



LANE TRANSIT DISTRICT BOARD OF DIRECTORS CONTRACT COMMITTEE MEETING

Monday, September 14, 2020
4:00 p.m. – 5:00 p.m.

VIRTUAL MEETING

Zoom details will be provided on the web calendar at www.LTD.org.

No public testimony will be heard at this meeting.

AGENDA

| <u>Time</u> | <u>ITEM</u> | <u>Page</u> |
|-------------|--|-------------|
| 4:00 p.m. | I. CALL TO ORDER | |
| | II. ROLL CALL | |
| | <input type="checkbox"/> Emily Secord <input type="checkbox"/> Joshua Skov <input type="checkbox"/> Carl Yeh | |
| | III. COMMENTS FROM THE CHAIR | |
| | IV. ITEMS FOR ACTION | |
| 4:05 p.m. | A. APPROVAL OF MINUTES | 2 |
| | Action Needed: Approval | |
| | Approve minutes from the June 8, 2020, meeting | |
| | V. ITEMS FOR BOARD RECOMMENDATION | |
| 4:10 p.m. | A. CONTRACT AMENDMENT: CONTRACT NO. 2013-32: TRAPEZE SOFTWARE GROUP (NOVUS/TRIPSPARK) [Harry Sanger] | 5 |
| 4:20 p.m. | B. IGA AMENDMENT: IGA NO. 2019-07 CITY OF COTTAGE GROVE MOBILITY ON DEMAND PILOT PROJECT [John Ahlen] | 7 |
| 4:40 p.m. | VI. ADJOURNMENT | |

To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).

MINUTES OF CONTRACT COMMITTEE MEETING

LANE TRANSIT DISTRICT

Monday, June 8, 2020

Pursuant to notice provided in accordance with Oregon Revised Statute 192.640, the Contract Committee of the Lane Transit District Board of Directors held a virtual Meeting on Monday, June 8, 2020, beginning at 4:00 p.m., via ZOOM online.

Present: Carl Yeh, Chair, (via teleconference)
Emily Secord
General Manager Aurora Jackson
Sean Walker, General Counsel
Camille Gandolfi, Clerk of the Board
Transportation Marketing and Outreach Director Theresa Brand
Director of Fleet Management Matthew Imlach

Absent: Joshua Skov

CALL TO ORDER/ROLL CALL — Mr. Yeh called the meeting to order and called the roll. He noted the meeting was being conducted in virtually in compliance with Governor Kate Brown's stay-at-home order.

COMMENTS FROM THE CHAIR — None.

MOTION APPROVAL OF MEETING MINUTES — Ms. Secord moved to approve the minutes of the May 11, 2020, Committee meeting as presented. Mr. Yeh provided the second.

VOTE The motion passed as follows:
AYES: Secord, Yeh (2)
NAYS: None
ABSTENTIONS: None
EXCUSED: Skov (1)

ITEMS FOR BOARD RECOMMENDATION

Mr. Skov joined the meeting at 4:05 p.m.

Sole Source Contract No. 2020-133: Sitecrafting — Ms. Brand stated that the contract was for the purpose of securing hosting and maintenance for the LTD website. She said the website used a proprietary software developed by Sitecrafting and the contract would provide up to \$40,000 of service over the next two years to support the website. In previous years the cost had been between \$15-18,000 per year. She said there had been plans to develop a new website in 2022 using more universal software, but was not confident that would occur as it was dependent on the budget. The estimated cost of developing a new website was \$200,000.

Ms. Secord indicated she was comfortable with the short-term and long-term plans for the website.

Mr. Yeh asked why the cost was somewhat higher than it had been in the past. Ms. Brand said an LTD employee with website expertise had been laid off and remaining staff could not provide the same level of support; also, Sitecrafting prices had long up slightly. The intent was to move to a more mobile-friendly online presence in response to customer demand and that was factored in. She said another vendor would have to create a new website because the current software was proprietary, which resulted in the estimated cost of \$200,000. The contract with Sitecrafting would bridge the gap until that could occur.

MOTION Mr. Yeh moved the following resolution: It is hereby resolved that the LTD Contract Review Board, approves Contract No. 2020-133 as presented. Mr. Skov provided the second.

VOTE The motion passed as follows:
AYES: Secord, Skov, Yeh (3)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

Contract No. 2020-119: Schetky Northwest Sales, Inc. — Mr. Imlach said the contract was for the purchase of 11 new and replacement medium-size, light-duty cutaway buses for its Accessible Services fleet. He said the State of Washington's contract with Schetky would be utilized. He said the vehicles would replace ones in the current fleet that were well beyond their useful life. He said federal 5310 and State Transportation Improvement Fund (STIF) would be used for the acquisition.

Mr. Skov understood the need to replace the vehicles, but wondered why combustion engine vehicles were selected instead of other types of propulsion. Mr. Imlach said staff was looking at electrification and other alternatives for the paratransit fleet. He said over 66 percent of vehicles were beyond their useful life, in some cases many years beyond. He said it could hurt the District to wait for other types of vehicles to become available before replacing the first 11 buses, but it was definitely important to begin to move away from fossil fuels usage and a plan was being developed to inform that transition.

Mr. Skov asked if fewer than 11 vehicles could be purchased. Mr. Imlach said the expected life cycle was seven years and currently 15 RideSource buses had been in use 11 years or more. He would need to talk to staff in order to determine what a minimum purchase might be.

Mr. Skov said the Sustainability Committee had a discussion about goal-setting, but had not yet presented it to the Board. The last vehicle purchase was for all electric buses and he was concerned that the proposed contract could be at odds with a goal of eliminating fossil fuel use.

Assistant General Manager Service Delivery Mark Johnson said the Board would be discussing sustainability goals at its June 17, 2020, meeting. He said while electric and other alternative vehicles would become available in the future, there were currently none on the market to replace the paratransit vehicles. He acknowledged it was a difficult decision at this time, but if aged vehicles broke down it would impact service. The fleet replacement analysis would help guide decisions once it was completed.

Ms. Secord asked if the contract would result in the lowest price and most efficient procurement. Mr. Imlach said utilizing the Washington contract resulted in better pricing and the manufacturer's cost would increase in the future. He felt the purchase represented good stewardship of LTD's resources and noted that no General Fund dollars were being used.

Mr. Yeh agreed with the purchase, but did support electrification of the fleet in the future. He said that would occur with careful planning.

In response to a question from Mr. Skov, Mr. Johnson said he was not aware of electric options in the vehicle classes being purchased.

Mr. Skov hoped there would not be any additional vehicle purchases outside of the goal-setting framework that would be discussed by the Board next week.

MOTION Mr. Yeh moved that the Contract Committee forward Contract No. 2020-119 as presented to the Board of Directors with a recommendation for approval. Mr. Skov provided the second.

VOTE The motion passed as follows:
 AYES: Secord, Skov, Yeh (3)
 NAYS: None
 ABSTENTIONS: None
 EXCUSED: None

ADJOURNMENT — Mr. Yeh adjourned the meeting at 4:21 p.m.

Recorded by Lynn Taylor



AGENDA ITEM SUMMARY

DATE OF MEETING: September 14, 2020

ITEM TITLE: CONTRACT AMENDMENT: Contract No. 2013-32: Trapeze Software Group (Novus/TripSpark)

PREPARED BY: Harry Sanger, Project Coordinator

DIRECTOR: Cosette Rees, Director of Customer and Specialized Services

ACTION REQUESTED: Forward to the Board of Directors with a recommendation of approval

Please disclose any actual or potential conflict of interest.

PURPOSE: To authorize the general manager to execute a contract amendment with TRAPEZE SOFTWARE GROUP, INC. dba TripSpark Technologies ("TripSpark") for the provision of TripSpark Notifications, Passenger Portal, Passenger Information and Provider Mobile software modules to maintain compliance with Non-Emergent Medical Transportation (NEMT) requirements.

CONTRACT TYPE: Contract Amendment

REASON FOR CONTRACT TYPE: See Description/Justification below.

ROLE OF THE BOARD: In accordance with LTD Resolution No. 2017-03-15-011, the Board must review and approve all contracts exceeding \$149,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$150,000 or ten-percent (10%) of the initial contract value.

DESCRIPTION/JUSTIFICATION: In 2013, LTD entered into a Software License and Maintenance Agreement with Trapeze Software Group in the amount of \$735,578 for the implementation of NOVUS software modules to manage the data and operations at RideSource including assessing customer eligibility, booking rides, dispatching to LTD owned vehicles, tracking trip performance for paratransit rides, allowing third-party transportation providers to bid on Non-Emergency Transportation (NEMT) rides and fulfill them, and reconciliation and billing.

Contract 2013-32 was first amended in 2017 to incorporate a customer feedback module at a net cost of \$140,411.

The current proposed amendment will bring us into contractual compliance, increase efficiency, and improve the overall customer experience for passengers by implementing these additional modules:

Provider Mobile provides an interface with third party providers to capture information electronically. This module will allow LTD to more accurately and thoroughly track trip performance by the taxi providers, including new tracking and reporting requirements for NEMT.

Passenger Portal allows passengers to access and manage their ride information through a self-service web portal. Currently all trip requests, modifications, or information lookups require direct interaction with RideSource Customer Service Representatives (CSRs). Implementing this module will increase RideSource processing capacity without increasing current staffing levels.

Notifications pushes out trip reminder notifications to customers and provides updates regarding their trip, i.e., snow & ice impacts. Along with the Passenger Portal, this increased automation improves the customer experience by allowing for the passenger to respond to reminders to confirm or cancel their trip without direct CSR interaction.

FINANCIAL IMPACT/FUNDING SOURCE: The value of the contract amount is \$450,000 for purchase, implementation services, and 1st year maintenance and has been included within the proposed FY 20-21 CIP budget. Funding will be an FTA grant applied for in the amount of \$76,000 with a match portion funded by the LTD General Fund.

CONSIDERATIONS: Based on the assessment and rationale, the Board is being advised to take the following action: Adopt the contract amendment request for Contract No. 2013-32 for implementation and first year maintenance fees for FY 20/21 in order to meet NEMT compliance requirements and increase efficiency of services.

ALTERNATIVES:

- (1) Hire additional RideSource Customer Service Representatives. This would not only increase labor costs, but would require LTD to rent space and invest in additional equipment. (Passenger Portal & Notifications)
- (2) Risk Non-compliance. We are contractually obligated by each of our Coordinated Care Organizations (CCOs) to track and report operator performance and have the ability to interact with operators (Driver Module). In addition, we have aggressive call holding and other requirements; the Passenger Portal will reduce the reliance on the phone and enable us to meet our metrics.
- (3) Eliminate the one-call center. The one-call center allows customers to call one number to access multiple programs. NEMT is by far the largest client based served through the call center. If we are unable to meet the compliance, our alternative would be to no longer serve NEMT.

SUPPORTING DOCUMENTATION:

- 1) Resolution No. XXXX-XX-XX-XXX

PROPOSED MOTION: It is hereby resolved that the LTD Board of Directors, acting as the LTD Contract Review Board, approves Contract No. 2013-32 as amended.



AGENDA ITEM SUMMARY

DATE OF MEETING: September 14, 2020

ITEM TITLE: IGA AMENDMENT: IGA No. 2019-07 City of Cottage Grove Mobility on Demand Pilot Project

PREPARED BY: John Ahlen, Accessible Services Program Supervisor

DIRECTOR: Cosette Rees, Director of Customer and Specialized Services

ACTION REQUESTED: Forward to the Board of Directors with a recommendation of approval

Please disclose any actual or potential conflict of interest.

PURPOSE: To authorize the general manager to execute a contract IGA amendment with the City of Cottage Grove for the continuation of services for the Mobility on Demand pilot through June 30, 2021.

CONTRACT TYPE: Sole Source

REASON FOR CONTRACT TYPE:

ROLE OF THE BOARD: In accordance with LTD Resolution No. 2017-03-15-011, the Board must review and approve all contracts exceeding \$149,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$150,000 or ten-percent (10%) of the initial contract value.

In accordance with ORS 279B.075A, a contracting agency may award a contract for goods or services without competition if the local contract review board, or a person designated in writing by the board, determines in writing, in accordance with rules adopted under ORS 279A.065, that the goods or services, or class of goods or services, are available from only one source.

DESCRIPTION/JUSTIFICATION: The Cottage Grove mobility on demand (MOD) pilot project is a transportation option that uses smart technology and special vehicles to provide a service that has no fixed schedules, no fixed-routes, and an infinite number of on-demand stops. Passengers share their ride and save money.

When this on-demand service model was launched in January 2019, LTD discontinued the circulation of Route 98 through the city during service hours of the on-demand pilot. In response to peak demand, LTD temporarily authorized the City of Cottage Grove to test the addition of a second vehicle to meet anticipated service levels within reasonable wait times. Staff monitored this enhancement and confirmed there was a sustained demand, which justified the need for a second vehicle on an ongoing basis.

As LTD monitored ridership on both our fixed route system and our on-demand pilot, the District identified a notable decrease in ridership on fixed Route 98. In February 2020, LTD restored the circulator on the fixed route and intended to monitor to see if ridership on Route 98 would come back, and what the continued demand would be for the on-demand service.

Extending the pilot would allow LTD to test the effects of operating both the circulator on Route 98 and the on-demand service. Extending the pilot gives LTD further opportunities to test emerging technologies and collect additional data, which will inform the decision points that will be made if the pilot program is formally established.

FINANCIAL IMPACT/FUNDING SOURCE:

History:

- In January, 2019, LTD created the IGA for Cottage Grove in the amount of \$146,760.00 to complete a one year pilot.

- In October the Board approved extending the term to expire on August 28, 2020 and to increase the value of the contract amount by \$175,000.00, bringing the new NTE amount to \$321,760. This was extended to coincide with the EmGo on-demand pilot in Eugene
- In March 2020, as a result of COVID-19, LTD placed this service on hold; leaving \$89,850 on the agreement.

Current request: LTD is requesting Board approval to authorize the general manager to add \$35,220 to the value of the contract, and extend the pilot phase of the program through June 30, 2021. This brings the not-to-exceed value of the agreement to a total of \$446,830.

This project and the funds are included in our current approved budget, and funded through Statewide Transportation Improvement Funds (STIF).

CONSIDERATIONS: If approved, staff will bring an update to the Board in late 2020 to decide whether to move this service out of the pilot phase. If approved, LTD would move forward with a competitive procurement process.

ALTERNATIVES:

- Deny approval of the extension of time and additional dollars for the Cottage Grove on-demand pilot program, essentially ending the service;
- Approve extension of the Cottage Grove on-demand pilot program through June 30, 2021, with a not-to-exceed amount of \$446,830

SUPPORTING DOCUMENTATION: N/A

PROPOSED MOTION: I move to forward IGA Amendment No 2019-07 to the Board of Directors with a recommendation for approval.



AGENDA ITEM SUMMARY

DATE OF MEETING: October 22, 2019

ITEM TITLE: AMENDMENT: INTERGOVERNMENTAL AGREEMENT (IGA) NO. 2019-07 - CITY OF COTTAGE GROVE

PREPARED BY: John Ahlen, Accessible Services Specialist

DIRECTOR: Cosette Rees, Director of Customer and Specialized Services

ACTION REQUESTED: Forward to the Board of Directors with a recommendation of approval

Please disclose any actual or potential conflict of interest.

PURPOSE: To authorize the general manager to amend the IGA with the City of Cottage Grove in the amount of \$175,000, and to extend the duration of the IGA through August 28, 2020.

CONTRACT METHOD: Intergovernmental Agreement (IGA)

REASON FOR CONTRACT TYPE: Agreements with the City of Cottage Grove are intergovernmental.

DESCRIPTION/JUSTIFICATION: The Cottage Grove mobility on demand (MOD) pilot project is a transportation option that uses smart technology and special vehicles to provide a service that has no fixed schedules, no fixed-routes, and an infinite number of on-demand stops. Passengers share their ride and save money.

In response to peak demand, LTD temporarily authorized the City of Cottage Grove to test the addition of a second vehicle to meet anticipated service levels within reasonable wait times. Staff monitored this enhancement and confirmed there was a sustained demand, which justified the need for a second vehicle on an ongoing basis.

Another justification for extending the pilot is to allow LTD to test different service models and align the Cottage Grove MOD pilot with the timeline for the EmGo pilot project. Extending the pilot gives LTD further opportunities to test emerging technologies and collect additional data, which will inform the decision points that will be made if the pilot program is formally established.

CONTRACT/PROJECT HISTORY: The Cottage Grove Mobility on Demand pilot project was initiated on January 14, 2019, with a not-to-exceed contract maximum of \$146,760. The pilot program has a period of performance through February 1, 2020. This origin to destination, on-demand service is available within the Cottage Grove city limits. Fixed-route service changes in alignment with the pilot program became effective February 3, 2019. MOD fare is \$1, and all LTD fare instruments are accepted.

The program goals include:

- Proof of service model - to give LTD an opportunity to test an on-demand service model in an environment like Cottage Grove.
- Connect people to the community – LTD sought alternatives that served to remove transportation barriers and to connect residents to their community.
- Increase diversity – LTD is attempting to attract new ridership to public transportation.

As the pilot program began service, it became apparent for the need to deploy an additional vehicle to support peak service times, at 10:00 a.m. and 3:00 p.m. The program provider was asked to provide a quote for this second vehicle to support the additional service for the remainder of the pilot program period, which is estimated at \$49,350.

The additional contract amendment and contract extension puts the total contract value at \$321,760, which requires Board approval.

PROCUREMENT IMPACT: N/A

POLICY IMPACT: In accordance with LTD Resolution No. 2017-03-15-011, the Board must review and approve all contracts exceeding \$149,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$150,000 or ten-percent (10%) of the initial contract value.

ECONOMIC IMPACT: The funds necessary to sustain a second vehicle during peak service hours and extend the length of the Cottage Grove MOD pilot project are within the current approved budget.

FUNDING SOURCE: The Cottage Grove MOD pilot project is funded as part of the Oregon STIF program.

REQUIRED REPORTING: LTD will follow required reporting procedures, which will include reporting project outcomes to the Board.

CONSIDERATIONS: The Board is being advised to take the following action: approve an amendment to IGA 2019-07, authorizing an additional \$175,000 to support an additional vehicle needed during peak service hours, and extend the duration of the pilot program through August 28, 2020.

ALTERNATIVES:

- 1) End the pilot program as originally scheduled on February 1, 2020.
- 2) Reduce Cottage Grove MOD service levels.

PROJECT CLOSEOUT TEAM: The Customer and Specialized Services team is responsible for project closeout upon completion.

SUPPORTING DOCUMENTATION:

- Resolution No: 2019-10-22-057

PROPOSED MOTION: I move adoption of LTD Resolution No. 2019-10-22-057:

It is hereby resolved that the LTD Board of Directors, acting as the LTD Contract Review Board, approves amending IGA No. 2019-07 as presented [amended].



RESOLUTION NO. 2019-10-22-057

**APPROVAL OF AN INTERGOVERNMENTAL AGREEMENT AMENDMENT BETWEEN LANE
TRANSIT DISTRICT AND THE CITY OF COTTAGE GROVE**

WHEREAS, Lane Transit District (LTD) is authorized to enter into intergovernmental agreements (“IGAs”) with other units of local government pursuant to ORS 190.010;

WHEREAS, pursuant to LTD resolution No. 2017-03-15-011, the LTD Board of Directors is the LTD Contract Review Board and is required to authorize all IGAs exceeding \$149,999;

WHEREAS, for those IGAs authorized by the LTD Board of Directors, the LTD Board of Directors must approve individual or cumulative contract amendments that exceed the lesser of \$150,000 or 10 percent of the initial IGA;

WHEREAS, the Contract Review Board has authorized the LTD Finance Committee to review and recommend action on IGA's and contract amendments prior to those IGA's or contract amendments being presented to the LTD Board for review and approval; and,

WHEREAS, the Finance Committee reviewed the proposed contract amendment between LTD and the City of Cottage Grove on September 9, 2019, and recommended adoption.

NOW, THEREFORE, BE IT RESOLVED that the LTD Board of Directors, acting as the LTD Contract Review Board, passes a Resolution as follows:

- 1) The contract amendment of the IGA between LTD and the City of Cottage Grove regarding Mobility on Demand shall be in compliance with all applicable laws and regulations.
- 2) The general manager, or her designee, is hereby authorized to execute this contract amendment in the amount of \$175,000 in STIF funds, and a contract extension through August 28, 2020.

ADOPTED BY THE LANE TRANSIT DISTRICT BOARD OF DIRECTORS ON THIS 22nd DAY OF OCTOBER, 2019.

Board President, Carl Yeh