



Public notice was given to *The Register-Guard*
for publication on April 13, 2017.

**LANE TRANSIT DISTRICT
SPECIAL BOARD MEETING/WORK SESSION**

Wednesday, April 19, 2017

Special Meeting 2:30 p.m.

NEXT STOP CENTER

1099 Olive Street, Eugene

(at the Eugene Station)

A G E N D A

Page No.

- I. CALL TO ORDER
- II. ROLL CALL
Gillespie _____ Pierce _____ Wildish _____ Yeh _____
Reid _____ Necker _____ Nordin _____
- III. PRELIMINARY REMARKS BY BOARD PRESIDENT
- IV. ANNOUNCEMENTS
- V. WORK SESSION
 - A. Fare Management (20 minutes) 2
[Mark Johnson]
 - B. Glenwood Campus, Bus Lot Redesign and Facilities (20 minutes) 3
Maintenance Building Construction
[Joe McCormack]
 - C. Legislative Update (30 minutes) 5
[Edward McGlone]
 - D. Contract Approval (15 minutes) 6
[Collina Washington]
 - E. RideSource Operations Overview (20 minutes) 8
[Cosette Rees]
- XIII. ADJOURNMENT

The facility used for this meeting is wheelchair accessible. If you require any special physical or language accommodations, including alternative formats of printed materials, please contact LTD's Administration office as far in advance of the meeting as possible and no later than 48 hours prior to the meeting. To request these arrangements, please call 682-5555 (voice) or 7-1-1 (TTY, through Oregon Relay, for persons with hearing impairments.

AGENDA ITEM SUMMARY

DATE OF MEETING: April 19, 2017

ITEM TITLE: FARE MANAGEMENT

PREPARED BY: Mark Johnson, Assistant General Manager

ACTION REQUESTED: Information Only

BACKGROUND:

Staff have been researching and considering a fare management system for several years. Recently, staff have re-grouped, witnessing demonstrations of fare management systems that Tri-Met in Portland are implementing and one that Rogue Valley Transit has implemented. In addition, I recently attended an APTA fare management conference that was extremely helpful in determining how LTD should move forward with regard to fare management.

Technology moves quickly and some of the latest projects are quite robust and sophisticated when it comes to electronic fare payment systems and customer convenience.

The most important points of value are: 1) Which fare payment methods are best for our customers, and 2) What does LTD want from a fare management system.

Understanding customer needs and behaviors are key to a successful fare management program. For instance, it is unknown how many of LTD customers are unbanked (do not have bank accounts). If it is a high percentage, the electronic approach to fares may be very different than if it is a low percentage. Other questions that need to be answered include:

- What percentage of our ridership have cell phones, and how do they prefer to use them with relation to payment systems?
- Are mobile ticketing solutions an important part of the system we want to build?

LTD staff need to clearly define what the goals of a fare management system are for the District.

- Is the goal to eliminate on-board cash collection?
- Is the goal to collect more and better data? How much data?
- What is the data going to be used for, and how can it be used most effectively?

A project manager and 'fare management research team' will soon be appointed and instructed to research and define a fare management system that will best serve the needs of LTD and its customers. There are new, more economically prudent ways to approach fare management, and it is important for LTD to remain at the forefront thereof. The project is scheduled for FY18-19 to give the aforementioned project manager and 'team' time to do adequate research, outreach, and develop an RFP.

ATTACHMENTS: None

AGENDA ITEM SUMMARY

DATE OF MEETING: April 19, 2017

ITEM TITLE: GLENWOOD CAMPUS, BUS LOT REDSIGN AND FACILITIES MAINTENANCE BUILDING CONSTRUCTION

PREPARED BY: Joe McCormack, Director of Facilities
Collina Washington, Procurement Manager

ACTION REQUESTED: None. Information only.

PURPOSE/OBJECTIVE: Staff will review details and objectives of this project in preparation for future requested action at the Board's May meeting. The Board will be asked to take action at their May meeting to authorize the general manager to enter into a contract with the lowest responsible bidder to construct bus yard and maintenance building improvements on the Glenwood campus.

DESCRIPTION/JUSTIFICATION: LTD's Glenwood Campus Bus Lot Redesign and Facilities Maintenance Building Construction. These improvements will include the following:

- Expansion of the existing bus lot to the east; providing an additional 23,000 square-feet of bus parking and circulation space.
- Re-orientation of parking layout providing additional parking capacity for various fleet types.
- Revised operational servicing (fuel and clean) procedures and circulation that enhance safety and efficiency.
- Improved Wi-Fi and security camera accommodate for bus connectivity and parking lot surveillance.
- New electrical service and infrastructure to accommodate all-electric buses.
- Provide on-site facility maintenance crew building accommodating workspace consolidation and capacity for growth.

PROCUREMENT IMPACT: LTD's Invitation for Bids 2017-23 was issued on March 23, 2017. A Pre-Bid Meeting is scheduled for April 6, 2017. There will be an inquiry period to provide potential bidders the opportunity to ask questions regarding the scope of the resulting contract.

Bids will be due April 20, 2017. At that time bid proposals will be evaluated for responsiveness. A contract for the lowest responsive bidder will be presented to the Board at their May meeting for action.

POLICY IMPACT:

1. Oregon Public Contracting Code and LTD's Purchasing Policy Rules require that construction services be obtained utilizing a competitive solicitation process.
2. LTD Resolution No. 2017-03-15-011 requires that contracts exceeding \$149,999 must be presented to the Board of Directors for review and approval.

ECONOMIC IMPACT: LTD has budgeted \$3 million for this project in the current approved Capital Improvement Plan. The engineer's construction estimate ranges between \$2.6 million and 2.8 million.

FUNDING SOURCE: Construction will be funded 80% with 5307 federal funds. The remaining 20% match would come from general funds. Staff are also pursuing other supplemental funding including CMAQ; which about one-million dollars' of this project qualify.

SAMPLE

AGENDA ITEM SUMMARY

DATE OF MEETING: April 19, 2017

ITEM TITLE: LEGISLATIVE UPDATE

PREPARED BY: Edward McGlone, Director of Public Affairs, Government Relations

ACTION REQUESTED: None

BACKGROUND:

This will be an update on the 2017 Oregon legislature, LTD's priorities, and the development of a transportation package.

ATTACHMENTS: None

PROPOSED MOTION: None

AGENDA ITEM SUMMARY

DATE OF MEETING: April 19, 2017

ITEM TITLE: CONTRACT APPROVAL –

PREPARED BY: Aurora Jackson, General Manager; Collina Washington, Procurement Manager

ACTION REQUESTED:

PURPOSE/OBJECTIVE: This action will authorize the general manager to enter into contract with

DESCRIPTION/JUSTIFICATION:

CONTRACT HISTORY:

PROCUREMENT IMPACT:

POLICY IMPACT:

ECONOMIC IMPACT:

TERMINATION TERMS:

FUNDING SOURCE: [Would input each funding source whether grant or general fund]

REQUIRED REPORTING:

RECOMMENDATIONS:

ALTERNATIVES: N/A

ATTACHMENTS: Contract 2017-01; Resolution No. 2016-XXX

PROPOSED MOTION: Resolution No. 2016-XXX: Be it resolved that the Lane Transit District Board of Directors approves.....

AGENDA ITEM SUMMARY

DATE OF MEETING: April 19, 2017

ITEM TITLE: RIDESOURCE OPERATIONS OVERVIEW

PREPARED BY: Cosette Rees, Accessible and Customer Services Manager

ACTION REQUESTED: None. Information only

BACKGROUND:

Lane Transit District has recently received three responses to the RideSource Operations request for proposal. This represents a major and critical body of work for Lane Transit District, and for the community. In the past months, staff have had conversations about some of the transportation programs provided through the RideSource Call Center. The purpose for this discussion is to provide a more complete picture of the operations and services provided through this contract, and prepare the board for the staff recommendation for a contract in May. It will be important for the board to take action to approve a contract in May so that staff meet the procurement requirements.

ATTACHMENTS: None.

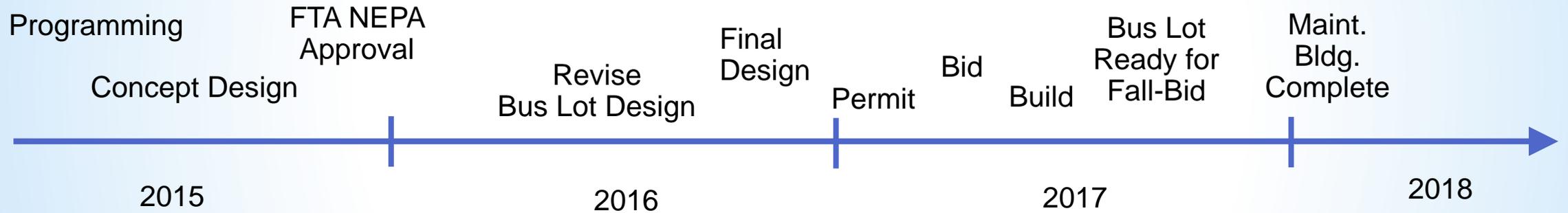
PROPOSED MOTION: None.

**Glenwood Campus
Bus Lot Expansion & Facilities Maintenance Building
Joe McCormack – April 19, 2017**



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Schedule



Glenwood Campus Changes

Past 20+ Years

- 1995 Warehouse
- 1998 Bus Lot Expansion
- 1998 Dispatch/Ops Improvements
- 2004 Charging Stations
- 2006 Fleet Bldg Expansion
- 2009 Fleet Bldg Expansion/Remodel
- 2012 Warehouse Expansion
- 2013 Board Room Improvements
- 2013 Fleet Bldg Roof Rehab
- 2016 Fuel Bldg Renovation
- 2016 Charging Stations (down-line)

Next 10+ Years

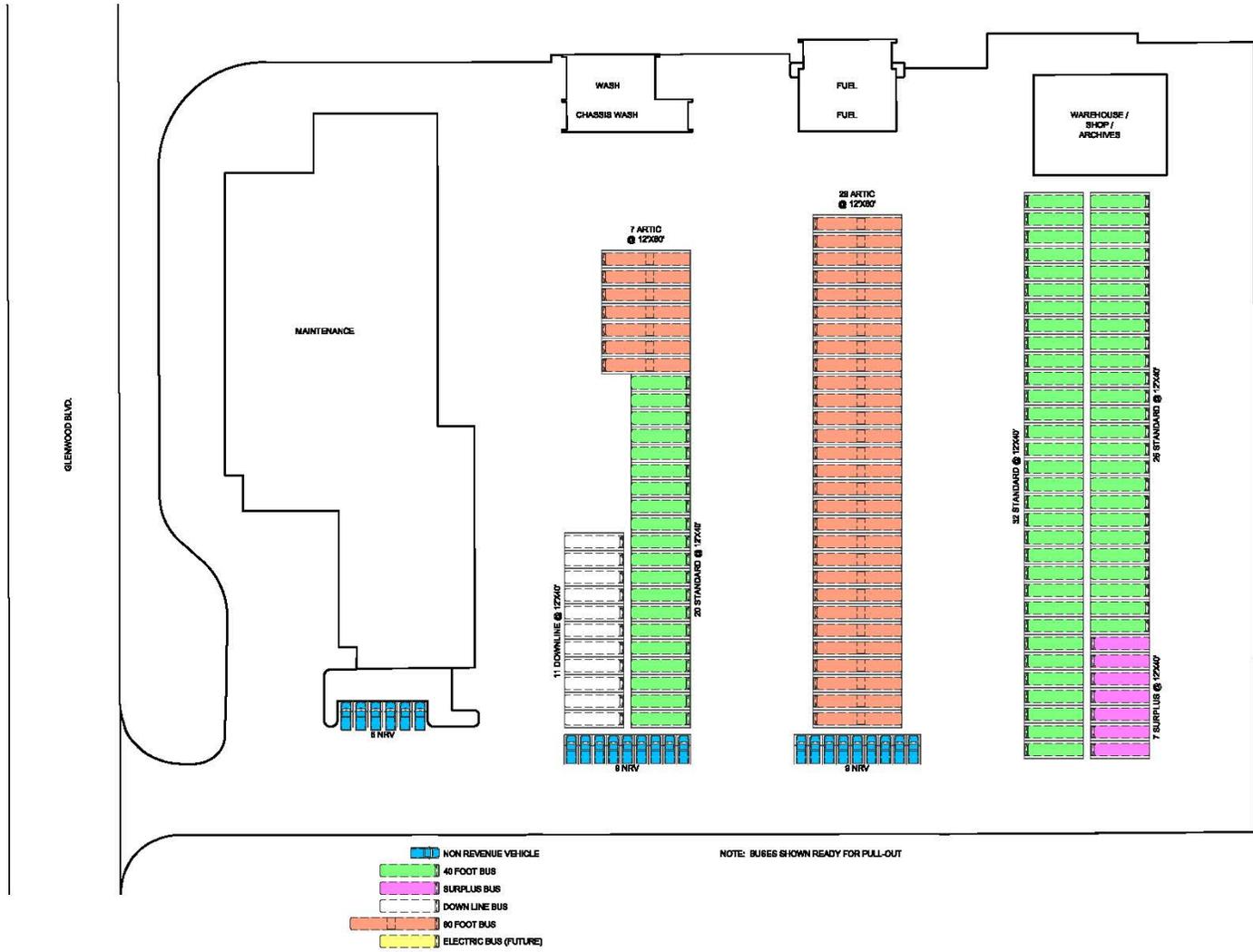
- Bus Lot Expansion and Maintenance Crew Bldg
- Bus Gate and Service Access Improvements
- Operations/Training Center Expansion
- Fleet Bldg Expansion (Add 2, extend bays)
- Public Meeting Space Remodel
- Administrative Office Expansion
- Bus Lot Expansion (remove earth berm)
- Employee Lot Expansion



Objectives

- Increase parking capacity
- Accommodate changes in fuel type (electric)
- Provide Wi-Fi capacity and coverage for daily data transfer
- Accommodate video surveillance technology
- Increase employee safety
- Increase efficiency (reduce redundant bus circulation)
- Increase office capacity (workstations, record documents, work gear)
- Increase collaboration between admin and front-line staff
- Increase efficiency (co-locating tools, supplies, office, parking)
- Create effective and healthy workspace
- Demonstrate green technology and flexible workspace layout





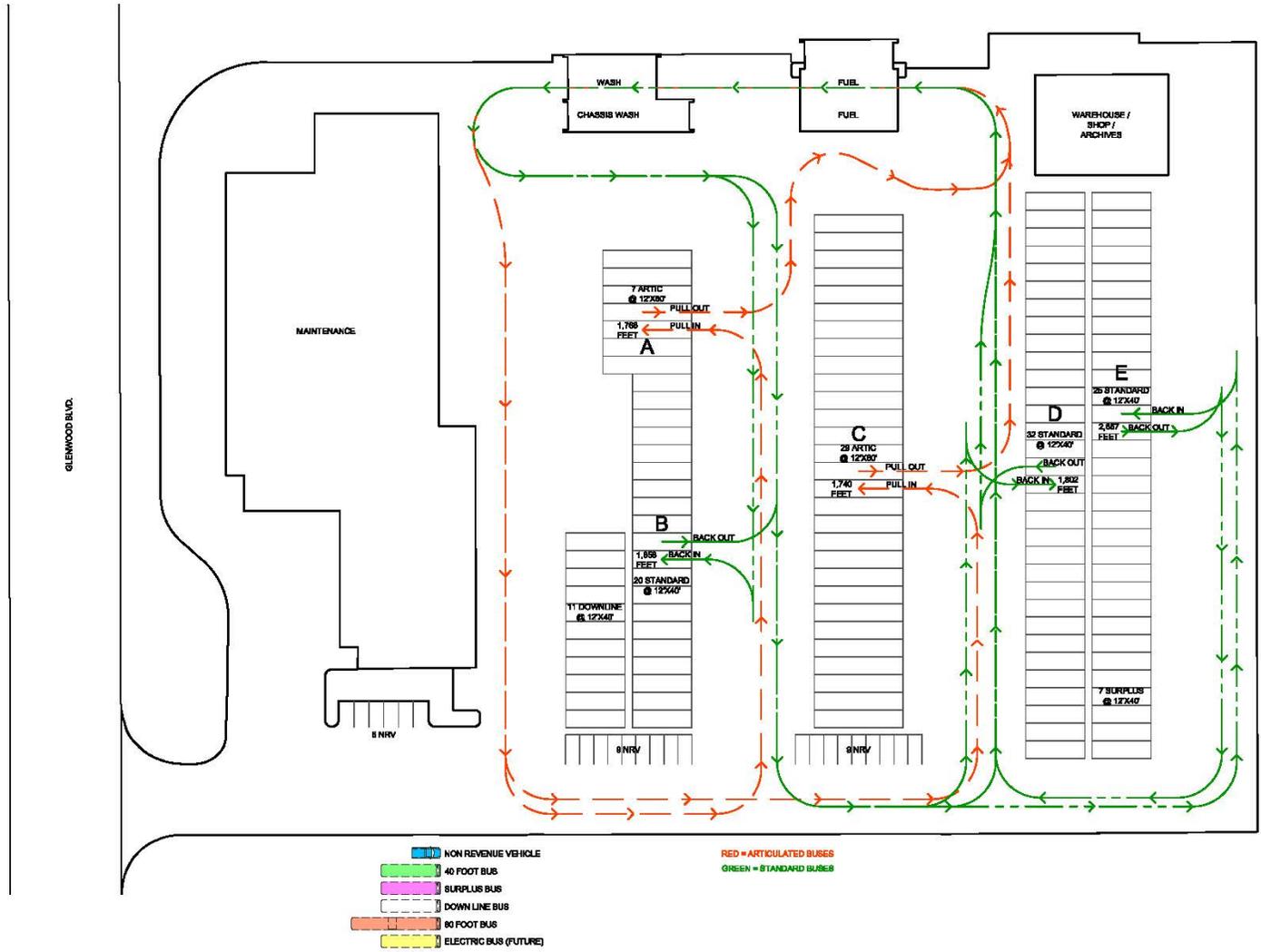
DRAWING NUMBER
E-1.0

DRAWING TITLE
**EXISTING SITE
PARKING LAYOUT**

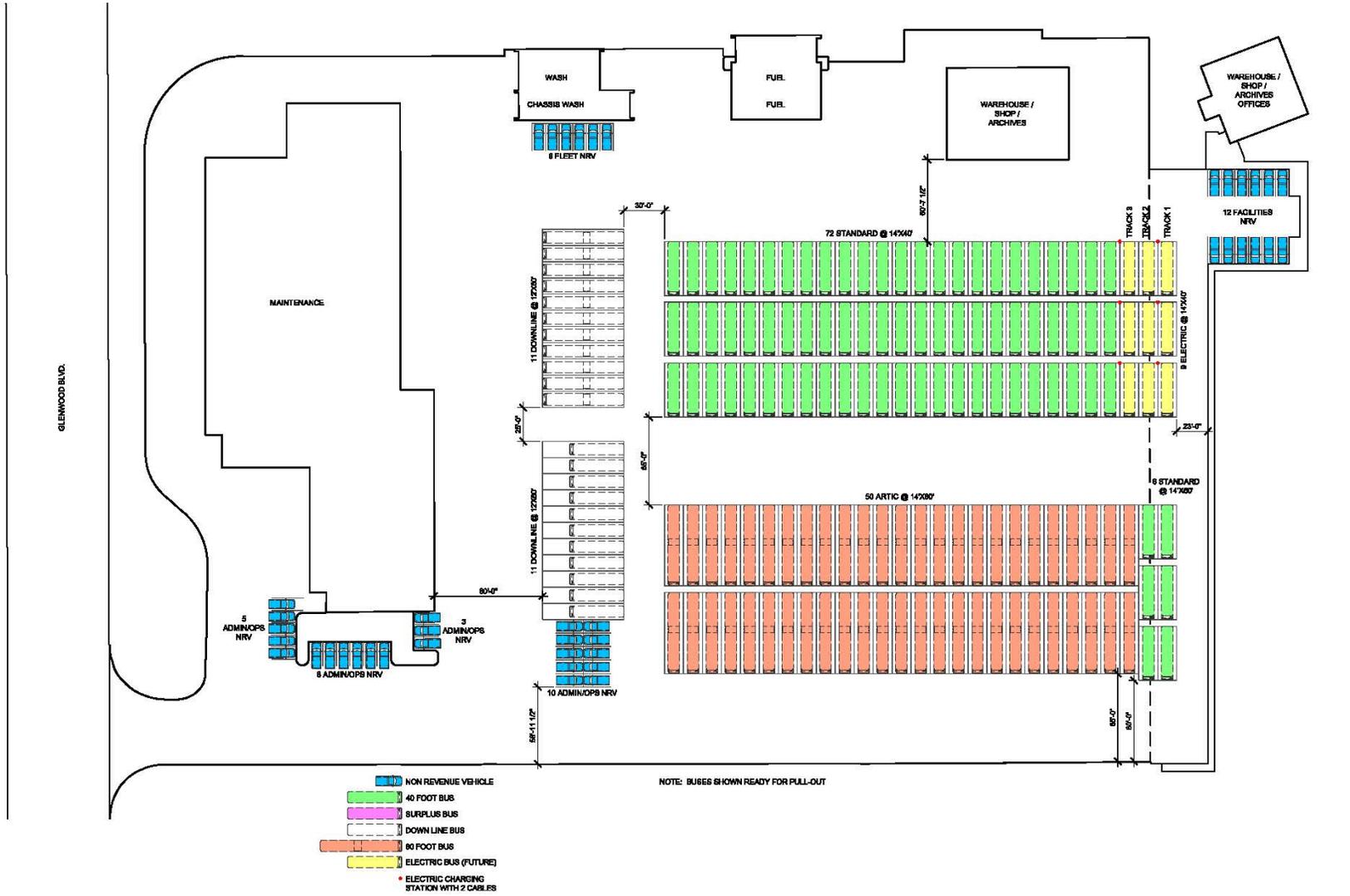
WSP | **PARSONS BRINCKERHOFF**
 11000 PARKWAY NORTH
 SUITE 200
 HOUSTON, TEXAS 77058
 PHONE (281) 796-8100
 FAX (281) 796-8104

PROJECT TITLE
**LANE TRANSIT DISTRICT
BUS PARKING STUDY**

PROJECT NO.	80492
DRAWN BY	RR
DATE	DECEMBER 2015
SCALE	1" = 40'-0" 1" = 80'-0"



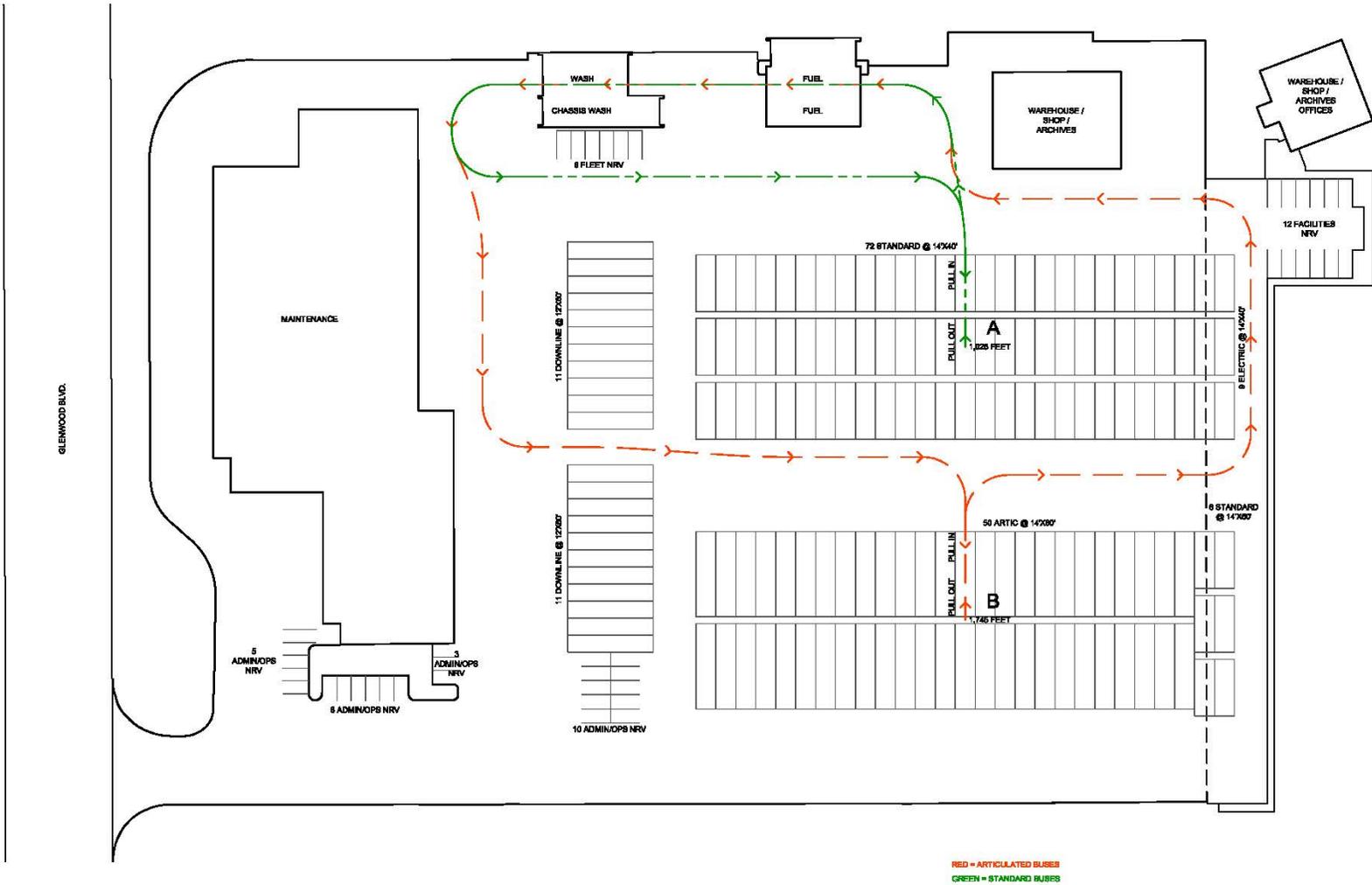
DRAWING NUMBER	DRAWING TITLE		PROJECT NO.	90492
	EXISTING SITE SERVICE CYCLE		DRAWN BY	RR
E-1.SC	LANE TRANSIT DISTRICT BUS PARKING STUDY		DATE	DECEMBER 2015
			SCALE	2x24 1" = 40'-0" 11x17 1" = 30'-0"
 WSP PARSONS BRINCKERHOFF <small>GENUINE PARTNER SINCE 2007</small> <small>INDUSTRIAL, TRANSPORTATION, TRAVEL & TOURISM</small> <small>PHILADELPHIA, PITTSBURGH, RICHMOND, WASHINGTON, DC</small>		PROJECT TITLE		
		PROJECT NO.		



DRAWING NUMBER	DRAWING TITLE		PROJECT NO.	80492
	SITE PLAN PARKING OPTION 2			DRAWN BY
O-2.0	PROJECT TITLE		DATE	DECEMBER 2015
	LANE TRANSIT DISTRICT BUS PARKING STUDY		SCALE	28/24 1" = 40'-0" 1" = 80'-0"

WSP | **PARSONS BRINCKERHOFF**

10000 PARKWAY NW
SUITE 200
DALLAS, TEXAS 75244
PHONE: (214) 796-8700
FAX: (214) 796-8704



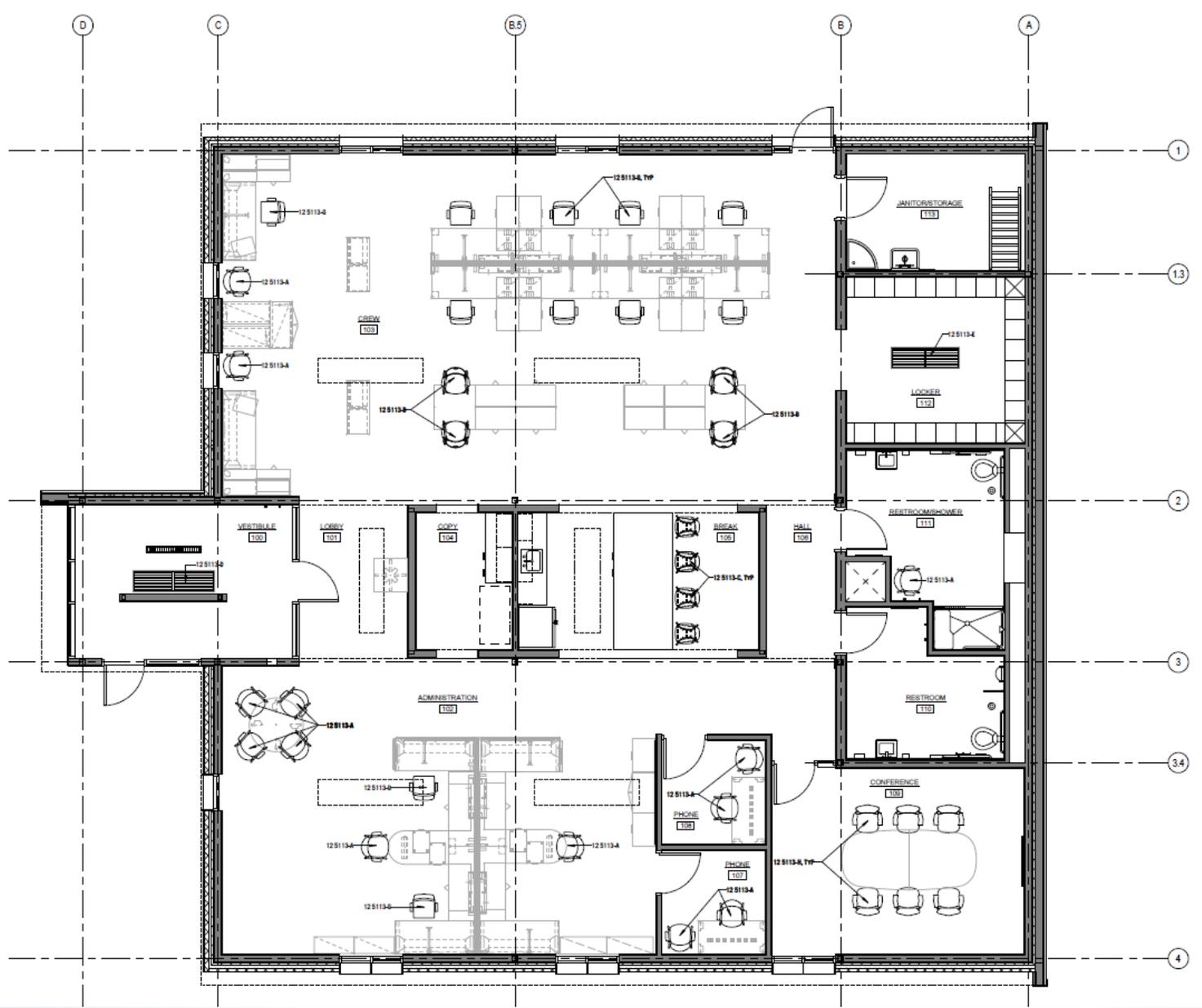
DRAWING NUMBER
O-2.SC

DRAWING TITLE
**SITE PLAN
PARKING OPTION 2
SERVICE CYCLE**

WSP | **PARSONS BRINCKERHOFF**
10000 PARKWAY NORTH
SUITE 200
DALLAS, TEXAS 75244
PHONE: (214) 796-8700
FAX: (214) 796-8704

PROJECT TITLE
**LANE TRANSIT DISTRICT
BUS PARKING STUDY**

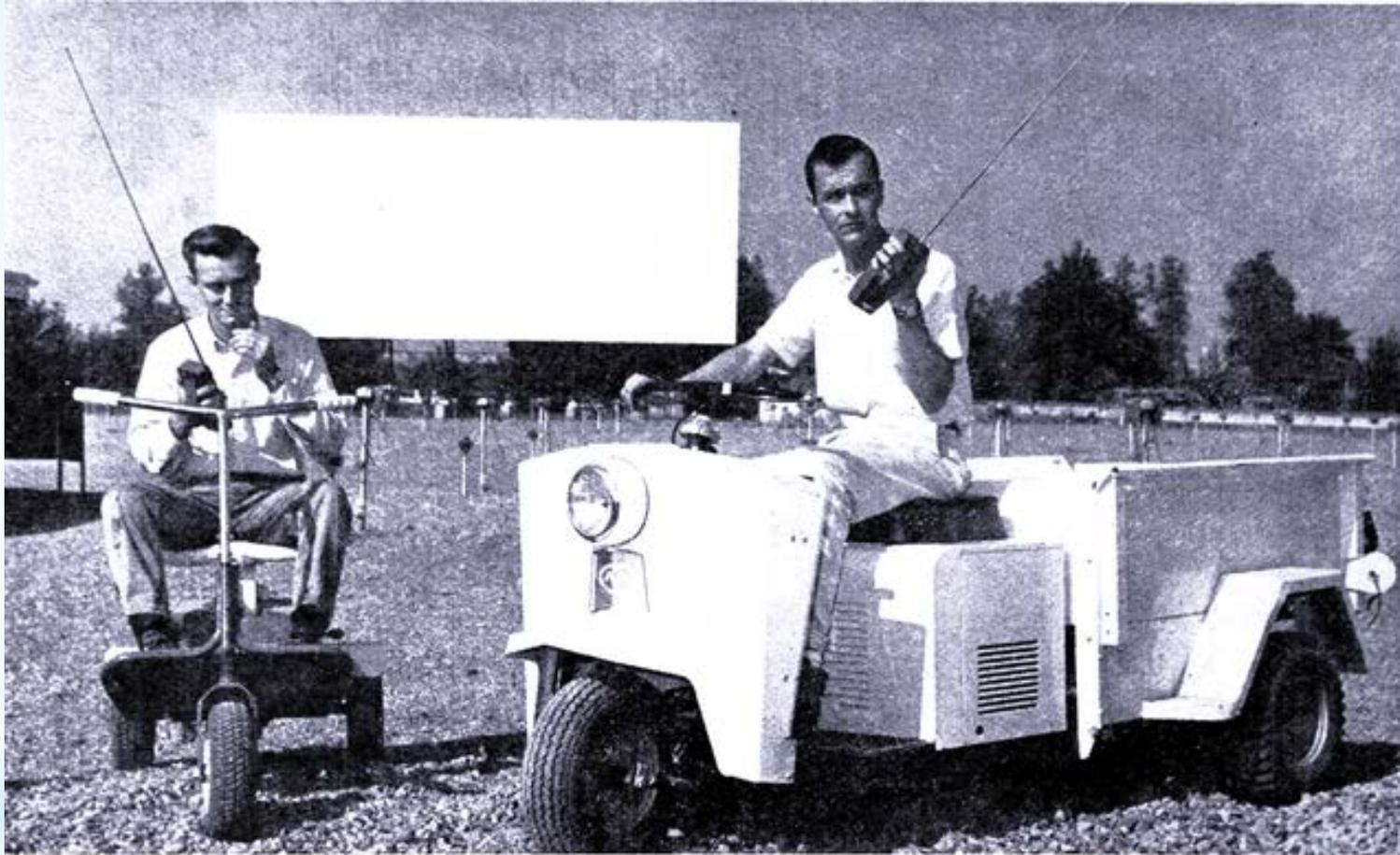
PROJECT NO.	80492
DRAWN BY	RR
DATE	DECEMBER 2015
SCALE	1" = 40'-0"
	1" = 80'-0"
	11.X.17





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Fare Management Update

Mark Johnson- April 19, 2017



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Overview



- LTD Goals
- The Latest in Fare Management Technology
- Recent Projects
- LTD's Approach

LTD Goals

- * Reduced cost of fare collection
- * Better customer experience
- * Improved ridership data
- * Simplified system for fare validation
- * Cater to customer needs and behaviors
- * Eliminate on board cash collection
- * Use data for better service decisions



Recent Fare Management Projects

* Portland, Tri-Met

- * Partnership with other area transit districts
- * Account based system
- * Mobile payment options
- * Tri-Met owns infrastructure and payment system
- * Open system that other districts can buy into with a significant upfront cost



Recent fare Management Projects

* Rogue Valley Transit District

- * Cloud Based System
- * Vendor manages and maintains back end
- * RVRTD is the owner for the purposes of financial transactions
- * Flexible system with a short implementation time frame
- * Subscription based with minimal upfront cost
- * Mobile options and account based



LTD's Approach

Understand our Customers

- * How many have bank accounts?
- * How many have smartphones?
- * Do they use their smartphones for mobile payment?
- * Is it acceptable to not collect cash fares on the bus?
- * How would they use the electronic payment system (Stored Value)?



LTD's Approach (continued)

- * Research and evaluate latest technologies
- * Understand the value each technology provides LTD
- * Develop a business argument for pursuing an electronic fare system
- * Develop a performance based RFP
- * Implement the system in a structured, incremental manner
- * Projected timeline: FY 2019



Latest Technology

- * Stored Value: Purchased value that customers can use to pay for transit services (e.g., e-purse, passes, and multi-ride products)
- * Primary Record of Stored Value: Record of stored value that is used to validate fare payment and modified as stored value is loaded or used
- * Card-Based System: Fare payment system where the primary record of stored value resides on a smart card
- * Account-Based System: Fare payment system where the primary record of stored value resides in a back office database
- * Electronic ID Number: Number encoded on a card that can be read and used to identify a back office account
- * Business Rules Software: Software that defines an agency's fare policy for the calculation of fares and the loading of stored value
- * Open Payments: Acceptance of bank-issued credit and debit cards for the payment of transit services
- * Mobile Ticketing: Using mobile phones for the purchase of fare instruments and on board validation



RideSource Call Center & Special Transportation Fleet

Cosette Rees, Kris Lyon – April 19, 2017



Overview

- Preparation for service contract recommendation at May Board Meeting
- History of RideSource Brokerage Evolution over the past decade
- Review Programs and Services
- Coordination & Integration of Services
- Cost Model & Cost Saving Measures
- Mobility Management
- Operations Software
- New Opportunities



Evolution of RideSource Brokerage Services

2006-07

- LTD has discussions with Oregon Department of Human Services (DHS) to create a Medicaid Brokerage for Lane County

2008

- RideSource Call Center Brokerage opens for service

2012

- Oregon Health Authority (OHA) forms Coordinated Care Organizations (CCO)

2013

- LTD signs agreement to work with Trillium Community Health Plans, the Lane County CCO

2015

- Centene Corporation purchases Trillium Community Health Plans

2016

LTD finalizes agreement with Centene Corporation to continue Medicaid transportation services

2017

- RFP for Brokerage Services and Fleet Operations submitted for new operations to start July 1, 2017

RideSource Brokerage Programs

Discretionary Grant Programs

- RideSource Metro ADA
- Florence ADA
- LCOG Volunteer Escort
- White Bird Clinic
- Veterans
- Crucial Connections
- Pearl Buck Center
- Transportation Assessments

Other Funding Source Programs

- Medicaid – Oregon Health Plan
 - Oregon Health Authority
 - Trillium Community Health Plan (a Centene company)
- Waivered Non-Medical Transportation
- Developmental Disability Work Trips
- RideSource Shopper

Major Program Requirements

- ADA Paratransit

- Transportation within $\frac{3}{4}$ mi boundary of fixed route
- Must pre-arrange and request at least one day before
- Shared Ride Service
- Most appropriate service based on disability preventing use of the bus

- Oregon Health Plan

- Transportation to medical providers could be local, within Oregon, out of state (State and CCO rules determine which is appropriate)
- Ability to provide service up to an hour before an appointment for an urgent need
- Shared Ride Service
- Most appropriate service based on disability preventing use of the bus. If able to use the bus receives a bus pass or tickets. Can also receive mileage reimbursement if driving.

Coordination and Integration

- Unique Service Delivery
 - Community Based – Support of Private Industry
 - One-Call Center Philosophy
 - Many users eligible for multiple programs
 - HIPAA Compliance & Security Needs
- Staff Actions (not all inclusive)
 - Phone Calls
 - Ride Reservations
 - Ride Scheduling (internal and external fleet)
 - Ride Dispatching (internal fleet)
 - Fleet Maintenance
 - Oversight 26 Private Provider subcontractors
 - Process Invoices and pays external providers
 - Invoicing State of Oregon and Centene Corporation on behalf of LTD

Fiscal Year 17 – Trip Data

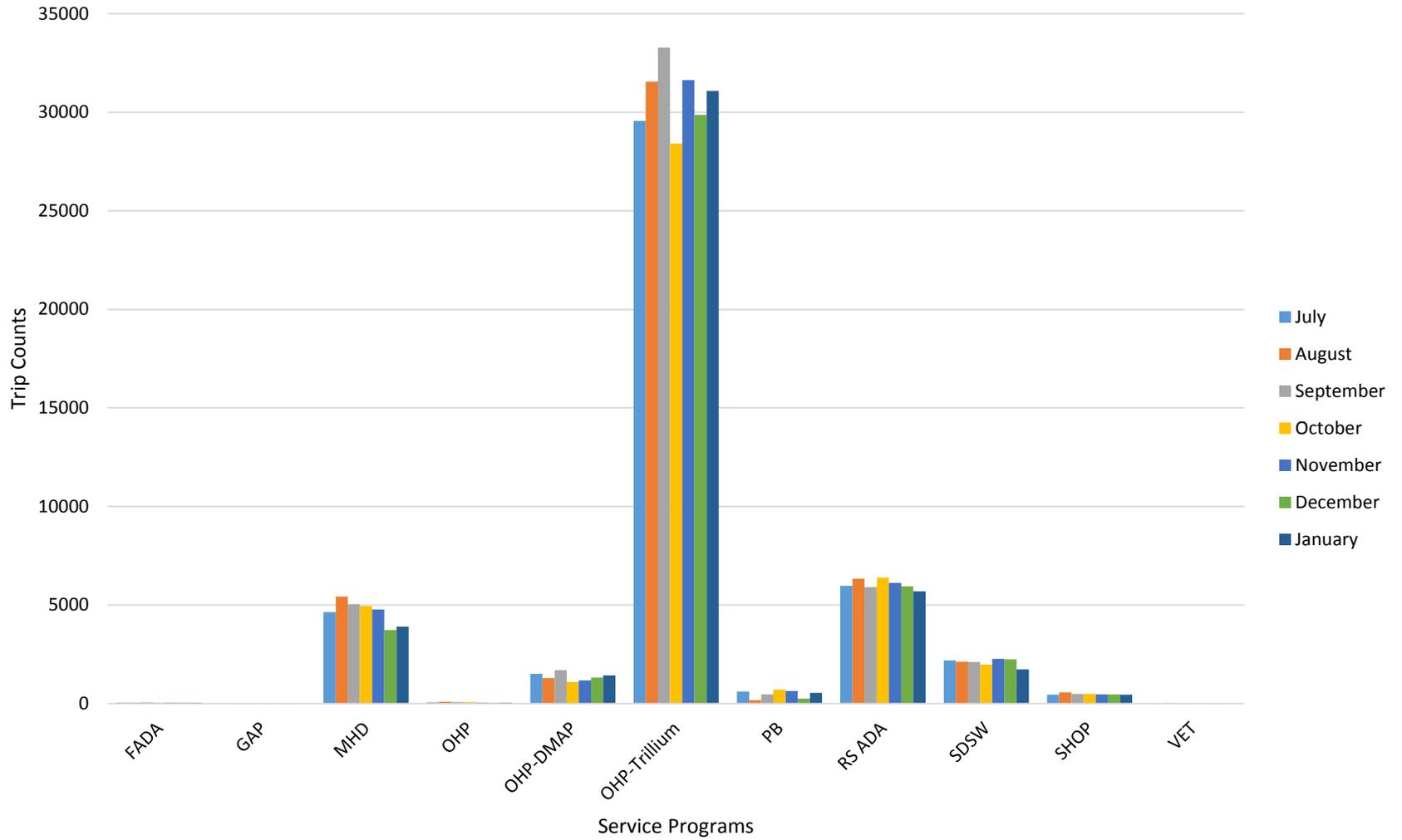
Trip Counts by Month

	Total
July	45,054
August	47,656
September	49,139
October	44,146
November	47,188
December	43,939
January	44,942

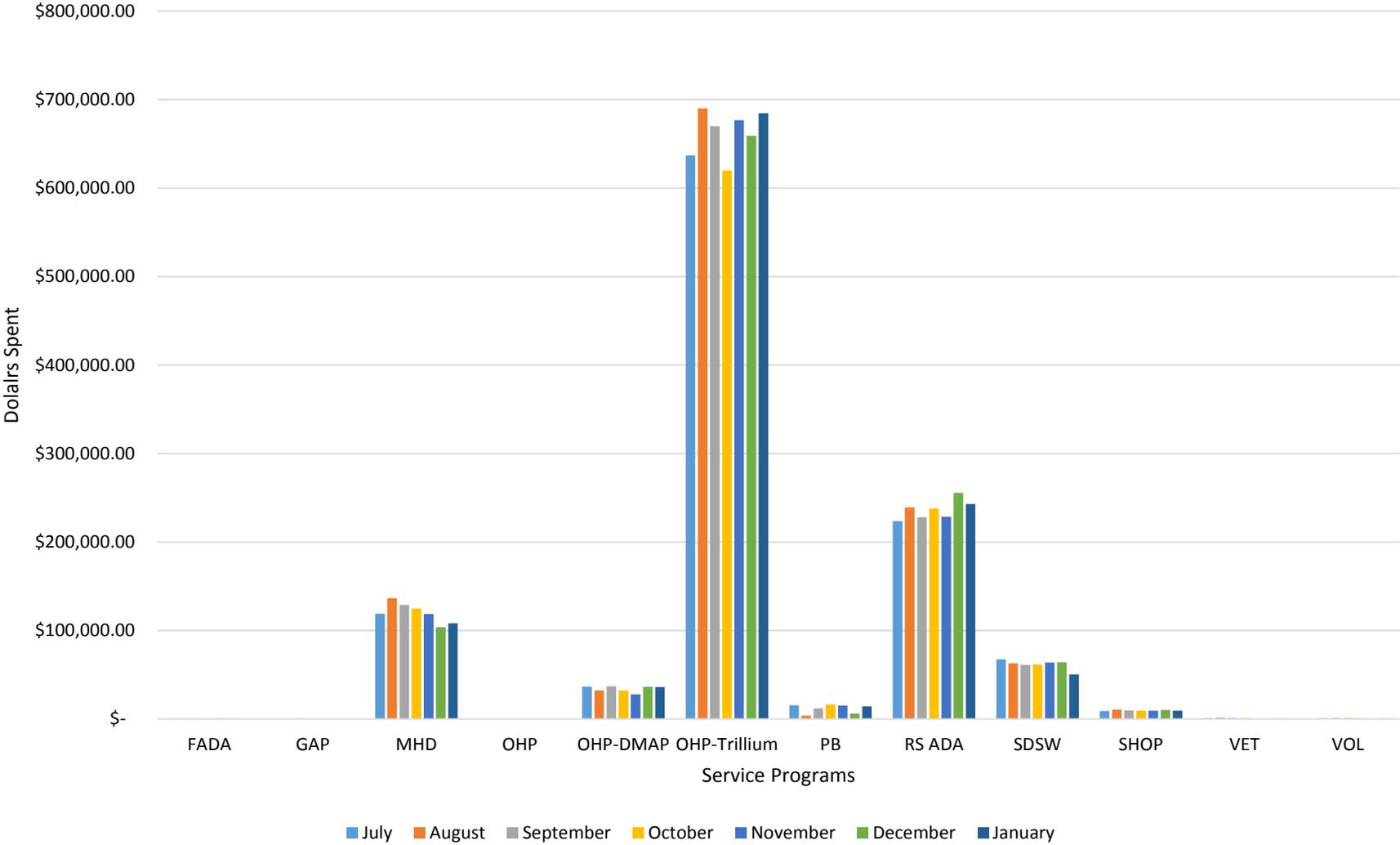
Service Costs by Month

	Total
July	\$ 1,110,995.74
August	\$ 1,179,539.96
September	\$ 1,151,291.18
October	\$ 1,106,182.66
November	\$ 1,143,140.54
December	\$ 1,137,761.80
January	\$ 1,148,722.58

FY 17 Trips by Month



FY 17 Service Costs by Month



Cost Savings

- Cost Allocation Model
 - Allocate fixed and variable costs across programs allowing for more funding to pay for service
- Ride Sharing
 - Multiple funding sources pay to fill seats
- Quality Assurance Program
 - Ensuring private provider compliance
 - Private provider driver training, annual vehicle inspections
- Medicaid Utilization Management Team
 - Members include LTD, RideSource, Trillium, Private Providers
 - Review highest service users, policies and procedures, monitor service compliance

Mobility Management

- Three Agency Partners
 - Senior & Disability Services
 - Customers over age 50 in the Eugene/Springfield area
 - Customers residing in facilities
 - Customers residing in rural areas
 - Alternative Work Concepts
 - Customers under age 50 in the Eugene/Springfield area
 - Customers with multiple disabilities
 - White Bird Clinic
 - Customers with mental health concerns
 - Homeless populations
- RideSource staff handle administrative processes
 - Referring requests to appropriate agencies
 - Ensuring proper documents are sent to customers per program requirements
 - Processes completed assessments including documentation into operations database

Operations Software

- LTD's investment in the future of RideSource services
- Streamline 17 different pieces of software and applications currently in use
- Real time driver and dispatch communication via tablets
- Private providers can bid on trips in real time rather than on paper via fax machines
- Staff can process provider invoices on a weekly rather than daily basis
- Comments and complaints will no longer be tracked in Excel, providing better feedback for staff and stakeholders

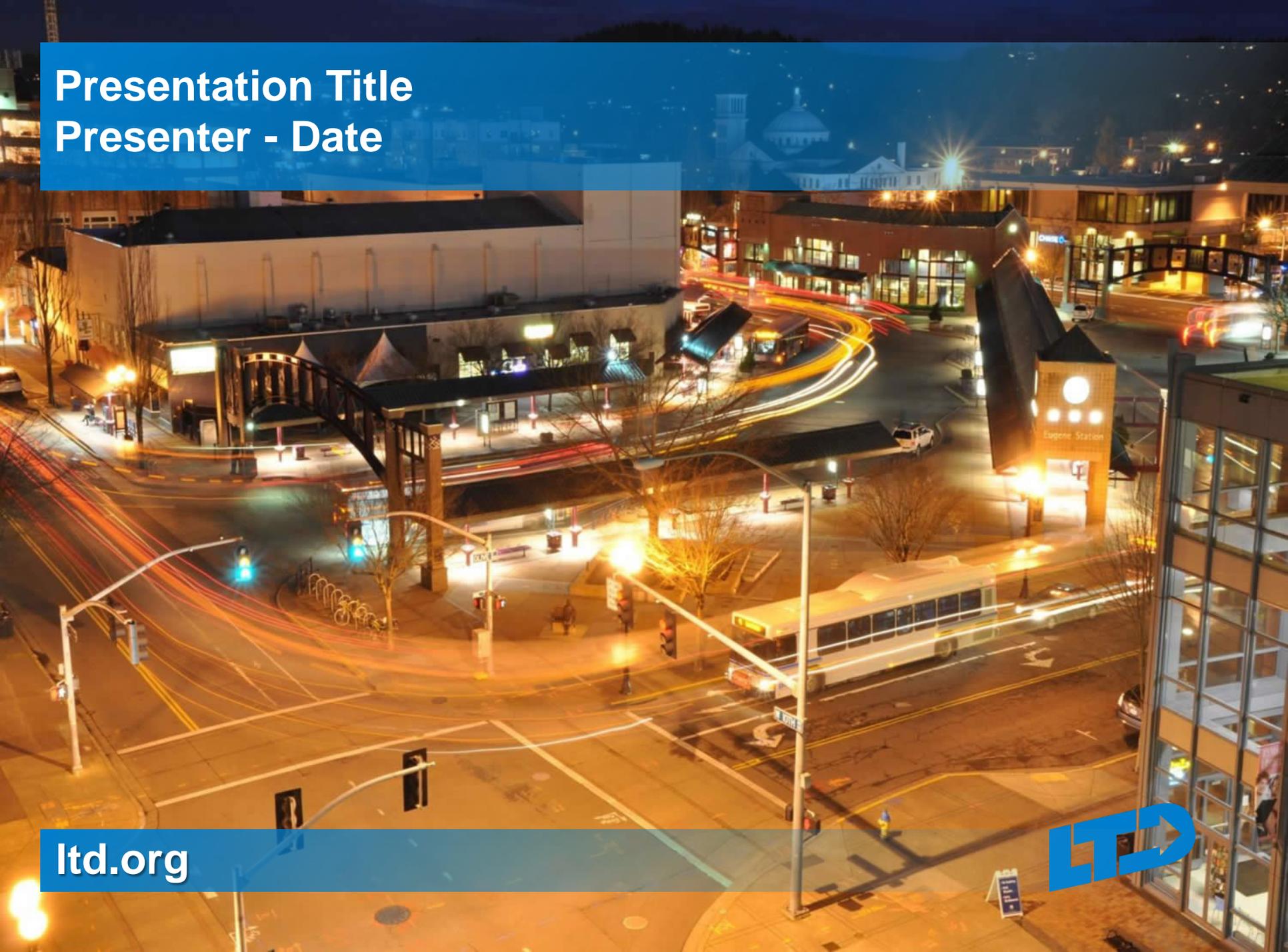
New Opportunities

- Enhanced Volunteer Program
 - Focus on community volunteer programs using volunteer drivers
 - Streamlined services
 - Background checks
 - Training in Defensive Driving, Disability Awareness
 - Centralized recruitment and retention activities
- 15th Night
 - Grassroots program in Eugene focusing on homeless youth
 - Multiple agency partners – schools, mental health, advocates, Child Welfare
 - Interested in working with LTD to connect kids to needed services

... bringing us to a May Contract recommendation.

Questions?

Presentation Title
Presenter - Date



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