td>
</tr>
<tr>
<td><strong>OVERALL</strong></td>
<td><strong>81.71%</strong></td>
<td><strong>17.81%</strong></td>
<td><strong>0.38%</strong></td>
</tr>
</tbody>
</table>

**OVERALL satisfied vs. dissatisfied**

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.52%</td>
<td>0.38%</td>
</tr>
</tbody>
</table>
From 0-10 with 0 being lowest, how would you rate SWT as a transit agency?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>525</td>
<td>47.43%</td>
</tr>
<tr>
<td>9</td>
<td>336</td>
<td>30.35%</td>
</tr>
<tr>
<td>8</td>
<td>186</td>
<td>16.80%</td>
</tr>
<tr>
<td>7</td>
<td>39</td>
<td>3.52%</td>
</tr>
<tr>
<td>6</td>
<td>16</td>
<td>1.45%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>0.27%</td>
</tr>
<tr>
<td>4</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>0.18%</td>
</tr>
<tr>
<td>1</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>1107</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

In the past year, do you feel SWT service has:

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved</td>
<td>274</td>
<td>25.32%</td>
</tr>
<tr>
<td>Declined</td>
<td>100</td>
<td>9.24%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>708</td>
<td>65.43%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>1082</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

23. Have you heard of our SouthWest Prime Service?

<table>
<thead>
<tr>
<th>YES</th>
<th>YES %</th>
<th>NO</th>
<th>NO %</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>960</td>
<td>86.10%</td>
<td>155</td>
<td>13.90%</td>
<td>1115</td>
</tr>
</tbody>
</table>

24. Have you used SouthWest our Prime Services?

<table>
<thead>
<tr>
<th>YES</th>
<th>YES %</th>
<th>NO</th>
<th>NO %</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>285</td>
<td>25.65%</td>
<td>826</td>
<td>74.35%</td>
<td>1111</td>
</tr>
</tbody>
</table>

25. Have you heard of our SW Perks program?

<table>
<thead>
<tr>
<th>YES</th>
<th>YES %</th>
<th>NO</th>
<th>NO %</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>816</td>
<td>73.51%</td>
<td>294</td>
<td>26.49%</td>
<td>1110</td>
</tr>
</tbody>
</table>

25. Are a SW Perks member?

<table>
<thead>
<tr>
<th>YES</th>
<th>YES %</th>
<th>NO</th>
<th>NO %</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>315</td>
<td>28.66%</td>
<td>784</td>
<td>71.34%</td>
<td>1099</td>
</tr>
</tbody>
</table>

27. What is your gender?

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>518</td>
<td>54.24%</td>
</tr>
<tr>
<td>Male</td>
<td>436</td>
<td>45.65%</td>
</tr>
<tr>
<td>Neither</td>
<td>1</td>
<td>0.10%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>955</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
### 28. What is your age?

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;18</td>
<td>8</td>
<td>0.79%</td>
</tr>
<tr>
<td>18-24</td>
<td>84</td>
<td>8.33%</td>
</tr>
<tr>
<td>25-30</td>
<td>136</td>
<td>13.49%</td>
</tr>
<tr>
<td>31-35</td>
<td>136</td>
<td>13.49%</td>
</tr>
<tr>
<td>36-40</td>
<td>171</td>
<td>16.96%</td>
</tr>
<tr>
<td>41-45</td>
<td>101</td>
<td>10.02%</td>
</tr>
<tr>
<td>46-50</td>
<td>97</td>
<td>9.62%</td>
</tr>
<tr>
<td>51-55</td>
<td>100</td>
<td>9.92%</td>
</tr>
<tr>
<td>56-60</td>
<td>95</td>
<td>9.42%</td>
</tr>
<tr>
<td>61-65</td>
<td>62</td>
<td>6.15%</td>
</tr>
<tr>
<td>65+</td>
<td>18</td>
<td>1.79%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1008</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 29. What is your approximate household income?

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under $25,000</td>
<td>20</td>
<td>2.32%</td>
</tr>
<tr>
<td>$25,000 - $49,999</td>
<td>57</td>
<td>6.62%</td>
</tr>
<tr>
<td>$50,000 - $74,999</td>
<td>127</td>
<td>14.75%</td>
</tr>
<tr>
<td>$75,000 - $99,999</td>
<td>126</td>
<td>14.63%</td>
</tr>
<tr>
<td>$100,000 - $150,000</td>
<td>238</td>
<td>27.64%</td>
</tr>
<tr>
<td>$151,000 - $199,000</td>
<td>143</td>
<td>16.61%</td>
</tr>
<tr>
<td>Over $200,000</td>
<td>150</td>
<td>17.42%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>861</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

### 30. What is your primary language?

<table>
<thead>
<tr>
<th>Language</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>829</td>
<td>95.84%</td>
</tr>
<tr>
<td>Telugu</td>
<td>12</td>
<td>1.39%</td>
</tr>
<tr>
<td>Hindi</td>
<td>4</td>
<td>0.46%</td>
</tr>
<tr>
<td>Tamil</td>
<td>4</td>
<td>0.46%</td>
</tr>
<tr>
<td>Spanish</td>
<td>3</td>
<td>0.35%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>2</td>
<td>0.23%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>2</td>
<td>0.23%</td>
</tr>
<tr>
<td>Bengali</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>French</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Gujarati</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Malayalam</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Marathi</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Nepali</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Persian</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Somali</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td>Yoruba</td>
<td>1</td>
<td>0.12%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>865</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
MEMORANDUM

To: SouthWest Transit Commission
From: Len Simich, CEO
Date: January 15, 2020
Subject: Agency Goals and Objectives

REQUESTED ACTION:
That the Commission approve the attached Agency Goals and Objectives identified for 2020.

BUDGET IMPACT:
A maximum amount of $600 per employee has been budgeted as part of the 2020 annual budget.

BACKGROUND:
At the January meeting of the Commission, the Board establishes the agency/team goals, objectives, and tasks for the coming year.

Attached are the proposed 2020 Goals/Objectives which have been established by the Staff Leadership Team, and put forth to the Commission for discussion, addition, and/or change.

It should be noted that achievement of these goals has a maximum performance payout of $600 per full time employee (excluding the CEO) as part of an employee’s performance compensation, which has been identified in SWT’s Personnel Policy.

The agency continues to be one of the most reliable transit agencies in the region with an on-time performance of 99%, and the performance of scheduled trips at 100%. The agency also has the best safety records in the nation with a chargeable accident rate at .04% per 100,000 miles traveled in 2019 which was a decrease over the 2018 chargeable accident level.

We also continued to make “our brand” a top priority throughout the agency. This includes making sure our vehicles and facilities remain in top operating condition and appearance; Stressing the importance of system reliability and safety; Ensuring a high level of customer service remains at the core of our operations; Continuing to be innovative in all aspects of our operations; and Providing a first class riding experience to our customers.

In 2019 the agency continued implementing successful innovations such as the Prime and its latest service initiative Prime MD, which rolled out in the third quarter. We also implemented new customer conveniences, travel training, mobile ticketing, and expanded the customer Perks program.
We once again had record breaking ridership to the Minnesota State Fair; Continued strong financial management; and brought nine new vehicles into our operation including the first 45’ low-floor coaches operating in the U.S.

Finally, all agreements related to the SWLRT were agreed upon. All administrative staff was moved to temporary offices, we completed the addition of 75 parking stalls at the garage, and we broke ground on the expansion of office that will house all SouthWest Staff at our Garage and Maintenance Facility by June of 2020.

The annual “State of the Agency” presentation will be delivered at the January 23rd meeting of the Commission.

Staff is also working on the *SouthWest Transit 2019 Annual Report* which will be available by the start of the Legislative Session scheduled to start the second week of February.

**RECOMMENDATION:**
That the Commission approve the Agency Goals and Objectives identified for 2020.
The 2020 Agency Goals

Improve System Quality:
1. Maintain customer satisfaction at 99% or better.
2. Respond to all complaints within one business day. Resolve complaints/respond to customer within 5 business days from the date complaint received.
3. Answer phone inquiries within 15 seconds of call coming in.
4. Answer virtual customer service calls in 35 seconds or less.
5. Daily inspect facilities and vehicles and ensure that all pass Leadership Team spot inspections for maintenance and cleanliness.
6. Address all overload situations within 8 days of established pattern (minimum 5 occurrences).
7. Complete all assigned audits of drivers/routes assigned (at least one per route/driver per year using both SW staff and secret riders).
8. Ensure all schedule outlets, stations and vehicles have up-to-date schedules (inspect bi-weekly).
9. Achieve less than 2.5% dissatisfaction with schedule and other information disseminated (currently at 3% dissatisfied).

Improve System Reliability, Safety and Security:
1. Maintain the number of road calls per mile to at least 1 per 48,000 miles or better (NTD Standard).
2. Maintain on-time performance at 99% of 1st stop, and 95% of arrival time. Audited quarterly by Dispatch.
3. Perform 100% of scheduled trips/stops throughout the year (NTD definition).
4. Maintain the number of chargeable accidents at or below .75 per 100,000 miles traveled (NTD). Reduce overall chargeable accident rate by 5% over what was experienced in 2019.
5. Pass OSHA audit/inspection without any major violations (code red).
6. Zero days lost due to preventable injury.
7. Complete all EPP training and perform per the plan during times of emergencies or unplanned situations (i.e. storms and others).
8. Pass State Patrol vehicle inspections without any violations.

Strengthen the Overall Agency:
1. Increase Ridership over the 2019 level by a minimum of 1%, and/or improve the cost effectiveness/subsidy per passenger over the 2019 level.
2. Maintain overall system subsidy per passenger under $7.25 (Average for both Express and Prime).
3. Maintain a healthy fund balance between 25% - 35% of our annual operating funds.
4. Reduce discrepancy between the actual inventory and the amount shown in the system at 1% or less and not exceed $260,000 in overall value.
5. Achieve an “unqualified” outside audit opinion (highest opinion available); findings should include no material weaknesses, no noncompliance findings, no internal control issues and no significant deficiencies.
“Major Projects/Tasks”

**Administrative**
- Continue to refine agency succession strategies. Implement Organizational changes and fill key positions.
- Complete Strategic Plan update and implement/follow-through on items/actions outlined.
- Complete garage/future administrative office build-out within budget and on time.
- Ensure Asset Management Plan is updated annually and meet all federal requirements.
- Ensure Safety and Security Plans (EPP) is updated annually and meet all federal requirements.
- Maintain Brand (Vehicle and facility appearance; Schedule service appropriately; Display professional image at all times; Ensure correct information is disseminated).
- Advocate for funding increase or redistribution.

**Technology**
- Complete annunciator project.
- Implement cyber security plans/Create Network Computer Security Policies.
- Implement Virtual Customer Service System.
- Complete GOTO card process on Prime Buses.
- eMaint Migration.
- IT – Video Conferencing.

**Planning**
- Expand Prime MD service.
- Make progress on autonomous vehicle demonstration service.
- Finalize 494 CMAQ service plan.
- Implement Airport Service.
- Complete facility and roadway improvement plan (improve access and travel time for buses and customers).

**Ops**
- Pursue an electric vehicle for Prime.
- Procure additional 9 vehicles.
- Implement additional strategies as needed to attract and retain quality drivers. Goal is to be 125%/FTE equivalent driver compliment needed on any given day.
- Secure all needs for operating the State Fair service (driver force; ground staff; parking; and $8 fare).
**Marketing/Customer Service**
- Implement Bus Back Campaign.
- Increase Perks usage to 1700+ users.
- Develop and implement bigger holiday event with the Arb.
- Develop and implement new Prime and Prime MD marketing campaign.
- Develop and implement formal community and business outreach program (Carver County TMA).
- Implement tracking system for marketing materials and effectiveness.
- Maintain/update web page.
- Create more brand awareness in and outside of organization “Premier Provider of Transit Services”.
- Conduct target marketing activities (College, seniors, reverse commuter’s, downtown commuters, minority populations, others).
- Implement travel training.

**Finance**
- Work Closer with departments strengthen financial understanding.
- Effectively invest new revenues and continue laddering implementation.
- Install/implement new accounting software.
- Achieve GFOA Award
- Secure training and advancement opportunities for all finance staff.
- Audit service RFP.
- Banking service RFP.
- Complete NTD sampling.
- Set up future Asset Management Fund Balance/Reserve Account.

**HR**
- Monitor and update job descriptions, grade totals, and salary ranges as needed (i.e. classification and compensation studies). Identify “Steps” for advancement.
- Conduct 2 “all staff” training sessions.
- Conduct annual employee engagement survey.
- Conduct monthly OSHA safety training.
- Identify benefit options.

**Facilities**
- Oversee construction of garage improvements.
- Complete 20 year assessment/PM outlook tied to the Asset Management Plan.
- Complete ramp PM repairs Village, CTS, and EC.
- Ensure SWS meets brand standards during SWLRT construction.
- Obtain two IFMA and one Construction Management certifications.
- Ensure all staff is trained and using Somax.
Vehicle Maintenance
- Achieve a PM compliance of 91%.
- One technician certified in each of the Cummins engines.
- Collectively complete 100 MCI training classes.
- Ensure every tech attempts ASE testing with an overall 90% pass rate.
- Pass all State inspections.
- Complete all mid-life rehabs.

Totals
Points Available = 80
Points Earned =
Percentage Achieved =

Performance/Incentive Compensation
- 95%-100% = $600
- 89%-94% = $500
- 83%-88% = $400
- 75%-82% = $300
- Below 75% = $0.0
MEMORANDUM

TO: SouthWest Transit (SWT) Commission

FROM: Dave Jacobson, COO

DATE: January 13, 2020

SUBJECT: 2020 State Fair Service

REQUESTED ACTION:
That the SWT Commission authorize its CEO to charge an $8.00 fare per adult for a round trip to and from the 2020 State Fair.

BUDGET IMPACT:
With the fare back to $8 for adults in 2020, up from the 2019 fare of $6, it is anticipated that SWT will gain the $30,000 lost in fare revenue and potentially operate at a break even for the service in 2020.

BACKGROUND:
As you may recall, at the regularly scheduled October 2019 SWT Commission meeting, the Commission authorized its CEO to release a notice to registered charter service providers, under Federal Transit Administration (FTA) regulations, notifying them of the 2020 State Fair service operated by SWT using an $8 fare as its only source of revenue. Since the October 2019 meeting of the Commission, staff released a “Notice of Charter Service Request” to 44 private charter companies registered with the FTA. The last day of the period to respond was January 2, 2020. Staff did not receive any responses indicating interest in providing the charter service as set out in the Notice.

Since January 2nd, SWT legal sent an email to Nick Thompson, Metropolitan Council, notifying him of zero charter providers responding with an indication of interest in providing the charter service as set out in the Notice. Additionally, the Metropolitan Council was notified of SWT’s intentions of charging the $8 per adult fare stated in the Notice. Mr. Thompson of the Metropolitan Council responded with a confirmation statement for the 2020 State Fair and the data topics that SWT will need to report in the quarter when service is provided.

This effort only covers the 2020 service.

The State Fair service is an integral part of SWT’s core and surrounding communities. It also serves as a strategy for connecting the communities of SWT with the rest of the metro area.

RECOMMENDATION:
That the SWT Commission authorize its CEO to charge an $8.00 fare per adult for a round trip to and from the 2020 State Fair.
Updates
Administrative Updates

Legislative – The 2020 Legislative Session begin on February 11, 2020. This is a bonding year (not budget), but several bills with policy and funding implications may make their way to Committee hearings. Staff will keep the Commission up to date on anything that could impact the agency. Also, the Suburban Transit Association will be holding its annual Legislative Breakfast on February 19, 8am-10am at the League of Minnesota Cities building (145 University Ave.) All SouthWest Transit Commission members are welcome to attend.

SouthWest Station Construction – Friday, January 17 will be the final day we operate out of SouthWest Station. Beginning Monday, January 20, all service will shift over to the temporary station off technology drive. Staff will be on hand for the first three day to answer questions and guide the operations.

Garage Construction – everything is moving along as scheduled. We had a small glitch related to cutting in the floor drains in the maintenance area, but that has since been resolved. Staff is currently looking at a few minor changes that would help expedite portions of the project as well as reduce costs. An addition of a staff/driver work-out facility and shower room is also being explored as part of the project.

Strategic Plan – The Commission held it’s second work session related to the 2020-2022 update of the strategic plan. Staff is updating the document to include new comments and direction and plan to have a copy of the final document available for review at the February meeting of the Commission.

Annual Report – Our 2019 Annual Report is being finalized and will be available for distribution by the start of the 2020 Legislative Session.

Vehicle Storage – Staff continues to review options related to vehicle storage (expanded). Expanding the current footprint of the garage does not look like it will be the most cost-effective option. Staff has looked at purchasing and converting existing facilities in our service area into a bus storage facility, and we are examining the possibility of constructing a building on property currently owned by SouthWest Transit. More to come in the following months.
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Operations, Planning, IT Vehicle and Facility Maintenance – January 2020

SW Prime MD service continues to grow at a steady pace with the service now providing rides on a daily basis thanks in part to a group of regular riders. SWT’s Marketing Department continues to get the word out about the service and it is expected that the service will continue to grow throughout 2020. Staff also continues to try and establish new partnerships with medical providers. These efforts have been difficult, but as the service continues to grow it is our hope that medical providers will see the benefit of partnering with SWT.

494 Service Planning continues with eye set for operation beginning in the second half of 2021. The Transportation Advisory Board (TAB) approved a scope change for the service that will allow SWT to purchase smaller vehicles than were originally applied for which will allow the planned deviated fixed route service to better access areas along the 494 corridor. Staff continues to refine the service plan and will keep the Commission updated as the plan is finalized.

Airport Service Planning also continues as staff seeks a viable service option with the hope of launching a service in 2020. In order to effectively and efficiently provide the service staff is seeking partnerships with either a TNC (Uber/Lyft) or a taxi company. There are several legal and regulatory hurdles that must be cleared in order to make such a partnership work, but staff is hopeful a partnership can still be worked out.

Delivery of five Braunability vans were brought to the Eden Prairie Garage. They were tagged by the State of Minnesota for tie-down securements and ramp functionality. These five buses were the outcome of the sale of one of the Trolleys to the Duluth Transit Authority (DTA). They should be in service by the end of January. To coincide with the addition of vehicles, the old Metro Mobility buses that were given to SWT during the growth period of Prime will be sent to auction leaving only one more white bus in the fleet. That bus is slated for replacement by the end of 2020.

Annually, SWT brings in a third party to conduct a mock OSHA audit. This year’s audit was at our Eden Prairie Garage facility. This mock audit gives staff a snap shot into how we are doing concerning workplace safety and helps us identify areas where we can improve. Through the process 29 minor safety items were identified as needing attention. Staff has taken the information from this report, addressed 28 of the items, adjusted training in specific areas where we were found deficient, and are altering our monthly safety inspections to monitor specific items that were identified from this audit. For the final item, SWT is waiting for further clarification on potential options to fix the issue. The Audit is attached.

Operator training continues for the switch from the original SW Station to the temporary station on Monday, January 20th. All of the fixed route operators will be trained on the new
flow of buses including layover, etc. Additionally during the am peak for the first few days, operations and planning staff will be there to assist customers and the occasional lost bus escorting them to the gates they belong. Prime service will be picking up and dropping passengers inside the ramp on the first floor.

The Technology Department at SWT has a couple of big projects starting soon. Replacement of the Agency Servers will begin by the end of the month. This upgrade will replace end of life hardware and update our software to the latest release.

Staff is also researching options for a new Virtual Customer Service system that will add robust features and ease of use of those customers that interact with our service representatives using technology.

Our current Nextrip monitor hardware and software is showing it’s age. Staff is currently working with a vendor for a complete replacement that will add new features on how we display real-time bus data and agency information in the stations. The new systems will be online in February.