

Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
Held Remotely
May 19, 2021

CALL TO ORDER

Chair Cox called the May 19, 2021, meeting of the Intercity Transit Authority to order at 5:30 p.m. This meeting was held remotely in accordance with [SCR 8402](#) extending certain gubernatorial orders issued in response to the COVID-19 state of emergency.

Members Present: Chair and City of Lacey Councilmember Carolyn Cox; Vice Chair and City of Olympia Councilmember Clark Gilman; City of Tumwater Councilmember Debbie Sullivan; Thurston County Commissioner Carolina Mejia; City of Yelm Councilmember Molly Carmody; Citizen Representative Don Melnick; Citizen Representative Sue Pierce; Citizen Representative Justin Belk; and Labor Representative David Sharwark.

Staff Present: Ann Freeman-Manzanares; Emily Bergkamp; Jason Aguero; Cameron Crass; Suzanne Coit; Julie DeRuwe; Joy Gerchak; Tim Houdyshell; Kevin Karkoski; Steve Krueger; Rob LaFontaine; Ally McPherson; Pat Messmer; Brian Nagel; Jeff Peterson; Eric Phillips; Nick Redmond; Art Snyder; Heather Stafford Smith; Steve Swan; Nicky Upson; Daniel Van Horn; Amanda Williams; Jonathon Yee.

Others Present: Legal Counsel, Jeff Myers; Ursula Euler, Community Advisory Committee; Elizabeth Safsten from WSDOT; Tim Payne, Kyle Taniguchi and Ashankh Jaishankar from Nelson Nygaard.

APPROVAL OF AGENDA

It was M/S/A by Citizen Representative Melnick and Councilmember Sullivan to adopt the agenda.

PUBLIC COMMENT - No public comment was received.

PUBLIC HEARING

A. 2022-2025 Transportation Improvement Program. Development Director, Eric Phillips presented for public testimony the 2022-2025 Transportation Improvement Program (TIP). During the public comment period between April 22, 2021 and May 19, 2021, one comment was received by email questioning the TIP process. The email has been entered into the record.

Chair Cox opened the public hearing at 5:35 p.m. Jason Aguero from Information Systems checked and confirmed there were no callers wishing to make public testimony.

With no one from the public giving testimony, Chair Cox closed the public hearing at 5:36 p.m.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 2 of 15

NEW BUSINESS

- A. Dial-A-Lift Study.** Eric Phillips, Development Director, reminded the Authority that in January 2019, after the passage of Proposition 1, the Authority approved several tasks with the consultant, Nelson Nygaard, to support implementation of the long-range plan. This included a comprehensive analysis of our fare system that led to the 2020 implementation of the zero-fare demonstration project, and it also included a comprehensive study of our Dial-A-Lift (DAL) service. During the development of the short and long-range plan it was observed that fixed-route ridership between 2013 and 2017 dropped by close to 10%, however, during the same period, DAL service increased by over 12%. Following the approval of Proposition 1, Intercity Transit wanted to quickly check on the data, and pay closer attention to those data drivers that will be guiding the agency in the future.

The project kicked off the summer of 2019, and staff started with an extensive data review going back to 2005. During the project, there was also an internal project team that provided support. Phillips gave a big shout out to Emily Bergkamp and the DAL staff for their support of the process. In 2020, we were nearing completion of the study and then the pandemic hit. We were fully occupied developing a variety of contingency plans and by necessity had to pause the project. This turned into a unique opportunity to pause the study so that we could handle the contingency work that was done in the background, but also gave us some time to look at potentially putting together some data that supports post-pandemic considerations. Phillips introduced Tim Payne from Nelson Nygaard.

Payne introduced two of his colleagues - Kyle Taniguchi and Ashankh Jaishankar who were instrumental in the completion of this study.

Payne provided an overview of the DAL program and the issues his team was trying to accomplish as a result of the project. Payne said Nelson Nygaard does many paratransit studies and during this study they had a very unusual opportunity to examine a very long period of history of data and explore in great depth.

The key questions they looked at were:

- Why is ridership continuing to increase DAL when there are reductions in fixed-route ridership?
- What is the long-term outlook?
- What is service quality and how does DAL compare to other agencies?
- Is IT in compliance with ADA regulations and guidelines?
- How do DAL's costs compare to other agencies?
- What are the long-term capital implications?

Payne said, currently, there are no issues, and Intercity Transit is doing a fantastic job with their DAL service.

Payne started with the question of how does Intercity Transit's DAL costs compare to other agencies, and are there approaches and strategies that can be used to help contain costs? Payne said when talking about costs and containing costs, those are not the same

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 3 of 15

as reducing costs. Nelson Nygaard is looking to the future at ways to take the edge off the growth and costs, over the long term. There is no realistic strategy where Intercity Transit could continue to meet its goals, providing mobility to citizens with disabilities, and reducing costs.

Payne made it clear that he's talking about cost control, not cost reduction, and there is a very substantial difference. Finally, what are the long-term capital implications for ADA paratransit? Payne turned it over to Kyle Taniguchi for a brief overview of the data and go through the beginning part of the ridership analysis.

Taniguchi said the study covered data from 2006 to 2019 and included over 1.5 million DAL trips. The DAL project started in late 2019, and the ridership data he's sharing doesn't have the COVID impacts baked into it. They did manage to obtain during COVID volume numbers, and that's included in the ridership estimate that Payne talks about later in this presentation.

Data included details on trips taken as well as attributes of the rider and included what time the trip started, what time the trip ended, the origin and destination, and what was the eligibility status of the individual.

Taniguchi reviewed the Ridership Assessment. DAL ridership has been increasing for some time, and his chart showed an upward trajectory since 2006. Historical data matches closely with the linear trend line, and that means the probability of that continuing into the future, barring any kind of external influence, and COVID was one of them, we would have expected this linear trend to continue forward.

Nelson Nygaard looked at the number of riders who were taking trips on DAL and they are talking about certified individuals who took at least one trip on the system each year. The trend line matches closely with the historical data, and barring COVID we would have expected this trend to continue forward. The key takeaway is that the addition of new riders is partially driving the increased ridership that we're seeing on DAL.

The next logical question was could population growth be causing some of this increase? They pulled up Census data from 2007 to 2017 for Thurston County and during that time-period, the population of Thurston County grew by 16%. However, if you look at the senior population and in particular, the 65 to 74-year-old age cohort, you will see that it grew a lot more substantially. Age alone doesn't qualify an individual for DAL, however, there is some correlation between age and having some kind of disability that would then make the person eligible for DAL. So as the senior population increases there's a greater likelihood they'll be utilizing DAL.

The increase in senior population could be due to the natural progression of aging within the county, but it could also be some end migration from other parts of Washington state, or other parts of the United States. Age is really driving some of the ridership gains that we're seeing since 2006 on DAL. Seniors make up the predominant group of riders on DAL since 2006, and that number has increased slightly from 60% to 64% of all riders. Nygaard examined trip rates or the average number of trips that an individual takes in a given year, and that trip rate has been remarkably steady since

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 4 of 15

2006, hovering at about 80 trips per year per rider. This indicates in concert with some of the other data, that the increase in Trip Activity that we're seeing on DAL is influenced more by new riders getting added to the system, rather than any kind of change in trip making frequency of existing riders.

Nygaard looked at Rider Tenure. The chart showed most users are with DAL for only one year. This finding is consistent with other paratransit agencies they work with throughout the country, where roughly half of the ridership base turns over every year. They looked at rider tenure and frequency of trip making and as tenure increases, the likelihood of a rider being a frequent rider also increases. Taking a look at year one you see the vast majority of riders are pretty infrequent users taking 20 trips or less on DAL per year. However, going from years 1 to 2, 2 to 3, 3 to 4, and so on, that portion starts to shrink dramatically. A new rider may not necessarily be familiar with the system and may be hesitant to take a lot of trips. But as they start to use the system more, they get more comfortable.

There was a geographical element to this analysis, and the top destinations served by DAL included shopping locations or medical facilities, or adult day health locations that inherently generate and attract large numbers of people. The Lacey Senior Center was the largest generator of trips in the last full year of data. In 2018 there were almost 6,000 trips destined for that center in that one year alone. Putting that into perspective, a lot of the other top destinations were in the 1 to 3,000 trip range. **Key takeaways are:**

- Ridership on Dial-A-Lift is predominantly seniors
- Dial-A-Lift ridership is increasing faster than the population of Thurston County, partially due to the increase in the senior population
- The average annual trips taken per rider has been consistent
- Rider turnover has remained constant
- The “population pool” of potential riders is substantially larger than the pool of actual riders, growth has two parts:
 - Attracting people out of the pool
 - Increase in size of the pool

Payne returned to the presentation to review Quality of Service – DAL Standards. Customer expectations include:

- **Pick-Up Window:** 30-minute window (+/- 15 minutes from scheduled time)
- **On-Time Performance:** 95% (picked up early or in-window)
- **Missed Trips:** 0% (due to the fault of the agency)
- **Trip Denials:** 0% (provided trip reserved day prior)
- **Excessively Long Trips:** DAL trips should not be longer than fixed route

Payne reviewed where other agencies are across the country with respect to some of their standards they adopted to see how closely DAL mirrors or is outside of those and that is probably the on-time performance goal if we had an even larger sample, it's on the high side for ADA paratransit type services. Only, Ann Arbor, Michigan at this point was higher. There are a couple others in the country that are also higher than 95%, but 95% is among the higher up on-time performance goals in the country.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 5 of 15

How does Intercity Transit compare against those standards? IT's DAL service was compared to many systems in the country and is consistently very high quality. Intercity Transit has the right to be proud of the quality of DAL service it provides. The actual performance is 93% in the mid-teens that the on-type performance had drifted down into the high eighties, 87, 88, 89%. What we saw is that, into the late teen years, up into 2019, the staff at DAL worked very hard, and have gotten that performance back up into the mid-nineties, still not to the goal of 95%, but a very respectable standard of service is being provided to citizens of Thurston County.

Payne moved on to discuss Eligibility Analysis Findings. Nygaard looked at the makeup of eligibility over this entire dataset, so from 2006 through 2018, he explained the three types of eligibility are.

Full eligibility - when a person applies for eligibility and it is very clear that it is impossible for that person by reason of their disability to be able to use fixed route service, they're fully eligible for DAL.

Conditionally eligible - a case where the interaction of their disability, with their abilities to be mobile, creates a situation where sometimes they can use fixed route service, and sometimes they cannot. Example is someone who has night blindness, so during the daytime they have adequate visual acuity to be able to navigate and use quite successfully the fixed route system. But as soon as it gets dark, they're legally or effectively blind and can no longer navigate in the fixed route system.

Temporary full eligibility - someone who has an unfortunate life incident that causes them to become temporarily unable to use a fixed route bus. Example is someone has some kind of an accident that creates a major inability for their mobility like a hip replacement or a broken leg or two broken legs or something along that line, where through medical treatment and rehabilitation, they're able to regain their mobility and be able to go back to using a fixed route bus.

The number of trips tends to be proportional to the types of eligibility that we've seen, although the temporary full eligibility tend to take a lot fewer trips than people with full eligibility. People that have conditional eligibility tend to be a lot more active than people with full eligibility because the interaction of their disability with their ability to be mobile is not as limiting as a person whose disability keeps them from using the fixed route system in particular completely. What's important to understand is the reason the conditional eligibility is bestowed is so that the transit agency can work with the individual, to find the trips that best meet their abilities and train them and help them to use the fixed route system, because it's more convenient for them, and allows them to be more spontaneous.

Intercity Transit recently revised their eligibility procedures and are now going back and seriously looking at applying conditional eligibility where it is appropriate to do so, providing the potential for a tool that could help long term cost control - not cost reduction.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 6 of 15

Payne went on to discuss cost effectiveness and noted the difficult thing with ADA paratransit nationwide is it is an expensive service and a very needed service. It is a civil right, so this isn't a complaint – it's an observation of the fact that it is an expensive service to provide. Another important reason to keep eyes on this is unlike fixed route service, where you put a bus on the street and put it out there for 16 hours, put it on a schedule. The more people on that bus means ridership increases, and the cost per rider goes down and cost remains stable. With DAL service for every new rider that is booked, costs go up because the resource requirements for providing DAL are directly proportional to the demand.

The cost per passenger trip is going up about 4.1% per year. Cost per revenue hour is about 5.3% and has continued to rise in parallel with each other. The costs are rising quicker than inflation, which means in the very long term the accommodation of people with disabilities on a DAL service has the potential to mean that Intercity Transit as an agency may not be able to fulfill other programs, other important capital and fixed route service programs to the community because the first thing that has to be done is DAL requirements have to be met. That's a federal law.

To deal with cost effectiveness, Nygaard took a look at what's going on with other fare free systems. They took a look at comparisons to Washington state systems and took a really careful look at what some alternatives to traditional paratransit service that other agencies are piloting and providing, that have a dual benefit. They potentially have significant rider benefit, and they also help the agency to control costs.

There are not a lot of agencies in the United States that are operating ADA paratransit service fare free. Passenger trips per revenue are very comparable across the board and our cost expense per passenger trip is substantially higher. Different agencies take a different approach to allocation of overhead costs. Typically, overhead costs in a transit agency are between 20% and 25% of the overall cost of providing a revenue hour of service.

Most agencies in Washington State have decent cost allocation models and are fairly uniform in the way they allocate costs because WSDOT worked a lot on this, and it's been given a lot of attention. If we compare what's going on at Intercity Transit with what's going on across the state and look at agencies that are of somewhat similar size, Intercity Transit is head and shoulders with everybody else. We live in an area that is highly competitive for the skills needed to run a vehicle in Washington State and there's a lot of options that people have.

Nygaard looked at alternative services to DAL as a way to benefit riders and help control costs. This is hitting some highlights in the overall operating expense per passenger trip at \$53.21/per trip at IT (2018). Island Transit is \$49.77, but Missoula MT where the labor rates are a lot lower is \$28.51, and AppalCart in NC is \$17.17.

They looked at several pilot programs for alternative services going on in the country. The one thing to emphasize is they are not ADA paratransit service but they are offered as a supplement to paratransit services and the idea is they offer benefits to riders that attract riders to the point they say they want to use the supplemental service instead.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 7 of 15

Riders get benefits as does the agency and they cost less to operate. In every single case the vehicles and the operators are shared across multiple services, and examples include partnerships with Lyft and Uber. There is the economy of a shared vehicle not dedicated solely to ADA paratransit service.

Payne reviewed ADA Alternative Service Provision - Agencies examined:

MBTA: Boston, MA

- The on-demand pilot started in Sept 2016 and has been extended to May 2021
- There are plans to make pilot permanent
- Customers able to book trips on-demand (rather than the day before) and can have their own vehicle (no shared ride)
- Service instituted caps after customers started taking more trips than with traditional paratransit

	Traditional Paratransit MBTA (The Ride)	On-Demand Service MBTA (On-Demand)
Cost to the Passenger	\$3.35 or \$5.60 for premium trips	Max subsidy of \$40. Passengers pay first \$2 (\$1 for Uber Pool) and then anything over \$42
Cost per Trip for Agency	\$45.00	\$17.00

JTA: Jacksonville, FL

- Connexion Plus started on April 1, 2019
- Customers able to book trip two hours in advance (rather than the day before) and can have their own vehicle (no shared ride)
- JTA pays contractor pays per mile + booking fee to operate Connexion Plus

	Traditional Paratransit JTA (Connexion)	On-Demand Service JTA (Connexion Plus)
Cost to the Passenger	\$3 (ADA Fare), \$3.50 (Transportation Disadvantaged), \$6 Out-of-County Fare	\$6 per passenger one way
Cost per Trip for Agency	\$38.40	\$22.09

Big Blue Bus: Santa Monica, CA

- Overhauled paratransit program on July 1, 2018
 - Ambulatory trips on Lyft

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 8 of 15

- Non-Ambulatory trips on wheelchair accessible vehicle
- New program reduced the number of trip denials and allowed customers to book on-demand (rather than the day before)
- Complementary ADA paratransit service is provided by LA County Access
- Motivation for changing service was cost and concentrated demand during peak periods

Mobility On-Demand Every Day Program	
Cost to the Passenger	Low-Income Fare: \$0.75, Regular Fare: \$1.50
Cost per Trip for Agency	\$12.06 per TNC trip \$22.45 per wheelchair van trip

GRTC: Richmond, VA

- The CARE On-Demand service started on August 1, 2017
- Motivation for new service was to give customers another option for travel
- Customers able to book trip on-demand (rather than the day before) and can have their own vehicle (no shared ride)
- On-demand service is cheaper and has freed up resources on traditional paratransit service

	Traditional Paratransit CARE	Traditional Paratransit CARE Plus	On-Demand Service CARE On-Demand
Cost to the Passenger	\$3 (City of Richmond & Henrico County residents)	\$6 (City of Richmond residents) \$3 (Henrico County residents)	Initial \$6 for passenger and anything above \$21
Cost per Trip for Agency	\$28.19	\$28.19	\$26.05

These are supplemental programs that were either piloted or put in place, piloted, and then put in place permanently, as a way to both potentially provide ADA paratransit riders with some benefit and most of that benefit is being able to be more spontaneous with their trips. All of these services are same day reservation. Some have much faster response time than others, but it allows people to be more spontaneous in their trip making.

Alternative Service Provisions Review – Microtransit examples:

- King County, WA
 - On-demand service to transit centers

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 9 of 15

- Salem, OR
 - Shopper shuttle
 - On-demand service within service area (discontinued)
- Marin County, CA
 - On-demand service within service area
- Sacramento, CA
 - On-demand service within service area
- Tri-Valley, CA
 - Uber and Lyft subsidy (50% off up to \$5)

Alternative Service Provisions Review – Key Findings

- Challenges adapting to ADA-type service have been:
 - Non smart-phone/app access to the service
 - Most substantial – availability of WAV vehicles for those who need them
- Best way to test feasibility in Thurston County would be to do a pilot service
- Pilot service needs to be set up very carefully to firmly establish what it is trying to achieve and how to measure it. Otherwise, all pilot services look like either successes or failures.

Ridership Forecast – We came into the very beginning of 2020 making these forecasts. We had a great deal of confidence that we could forecast the future of DAL simply based on the population and the shift in age demographic that was going on at Intercity Transit in Thurston County. The only difference between the high and the low is the growth in the size of the pool versus attracting people out of the pool. Nygaard looked at what happens if simply the population increases and if we simultaneously bring more people from that pool into DAL is the difference that you'll see over the long term.

In March 2020 the pandemic hit and all of a sudden our certainty about what is going to happen with DAL service has widened very substantially. The only thing we are relatively confident of is to say that since we're starting from a much lower base, it is unlikely that drawing the line at 20/40 that we will reach either of the pre-COVID forecast because we're starting from a much lower point. One of the things we know nationally about ADA paratransit services is there are certain segments of ADA paratransit that either never declined or returned very quickly like dialysis trips three times a week taking a person to kidney dialysis, it's literally the difference between life and death for many individuals not surprisingly those things either never went away at all or they very quickly returned back to normal. In some communities that have actually gone a little bit above normal for COVID reasons, people found that public transit might have been a better way for them to get to dialysis.

The three big typical drivers of ADA paratransit are Area Agency on Aging as we call it in the State of Washington - funded congregate meal inactivity sites. Another is adult day health. And then finally, the other thing that has significant impact are supported employment locations - these are places where people with disabilities were given an opportunity to be employed, but in order to make that possible, they needed supervision typically on the job site.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 10 of 15

O&M Cost Estimates - There are many internal dynamics going on right now that are probably not relevant to the long term but are relevant to adaptation to the current environment and being able to continue to provide services to people who depend on Intercity Transit. One of the things the agency did was plugged up some gaps in some of the fixed route reductions that were necessary just because there weren't enough operators to be able to run everything that was needed. It created some gaps in the fixed route system. Intercity Transit brought in capacity that was available on the DAL system and offer people the ability to book a trip to make up for that gap.

Payne went on to review how best to manage costs. If there were supplemental programs put into place as a way to help control costs to encourage people to use the supplemental Program.

Estimated Vehicle Requirements - What happens to the vehicle fleet? Before the pandemic the vehicle fleet requirement was at about 47. Where they are now the DAL vehicle fleet could shrink and still be able to meet the needs of individuals that are using the system.

Estimated Vehicle Requirements

- Ridership projections and certainty have dramatically changed due to COVID-19
- Some ridership lost due to COVID-19 may not come back, unknown how much
- Most significant variables – What happens to adult day health, senior programs, and supported employment; these trends must be monitored

Key Findings – Costs

- O&M and capital costs are expected to continue to rise
- Long-term financial forecasts need to be for high cost/high fleet scenario. Six-year plan expenditures need to be reviewed every year to adjust to actual conditions
- Shifting trips to alternative services and/or use of conditional eligibility has the potential to reduce growth in costs and future fleet requirements
- Adjusting scheduling and operating practices to allow more vehicle sharing could marginally reduce capital costs/fleet size (two to three vehicles)

Nygaard expects operation and maintenance costs and capital costs to continue to rise. Their recommendation is that in the long term, IT continue to look at the long term costs of providing service as if the higher scenario of ridership continues to occur. As the six year plans are adopted which would involve the capital element, but you also have the operating six year plan as the annual budgets are adopted the assessment of the current situation be done at that level so that you're not caught off guard in the long term, but are able to adjust in the short term.

Intercity Transit staff is doing a fantastic job of operating DAL service. Nygaard found some places where there are small opportunities to reduce the capital costs, and the fleet size, and the growth in the fleet. They're talking about two or three vehicles out of 50. It's not like we're going to save half the fleet by doing this. But there are continuing opportunities. The staff is very attuned to looking for those opportunities and continues to explore those going forward. The Authority needs to have every confidence that will continue to happen because IT's staff are extremely competent and dedicated people.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 11 of 15

Gilman offered three observations staff might consider:

The growth in the percentage of seniors within our population. Is getting a sense of how much is in migration of our cording retirees to come live here, and how much is the aging baby boom? Gilman said he's on the tail end of the baby boom and we're moving through that group - so think about that.

The next is on the high wash out rate of first year users that more than 50% understanding how much is a false start. How many of those first year people never rode or only rode one or two times versus people who use the system substantially for a year and dropped off.

And lastly about the cost increasing 5% annually. Just to be clear about whether that's per trip or for the program, and to think about what's driving the costs increasing more quickly than the rate of inflation. If it's a growth in trips and it's an overall program cost, he can totally understand that. If it's an increase in the cost per trip, then he thinks the Authority has to think about what elements are increasing our costs at a rate above the rate of inflation.

Melnick thanked Nelson Nygaard for the comprehensive thought process showing options on what other agencies are doing. Referencing Carmody's observation about how could people's quality of life be enhanced - and speaking as an immigrant senior who moved to Thurston Count to live in Panorama, that's a real issue, but he doesn't know how that's all ADA, or what it is, but anyway, he recognized the ethical problems of hiring private services like Uber because of pay and that kind of issue. He would like to see what alternatives we could do that would help contain costs, reduce costs, and provide more responsive service. Not to take away from anything we're doing now. Melnick thinks they're worth looking at.

Carmody asked where do we go from here? She said this was an amazing report, and it gives the Authority a lot to think about. While attending the Community Advisory Committee meeting, someone asked about labor costs and asked about equity and labor when dealing with Lyft and Uber. She said Payne mentioned different contracts that different cities have with those companies or other companies specifically that would provide for equal labor costs for those people. And we have to think about our own drivers, where do we don't want to step on union toes. How does that work with other companies in other cities?

Payne said they are union represented. There are companies who created a partnership with Lyft and Uber to provide vehicles into the Lyft and Uber pool, but the employees stay employees of the company. The arrangement is between the contracting company and Lyft and Uber, rather than between the driver and Lyft and Uber. The other part of the time, they are going to be providing this supplemental ADA service for the agency. These are creative solutions to two of the issues. Making sure that the people are paid fairly for their time and also being able to get lift equipped vehicles into the WAV - wheelchair accessible vehicle. That's being able to put WAVs into the Lyft and Uber fleet in those communities as well, so that we can accommodate needs for people who travel with mobility devices.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 12 of 15

Belk commented about how these other delivery platforms can lower the threshold, and increase people's accessibility, and part of that is the ability have a more on demand trip than a day in advance or more. He also wants to keep in mind something he's heard during his past experience on the Community Advisory Committee that at least one member and others have expressed about self-limiting themselves because they are aware of the extra cost per trip of DAL and there can be a tendency, especially with self-aware community members, that they're limiting themselves and they feel like they are a burden on the system. How can IT find ways to unlock additional ridership, not only because it's more on demand and there's a lower threshold or lower barrier, but also helping to communicate to people who legitimately need DAL that it is their right to have this service access, and help them to not feel bad about the circumstance that it does cost more per trip.

Payne said some people who use DAL absolutely feel guilty because they know they've been told how much the trip costs or they've experienced themselves having to get a cab. It's difficult to reduce that burden - some of the folks will never get past that. Other folks may be able to get to the point to say, it's okay that your mobility costs more money. Payne noted that's an excellent point, because he knows for a fact that having worked in this field for over 40 years, there's a significant number of people that looked at it exactly that way.

B. Planning Consultant Contract Amendment Nelson Nygaard. Procurement

Coordinator, Jeff Peterson, presented for consideration an amendment to an existing contract for the provision of planning services.

A request for proposals for the provision of the existing planning services contract was originally released on June 20, 2012. Nelson/Nygaard was selected and the ITA authorized a contract in 2012 for short and long-range planning work. In early 2017 the contract was amended to include market research, public outreach, review of service, develop a short-term plan, define mobility options, land use scenarios, and develop a long term plan. This body of work increased the contract value to \$168,592. In the fall of 2017, the contract was amended to include the assessment of planning and scheduling functions supporting anticipated service changes. In January 2019 the contract was amended to include implementation assistance following passage of IT Proposition 1, including a comprehensive study evaluating the current fare payment system and alternatives (our Zero-Fare project) as well as completion of a paratransit (DAL) study/long-range plan. The 2019 amendment increased the total contract value to \$346,862. Our existing contract expires June 30, 2021.

The proposed scope of work for additional tasks supported with this increase includes technical support for the following: 1) annually required NTD reporting. 2) Implementation and technical support related to the new APC system implementation and reporting including calculating methodologies and procedures related to federal reporting requirements. The resulting amendment (\$55,000 increase) will increase the total contract value to \$401,862. Implementation of these tasks and associated project management is anticipated to last through December 30, 2022.

Nelson Nygaard has conducted quality studies and detailed reports for Intercity Transit. Staff appreciates their analysis and guidance to help steer the future of our operations and therefore recommends proceeding with the contract amendment.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 13 of 15

It was M/S/A by Councilmember Carmody and Citizen Representative Melnick to Authorize the General Manager to execute an amendment to the contract with Nelson Nygaard Consulting Associates adding an additional \$55,000 to the contract for a revised not-to-exceed total contract amount of \$401,862 and extending the contract through December 31, 2022.

- C. TDP Overview / Request for Public Hearing.** Planning Manager, Rob LaFontaine requested a public hearing to receive public testimony on the Draft 2020 Annual Report and 2021-2026 Transit Development Plan (TDP). The State of Washington requires public transit systems provide an annual status report and update of its Transit Development Plan (TDP).

The update must include:

- a) Description of the system from the previous year (a 2020 Summary);
- b) Description of planned changes, if any, to services and facilities (2021-2026); and
- c) Operating and capital financing elements for the previous year (2020), budgeted for current year (2021), and planned for five years (2022 – 2026).

This year's update continues the annual administrative process to fulfill state requirements. The annual update of Intercity Transit's "strategic plan," which more fully explores policy, service, capital projects and budget is reviewed and typically updated as part of the annual budget process, following the submittal of the annual TDP.

Following the public hearing on the TDP on June 16, 2021, staff will seek final adoption by the Transit Authority on July 21, 2021. Any public comment about the TDP received by Intercity Transit prior to the public hearing deadline will be distributed to the Authority as part of the public record. The finalized update of the Transit Development Plan will be shared with regional jurisdictions and filed with the Washington State Department of Transportation on or before September 1, 2021.

It was M/S/A by Councilmember Sullivan and Citizen Representative Pierce to authorize a public hearing on June 16, 2021 at 5:30 p.m. to receive public testimony on the draft 2020 Annual Report and 2021-2026 Transit Development Plan.

- D. WSDOT Agreements Smart Corridors/Martin Way Park-&-Ride Direct Access Projects.** Development Director, Eric Phillips, presented for consideration two project agreements with the Washington State Department of Transportation.

The two separate WSDOT project agreements proposed will support two important grant funded projects and provide a similar structure during the project development and implementation as an Interlocal Agreement. Following completion of each project it is anticipated that an operation and maintenance agreement will be put in place between Intercity Transit and WSDOT that would address any ongoing coordination and facility related tracking.

Agreement JC 1487: Smart Corridors. This agreement provides the supportive framework for project implementation while also providing support related to tracking and managing the

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 14 of 15

project in accordance with Federal Transit Administration (FTA) grant requirements. Initial estimate for support is \$5,000.

Agreement JC 1486: Martin Way P&R. This agreement provides project support and a reimbursable agreement to allow WSDOT to work with Intercity Transit to plan and construct the direct access and transit related improvements at the Martin Way Park-and-Ride lot. The facility is currently under a separate maintenance and operating agreement which is expected to be amended following implementation of this project. The initial estimated cost for this project is \$15,000.

Staff recommends proceeding with the approval of these two project agreements with WSDOT to support completion of the Smart Corridors project and the Martin Way Park-and-Ride Direct Access project. Both projects are grant funded and are included in the 2021 budget. Any change in the anticipated total cost under each of these project agreements would be reviewed in accordance with Intercity Transit policies.

It was M/S/A by Councilmember Sullivan and Commissioner Mejia to authorize the General Manager to execute project agreements with the Washington State Department of Transportation supporting the Martin Way Park-and-Ride Direct Access Project (JC-1486) and the Smart Corridors Project (JC-1487).

COMMITTEE REPORTS

- A. **Thurston Regional Planning Council (May 7)** - In the interest of time, Cox did not provide a report.
- B. **Transportation Policy Board (May 12)** - Melnick said the Board received a report from Karen Parkhust on the I-5/US 101 Practical Solutions: State Capitol Campus Transportation Demand Management - Mobile Work Project. The City of Olympia contracted with TRPC on a Regional Mobility Grant to find ways to increase telework and flexible work schedules for state worksites on the Capitol Campus. Consultant Kate Lister, Global Workplace Analytics, provided a report on local and national adoption of telework. The report was data driven and really interesting in terms of what the organization has learned based on hard data regarding people wanting to work from home. The observation provided the opportunity locally to see how that will affect things.
- C. **Community Advisory Committee (May 17):** Ursula Euler reported the CAC received the DAL Study presentation. She noted as Carmody mentioned, there were fair labor practices and fair pay concerns with alternative services. The presentation was well received and very much appreciated. Euler said having been a Finance Director for a city, many businesses provide business licenses. She knows when the transportation networks became very widespread and common, cities got together to figure out how to license something like that, and it was sort of a new animal. And there might be an opportunity to build into a licensing system through the cities a licensing process that might require certain transportation networks to also provide, perhaps certain ADA service at a prevailing wage or with certain responsibilities written into the business licensing process that might give them an incentive to get a really good, responsible foothold on community services.

Intercity Transit Authority Regular Meeting

May 19, 2021

Page 15 of 15

GENERAL MANAGER'S REPORT

- The State Audit begins in June and is expected to last about seven weeks.
- Freeman-Manzanares shared a correction on the state grant award. Intercity Transit applied for funds to help support the Olympia Express Service to Pierce County starting July 1, 2021, at the conclusion of our Regional Mobility Grant which ends June 30, 2021. There was some question as to whether or not IT would qualify under the consolidated grant program. We didn't think they found room for us within the program, however, we received a letter of award this week for \$1,301,607 of the \$3,254,017 that we requested. Intercity Transit was requesting a 50% match - this is a 20% match.

AUTHORITY ISSUES

Sullivan attended the APTA Virtual Legislative Conference on May 18, and found it to be very interesting, and definitely different than going to D. C. in person. One topic that was of interest was discussion about Infrastructure and Fast Act Authorization. She thought addressing race and equity through infrastructure and investments was very timely.

ADJOURNMENT

With no further business to come before the Authority, Chair Cox adjourned the meeting at 7:49 p.m.

INTERCITY TRANSIT AUTHORITY

Carolyn Cox

Carolyn Cox, Chair

ATTEST

Patricia Messmer

Pat Messmer
Clerk to the Authority

Date Approved: July 21, 2021

Prepared by Pat Messmer, Clerk of the Board/
Executive Assistant, Intercity Transit