



Intercity Transit Dial-A-Lift Analysis

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Agenda

- Project Overview
- Overview of the Data
- Project Results
 - Ridership Assessment
 - Quality of Service Evaluation
 - Eligibility Analysis
 - Cost Effectiveness Analysis
 - Ridership & Cost Forecasts
- Key Findings
- Discussion/Questions

Project Overview

- Overall Assessment of Dial-A-Lift
- Key questions:
 - Why is ridership continuing to increase? What is the long-term outlook?
 - How is service quality and how does Dial-A-Lift compare to other agencies?
 - Is Intercity Transit in compliance with ADA regulations and guidelines?
 - How do Dial-A-Lift's costs compare to other agencies?
 - Are there approaches and strategies that will help contain costs?
 - What are the long-term capital implications?

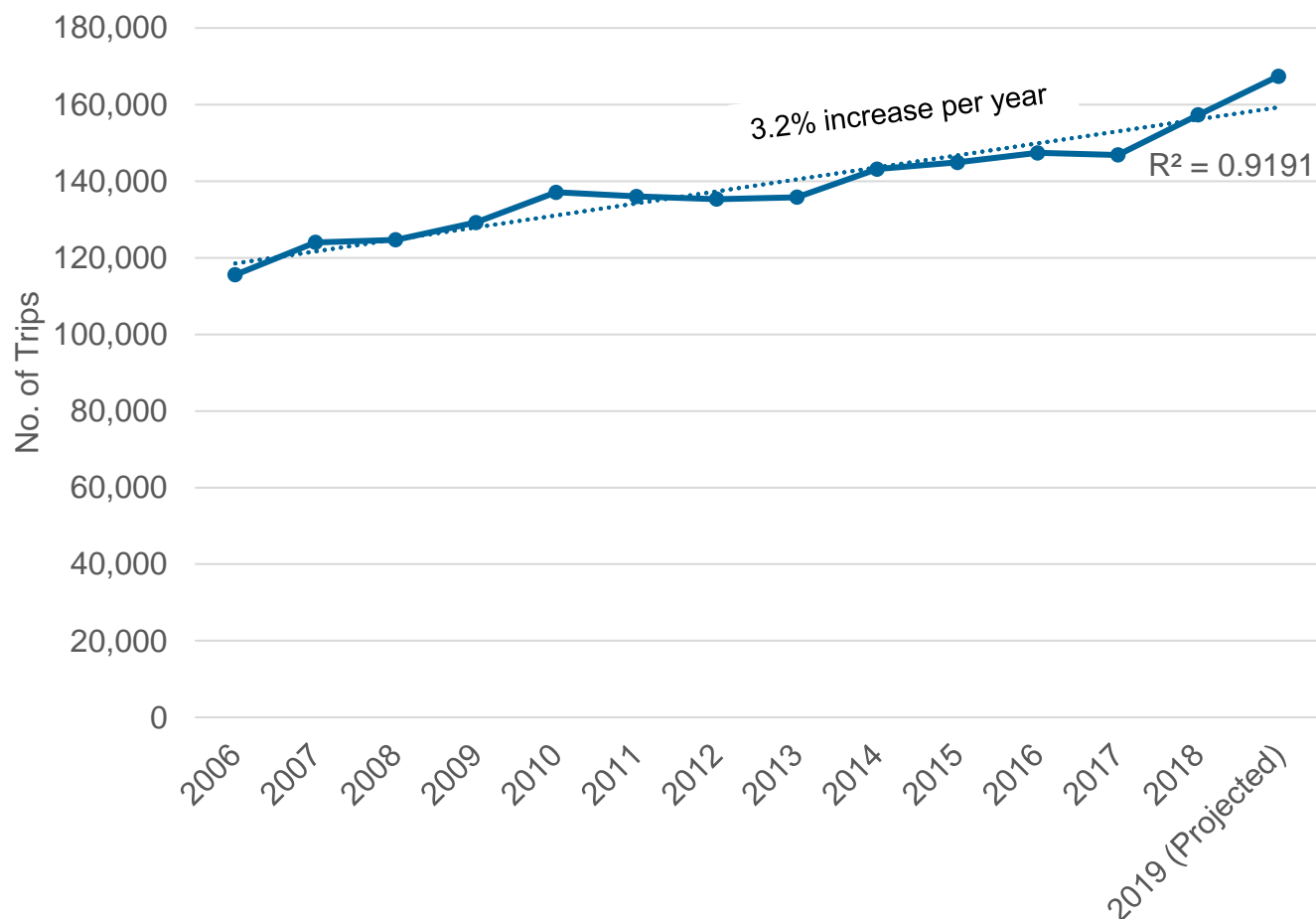
Overview of the Data

- Data from 2006 to 2019 analyzed
- During-COVID data assessed for daily volume numbers only
- Data includes:
 - Details on trips taken
 - Attributes of the rider

Ridership Assessment

Historical Dial-A-Lift Ridership

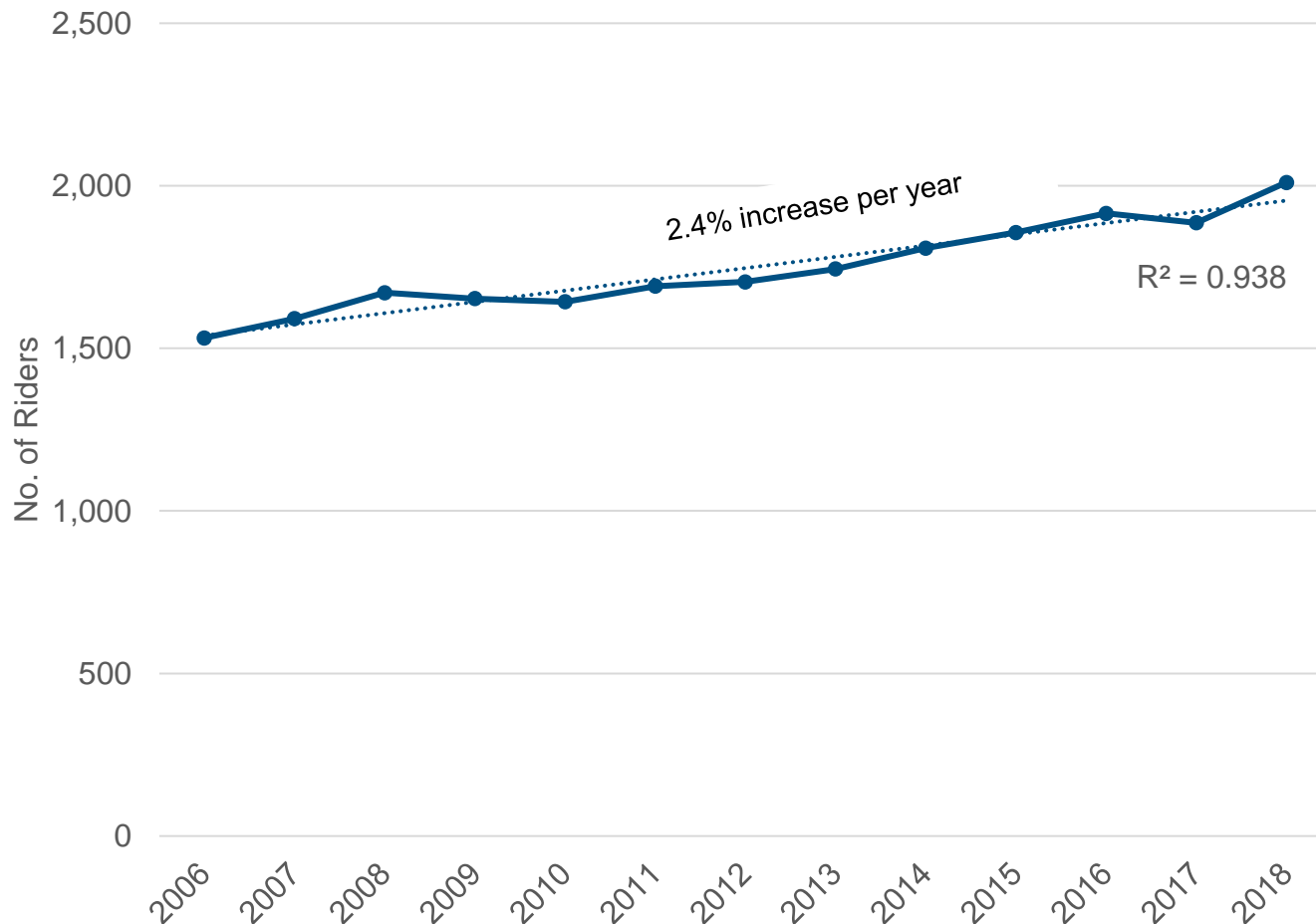
- Steady increase in number of trips* since 2006



* Trips by certified riders only, not including PCA's and Travel Companions

Historical Dial-A-Lift Ridership

- Steady increase in number of annual riders* since 2006



* Certified riders who took at least one trip in a year

Historical Population Growth in Thurston County

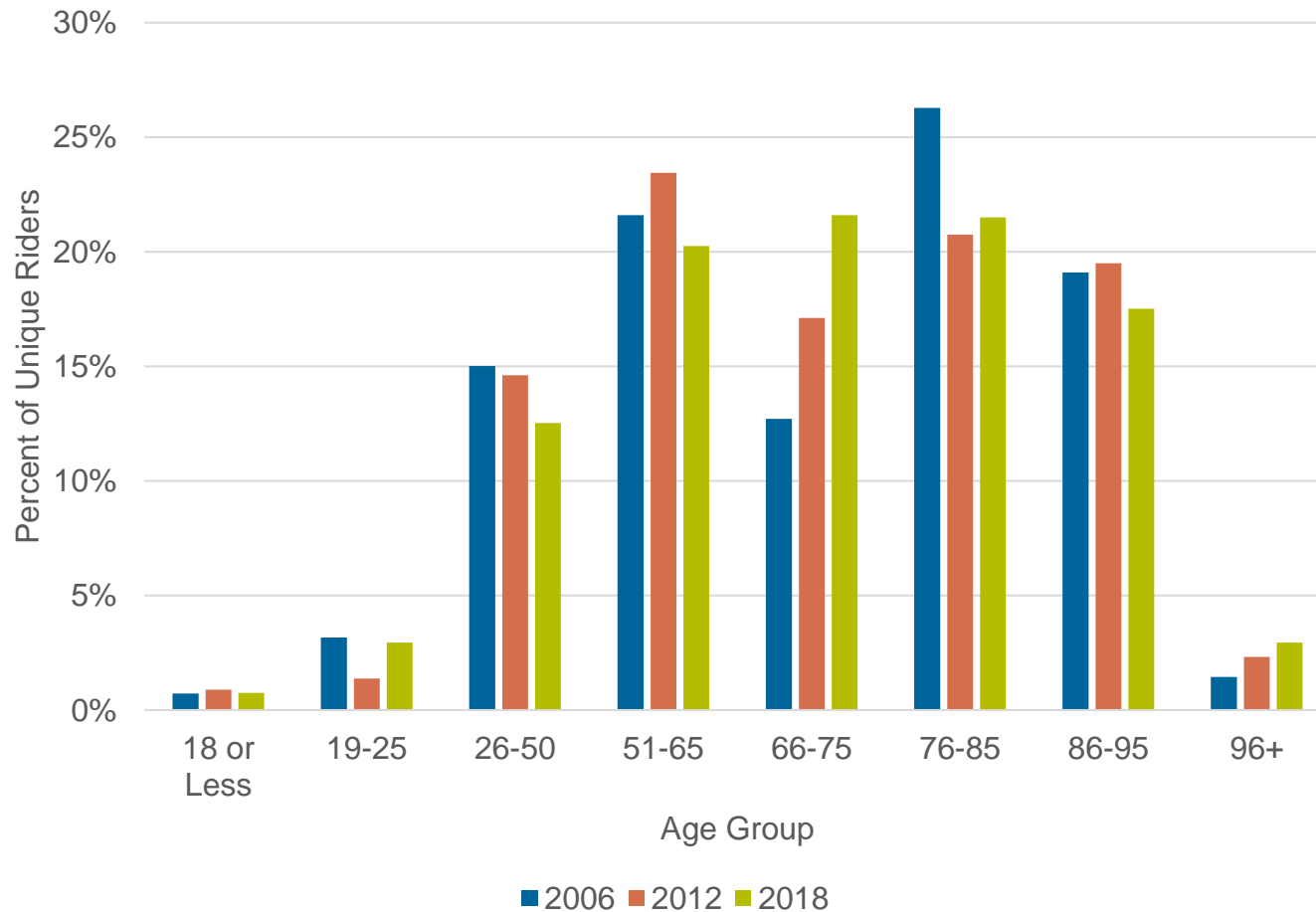
- Senior population increasing more rapidly than population as a whole

	Percent Change between 2007 and 2017
Total Population	16%
Under 5 Years	19%
5 to 9 Years	19%
10 to 14 Years	8%
15 to 17 Years	4%
18 to 24 Years	2%
25 to 34 Years	16%
35 to 44 Years	8%
45 to 54 Years	-3%
55 to 64 Years	30%
65 to 74 Years	82%
75 to 84 Years	28%
85 Years and Over	3%



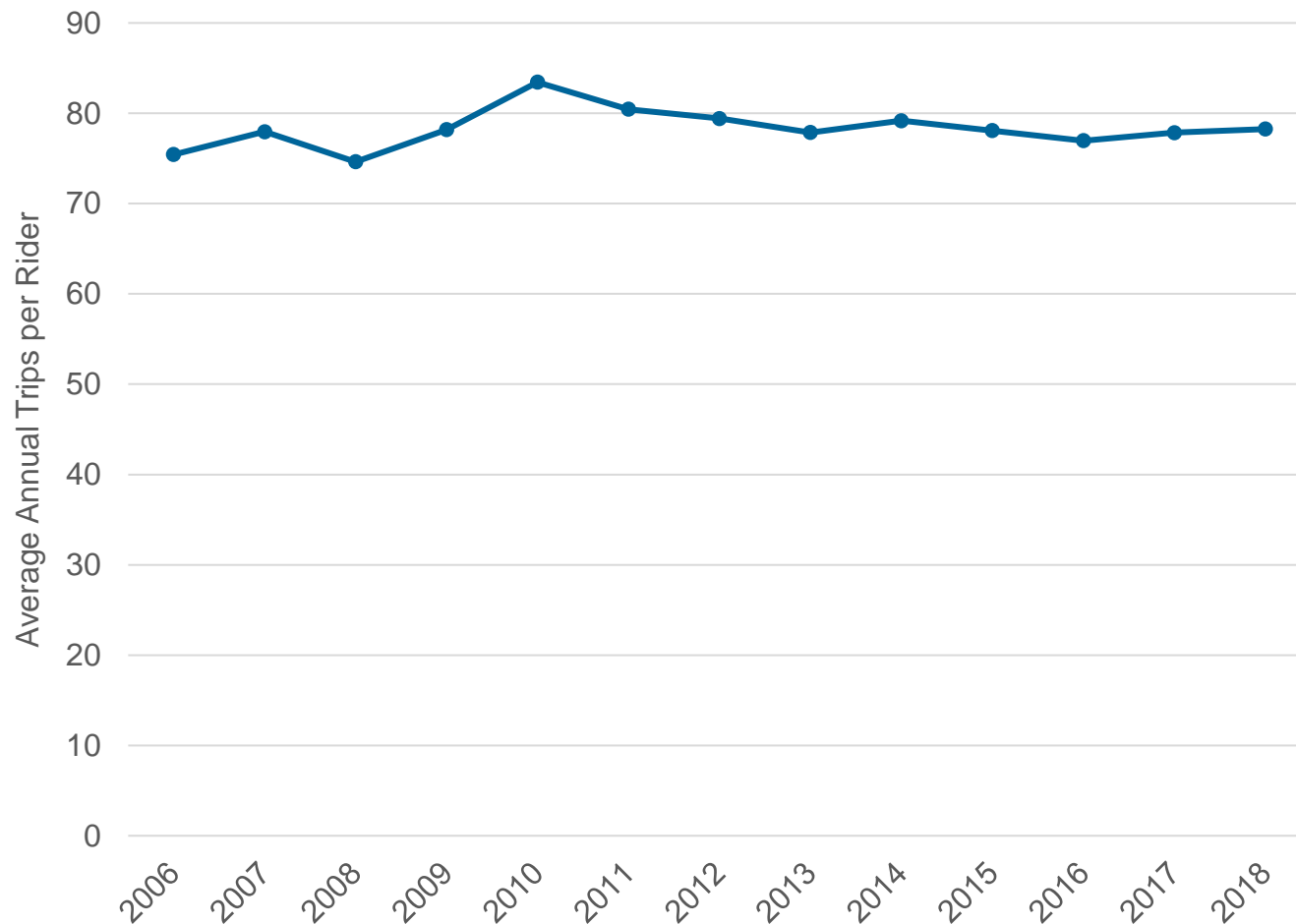
Age of Riders

- Riders are predominantly seniors
 - Share has increased slightly since 2006 (60% to 64%)



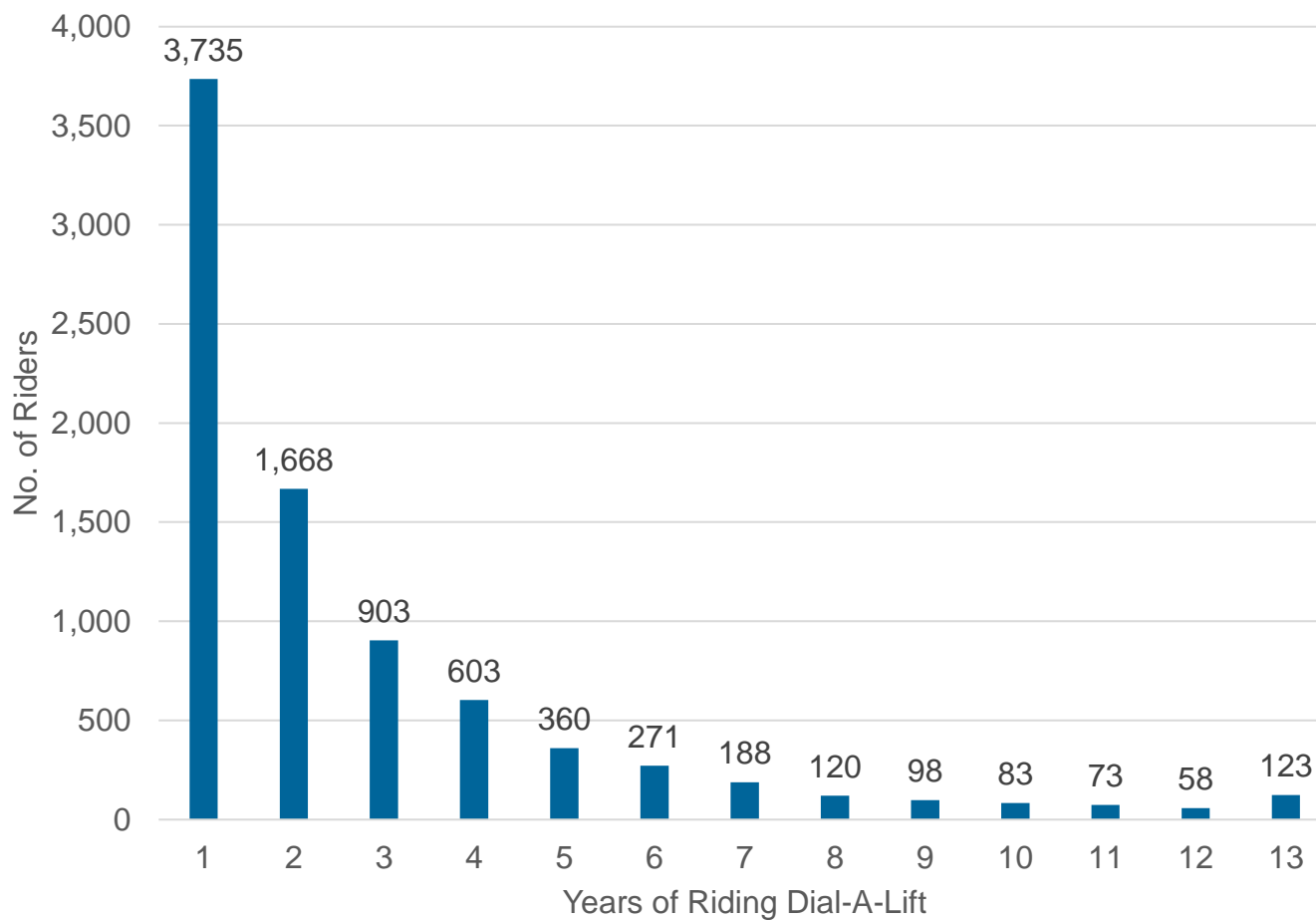
Annual Trips per Rider

- The number of annual trips per rider has remained steady



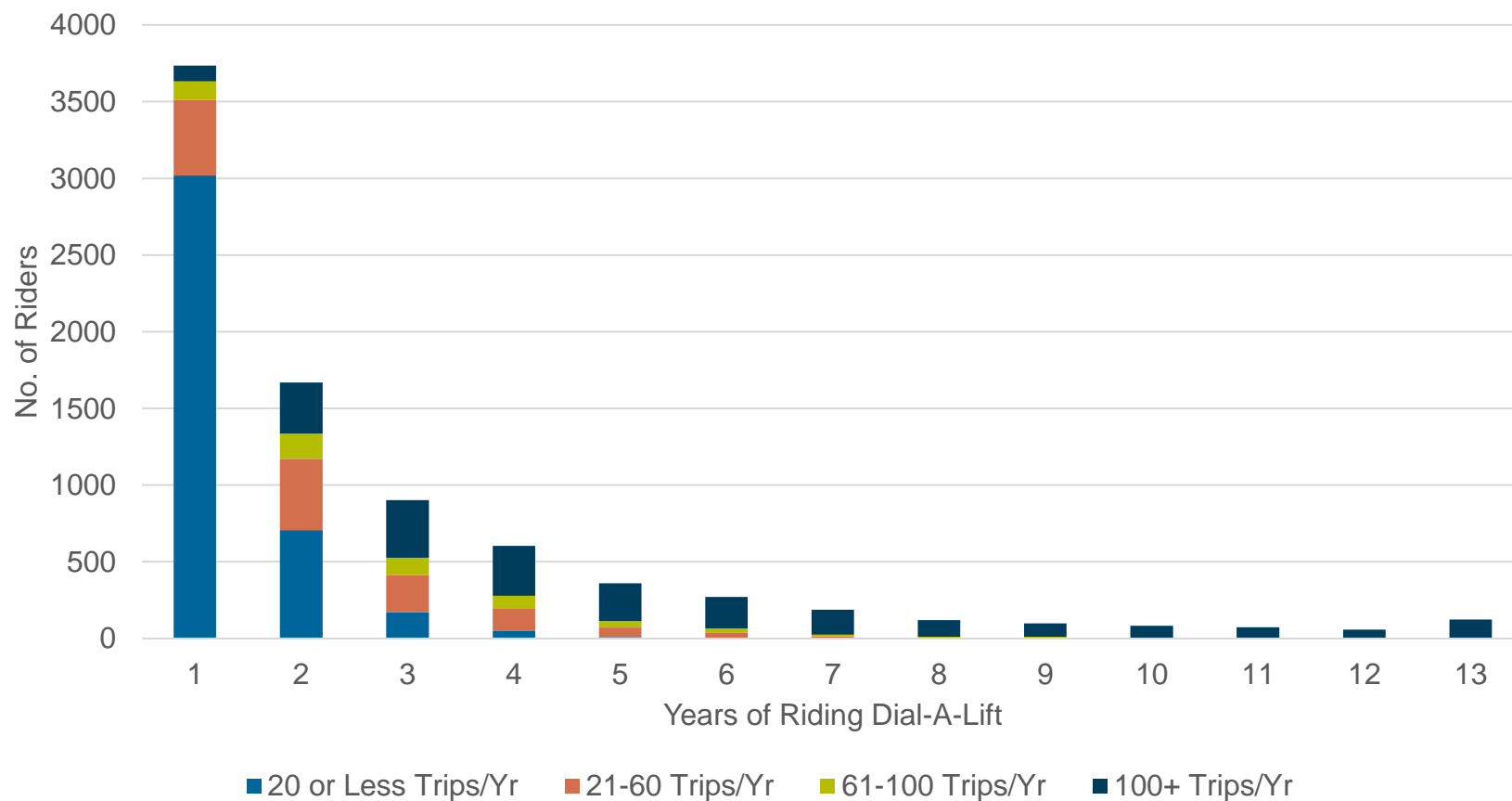
Rider Tenure

- Most riders only ride for one year



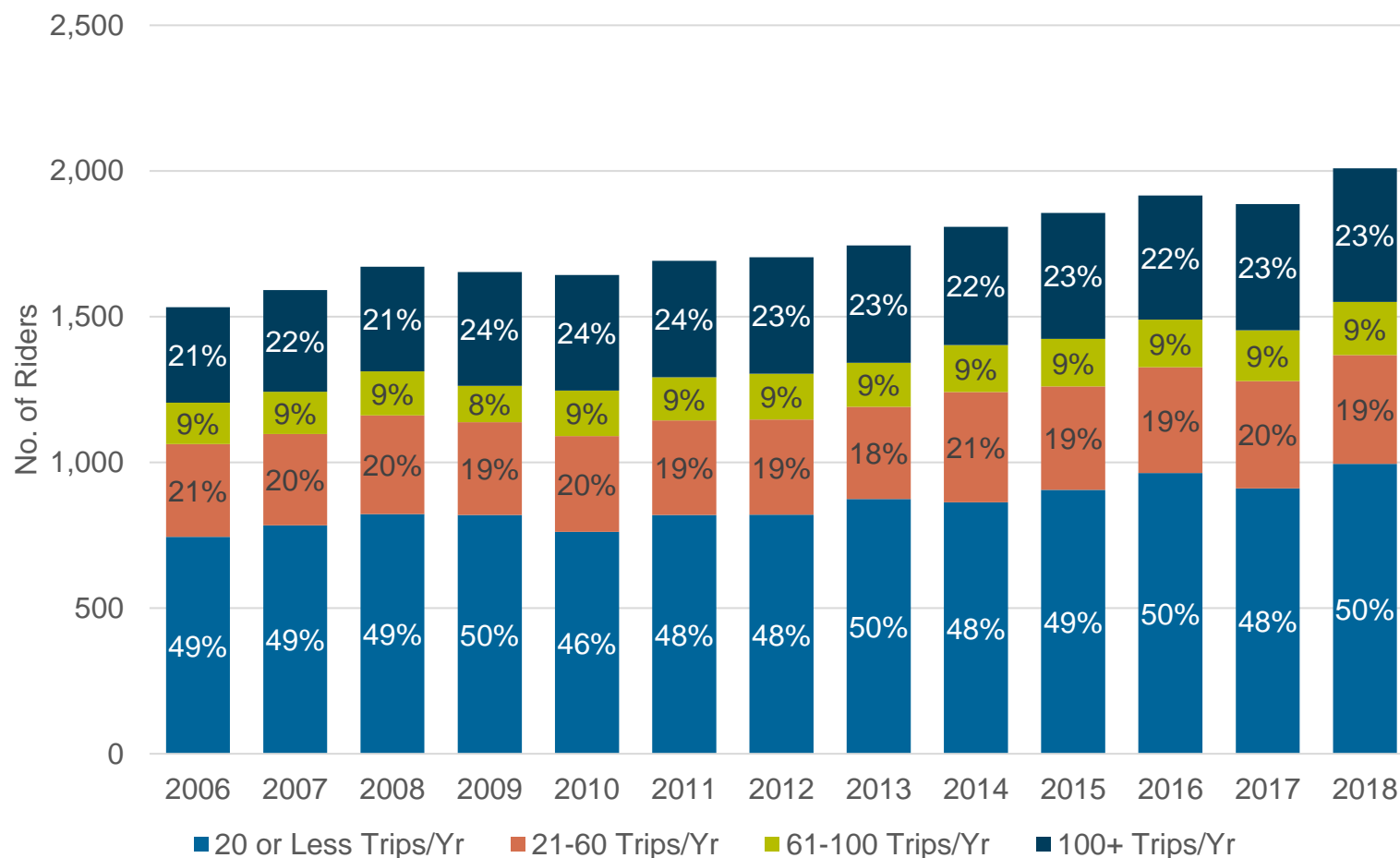
Rider Tenure Trips/Year

- As tenure increases, the likelihood of taking more trips increases



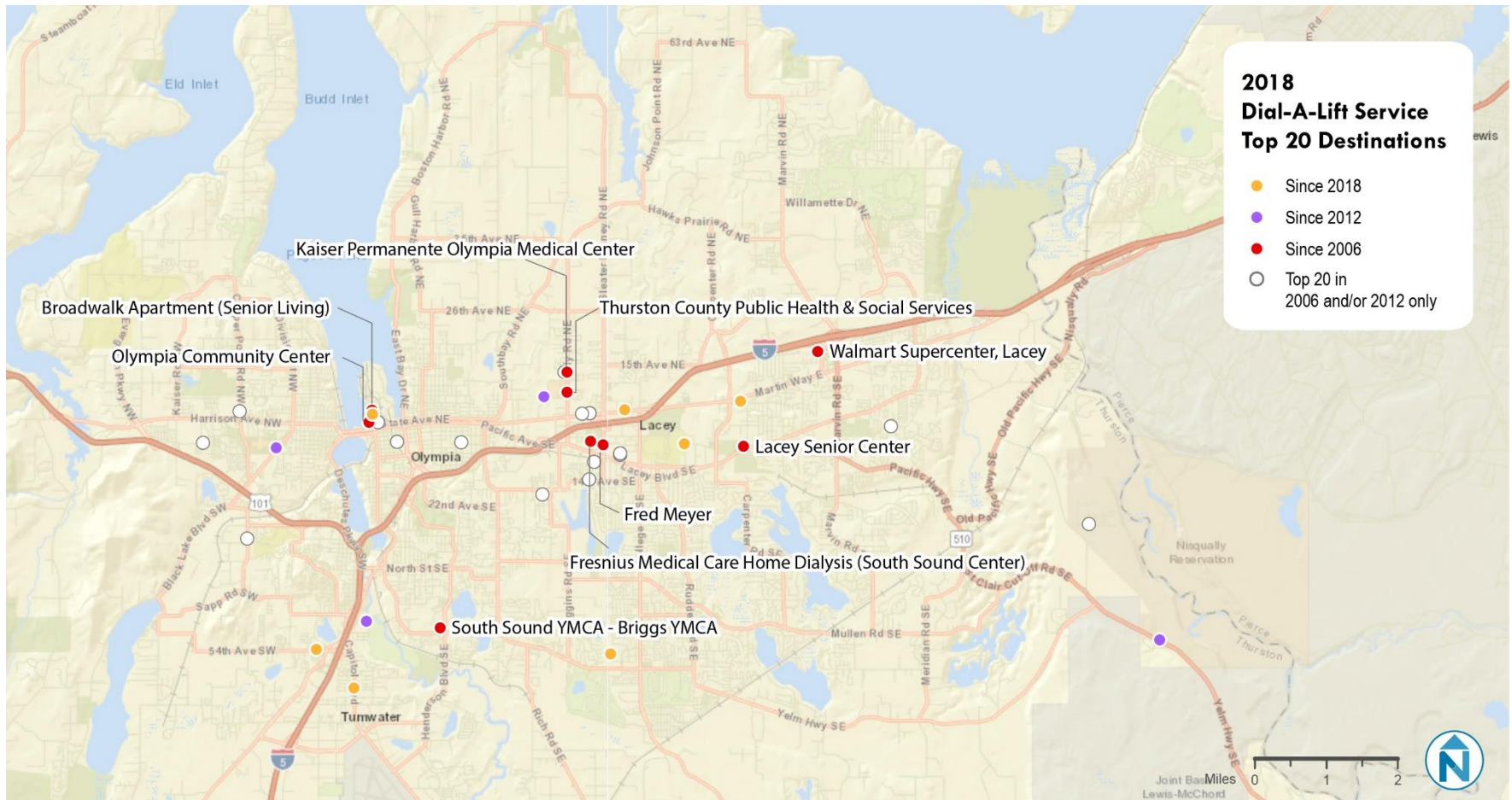
Rider Frequency of Trips

- Distribution of riders has been steady



Historical Top 20 Destinations

- Nine destinations have remained in the top 20 since 2006



Key Takeaways

- 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

Quality of Service Evaluation

Quality of Service Evaluation: DAL Standards

- **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

Quality of Service Evaluation: Comparison Evaluation

Municipality	Agency	Service Area Population	OTP % Goal	Missed Trip Rate Goal	Excessively Long Trips Goal
Thurston County, WA	Intercity Transit	178,328	95%	0%	No systemwide goal. Trips must not be longer than using the fixed route system.
Ann Arbor, MI	Ann Arbor Area Transportation Authority	224,916	97%	0%	Less than 5%
Pierce County, WA	Pierce Transit	555,578	90%	0%	Not Reported
Kansas City, MO	Kansas City Area Transportation Authority	788,748	92%	0.05%	0%
Milwaukee, WI	Milwaukee County Transit System	951,448	92%	Less than 0.5%	47 minutes (average)

Source: TCRP Project J-07, Topic SG-14 Report

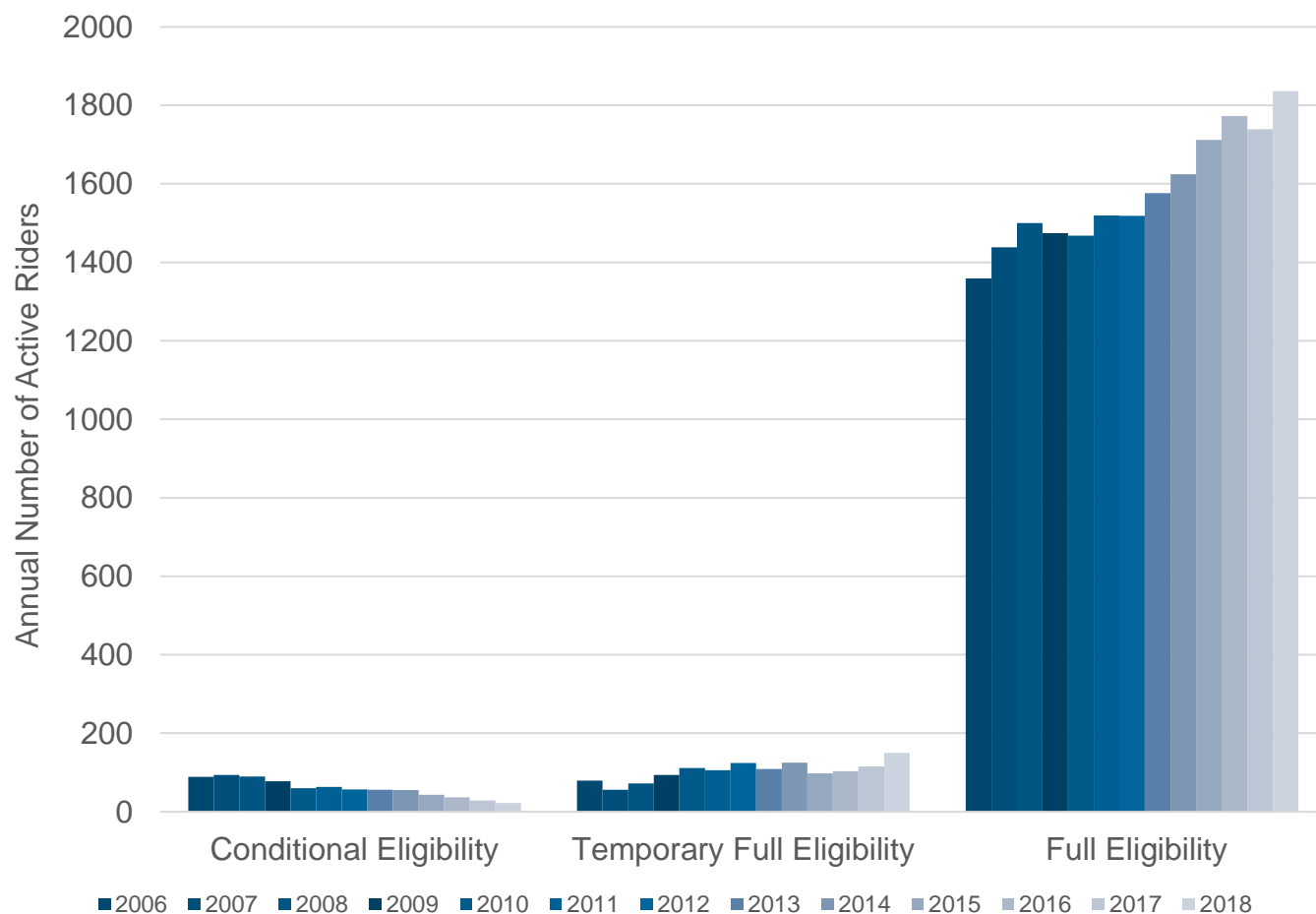
Quality of Service Evaluation: Summary

- Generally compared to other systems, Dial-A-Lift service is consistently high quality
- **OTP: 93%** (Goal is 95%)
 - Historically have not met goal
- **Missed Trips: 0.3%** missed due to agency (Goal is 0%)
 - 0.03% of trips picked up 45 minutes after pick-up window
- **Excessively Long Trips: 12%** of trips slower than fixed route, 88% of trips equal to or faster than fixed route
 - 98% are equal to or better than fixed route plus 15-minutes

Eligibility Analysis Findings

Eligibility Analysis Findings

- Number of total riders increasing, mainly with full eligibility



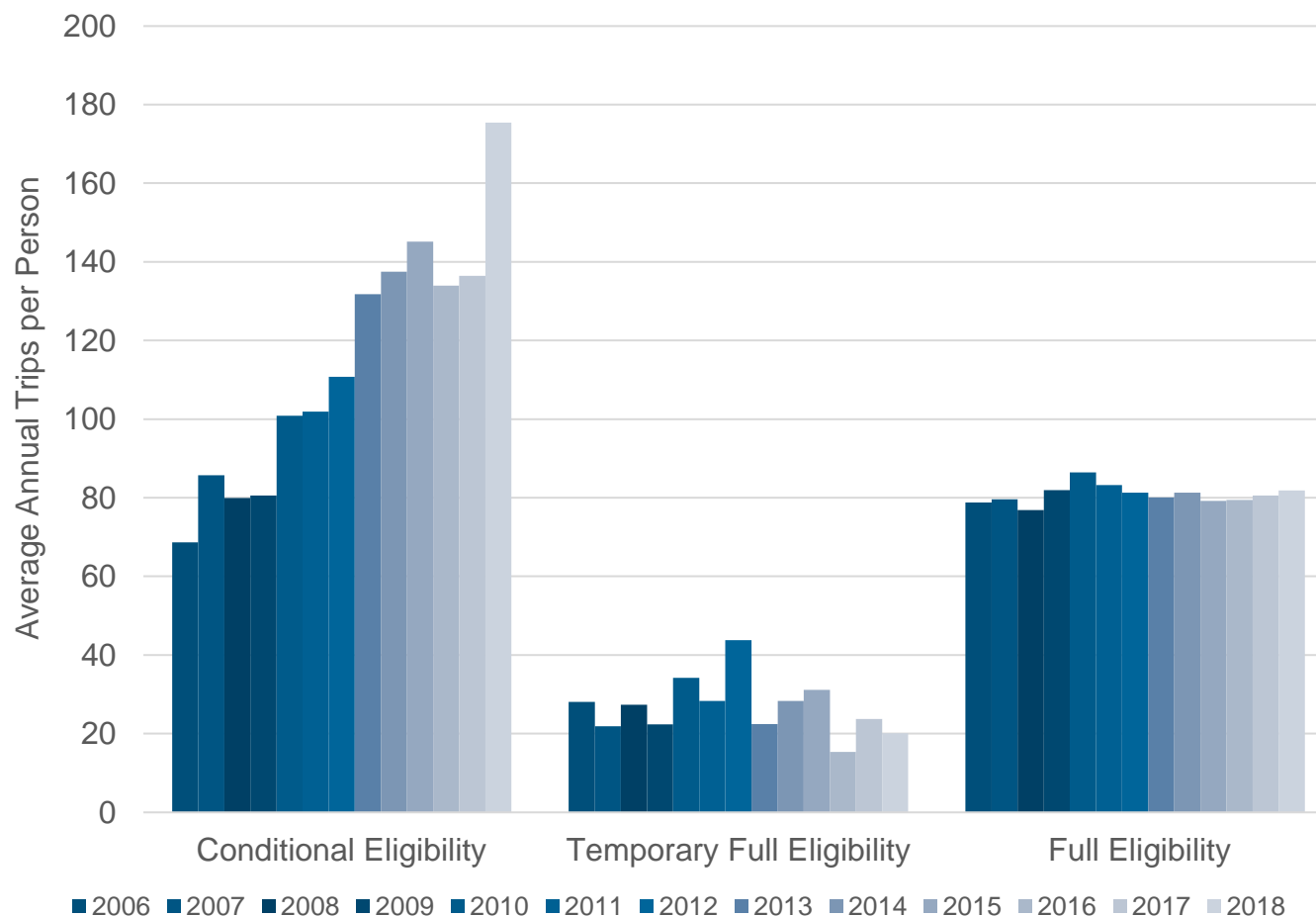
Eligibility Analysis Findings

- Number of annual trips is also growing



Eligibility Analysis Findings

- Trip rates for the conditionally eligible increasing



Eligibility Analysis Findings: Summary

- Recently revised eligibility procedures are headed in the right direction
- Conditional eligibility is now being actively assessed
- Focusing on conditional eligibility in service provision could have long-term growth control benefits
- Conditional eligibility riders, although presently a very small percent of total, take more trips per rider than any other group

Cost-Effectiveness Analysis

Historical Dial-A-Lift Cost Trends

- Costs are rising regardless of metric:
 - Cost per passenger trip: 4.1% increase per year
 - Cost per revenue hour: 5.3% increase per year
 - Cost per revenue mile: 5.0% increase per year

- Strategies are needed to control costs

- N\N's evaluation looked at:
 - Other fare-free systems
 - Washington State systems
 - Alternatives to traditional paratransit service that other agencies are piloting/providing as potential rider benefit and cost control

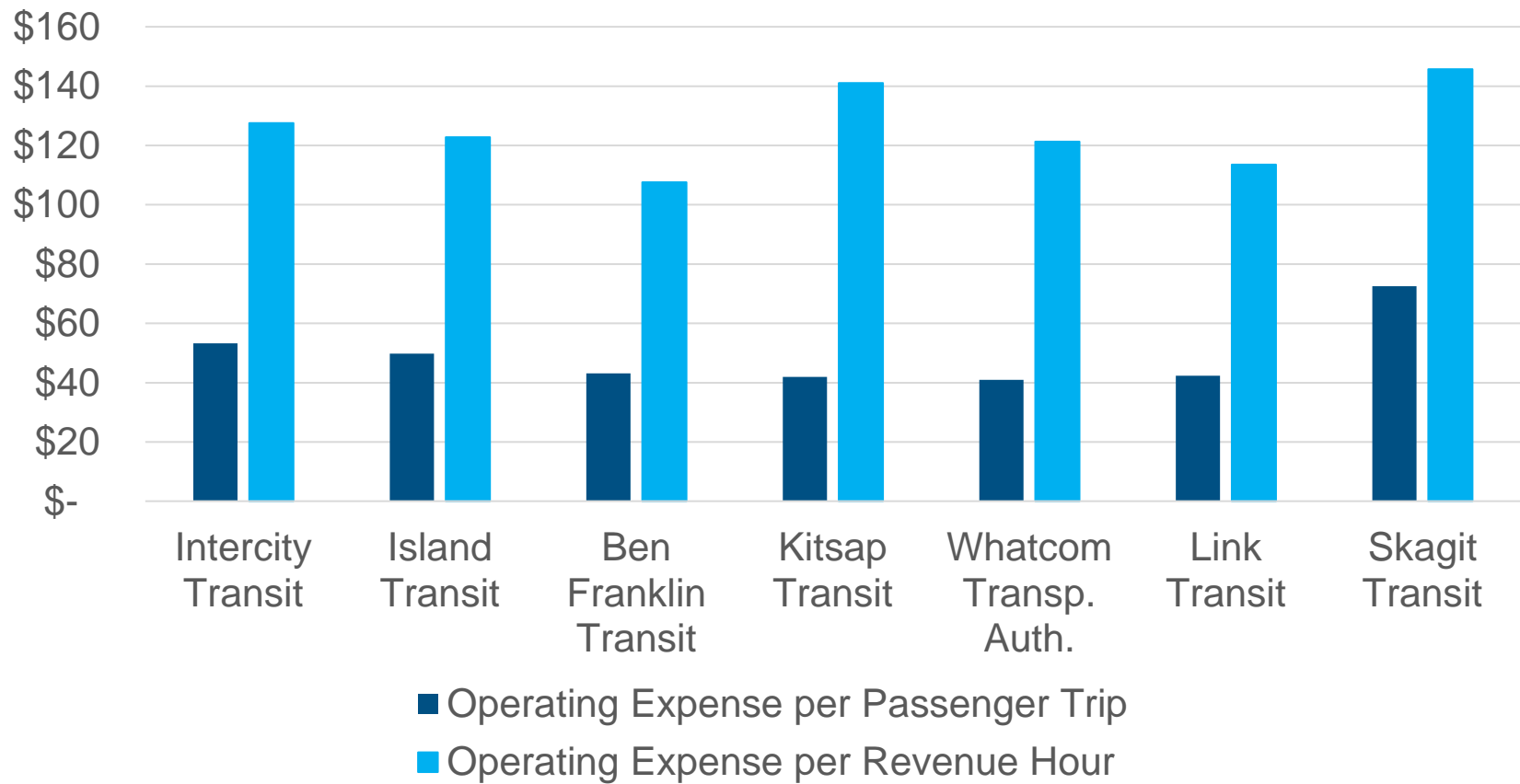
Fare-Free Systems Review

- Intercity Transit's productivity is comparable to others but costs are higher
- Differences in geography and reporting methodologies can explain some of these differences

Reporting Year 2018	Intercity Transit (Thurston County, WA)	Island Transit (Island County, WA)	Missoula Urban Transportation District (Missoula, MT)	AppalCart (Watauga County, NC)
Passengers Trips per Revenue Hour	2.4	2.5	2.1	2.7
Operating Expense per Passenger Trip	\$53.21	\$49.77	\$28.51	\$17.17
Operating Expense per Revenue Mile	\$10.27	\$8.44	\$5.46	\$3.05
Operating Expense per Revenue Hour	\$127.55	\$122.73	\$60.45	\$46.50

Washington State Systems Review

- Intercity Transit's costs are comparable to other agencies



Data for reporting year 2018

ADA – Alternative Service Provision

- Agencies examined:
 - **MBTA:** Boston, MA
 - **JTA:** Jacksonville, FL
 - **Big Blue Bus:** Santa Monica, CA
 - **GRTC:** Richmond, VA

Alternative Service Provisions Review – MBTA



- 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

Alternative Service Provisions Review – JTA

- 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

Alternative Service Provisions Review – Big Blue Bus



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

Alternative Service Provisions Review – GRTC



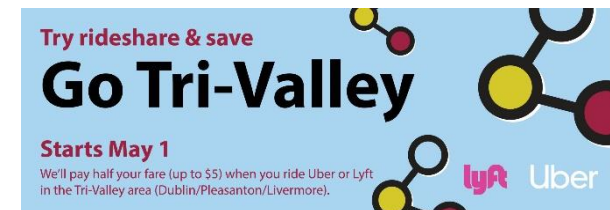
- The CARE On-Demand service started on August 1, 2017
- Motivation for new service was to give customers another option for travel
- Customers able to book trip on-demand (rather than the day before) and can have their own vehicle (no shared ride)
- On-demand service is cheaper and has freed up resources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

Alternative Service Provisions Review – Microtransit

■ Microtransit examples:

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

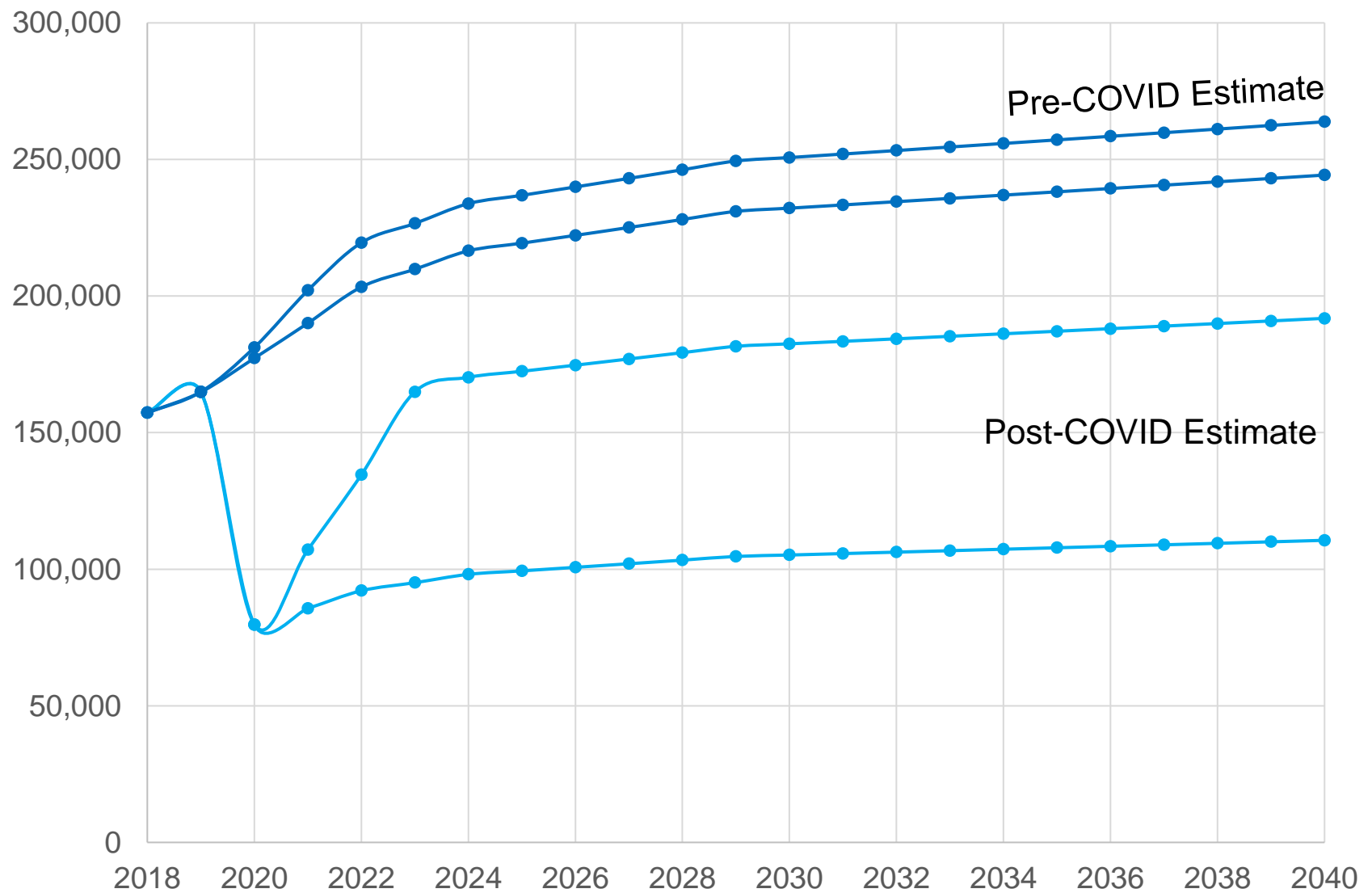


Alternative Service Provisions Review – Key Findings

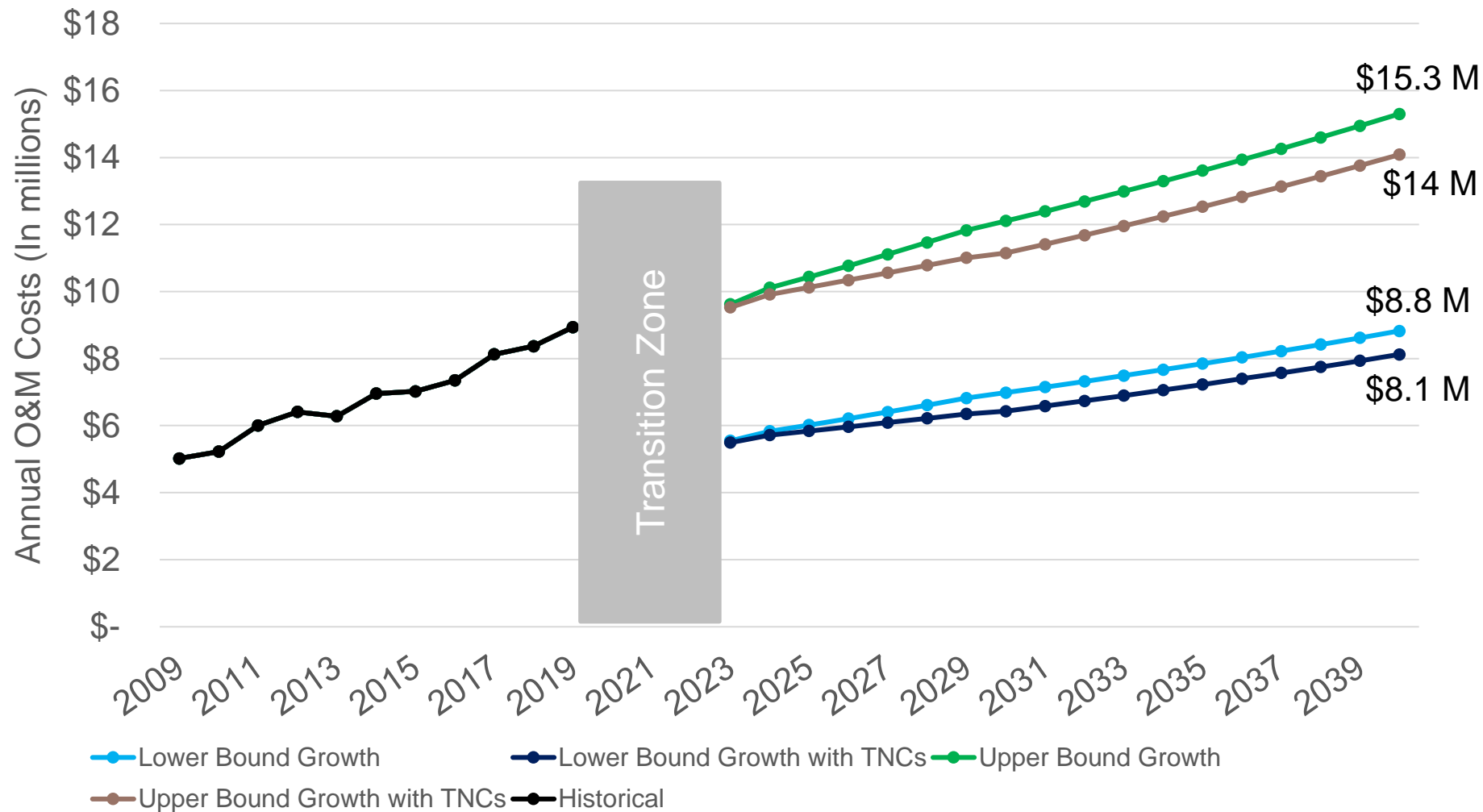
- Challenges adapting to ADA-type service have been:
 - Non smart-phone/app access to the service
 - Most substantial – availability of WAV vehicles for those who need them
- Best way to test feasibility in Thurston County would be to do a pilot service
- Pilot service needs to be set up very carefully 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 & Cost Forecasts

Ridership Forecast

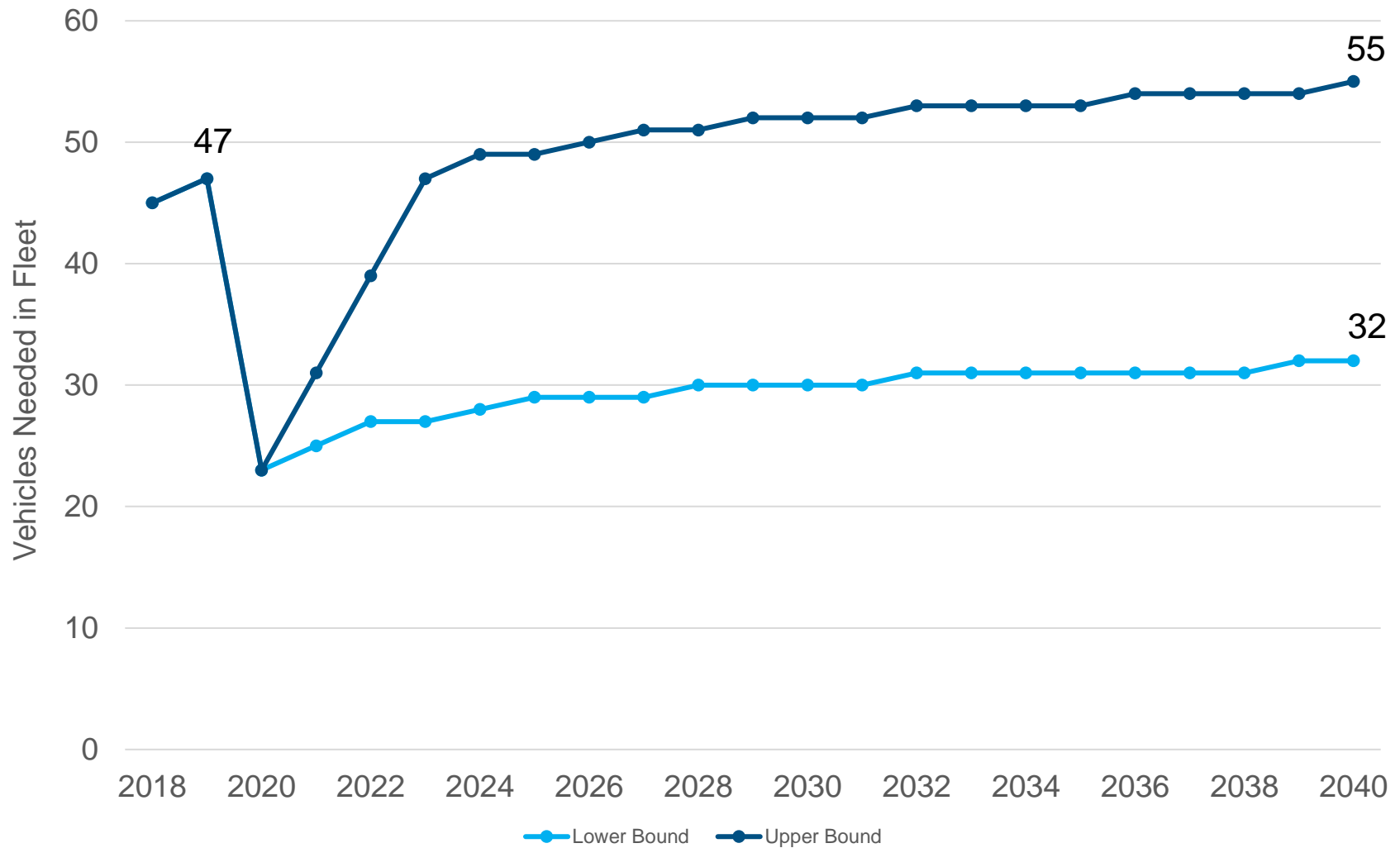


O&M Cost Estimates



- Note: Upper Bound and Lower Bound numbers are based off post-COVID ridership estimates
- Numbers are not adjusted for inflation

Estimated Vehicle Requirements



Key Findings - Ridership

- 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)

Discussion/Questions



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